

RECOMENDATIONS FOR STUDENTS

FOR PREPARING FOR EXAMS

2ND SEMESTER, 2019-2020

NORMAL PERIOD and RE-SIT PERIOD

Adaptation to the COVID-19 pandemic situation

The adaption to the new academic reality resulting from the constraints of the pandemic crisis has demanded the adaptation to distance learning, both during the period when the majority of the teaching and learning took place during the 2nd Semester of 2019 - 2020, and also during the impending phase of the normal and re-sit exam periods.

We therefore have to attempt to guarantee that certain issues are safeguarded, the following being examples of issues of concern regarding remote assessment: the possibility of internet network failures, problems with the submission of documents, or even difficulty in logging in to Aquila and/or the Office 365 account (for which the introduction of one's ISEG's email address and respective credentials are required in both cases to guarantee access to MS Teams and Zoom).

Accordingly, we outlined below some of the predictive measures that can be taken to gain a bit more confidence as we start remote online assessment.

What to do before any remote assessment

Wi-fi (wireless) or network cable

Preferably it is best to use a network cable (using a LAN cable connection, an internet router and a laptop computer) for taking exams. If this is impossible or is not practical, then we suggest that you ask the members of your household/housemates to refrain from using the wi-fi network during the period in which you are taking an exam, in order to free-up your network.

Routers and signal boosters

You need to ensure that these devices do not commence an updating at the least opportune time. Therefore, we suggest that you check the software of all devices, to ensure that there are no surprises. It is also advisable to check for notices of pending updates on your personal computer.

Access account

Before taking an exam which demands the use of the internet (to access MS Teams, Aquila, Zoom, or MS Forms), you should access your default browser in your Settings, and log out of any other accounts that you have. Next, you must close this browser and restart it again, logging in with your ISEG account credentials.

It should be noted that sometimes students enter an application on a platform using someone else's credentials. When this happens, the account which is authenticated for the purpose of ISEG exams is that of another person/entity, which implies that another student's completed exams are being submitted on the platforms

This is an important aspect to be aware of to ensure the automatic identification of students during ISEG exams. Always use your own ISEG credentials for all logins.

Browser

The best browsers to be used to access MS Forms are *Edge Chromium* (The new *Edge*), *Google Chrome* (the same engine), the old *Edge*, or *Mozilla Firefox* (in that order, according to the technical tests that have been carried out).

The *Safari* browser should be avoided, as it has been shown to have certain incompatibilities with *MS Forms*.

Material required for taking exams

In accordance with the indications and requirements of the Curricular Unit in question, you are advised to certify, *a priori*, that all the material required for taking an exam is at hand. It is strongly recommended to check the instructions uploaded on the pages of the Course Units on Aquila by faculty, as well as a technical domain of the platform to be used for taking the exam, taking advantage of the knowledge gained from the experience of using them during the Semester.

Favourable conditions

In the light of the new remote context, it is sometimes beneficial for students to try and re-create as much as possible the conditions of in-person exams, namely a calm environment without any external disturbances. Accordingly, to avoid lack of concentration being a penalising factor, we recommend that you choose a room which best suits the ideal conditions for taking an exam.

Don't forget to always have paper, pens, and a calculator to hand – for even though a computer will be used to receive and submit the exam, these objects are the same as always for taking an academic exam!

What to do when taking a remote exam

It is essential to strictly comply with the exam instructions provided by each faculty team. The suggested procedures, login times on the chosen platform, and submission deadlines are all important for avoiding any problem during the exam.

For all exams, in case of a failure in submitting the exam or a module of an exam via the platform being used to administer the exam, students will be guaranteed the use of an alternative **emergency** means for submitting their completed exams, namely through the use of an **email address** which has to be indicated obligatorily by the faculty team. If, during a test, you are unable to contact faculty using the above-mentioned email or the “chat” function of the platform to be used (if the exam uses MS Teams or Zoom), then you should contact the **dedicated ISEG Exam Help Telephone Line**. The respective Help Line telephone numbers for each exam are available on the updated version of the exam calendar file, both on the Academic Services Office page and also on the Pedagogical Board page. When resorting to this means of contact, students must identify themselves, as well as the exam they are taking and the problem that they wish to report, to ensure that a record is kept. In addition, a Help email address will be made available as an alternative means of communication, should contact by email with faculty be impossible during the exam. This address is: exames2020@iseg.ulisboa.pt.

If you are required to use standard tables or graphs during a particular exam, and you are unable to see these objects correctly on the computer screen, then it is advisable to:

- i) carry out a *refresh*;
- ii) use an alternative *browser* (*Chrome, Edge, Firefox, or Internet Explorer*).

Several relevant practical aspects need to be highlighted:

Respect the timetable

Just as in an in-person exam, punctuality is **paramount** for the exam to start at the stipulated time.

Furthermore, when **submitting** the requested documents, you should not submit them at the last moment during the exam. In order to avoid network overload, we advise you to finish your exam with a certain safety margin to avoid any potential inconvenience.

Commitment to honour

This is an important declaration of ethical conduct that is required for any assessment process. Accordingly, we appeal to each student's conscience, just as in any in-person exam, and that you take care to be fair to yourself, to your peers, and to those who are assessing you. The ISEG Services will ensure that all students sign this statement via Aquila, ideally before accessing the exams.

Dropping out during taking an exam

During the taking of an exam, should a student wish to drop out, then they must notify the member of faculty who is coordinating the exam that they intend to drop out. Only then will they be able to abandon the platform which they are using to take the exam, having convinced the member of faculty that the decision to drop out was not due to a connection problem.

Technical problems

Should you have technical problems during the exam, then you should contact the member of faculty as soon as possible (using the *MS Teams chat* of the exam, or by email), identifying the situation and supplying as much proof of the event as possible (a photo, screen shot, etc.).

Clarity of answers

As in any exam, it is crucial that students take care in writing their answers.

It is suggested that, whenever an exam has to be uploaded, that it should be written on a white sheet of paper, in pen.

Upload of completed exams

To upload completed exams in PDF format, it is suggested that a mobile phone be used, for example by using the *CamScanner* App for Android and IOS, or the *Adobe scan* App. Alternatively, a scanner can be used.

The upload can also be carried out by taking a simple photograph with your mobile phone and uploading this image to the platform, should you prefer.