Guide for Students
Semester One Online Exams

In the majority of cases, students will be able to complete their exams online with little or no difficulty. If, however, you do experience difficulties, please contact the Exam Support Centre via the exam support form **(click here)**, via phone at +353 1 700 6151 or email at **examsupport@dcu.ie**

Include your name, student ID #, module code, contact phone number and the nature of your problem in the email to help resolve the issue quickly.

The Exam Support Centre will Operate as Follows

Tuesday, 5th to Saturday, 9th January, 2021.

From 8.30am to 5.30pm daily.

In Advance of Exams

— Ensure your phone is fully charged and your laptop has access to a power outlet
— Decide on the location where you will conduct your assessment beforehand. Check for easy access to power outlet, WiFi, good lighting and comfortable chair
— Check internet connectivity - if there is a chance you might have connectivity issues, practice setting up a WiFi hotspot in advance (instructions below)
— Advise your household of your assessment schedule beforehand so they are aware where and when you will be conducting your assignment
— Have a clock/watch in the room so you can manage your time effectively
— Log into Loop Exam a few days in advance of the exam to confirm access and to test the functionality on the test exams. (**Click here to login**)
— Consider having a backup device available
— Familiarise yourself with each assessment and what is expected of you, e.g how many questions must you answer?
— Ensure you are familiar with requirements for citing and referencing. These apply equally to online exams as they do to assignments. DCU Library have resources available, **which can be found here**

Technical Tips

If you are experiencing difficulty with your home broadband, you can create a 'WiFi hotspot' from your mobile phone to your laptop, which will use 4G for internet access;

Share a mobile connection by tethering or hotspot on Android

Share a mobile connection by tethering or hotspot on Apple

Improve connectivity: Ask others in your household to avoid using Netflix, YouTube etc. for the duration of the exam. If broadband goes down during the exam, try restarting the broadband router.

Comprehensive technical guidelines (Loop exam / uploading videos / uploading written scripts etc.) **can be found here**

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Online Exams and Alternative Assessments

On the Day of the Exam

— Make time before the assessment to review notes and mentally prepare
— Log on to your computer at least 60 minutes before the scheduled start time
— Allow time for your computer to switch on and go through start up routine
— Open your student email account and leave open for the duration of the exam
— If you have to upload a handwritten script, ensure that the Microsoft Lens app has been installed and tested on the mobile device well in advance of the exams. Click the following links for more information on how you can do this on **Android**, and on **iOS**
— Have your student ID number to hand as you will need this if you have to contact the exam support centre
— You do not need an examination number for this set of exams, just use your Student ID and Name

During the Exam

— Live exam modules will only appear 1 hour before the time the exam is due to start
— Announcements from the Examiner will be made through your student email account, if necessary, so keep an eye from time to time
— If you need to contact the examiner during the exam, contact the exam support centre at phone +353 01 700 6151 / student webform (**click here**)
— Ensure that you carefully follow all the instructions relating to your online exam or quiz and that you press submit at the end of the exam or quiz, in order to ensure that your exam is valid
— If you cannot upload your submission, please email it to your Examiner, including your DCU Student # and Name in the subject line
— All exams have been allocated some additional time to allow for uploading

After the Exam

— Ensure you get enough rest in between exams
— If you have experienced difficulties during the exam and wish to complete an extenuating circumstances form, please see **form at this link**

Personal Support

If you wish to speak to a member of the Student Support team for personal support directly prior to, during or after an exam, email **student.support@dcu.ie** or examsupport@dcu.ie

A Comprehensive FAQs for Semester one exams can be found **here**.

Where possible, print out or screenshot this sheet in advance of examination.