



LISBON
SCHOOL OF
ECONOMICS &
MANAGEMENT
UNIVERSIDADE DE LISBOA

RULES AND REGULATIONS FOR EXAMS

2ND SEMESTER 2019-2020

Adaptation to the COVID-19 pandemic situation

20th of May, 2020

Introduction

In the light of the current state of calamity and the adaptation to carrying out exams remotely, it is important to clarify certain rules and regulations which need to be complied with in the current circumstances.

These rules and regulations concern the admissible technological means to be used not only for setting exams and delivering them to students, but also for video-invigilation for written exams, the exam timetable, the provisions for carrying out exams during the Normal and Re-sit Periods, as well as the specific case of special educational needs students, the rules and regulations for scheduling oral exams and their consequences, and also the rules for consultation/review of completed exams.

This production of this document results from the analysis carried out by the Dean's Office of the feedback received from the Pedagogical Board, the Coordination Board, the IT Department and the many members of faculty and students who submitted their comments, opinions, and suggestions. These rules and regulations uphold the current spirit of the RGAC, which has been adapted to reflect the current pandemic state.

The guiding principles for the preparation of this document are designed to assure the protection of the right of students to being assessed, as well as the rigour and seriousness of the process which underpins the reputation of both the School and its degrees. They also address the exceptional circumstances of the moment that we are currently living in – both for members of faculty and students. Whereas, on the one hand, ISEG has demonstrated in general a commendable performance in the way that its members of faculty and students have adapted to the new teaching-learning model, on the other hand, many students have found it difficult to participate in online classes and to encounter a suitable space to study and live in during confinement. The exceptional state of anxiety which these young students have experienced during the recent months is recognised, as is the potential for violating ethical rules due to the fact that exams are carried out remotely. Finally, the aim of this document is to avoid any kind of discrimination of students from different degrees and backgrounds.



Index

1. Admissible technological means for setting exams, their delivery to students, and the reception of completed exams
2. The possibility of the video-invigilation of exams
3. The exam timetable
4. Access provisions for the Normal Exam Period
5. Access provisions for the “Improvement of Grade” Exams
6. The specific case of special educational needs students
7. Rules and Regulations for oral exams, as well as their functioning and consequences
8. Rules and Regulations for the consultation/review of completed exams

1. Admissible technological means for setting exams, their delivery to students, and the reception of completed exams

1.1 Taking into consideration the most easily-available technology for members of ISEG faculty, as well as the support which the IT Department is able to provide, and also the requests and suggestions sent by several teams of members of ISEG faculty, the exams can be set in the following formats:

- a. Forms prepared on MS Forms;
- b. Forms prepared on Aquila;
- c. A PDF file.

It should be highlighted that - even in cases when the format chosen is Format (a.) or Format (b.) – **it is obligatory that the ISEG faculty team has a PDF version of the exam** which can be used as a **backup solution**, should the MS Forms or Aquila systems fail.

1.2 The **exams must be delivered** to students by means of MS Teams or Aquila. It is also admissible for exams to be sent by email should a specific problem occur which results in a student being unable to access the exam by any other means during the assessment.

1.3 The **completed exams (in the form of either a single file or divided into several modules) must be submitted** by the students on the platform which is being used to carry out the exam (be it MS Teams, or Aquila). In this case, both the student and the member of faculty has to receive confirmation that the file(s) has(have) been submitted.



Completed exams (or those for certain modules of an exam, as per the instructions) can also be submitted via the use of an email address provided for that purpose.

It is **obligatory to provide an email address for the submission of completed exams** for all Curricular Units, as a **backup solution**, should the MS Forms or Aquila systems fail, or should any student be experiencing specific difficulties in submitting their completed exam.

ISEG will also provide a telephone/mobile phone number for the submission of completed exams in exceptional circumstances (e.g., by WhatsApp).

2. **The possibility of the video-invigilation of exams**

2.1 The ISEG faculty team of each Curricular Unit will decide whether to implement a video-invigilation system during the exam.

2.2 Should the ISEG faculty team of a Curricular Unit require invigilation during an exam and if the number of online exam invigilators required is greater than the number of members of the ISEG faculty team, then the ISEG services will organise this invigilation.

2.3. The admissible **video-invigilation systems are those of MS Teams and Zoom**, depending on which is requested by the ISEG faculty team.

It should also be noted that:

In the case of video-invigilation using MS Teams, the IT Department can provide support for this process, however such support cannot be guaranteed for Zoom.

2.4 Even in cases when the members of faculty request video-invigilation, **it is quite possible that some students will not be invigilated**. This lack of invigilation might be due to either insufficient technical means (even though ISEG has contacted all students and is attempting to resolve these failures in means), or momentary failures of equipment or the network, or a failure of the faculty or ISEG systems, or even as a result of the students' personal choice. Naturally, those students who are not invigilated (in the case of exams when the ISEG faculty team has not requested invigilation) can be subject to greater scrutiny, *a posteriori*, by the members of faculty.

3. **Exam timetable**

The current timetable for Normal and Re-sit Period written exams remains unaltered.



4. Provisions for access to the Normal Exam Period

All students who are duly enrolled in a Curricular Unit are granted access to take their exam during the Normal Period.

This rule for the Normal Period applies to all Curricular Units, even those where there is an obligation for partial modular continuous assessment (where a percentage x is applied for the weighting of the final grade). Should a student fail to complete one obligatory module of continuous assessment (which counts as a percentage y for the weighting of the final grade), then the ISEG faculty team can choose to attribute as the final grade the grade obtained in the Normal Period exam, or the student can be obliged to take an additional oral exam to assess their knowledge of the outstanding module which is subject to continuous assessment (the attributed grade for the oral exam being calculated by applying the percentage y that would have been allocated for just the outstanding continuous evaluation module, or the percentage x which was allocated for all continuous assessment modules; this choice - between x and y – is the responsibility of the faculty team of the Curricular Unit in question).

5. Provisions for access to “Improvement of Grade” Exams

5.1 The provisions for access to the “Improvement of Grade” Exams of the current Semester remain unaltered, being those currently in force.

5.2 However, bearing in mind the specificity of the current Semester and the means of assessment being employed – as well as the learning process that this involves for members of faculty in terms of “fine tuning” the most appropriate exam model – those students who request to re-sit their exam to improve a grade may be asked to take an oral exam, by decision of the Curricular Unit faculty team, if the grade obtained in the original written exam is greater than or equal to 14 points and if it represents an improvement in the grade obtained in the previous exam period.

It should be stressed that taking an oral exam in such cases is not obligatory, but is rather just a possibility – it is an option which can be exercised by the faculty team of each Curricular Unit.

5.3 If an oral exam is taken by a student who is enrolled for an Improvement of Grade Exam, then the final grade will be decided by the faculty team, who have the right to alter a grade by up to a maximum of 2 points (either above, or below). That is to say, the final grade must be within the range of

$[(Grade\ before\ the\ oral\ exam - 2), \min(Grade\ before\ the\ oral\ exam + 2, 20)]$.



6. The specific case of special educational needs students (SEN)

6.1 SEN students have always been treated differently during the assessment period, according to the legislation in force. The categories for classifying special educational needs are prefixed, according to the DSA codes, with the letters a) to e). Accordingly, under normal operational conditions of the School's facilities, the following practices are adopted for the sitting of written exams:

- a) Extra time of the equivalent of 15 min for each hour;
- b) The printing of exams with 28 size font;
- c) Non-penalisation of grammatical errors;
- d) Valorisation of the oral component;
- e) The use of a specific magnifying glass.

6.2 For the 2nd Semester of 2019-2020, category b) and/or e) SEN students are obliged to sit their written exams in person at ISEG, in a classroom which is specifically designated for this purpose. These students will answer the exam on paper, in person, under the invigilation of the Coordinator of the Curricular Unit, or by another member of faculty who is duly appointed by the Coordinator from among the team of ISEG faculty designated to invigilate the exam in question.

6.3 The SEN students with the remaining categories are obliged to take their exams remotely, on the same day and at the same time of the exam being sat for each Curricular Unit, with 30 minutes of extra time for each hour of exam.

6.4 SEN students will be grouped together in a specific MS Team (TEAM) for the Curricular Unit exam if video-invigilation is being practiced using this platform. In this way, SEN students will benefit from the extra time allowance, without being bothered with the standard information that is given to the other students (and *vice-versa*).

7. Rules and Regulations for oral exams, as well as their functioning and consequences

7.1 The ISEG assessment regulation (RGAC) stipulates that students who obtain a grade of more than 17 points in the final exam can be asked to take an oral exam to defend their grade, albeit the final grade awarded can never be less than 17 points. This possibility of being able to request a student with a score higher than 17 to take an oral defence exam remains, as long as the student in question does not fall into one of the categories described in Paragraphs 7.2, 7.3, 7.4, or 7.5, in which case the final grade cannot be less than 17 points.



7.2 In the case of those students enrolled in an Improvement of Grade Exam, Paragraph 5 of these Rules and Regulations applies.

7.3 Should a Curricular Unit be subject to a video-invigilated exam, and it is not possible to invigilate a particular student, then that student can be asked to take an oral exam, by decision of the faculty team of the Curricular Unit in question.

7.4 If a student, due to a justified technical impediment which is duly communicated to the faculty team of the Curricular Unit, fails to submit their completed exam by the previously-stipulated means, then the faculty staff of the Curricular Unit may decide to carry out an oral exam for the student in question.

7.5 Should justified suspicion exist of the committing of any irregularity by any student, then the members of faculty of the Curricular Unit in question may contact the student for clarification of the circumstances. Any evidence of a serious fraudulent irregularity gives rise to the initiation of the process to annul the written exam (just as for the regime of sitting exams in person). In case of any doubt, or should the irregularity be of a different nature, then an oral exam may be demanded, after hearing the opinion of a specifically-established committee for that purpose (see Sub-paragraph 7.6).

7.6. The Chair of the Pedagogical Board will head a committee constituted by 3 members of faculty who are members of the Pedagogical Board to deliberate, on a case-by-case basis, the justifications presented (in writing, in order that a record can be kept) by the faculty team of the Curricular Unit to request a favourable opinion to carry out an oral exam, in accordance with Sub-paragraph 7.5. This committee has 24 hours to decide whether to accept this request.

7.7 All oral exams must be carried out with a minimum number of 2 members of faculty present, ideally both of them being members of the faculty team of the Curricular Unit in question. Should the Curricular Unit only be attributed one member of faculty, then the Coordinator of the respective scientific area of the Curricular Unit is obliged to appoint a second member of faculty to participate in the examination panel of the oral exam.

7.8. Oral exams for the Normal Exam Period can be carried out during the last week of the respective exam period, or during the following week. Re-sit oral exams have to be carried out by the end of July 2020. The ISEG Services will publish by the 23rd of May a calendar providing possible dates for the carrying out of oral exams for each Curricular Unit (which is only to be used if the faculty team of the Curricular Unit in question decides to carry out such exams, should the provisions of the following Paragraphs apply: 7.1, 7.2, 7.3, 7.4, or 7.5).

7.9 Oral exams should preferably be carried out remotely, on the MS Teams platform, with the video turned on. Should a student present an impediment for the exam being carried out under these conditions, then the oral exam may take place in person at ISEG.



7.10 Should an oral exam be carried out for students subject to the provisions of Paragraphs 7.2, 7.3, 7.4 or 7.5, then the students' final grade cannot be more than 2 points (either above, or below) the grade that led to the request to take an oral exam in the first place, or in other words, the final grade has to be within the range of $[\max(0, \text{Grade before the oral exam} - 2), \min(\text{Grade before the oral exam} + 2, 20)]$.

It should be stressed that it is not obligatory to take an oral exam in these cases, but rather this is only a possibility – the decision to request such an exam depends on the opinion of the faculty team of each Curricular Unit.

8. Rules and Regulations for the consultation/review of completed exams

8.1 When the exam results are published, it is obligatory that the members of faculty make available on Aquila a notice detailing the general criteria for the marking of the exams, together with the date and time of the consultation/review sessions of completed exams.

8.2 The publication of the exam results on Aquila must take place at least 72 hours before the time of the consultation/review sessions of completed exams. This information must be communicated at the same time as the publishing of the exam results.

8.3 The consultation/review sessions of completed exams will be carried out on the MS Teams platform.

8.4 During the consultation of a completed exam, students should turn on their video when so requested by the member of faculty.

8.5 All those members of faculty who were involved in marking the exams have to be present.