



## Protocol for online evaluation of Bachelor's and Master's Degrees at UPCT

### Introduction

The restrictions on proximity imposed by health authorities due to the COVID-19 epidemic have made it impossible to carry out evaluation examinations in which large groups of students and professors share the same space. In the case of synchronized online exams, control measures to guarantee identity and prevent fraud have been developed in these three areas:

- a) Compliance with the Academic Integrity Guidelines for UPCT students.
- b) Personal data protection and treatment.
- c) Technical aspects linked to the online tools provided by the University to carry out these online evaluations.

These three areas should be adequately integrated into a protocol in which both oral evaluations and exams consisting of multiple-choice questions or problems in the Aula Virtual platform are carried out in a way that guarantees the fundamental principles of the evaluation process: equity, objectivity, fairness, and equal opportunity.

In drawing up these instructions, the following documents have been referenced:

- *Informe de iniciativas y herramientas de evaluación online universitaria en el contexto del Covid-19* (Ministerio de Universidades, 15/04/2020)
- *Informe sobre el impacto normativo de los procedimientos de evaluación online: protección de datos y garantía de los derechos de las y los estudiantes* (CRUE, 19/04/2020)
- *Guía sobre la protección de datos personales en el ámbito universitario en tiempos del COVID-19* (CRUE, 24/04/2020)

The protocol has been drafted in two versions: one for students and the other for professors. In the case of professors, instructions are presented chronologically, specifying the steps to take at every moment regarding the three areas mentioned above.



## Things to keep in mind before exams

1. **Check the email address** that appears in your Aula Virtual with your professor. This address should be the one you usually use, and you should make sure that it is a valid channel of communication with the professor of this subject. It is crucial that this information is updated in order to fully participate in the evaluation and revision processes.
2. **Update your photo in the Campus Virtual.** This could prevent you from having to present an official document of identification (I.D. card, University I.D., driver's license, passport) on the day of the exam to prove your identity.
3. **Make sure you have practiced** access to a multiple-choice test or other task in the Aula Virtual with your professor. If you have any connection problems, let your professor know as quickly as possible.
4. Although professors normally give information about exams in class or in the Aula Virtual, **it is very important that you access the official content of the exams in the Campus Virtual.** This information should be published the week of May 25th, and all the specifications of the exams will be there.
5. When you consult the exam information about your subjects, you should follow three steps:
  - Indicate that you have read the **UPCT Academic Integrity Guidelines.**
  - Indicate that you are aware of the **notifications about online exams** at UPCT and the manner in which your personal information will be treated during the exam process.
  - **Pre-enroll** in the online exams you are going to take in June. This is important to help us properly scale all the resources necessary to carry out the exams online.
6. During the month of June, we will be using the Aula Virtual exclusively for giving exams online. For this reason, please download all the material you need to prepare for your exams from the Aula Virtual before June 5th to **avoid saturating the platform** with unnecessary entries.
7. If you use WiFi connected to an internet router, try to do the exam as close to the router as possible and in a place with good mobile coverage to prevent cut offs in the connection.
8. When you enter the Aula Virtual, you should do so with only **one active session** open and using only one browser and with one tab open. This will help avoid inconsistencies and errors.



## Identity and fraud control procedures on exam day

### Oral exams

1. The videoconferencing tool Microsoft TEAMS will be used throughout the exam as it is the institutional system made available to students and professors by the University.
2. Oral exams must be recorded in their entirety by the professor, given that this is the only proof of the questions asked by the professor and the answers given by the student. This permits possible revisions of exams. This recording will not be obligatory when the exam is given by two professors simultaneously.
3. The professor must verify the identity of each student with their photo in the Aula Virtual and/or require the students to show some type of photo I.D. (I.D. card, UPCT I.D. card with a photograph, driver's license, passport).
4. The professor must check that students have previously indicated their knowledge of the UPCT Academic Integrity Guidelines and the data protection measures that the University will carry out in the Campus Virtual. In the event that a student is not aware of this information, the professor must indicate that knowledge of these norms is a necessary prerequisite to taking the exam.
5. All the records of the exam procedure will be linked to the student they belong to and will be kept by the professor. This documentation will only be accessed by University personnel involved in the exam process. It will be stored following current data protection regulations.



### Multiple-choice or exercise exams

1. The Aula Virtual platform will be used to carry out the exam, as it is the institutional system made available to professors and students by the University.
2. To gain access to the exam questions, students can have only one active session in the Aula Virtual open. This will prevent problems with the question administrator.
3. For supervision, the system **UPCTevalúa** can be used if necessary to view up to 20 students at a time via streaming:
  - a) If the professor selects a fixed group of students to supervise via streaming, other professors should be available to monitor the other groups of students doing the exam.
  - b) The professor can choose to supervise, randomly or programmed, a larger number of students (up to 45), alternating the students that are being viewed on the screen.
4. Communication with students during the exam can be carried out using chat. There are three types of chat:
  - a) Individual chat used by a student to ask the professor a question.
  - b) Group chat through which the professor can give general information to all the students.
  - c) Individual chat between the professors who are monitoring the same exam.
5. For very small groups, supervision can be carried out via a Microsoft TEAMS videoconference.
6. The entire exam should not be recorded. Recording should be limited to determined events, such as student identification at the beginning of the exam, the recording of proof of exams (problems or written tasks on paper), or a momentary viewing of any student suspected of acting dishonestly. The University can use tools which prevent students from opening programs other than those necessary to take the exam, from opening remote connections, or it can limit the use of copy and paste or spelling correction functions.



7. In addition to prohibiting the recording of exams in their entirety, it is not permitted to:

- a) Apply biometric techniques (facial or voice recognition or detection of typing patterns) to identify students or to check that the same student is doing the entire exam. The CRUE considers this to be excessive, citing previous sentences and reports from the Spanish Data Protection Agency (Agencia Española de Protección de Datos). Use of these techniques would require Agency authorization.
- b) Request a 360° view of the place where a student is taking the exam, as this could affect the student's privacy and is therefore considered to be excessive. For the same reason, webcam and smartphone cameras cannot be used simultaneously, as this would give much more information about a student's private space without valid reason.
- c) Request that a student share his or her computer desktop since this is both intrusive and ineffective, as students could have another screen which would not be detected.
- d) Identify students through their public IP, as this is constantly changing and will not definitely identify the student. However, it can be used as a secondary tool to check for fraud.

8. In the case that physical proof of completed work (problems, drawings, etc.) must be sent, these should be digitalized using a smartphone camera and preferably sent in PDF format. Software such as Adobe SCAN, Microsoft LENS, or CAMSCAN can be used. The work should be sent in one file per task/problem, with a clearly identifiable name, as per the professor's instructions.

9. Sending solved problems or drawings is not an immediate process. At the end of the allotted exam time, you will have to scan them, send them to your computer, and then upload them onto the Aula Virtual. Therefore, you should allow for sufficient time to send these proofs.

10. As proof in case of possible transmission problems with exam papers, or as a result of doubts about the integrity of a student's work, the professor can choose to record students exhibiting all the pages of their completed work at the end of the exam.



## What to do in case of technical problems

1. Professors are recommended to give their office telephone numbers to their students to enable them to rapidly inform the professor in the case of serious technical problems or disconnection. Office phone numbers can easily be forwarded to a mobile phone through the Campus Virtual.
2. If technical problems which the University is responsible for occur and impede an exam from taking place or finishing, the exam can be rescheduled for a later date, to be decided by the School. This new date will be agreed on by the professors and the students involved in as short a time as possible. If the technical problem can be solved in a reasonable amount of time, reestablishing acceptable conditions to carry out the exam, the professor can restart or continue the exam as long as all the students agree.
3. If technical problems occur, either on the part of the professor or the students, for which the University is not responsible and impede the exam from taking place in its entirety, the professor should agree on a new exam date with the students affected in as short a time period as possible. This new exam date should be communicated to the Direction of the School. In the case that an agreement cannot be reached, the School will set the new date for the exam. In this case, the professor can decide to modify the type of exam to be given in order to guarantee its completion.

## Exam revision

1. Exam revisions should ideally not be carried out face-to-face with the professor. During the revision, students will be given adequate explanations about their marks. The date scheduled for exam revision will be published along with the marks if this date hasn't been included in the exam information provided.
2. Students who wish to revise their exams should request this revision via email to their professor at least one day before the established revision date.
3. The professor will schedule exam revisions depending on the number of students who request them. The revision will take place on at least two different days, preferably alternating morning and afternoon. Students with a justifiable reason for not being able to meet with their professor at the scheduled times will be given another revision date.
4. The right to revise an exam can only be exercised personally and individually by the student. In the case of online revisions, the professor should record a fragment of the video conference in which the professor and the student ratify the revision session. This can also be carried out using the chat, where the student is unequivocally identified.





## Prepare the course



- Learning and continuous assessment during second semester.
- Final exam contribution to global grade less than 50%.
- Be involved in previous tests/exams.



- Check communication via e-mail with your professor.
- Inform about connectivity disabilities.



- Check official call for the exams through Campus Virtual (25th May deadline)
- Pre-enrollment, integrity rules and data protection policy must be reviewed.



- Connect in advance the day of the exam.
- Stand nearby the router (if WiFi). Use network cable (UTP-RJ45) if available.
- Minimize network usage at home during the period of time assigned to the exam (games, etc...).
- Ensure acceptance of integrity rules and data protection policy via Campus Virtual.

## Oral exam



Microsoft Teams

- Continuous recording
- Identification required (recording of identity card, passport, etc.)

## Questionnaire / task exam



UPCTevalua



Wowza GoCoder



Adobe Scan

- Recording of the identification (at the beginning), at the end and only in case of fraud suspects.
- One active session in Aula Virtual (multiple log-in forbidden)
- Communication via chat or phone.
- Reserve time at the end for scanning and sending files.
- Check for the file size allowed.
- Practice scanning of evidences (sheets of paper) in advance.
- Possibility of exam restarting the same day in case of minor technical problems, by means of agreement with the students.
- In case of severe technical problems, rescheduling of the exam to a later date.