London Business School

Online Exams Student Guidance

Spring / Summer Terms 2021

1. General Guidance for Online Exams

1.1. The purpose of this document is to provide students with information about the arrangements for completing exams online. The information in this document does not apply to exams labelled "take home exams" which are typically released in advance and/or have longer deadlines.

1.2. **Academic integrity** – Students must complete the exam **individually** without discussion or collaboration with others. Examples of unauthorised collaboration includes discussing the exam with other students, helping, or receiving help from other students or other people. All work submitted for marking must be original, created entirely by the student for the purposes of the exam, and appropriately referenced (where applicable). This includes referencing work produced for other academic or non-academic purposes.

1.3. **Academic misconduct** – Academic misconduct is considered any action or attempted action or activity, either intentional or otherwise, which may result in creating an unfair academic advantage for oneself or may disadvantage other member(s) of the School community. The School will investigate any concerns of academic misconduct and potential penalties may include failure, academic probation, or expulsion from the School. Please refer to the *Student Disciplinary Policy* for more information.

1.4. **Internet connection** – Students are advised to check their internet connection in advance of each exam and have access to an alternate internet source (such as 4G via mobile phone or additional WiFi) in case they are unable to connect normally. Technical failure, including of a computer, browser or internet connection is not a valid reason to extend the deadline or submit work late and penalties will be applied to late submissions (refer to 3.7 for details of alternate ways of submitting, and section 4 for details on late penalties). The School will only consider making exceptions if it is reasonably satisfied that the failure was a result of the School's IT systems.

2. School Arrangements for Online Exams

2.1. **Exam administration** – All exams will be released and submitted on Canvas. Details of the arrangements for the exam will be provided on the Canvas course page or by faculty. Unless otherwise specified, the times will normally be in UK time (GMT or BST) or Dubai time (GST). For courses that take place in other locations (e.g., Hong Kong or New York) students should refer to Canvas for the relevant time zone and exam times.

2.2. **Exam dates / times** – The dates and times of exams are fixed and will not be changed. Students who do not complete the exam at the specified time will automatically receive a mark of zero for the exam unless the School has approved an Extenuating Circumstance Request.

2.3. **Exam formats** – Exams will be offered in the following formats. Students are responsible for familiarising themselves with the exam arrangements for each course and logging into the exam at the appropriate time. Students are advised to log into the exam at the beginning of the session.

i. **Exams Over 6-Hours** - The exam will be released on a specified date/time and the window will equal the length of the exam.

ii. **Timed Windows for Exams Under 6-Hours –** The exam will be released on a specified date/time and students will have a 6-hour window from the point of release until the final deadline for submissions. Faculty may choose to apply a time restriction to limit the amount of time a student has to complete the exam within the window (e.g., 2 hours).

iii. **Multiple / Asynchronous Sessions Exams –** There will be a minimum of two sessions which start and finish at specified times. There will be a different version of the exam paper for each session. Once the exam has been accessed, the student must complete it in that session. Any further attempts at the exam in later sessions will be disregarded.

3.   Exam Submissions

3.1. **Time management –** Students are responsible for managing their time during the exam and are advised to use additional timers (e.g., mobile phone). Extra time has been factored into the total time allowed for the exam for students to complete the submissions process. Students should allow time to review their exam paper <u>and</u> start the submission process no later than 15 minutes before the deadline.

3.2. **Saving drafts –** Students are advised to save their work periodically and may upload interim or draft versions of documents to Canvas periodically during the exam. For exams with restricted time periods, students should not press 'SUBMIT' until they have completed the exam and do not want to make any changes. Once 'SUBMIT' has been pressed, any files uploaded will be submitted, and the exam will end. The exam cannot be re-accessed or restarted once submitted.

3.3. **Submissions process –** Students are advised to begin the submissions process no later than 15 minutes before the final deadline for submissions or the restricted time period ends (if applicable). The submissions process must be fully completed before the deadline (e.g., if the final deadline for submissions is 18:00, it must be done by 17:59:59 at the latest). Submissions received after the final deadline for submissions or the restricted time period ends (if applicable), will be penalised (refer to section 4 for more details).

3.4. **Student responsibility for submissions –** Students are responsible for all aspects of the submissions process. This includes (but is not limited to):
- Assembling the exam paper and files (if applicable) correctly and as per the exam instructions (e.g., correct format, number of files, order).
- Uploading and submitting the files on Canvas <u>before</u> the final deadline for submissions or before the restricted time period ends.
- Ensuring the correct file(s) is uploaded and that it is not corrupted.

3.5. **Exams completed within Canvas –** i.e., questions and answers are embedded in Canvas (which may include uploading files for individual questions), the exam answers will be submitted automatically by the system

at the final deadline for submissions or when the restricted time period ends (if applicable). If a question requires a file attachment, this will not be automatically submitted unless students have attached it already.

3.6. Students should not press 'SUBMIT' until they have completed the exam, attached any files where required, and do not want to make changes. Once 'SUBMIT' is pressed, the last version uploaded will be submitted, and the exam will end. The exam cannot be re-accessed or restarted once submitted.

3.7. **Exams that only require file uploads** – Where students are required to upload one or more files for an exam, they are responsible for assembling the file(s) as per the exam instructions. Students must ensure that all files are correctly assembled <u>and</u> successfully uploaded <u>and</u> submitted before the final deadline for submissions or the restricted time period ends (if applicable). Students are advised to download a separate copy of their files before completing the submissions process.

3.8. **Technical issues** – Students who have technical issues when uploading or submitting on Canvas are advised to email their exam paper and files (if applicable) to the point of contact for the exam (refer to the exam instructions for details). The email must be received by the School <u>before</u> the final deadline for submissions or before the restricted time period ends (if applicable). The School will not be responsible for transmission delays. Students are strongly advised not to delay and leave sending any emails until the last minute (refer section 4 for details of penalties).

4.   Late Submissions Penalties

4.1. **Submissions received up to 60.00 minutes after deadline** – Submissions (including amendments to submissions, refer to section 5) that are received up to 60.00 minutes after the final deadline for submissions or after the restricted time period ends (if applicable) will be capped at a maximum of 50% for the exam. If the mark achieved by the student for the exam is lower than 50%, that mark will stand.

4.2. **Submissions received over 60.00 minutes after the deadline** – Submissions (including amendments to submissions, refer to section 5) that are received more than 60.00 minutes after the final deadline for submissions or after the restricted time period ends (if applicable) will receive a mark of zero for the exam.

5.   Amendments to Submissions

5.1. **Submission errors and amendments (and penalties)** – Examples of submissions errors include (but are not limited to) incorrect files or versions uploaded, incorrect file formats, corrupted files and missing pages of exams or files. Amendments to submissions are permitted (see details in following points) but a late penalty will be applied to the entire submission if the changes are received after the deadline for submissions or the restricted

time period ends (if applicable) (refer to section 4 for details). Changes that are made before the deadline will not be penalised.

5.2. **Adding files –** Additional files will only be accepted if the exam instructions allow multiple files to be submitted <u>and</u> the number of files has not already been exceeded in the original submission.

5.3. **Making changes for timed window and multiple session exams –** Students can make changes to their own submissions on Canvas before the final deadline for submissions without penalty. Any changes will overwrite the previous submissions to Canvas. After the deadline, students should email the point of contact for the exam (not the faculty member) and provide explicit instructions about which documents should be removed from the original submission and replaced with new documents. The documents must be attached to the email. Changes made after the deadline will be penalised (refer to 5.1 and section 4 for details).

5.4. **Making changes for restricted time period exams –** Students cannot make changes to the submission after it has been submitted on Canvas. To make changes, students should email the point of contact for the exam (not the faculty member) and request that their submission is amended. The student must provide explicit instructions about which documents should be removed from the original submission and replaced with a new document and include the new document on the email. Changes made after the deadline will be penalised (refer to 5.1 and section 4 for details).

6. Special Circumstances

6.1. **School policy –** In order to safeguard the assessment process and avoid creating unfair advantage, the School has a strict requirement that requests are submitted in advance of the exam.

6.2. **Extenuating circumstances –** Students with extenuating circumstances (defined as unforeseen and unpreventable, outside of a student's control and have a significant negative impact on academic progress) should refer to the *Extenuating Circumstances Policy* for details of the School's process or contact their programme office. Students must not contact faculty or other departments to make individual/special arrangements for the assessment.

6.3. **Reasonable adjustments –** Students who require Reasonable Assessment Adjustments for online exams should contact Wellbeing Services (wellbeing@london.edu).

6.4. **Reporting issues –** Students who need to raise issues after an exam has taken place should refer to the *Academic Appeals Policy* or contact QA (qa@london.edu).