

Online exams handbook – Students Autumn Session 2021

9 August 2021

Table of contents

1. Oral exam on Microsoft Teams	2
2. Assignment exam.....	5
3. Quiz exam	9
4. Technical support	12
Document that rules the conduct and the use of video surveillance (live video proctoring) of online exams.	13

1. Oral exam on Microsoft Teams

Checklist

- Make sure that you have Microsoft Teams: you can either download it or use it on the Chrome browser (see: <https://www.microsoft.com/en/microsoft-365/microsoft-teams/download-app>)
- Make sure you remember your Microsoft Teams login credentials: they are the Windows credentials you use to access university PCs and your USI e-mail
- Make sure you received the Teams link for your exam
- Make sure your webcam, microphone and headphones work properly
- If possible, install MS Teams on a second device (e.g.: smartphone, tablet) to be used in case of problems with the first device
- Make sure to have an ID with you during the exam
- Print or write down the contacts to call in case of technical problems during the exam (see page 12)

Before the exam

For each oral exam, a "Team" will be created on MS Teams with the name of the course – for example, "Exam eGovernment 2021" – to which all students registered for the exam will be automatically enrolled. Each user enrolled in the team will receive a notification of enrolment by e-mail and a notification on MS Teams (visible in the "Actions" section, first item on the top left).

For those who have not yet used Teams during the semester, once you have received the notification you can download MS Teams to your computer or use it directly from your Chrome browser (see <https://www.microsoft.com/en/microsoft-365/microsoft-teams/download-app>).

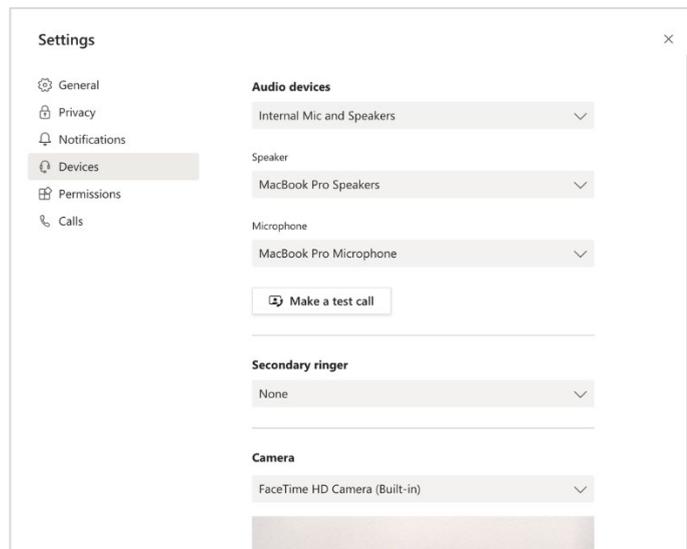
The evening before the exam, students registered for the exam will receive a reminder e-mail, directly from Teams.

A "Waiting room" will be set up for each exam/team, allowing students to test the connection, audio and video before the start of the exam. A "technical assistant" will be in charge of doing these tests with each student in the Waiting room of each exam. The Waiting room will be available from 7.00 am to 7.00 pm on the day of the exam, but you are asked to enter it 15 minutes before the start of your exam.

Before the exam, however, we recommend that all students take an audio and video test on MS Teams by making a 'test call'.

How can I take an audio/video test on my own?

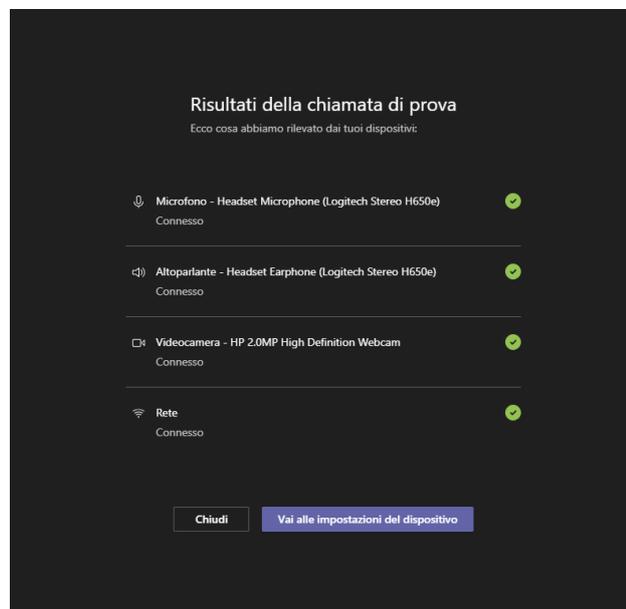
Click on your personal profile icon (a round dot with your initials) at the top right, then on "Settings", then on "Devices" in the right-hand menu. The following page will be displayed:



Make sure that the options selected in the sections “Audio devices”, “Speaker” and “Microphone” are correct. We suggest to use headphones with an integrated microphone for the exam.

Click on the button “Make a test call”. You will hear an automatic voice telling you how you should proceed.

Once the “test call” finished, you will receive a “resume of the test”. If everything works correctly, you will see the following information on your screen:



If the test does not work as supposed, we recommend to check again all the settings and try the test once more. If the result is still negative, contact the helpdesk: ITsupport.lu@usi.ch (Lugano Campus) or ITsupport.me@usi.ch (Mendrisio Campus).

15 minutes before the beginning of your exam, access the **Waiting room** in order to check with the technical assistant if everything works correctly. In order to access the waiting room, you must click on the link that you can find in the “Gestione Esami (GESTU)” / “Segreteria Virtuale” platforms. During the technical check in

the waiting room, **you will be asked to provide a phone number**, which the technical assistant will use to contact you in case you experience technical problems during the exam. Once the technical check with the assistant is over, remain in the waiting room and wait to be called in the exam meeting.



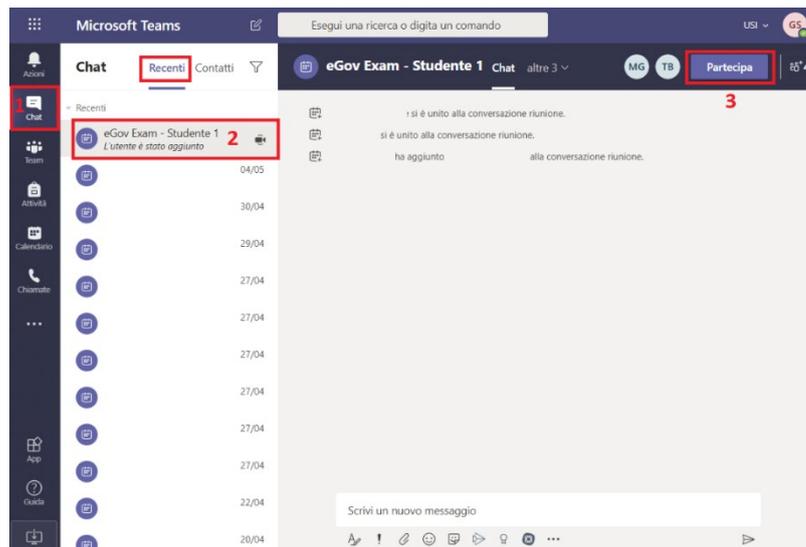
When you receive the call, click on “Video” to start your exam.

1.2 During the exam

At the beginning of the exam you will have to show to the teacher and the teaching assistant an ID that proves your identity. Furthermore, you will be required to **remain connected via webcam on MS Teams with the teacher and/or the teaching assistant for the entire duration of the exam**: if you ask the teacher to do so, you will be allowed to "pixelate" (i.e. shade) the background, provided you remain clearly visible.

If I close the call by mistake, how can I access the exam meeting again?

In order to access the exam again, you will have to reconnect to MS Teams and 1) click on “Chat” from the menu on the left. The first item of the list corresponds to your exam (2). To enter the exam, 3) click on the button “Participate”.



At the end of the exam, leave the call by clicking on the red button of the main menu.

2. Assignment exam

Checklist

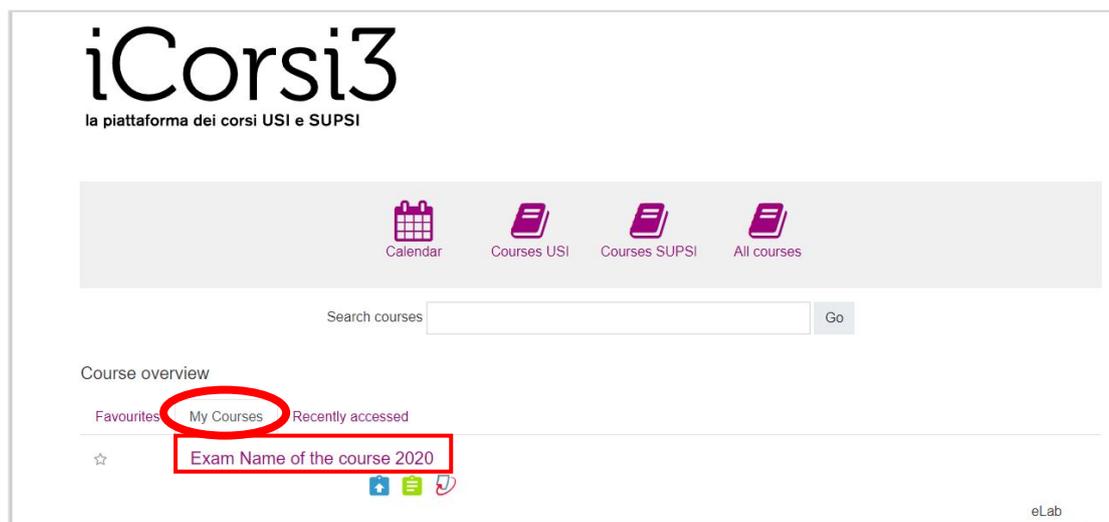
- Make sure to have your credentials to access iCorsi: these are **the CREDENTIALS OF YOUR NEW EDU-ID ACCOUNT**
- Make sure you have received the link to your “exam course”
- Make sure you have on your computer other pieces of software that the teacher asked you to use during the exam, if this is the case
- It is recommended to use the Google Chrome browser (it is particularly recommended NOT to use the Safari browser)
- Print or write down the contacts to call in case of technical problems during the exam (see page 12)

The assignment exams will be held on iCorsi.

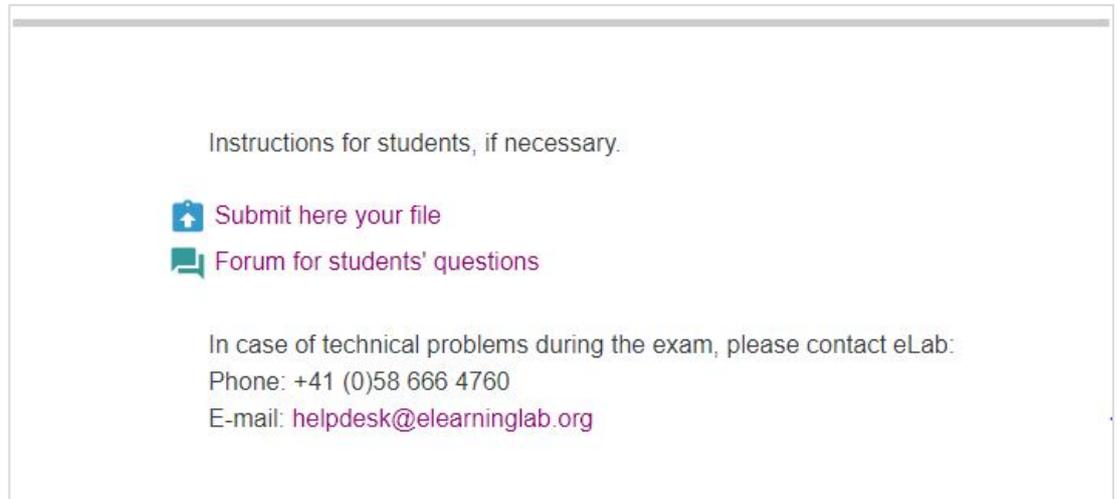
Each exam will have a course on iCorsi, named “Exam Name of the course 2021”. The students who have enrolled in the exam will be automatically enrolled in the exam course on iCorsi.

The link to each exam course will be published on the platform “Gestione esami” (GESTU) / “Segreteria Virtuale” and communicated by the Dean’s offices together with other information regarding the exam.

The exam course will be made visible to students only 5 minutes before the exam’s start: it will appear on your list on iCorsi under the section “My courses”.



Within the exam course you will find the link you must use to submit your exam (“Submit here your file” – see image below), as well as the exam’s instructions by your teacher. If your teacher decides to activate it, you will also see a forum where you can ask questions during the exam. Last but not least, you will find the contacts to reach in case you experience technical problems during the exam.



In some exams a video surveillance system will be activated: in these exams, you will be required to remain connected via webcam on MS Teams with the teacher and/or the teaching assistant for the entire duration of the exam. If you ask the teacher to do so, you will be allowed to "pixelate" (i.e. shade) the background, provided you remain clearly visible.

Make sure to remember your username and password to access iCorsi from your computer. Please note that from 13 July **you must use your new edu-ID account to access iCorsi**. If you have not yet created your edu-ID account, you can find instructions here:

<https://www.desk.usi.ch/en/node/12987>

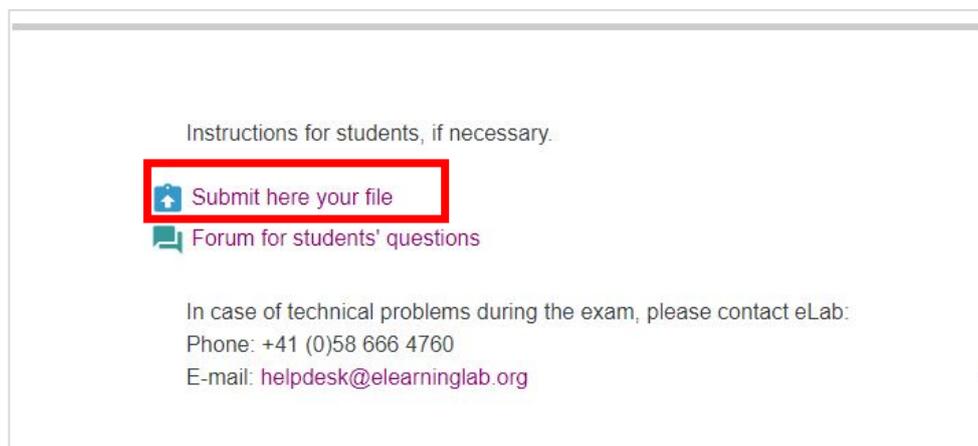
How do I save a document in .pdf format?

If you are asked to deliver a document in .pdf format, you can follow the following steps:

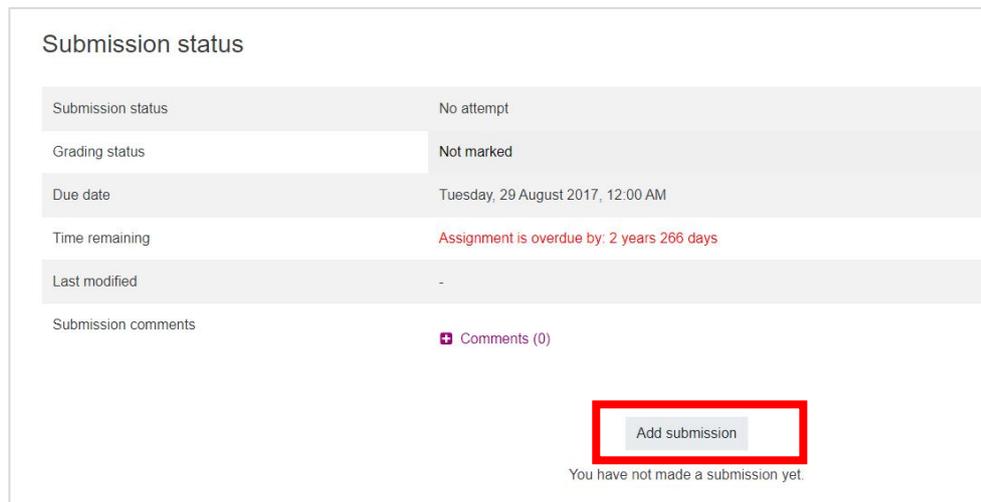
- Open the file you want to submit (in Word or in other programs) and click on "File"
- Select "Save As"
- Select PDF format
- Name the file as indicated by the teacher (e.g.: "name_surname_exam_title")

How can I submit my assignment?

Within the exam course, click on the assignment.



Click on "Add submission" to attach your file.



The image shows a 'Submission status' panel with the following details:

Submission status	No attempt
Grading status	Not marked
Due date	Tuesday, 29 August 2017, 12:00 AM
Time remaining	Assignment is overdue by: 2 years 266 days
Last modified	-
Submission comments	+ Comments (0)

At the bottom right, there is a red-bordered box containing an 'Add submission' button. Below the button, it says 'You have not made a submission yet.'

The maximum size limit for each file is 20 MB.

If you need to send a larger file, you have to divide it into more files. Each one of those files must be less than 20 MB. If you decide to send separate files, please make sure that your teacher has enabled the possibility to upload more than one file.

If you are asked to scan a handwritten document, it is recommended to create a .pdf file or an image in ".jpeg" or ".png" format.

You can scan and create .pdf, .jpeg or .png files with your smartphone using one of the following apps:

- Apple: Office Lens, Scannable
- Android: Office Lens

Drag the document in the "File" area or click on the file icon above "File" in order to pick a file from your folders. Once you have uploaded your file, click on "Save changes".



The image shows a 'File submissions' interface. A red-bordered box highlights a file upload area with a dashed border and a blue arrow pointing down. The text inside the box says 'You can drag and drop files here to add them.' Above the box, there are icons for file selection and a 'Files' label. Below the box, there are 'Save changes' and 'Cancel' buttons. A small note at the top right of the box reads 'maximum size for new files: 20MB, maximum attachments: 10'.

It may take some time to load the file, even if it is very light; don't worry and wait until it finishes loading!

Your file is now submitted (you will see a green bar stating "Submitted for grading"). If you haven't run out of time, you can still change your submission if you wish to.

Submission status

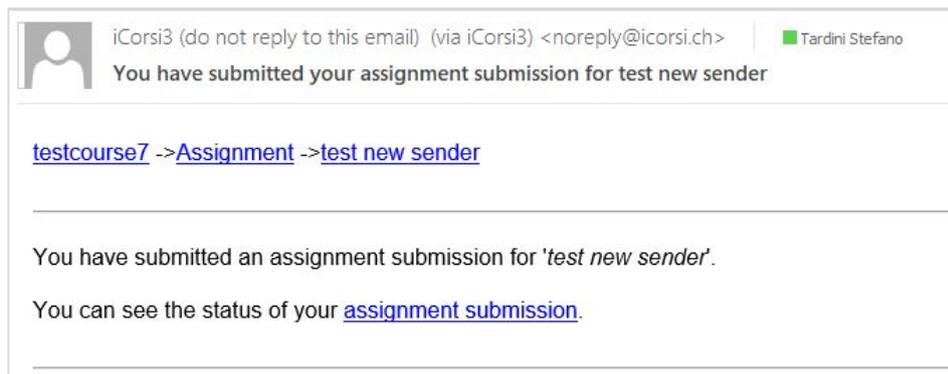
Submission status	Submitted for grading
Grading status	Not marked
Due date	Tuesday, 29 August 2017, 12:00 AM
Time remaining	Assignment was submitted 2 years 266 days late
Last modified	Thursday, 21 May 2020, 3:04 PM
File submissions	 dragfile.JPG 21 May 2020, 3:04 PM
Submission comments	 Comments (0)

[Edit submission](#)

You can still make changes to your submission.

All the submitted documents will be scanned by the Turnitin software, in order to check them against plagiarism.

After your submission you will receive two e-mail notifications (one from iCorsi, the other from Turnitin), confirming that your submission went through successfully (see image below):



The two e-mails will be sent to the e-mail address that is registered on iCorsi: to check which e-mail address is registered, enter your profile on iCorsi (by clicking on your name at the top right and then on "Profile"). If you want to change the e-mail address to which you receive notifications from iCorsi, click on "Edit profile" from your profile page, and enter the new e-mail address in the corresponding field, then click on "Update profile" at the bottom of the page.

E-mails may not arrive immediately after you have submitted your file(s): please, wait a few minutes. If after a few minutes you have not received either of the e-mails, contact eLab to check whether your assignment has been uploaded correctly.

3. Quiz exam

Checklist

- Make sure to have your credentials to access iCorsi: these are **the CREDENTIALS OF YOUR NEW EDU-ID ACCOUNT**
- Make sure you have received the link to your “exam course”.
- Make sure you have on your computer other pieces of software that the teacher asked you to use during the exam, if this is the case.
- It is recommended to use the Google Chrome browser (it is particularly recommended NOT to use the Safari browser)
- Print or write down the contacts to call in case of technical problems during the exam (see page 12)

The quiz exams will be held on iCorsi.

Each exam will have a course on iCorsi, named “Exam Name of the course 2021”. The students who have enrolled in the exam, will be automatically enrolled to the exam course.

The link to each exam course will be published on the platform “Gestione esami” (GESTU) / “Segreteria Virtuale” and communicated by the Dean’s offices together with other information regarding the exam.

The exam course will be made visible to students only 5 minutes before the exam’s start: it will appear on your list on iCorsi under the section “My courses”.



Within the exam course you will find the link you must use to open the quiz (“Exam quiz” in the image below), as well as the exam’s instructions by your teacher. If your teacher decides to activate it, you will also see a forum where you can ask questions to the teacher during the exam. Last but not least, you will find the contacts to reach in case you experience technical problems during the exam.

Instructions for students, if necessary.

-  Exam quiz
-  Forum for students' questions

Hidden from students

In case of technical problems during the exam, please contact eLab:
Phone: +41 (0)58 666 4760
E-mail: helpdesk@elearninglab.org

In some exams a video surveillance system will be activated: in these exams, you will be required to remain connected via webcam on MS Teams with the teacher and/or the teaching assistant for the entire duration of the exam. If you ask the teacher to do so, you will be allowed to "pixelate" (i.e. shade) the background, provided you remain clearly visible.

Make sure to remember your username and password to access iCorsi from your computer. Please note that from 13 July **you must use your new edu-ID account to access iCorsi.** If you have not yet created your edu-ID account, you can find instructions here: <https://www.desk.usi.ch/en/node/12987>

How should I proceed to take the quiz?

Access the course and click on the quiz, then on "Attempt quiz now":

Exam Name of the course 2020

[Dashboard](#) / [My courses](#) / [icorsi3.manuali.2018](#) / [Sezione MED prova](#) / [Prova quiz](#)

Prova quiz

Grading method: Highest grade

Attempt quiz now

You can now start the quiz.

Important: the teacher might have set the "sequential" navigation method for the questions. If this is the case, you won't be able to navigate freely through the quiz, this means that:

- Once you click on the "Next page" button, you won't be able to go back to the previous questions.
- You won't be able to explore the questions that come next. You will always have to answer the question that is on your screen.

If, on the other hand, the teacher has chosen the "free" navigation method, you will be able to navigate through the questions as you like, going back to questions you have already

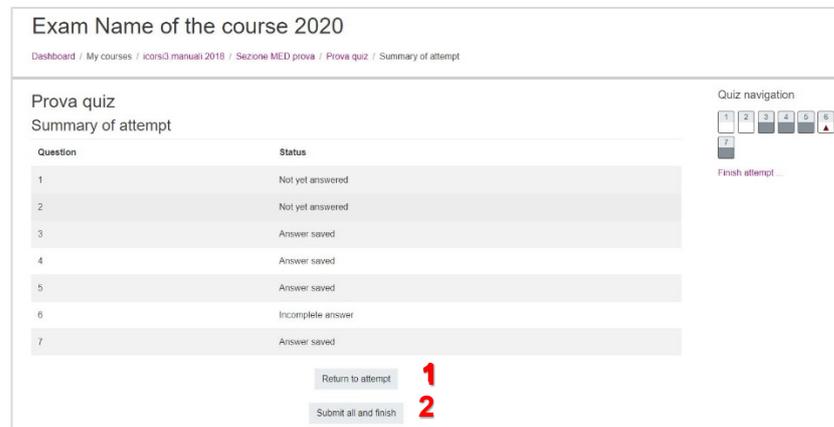
answered to change your answer, if necessary, or going forth to explore the questions that come next.

The teacher will inform you about the navigation type s/he has chosen.

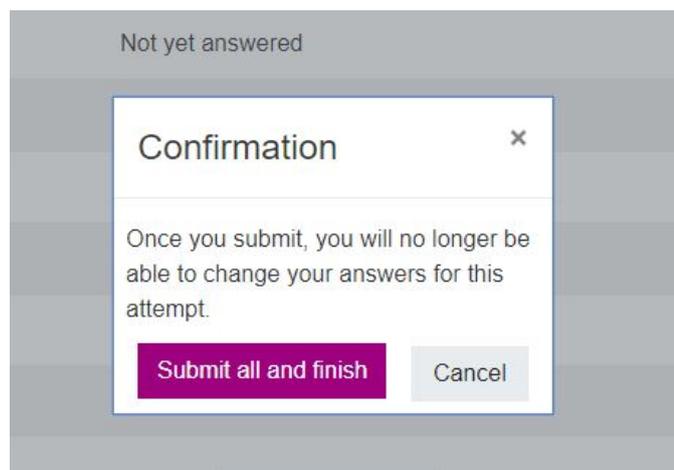
Once you finish the quiz, click on “Finish attempt”.



In the following page you will be asked to confirm your quiz submission. Before clicking on “Submit all and finish” (2), you will be able to return to your attempt (1): if your teacher has chosen the “free” navigation method, you will be able to read all your answers again and make sure that you are satisfied with your answers; if, on the other hand, your teacher has chosen the “sequential” navigation method, you will be allowed to review only the last question.



Once you click on “Submit all and finish”, you will see a pop-up window asking you for a final confirmation. Click once again on “Submit all and finish”.



The quiz will be submitted and you won't be able to change it anymore. **If you run out of time but still have some questions to answer, the system will automatically send the question on which you are working exactly as it is in the moment the time stops.**

Please note: if the answer to which you are replying requires an attachment, your answer will be sent without it.

Please note: once the quiz has been submitted you will NOT receive any confirmation e-mail.

How should I behave if I have a technical problem or if I unintentionally close the quiz?

If you exit the quiz by mistake before finishing it (e.g.: you have a problem with your computer, your connection stops working, you unintentionally close your browser, etc.), you will have to re-open it and you will be able to continue from where you stopped. The questions you already saved will remain saved.

Please note: the time will keep running, so try not to waste precious minutes.

In case you experience major problems with your computer or connection, please contact immediately eLab via e-mail (if possible) or by phone.

4. Technical support

For technical problems during exams on iCorsi, contact **eLab** (specifying the name of the exam):

Phone: +41 (0)58 666 4760

E-mail: helpdesk@elearninglab.org

For problems with video proctoring in MS Teams during the exams on iCorsi, contact the **IT Support**:

Phone: +41 (0)58 666 4090 (this number will be active only during the exams' period)

E-mail: ITsupport.lu@usi.ch (Campus Lugano) or ITsupport.me@usi.ch (Campus Mendrisio)

Web: <https://serviceportal.usi.ch> (for requests in the days before the exams)

For technical problems during oral exams on MS Teams, contact the **IT Support**:

Phone: +41 (0)58 666 4090 (this number will be active only during the exams' period)

E-mail: ITsupport.lu@usi.ch (Campus Lugano) or ITsupport.me@usi.ch (Campus Mendrisio)

Web: <https://serviceportal.usi.ch> (for requests in the days before the exams)

Document that rules the conduct and the use of video surveillance (live video proctoring) of online exams.

Please read this document carefully prior to completing your registration. Please accept the regulations to access the exam registration procedure. Your non-acceptance makes it impossible to register for the exam session and/or to take the exam.

1. Video surveillance during online exams

- a. the written online exams can include live video proctoring (online video monitoring) through *MS Teams* by the instructor and/or assistants;
- b. I may be required to remain connected via webcam on *MS Teams* with the instructor and/or assistant for the entire length of the examination. Any technical problems shall be duly reported by me, with any means at my disposal, to the instructor and/or assistant;
- c. by asking the instructor and/or the assistant, I will be allowed to “blur” the background during the examination, provided that I remain clearly visible (face and shoulders). Artificial backgrounds other than the “blurring” one are not allowed;
- d. the instructor and/or assistant is authorised to check that the online exam is being performed correctly and fairly, including asking to show or share the screen of my PC;
- e. under no circumstances may the examination be videotaped by anyone;
- f. the images of myself are visible to the instructor and/or assistant, as well as to the other exam candidates, and are treated in compliance with the currently applicable professional confidentiality rules;
- g. (this point is valid only for the Faculty of Communication, Culture & Society) in the event that the person proctoring the exam observes improper behaviour, after an initial warning he/she may suspend the exam, and arrange for a replacement oral exam to be conducted. Also, in the event of serious and unsolvable technical problems, the lecturer can decide that the student takes the exam in oral form and not in written form.

2. Written Exams (quiz, open book)

- The use of any supporting materials or tools is not permitted, unless explicitly authorized by the professor. If any material/tool can be used during the online exam the professor will indicate this on iCorsi. Specifically, this applies to:
 - a. texts, dictionaries, notes, photocopies, etc.
 - b. electronic diaries, translators, mobile phones or smartphones, smartwatches, etc.
- The student must be alone during the online exam and she/he is not allowed to leave the room during the online exam session.
- The student is not allowed to communicate with other persons during the online exam session.

- Quotations should be clearly indicated and referenced (quotation marks and source).
- Be aware that all “Open book” exams will be put through “Turnitin” (anti-plagiarism software) to detect any potential plagiarism.
- In case of technical problems during the submission, the student must immediately inform the University. The procedure to report technical issues will be described on iCorsi.

3. Oral Exams

- The use of any supporting materials or tools is not permitted, unless explicitly authorized by the professor. If any material/tool can be used during the online exam the professor will indicate this on iCorsi. Specifically, this applies to:
 - a. texts, dictionaries, notes, photocopies, etc.
 - b. electronic diaries, translators, mobile phones or smartphones, smartwatches, etc.
- The student must be alone during the oral exam.
- The student must not leave the room and must always be visible on the webcam.
- The student is not allowed to record oral exams.
- The Professor is entitled to verify that the oral examination is taking place in conformity with the above mentioned rules.

4. Acts of cheating during online exams

If, during an online exam, evidence emerges, or there is legitimate suspicion, that a student has cheated, professors, after requesting additional explanations, will complete the exam and subsequently submit a written report to the competent body. If the student is found responsible for a violation, consequences include the failure of the examination. The Faculty reserves the right to take further disciplinary measures according to the following articles:

Academy of Architecture: art. 16 and art. 49
<https://www.desk.usi.ch/en/study-regulations-academy-arc>

Faculty of Communication, Culture and Society: art. 37 and art. 38 ('08/'09) art. 36 and art. 37 ('20/'21)
<https://www.desk.usi.ch/en/study-regulations-faculty-com>

Faculty of Economics: art. 30 and art. 41
<https://www.desk.usi.ch/en/study-regulations-faculty-eco>

Faculty of Informatics: art. 29 e art. 38
<https://www.desk.usi.ch/en/study-regulations-faculty-inf>

By accepting these regulations the student declares that he/she will abide by the rules and agrees to the above conditions. This means that any exam will consist of student's work alone with no help or support received from third parties, except for group assignments.

For all legal proceedings, the Italian version shall prevail.