THE UNIVERSITY OF HONG KONG
University Examinations 2020 -2021
Instructions to Candidates Sitting Online Examinations

The University has developed the Online Examination System (OLEX) and the Exam Moodle platform for holding proctored online examinations.   Please read carefully the following instructions in conjunction with the document "Instructions to Candidates" (document number 72/1020) http://www.exam.hku.hk/pdf/72-1020.pdf before you sit for an online examination.

I.   Academic Integrity Statement for Online Examination

1.   When you first register on OLEX and each time you log in to OLEX and click the "Start Online Exam" button, you will be asked to consent to the University's Academic Integrity Statement for Online Examination.

2.   Academic Integrity Statement for Online Examination

(A)   I acknowledge that University examinations require all students to respect the highest standards of academic integrity. For the examination I am about to take, I make the following pledge:

1.   All the work will be my own, and I will not plagiarize from any source;

2.   I will not impersonate another student or being impersonated in the examination;

3.   I will not obtain or seek to obtain an unfair advantage by communicating or attempting to communicate with any other person during the examination; neither will I give or attempt to give assistance to another student in taking the examination;

4.   For an examination which permits the use of calculators, I will use only an approved model as announced by the Examinations Secretary, unless otherwise prescribed by the examiner(s);

5.   I will stop writing immediately at the designated end time of the examination, and will make no modification to my script thereafter;

6.   I will follow the "Regulations Governing Students' Academic Conduct Concerning Assessment" of the University, the examination instructions as announced by the Examinations Secretary with regard to the running of the online examinations in general and specific instructions given by the examiner(s) for the examination I will take.

(B)   I understand that students who are suspected of violating this pledge are liable to be referred to the Disciplinary Committee, and may be subject to disciplinary action such as suspension of studies or expulsion from the University.

II. Preparation for Online Examination

1. All candidates must take their online examinations at the date and time and via the online platform as specified in the examination timetable. Both OLEX and Exam Moodle platforms are accessible via the same OLEX Main Page. Before they can access this Main Page and the platforms, they must register on OLEX https://olex.hku.hk/exam/register.html. Please complete the registration at least one day before the first examination, or else you will not be able to access the OLEX Main Page or these platforms.

2. Network connection and computer performance play an important part in online examinations. Before the scheduled date of the examination, you should ensure that your computer is in a healthy state, and that is able to connect to the OLEX Main Page. Please refer to the User Guide (https://www.its.hku.hk/olex/user-guide) issued by the Information and Technology Services (ITS) and contact them at olexhelp@hku.hk for any necessary technical support if you are in doubt. It is your responsibility to make sure that both your computer and your network connection perform satisfactorily during the online examination. You are also strongly advised to try out the online examination in the drill site before the examination.

   OLEX Exam Site:
   (a) https://olex.hku.hk/exam/take-exam.html or
   (b) https://124.71.11.233:8071/exam/login.html for connection in Mainland China

   OLEX Drill Site:
   (a) https://drill-olex.hku.hk/exam/drill.html or
   (b) https://124.71.11.233:8073/exam/login.html (Mainland China if there are problems in accessing via Internet)

3. Online invigilation will be implemented via Zoom for **ALL** examinations on OLEX and Exam Moodle. A pre-assigned Zoom meeting link will be available for each online examination. Students should join the Zoom meeting arranged for each of their examinations and observe the guidelines prepared by Technology-Enriched Learning Initiative. Also, make sure you are clear about the instructions from the examiners concerning Zoom invigilation (e.g. how to set up and position the webcam for the Zoom meeting). You should also join any tryout arranged by the examiner or invigilator of individual examinations to ensure compliance with the examiners' requirements in positioning the webcam in Zoom invigilation and smooth running of the Zoom meeting during the examination.

4. Some online examinations are open-book examinations while others are not. Please refer to the special provision of individual examinations in the examination timetable for details and any other instructions from the examiners and duly observe them when you take the examinations. In particular, for close-book online examinations or those which the examiners only permit the use of designated reference materials, students should not refer to any materials other than those given in the examination paper or expressly permitted by the examiners. Make sure that there is no unauthorized material on your desk or nearby during the examination. Please also make sure you are clear about the examiner's instruction as to how to present your answers in the online examination (i.e. whether you

should type or write your answers in an examination) before you sit for an online examination.

5.    If you are required to scan your answer to a pdf file for submission, you shall perform the scanning in front of the webcam during the whole process.   You may do so by using your mobile phone with an appropriate scanning app or with a scanner placed near your computer and facing your webcam.   If you are using your mobile phone for the Zoom invigilation, you shall arrange for yourself a separate scanner or another mobile phone for scanning.

III.  <u>Before the start of the examination</u>

6.    Students are required to log into the OLEX Main Page and join the meeting 30 minutes before the start of the examination, to allow the invigilator to prepare for the online invigilation process and to receive any information from the invigilators.   Prior to joining the Zoom meeting, you will be asked to consent to the recording of the Zoom meeting. You should type your full name (i.e. the name as appeared on your University ID card) as your display name in Zoom and turn on your video when joining the Zoom meeting. Please type your full name (identical to that shown in the University ID card) in the "First Name" field and a "_" in the "Last Name" field.   Throughout the Zoom meeting, you shall not use a virtual background and must turn on your video.   Please stay in the Waiting Room and wait for the invigilator to admit you to the meeting.   Students failing to do so may not be allowed to sit the examination.   In case you cannot join the Zoom meeting by, say, 20 minutes before the start of the examination, you should send an email to the enquiry email account of the examination concerned for help.   Students shall not leave the Zoom meeting throughout the examination unless they have finished and uploaded their answers.

7.    For an examination on OLEX, your examination paper, which will be presented in .pdf format, will initially be password-protected and available for download 10 minutes before the exact start time of the examination.   Please make sure that your computer is installed with the relevant reader programme beforehand.   For examinations in Exam Moodle, the hyperlink for the examination will be shown 10 minutes before the scheduled start time of the examination.

8.    You should access your examination paper only by downloading it from the OLEX or Exam Moodle platform but not via any other means.   Accessing of the examination paper/questions via any other means, or sharing of the examination paper/questions with any person or on any platform, is strictly prohibited and may be subject to disciplinary action.   If you have any problems in downloading the examination paper, you should send an email to the enquiry email account of the examination concerned at once for help.

9.    Students are treated as having attended the examination as soon as they joined the Zoom meeting during the examination time or downloaded the examination paper before or during the examination.

IV. At the start of the examination

1. For an examination on OLEX, at the scheduled start time (i.e. the official start time of the examination), the password for unlocking the examination paper will be displayed. In Exam Moodle Assignment, the examination paper will be available for download or viewing at the exact scheduled start time. The Exam Moodle Quiz will also open. The examination paper will not be available for downloading after the examination period has concluded.

2. Students with special educational needs who have approval to use extra examination time and/or supervised breaks should make sure that they complete the downloading of the examination paper at the beginning of the examination, as it will no longer be accessible at the end of the normal examination time.

3. You shall start your work once you have unlocked/downloaded your examination paper or the Exam Moodle Quiz opens at the official start time of the examination. No announcement will be made separately for the start of the examination. You can start the online examination anytime within the scheduled examination timeslot but must stop at the scheduled end time.

4. For examinations on OLEX or Exam Moodle Assignment, before you start answering the examination, please type/write your University Number in the first line of your answer file/sheet. You SHOULD NOT type/write your name in your answer file/sheet.

5. If you are allowed to use a calculator for the examination, you should type/write the brand and model in the second line of your answer file/sheet. You shall also observe the requirement for use of approved models of calculators as stated in paragraph II.2 of the "Instructions to Candidates".

V. During the examination

1. If you are instructed by the examiner to type your answers for the examination, you shall write your answer with any text editor installed in your computer. For examinations on OLEX, the answer file submitted shall either be .doc or .docx. Examiners may also authorize the use of .pdf or .zip format. For examinations in Exam Moodle, you should submit the answer file in the format specified by the examiners.

2. During the examination, you shall save your typed answer regularly to avoid any loss of data due to unexpected circumstances. You can voluntarily capture (for instance by video or screen capture) everything you do from the start of the examination to the finish, so you have a full record of any problems you encounter. You may be invited to submit the record in cases of real difficulty.

3. If you encounter any technical problem during the examination rendering you unable to join the Zoom meeting for the rest of the examination, please immediately report the problem to the examiner via the enquiry email account of the examination concerned and record the remaining of your examination with another device (e.g. a mobile phone) and

send the video to the examiner after the examination.

4.  Students are allowed to raise questions regarding the question paper during the first 30 minutes of examination via the Chat function on Zoom. All questions should be addressed only to the examination invigilator, not to everyone. Any special announcement related to the question paper will be made by the invigilators via Zoom verbally and in writing in the form of Chat messages. It is therefore very important for all the candidates to have a good quality Zoom connection to avoid missing any important information.

5.  Student shall note that the Zoom meeting will be recorded right from the start. Recorded material will be treated as strictly confidential and destroyed 60 calendar days after the announcement of final course results or when any relevant investigation is completed or any relevant dispute is resolved, whichever is the later.

6.  If you wish to go to washroom, please obtain explicit permission from the invigilator before you leave your seat by raising your request via Zoom Chat. Again, your request should be addressed only to the examination invigilator, not to everyone. You should not bring any mobile phone or communication device with you as this is regarded as breaching the examination regulations.

7.  You shall observe the time regularly as no reminder of the examination time will be made during the course of examination.

8.  If you have finished the examination and uploaded your answers before the designated end time of the examination, please seek the permission of the invigilator via the Chat function on Zoom before you leave the Zoom meeting.

VI. At the end of the examination

1.  At the end of examination, the invigilator shall make the verbal announcement "Time is up. All students must stop working." and broadcast the message in the Chat function on Zoom. You shall stop working and save your work immediately when the examination time is up. Students violating this instruction may be subject to disciplinary action.

2.  For online examinations on OLEX, after the examination, you shall immediately submit your answer script to OLEX through the student interface in a single file in .doc or .docx. Examiners may also authorize the use of .pdf or .zip format. The size of the file should not exceed 30MB. For examinations held on Exam Moodle, you shall upload, via Exam Moodle, your answer file in a format specified by the examiner (the maximum file size is 20MB). If you have any hand-written text or graphics, you shall scan them into the file before uploading. Scanning of answers should be done in front of the webcam. The file should be uploaded within 30 minutes from the end time of the examination. Failing to do so may result in rejection of your examination script. For examinations on Exam Moodle Quiz, the examination will end automatically at the scheduled end time and there is no 30-minute grace period for answer submission.

3.  After you have submitted your answer file to OLEX, an acknowledgement email with details such as the name and the size of your submitted file will be sent to your registered

email address after receipt of your answer. You shall double check the property of your submitted file (particularly the filename and file size) stated in the email to confirm the submission. Please upload the script file again if you find any irregularities. You shall keep the email as a record for future reference. If you fail to receive the acknowledgement email, please check your network connection and upload the file again. You can upload your script file a maximum of three times. If you have made more than one submission, it will be at the examiners' discretion which file submission in OLEX is to be accepted.

4. After you have submitted your answer file in Exam Moodle, a submission record including the submission date/time and name of the submitted file will be shown. You can also review the submitted file. There is no upper limit of number of uploads in Exam Moodle but the latest uploaded file will replace the previous submission.

5. If you are unable to upload your answer file in either OLEX or Exam Moodle, you should email the file with a description of problems and screenshots you have encountered to the designated enquiry email address immediately and to olex@hku.hk for follow up.

6. You may leave the Zoom meeting after you have successfully uploaded your script file and received the acknowledgement email (for online examination on OLEX) or checked the submission record (for online examination in Exam Moodle). You should note that any submission after you have left the Zoom meeting will not be marked.

7. For students with special educational needs who have approval to use extra examination time and/or supervised breaks in an online examination, please refer to the timetable provided by the Examinations Office for the end time of the examination instead of the end time displayed, and stop working when the extended examination time has lapsed. There will not be any reminder of the end time of the examination. For examinations on OLEX, please email your script file directly to the designated email address immediately after the examination (please refer to the timetable provided by the Examinations Office for the email address to which the file should be sent). For examinations on Exam Moodle, please follow the instructions from the corresponding departments regarding submission of answers.

8. Please keep your submitted file (and the original of the hand-written text or graphics, if any, included in your submitted file) as a record for future reference until the announcement of the final course results.


VII. Students unable to fulfill online invigilation requirements

If any student anticipates that online invigilation is not feasible at his/her own place due to poor network connectivity or any other constraint, he/she shall write to the Examinations Office on or before November 30, 2020 (email: exam@hku.hk) to apply for a special arrangement. Alternatives such as provision of examination venue in the campus can be granted if there is solid ground supporting the application. All applications will be considered on a case-by-case basis.

VIII. <u>Enquiries Contact</u>

    *Non-technical Issues*
    Examinations Office           Tel. No.: 3917 2434; [olex@hku.hk](mailto:olex@hku.hk)

    *Technical Issues*
    Information Technology      Tel. No.: 3910 2523; [olexhelp@hku.hk](mailto:olexhelp@hku.hk)
    Services

Examinations Office
November 23, 2020

# THE UNIVERSITY OF HONG KONG

# Student Guideline for Taking Proctored Written and Oral Exams via Panopto, Zoom and Similar Software Systems

## Introduction

Owing to the coronavirus outbreak, most exams will be conducted online. Course teachers and exam invigilators can monitor students' behaviour and immediate surroundings through webcam video when you are taking the timed exam. This guideline details your preparation work and the essential steps of taking online proctored exams through Zoom and Panopto. These guidelines may also be used in conjunction with other software systems offering similar functions. Please check with your course instructor regarding the detailed exam arrangement.

## Academic Integrity

The University does not allow or tolerate plagiarism, cheating, and/or other academic misconducts. Any misconduct behavior is a disciplinary matter that can result in serious consequences including expulsion from the University. Please read HKU Examination Regulations for more details. To safeguard the integrity of the assessment process, proctoring should be undertaken and recorded through the HKU Panopto server.

## Preparing for Your Proctored Exam

Before taking your proctored online exam with Zoom, you are recommended to take the following steps and get prepared before the exam takes place.

- Review the academic integrity rules, the grading policy, the exam rules, the environment requirements, the troubleshooting mechanism, and the proctoring arrangement instructions given out by your course instructor.
- Check with your course teacher on the class announcement mechanism. Class announcements can be made verbally through microphone and/or text messages in the chatroom.
- You are required to have a working webcam for use in the online exam.
- Familiarise yourself with the proctoring mechanism in the drill period as technical problems may occur anytime during the exam. For details of step-by-step instructions, please refer to OLEX training resources (https://www.its.hku.hk/olex/user-guide).
- Reserve enough time (i.e. 30 minutes) to enter the OLEX system in advance, as time is needed for the exam invigilator to admit you to the Zoom session.

## Examination Environment

- Your computer must have a working webcam.
- For basic monitoring, you can place the laptop webcam in front of you (as shown below), such that the webcam can capture your eyes and the immediate environment.
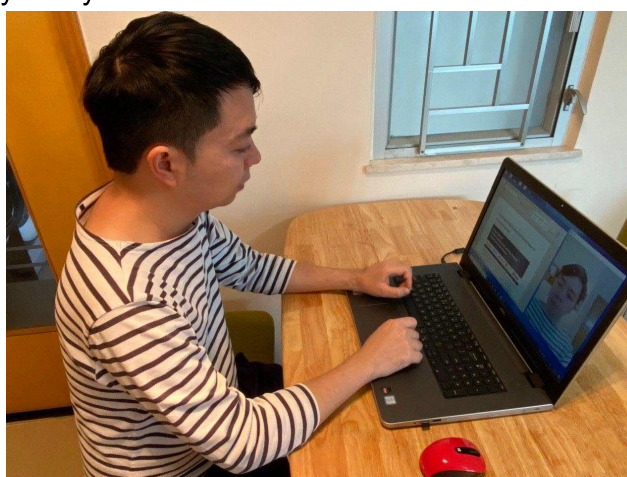
If teachers need to monitor your hands, eyes, desk and the immediate environment while you are taking a pen and paper exam, you can place your laptop webcam around 65 cm away from you (as shown below).
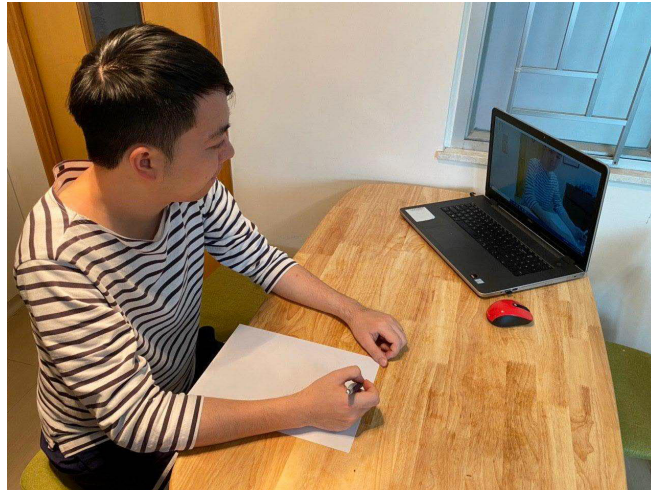


- You should have a reliable Wi-Fi connection. The minimal bandwidth requirement for a Zoom session is 800kbps/1.0Mbps (up/down). You should communicate with the teacher before the exam if you are concerned that you may not have a reliable internet connection for the whole of the exam.
- You should be in a private space during the exam, even if there are other people nearby (e.g. in the library, learning commons or large classroom). You should not communicate with any other person by any means (e.g. online chat rooms, mobile messengers).
- The space should be as quiet as possible. You should not use headphones, earbuds, or any other types of listening equipment.
- Your desk should be cleared, with no writing visible on walls or surfaces.
- The lighting must be bright enough and ideally should not be behind you.
- You should remain visible and "on-task" to exam invigilators through the camera.
- Be alert to verbal and/or text announcements from the invigilator for special announcements before and/or during the exam.
- You should not use Zoom virtual background during the exam.

## Tips for Handling Handwritten Answers

For submitting handwritten answers to OLEX or Exam Moodle, instead of capturing the handwritten answers directly with the camera of your mobile phone, you are advised to use mobile apps such as Adobe Scan and Cam Scanner to take photos of your answer script and then generate a single PDF file for submitting to the exam system. This will help to avoid the generation of large-sized files (e.g. 20MB) and a longer file transmission time to the exam system. You are also advised to preview the clarity, legibility and completeness of the generated PDF before submitting to the exam system.

# Appendix: Handling of the Online Exam Proctoring Recordings

Please note that this appendix only covers the handling of webcam recordings (videos) recorded during the online examination under the Data Protection Principles (DPPs). For more details on the handling of personal data, please refer to HKU Information Security and Data Management Guidelines (https://isdm.hku.hk/ISDM-Guidelines).

**DPP1 Purpose and Manner of Collection**
- Personal data we collect can include the webcam recording (video) of a student's immediate environment including the faces.
- Course teachers and invigilators can use such data to identify students as an examinee and to monitor their environment in order to safeguard the integrity of the assessment process.

**DPP2 Accuracy and Duration of Retention**
- The webcam recordings recorded by the proctoring software will not be kept longer than is necessary for the fulfillment of the purpose for which the data are used.
- All the webcam recordings of online exams uploaded to the University's Panopto server should be destroyed 60 calendar days after the announcement of final course results.

**DPP3 Use of Data**
- Webcam recordings can only be viewed by those who have a legitimate reason, and permission, to do so. Course examiners and proctors tasked by the University may access the webcam recordings to evaluate the examinees' exam environment and actions in order to safeguard the integrity of the assessment process.

**DPP4 Data Security**
- Data users must take all practicable steps to protect the personal data they hold against unauthorised or accidental access, processing, erasure, loss or use.
- Webcam recordings are uploaded to HKU's Panopto system, which is restricted to HKU users only and its security protection is enhanced by ITS regularly.

**DPP5 Openness and Transparency and DPP6 Access and Correction**
- The University's General Regulation G9(h) stipulates that *"there shall be no appeal against the results of examinations and all other forms of assessment."*. Given that students are not entitled to appeal against examination results, there is no general right of access to examination scripts. Students can, however, invoke the data access request procedures if issues of personal data regarding the webcam recording arise.
- Data users (i.e. staff tasked by the University) should take all practicable steps to ensure transparency of the personal data policies and practices, the kind of personal data held and the main purposes for holding it. For more details on the handling students' requests for exam-related personal data, please refer to http://www.exam.hku.hk/bkgeng/bkgDarhandlingchecklist.php