Guidelines For Carrying Out Online Examinations Using KEATS

Context/Introduction

Online, summative exams using KEATS/Moodle Quizzes are being used increasingly at King's. It is not always possible to have technical support present at these examinations; hence the following guidelines have been produced to assist academic staff with the running of the examinations. It is recognised that formative exams may vary in approach, but the guidance below provides useful context for consideration.

Faculty TEL Teams

If you are considering running online exams within your programme, contact your local Technology-Enhanced Learning team as early as possible to identify how they can support you in this process.

College Exam Guidelines & PAAs

This document should be read alongside the Examination Guidelines and Personalised Assessment Arrangements (PAA) Examination Guidelines documents provided by the King's Exams Team detailing guidance for department running their own examinations.

Exam Preparation and Planning

Timing

- KEATS has a standard weekly maintenance window to allow for essential updates and bug fixes. This maintenance window is between 7-9am on Tuesday's so timing exams in this period should be avoided.
- Up-to-date information on system available is available via the IT Service Status pages.

The Paper

- As with all assessments, examination papers/questions should be prepared in accordance with the Assessment and External Examiners procedure.
- Engage your local faculty TEL team as early as possible, as they can provide guidance and support on appropriate question formats and the uploading questions to KEATS/Moodle Quiz.
- To ensure familiarity with the tools, consider running a practice KEATS/Moodle quiz with the same settings as the exam.

KEATS Quiz Set-Up & Best Practice

- As above, engage your local faculty TEL team early to support you in the creation of the KEATS quiz /information.
- Use 'Shuffle within questions' option in KEATS to randomise the question order – this will help prevent cheating.
- Display between 5-10 questions per page on the quiz – this will facilitate auto saving of the answers and prevent question loss in the event of an outage.
- When using the 'Groups' feature, include a demo student in the group in order to test group behaviour.
- Set the quiz to be hidden until the start time of the exam and set a password for access. This password should be read out when all candidates are logged in and the exam ready to start (see 'Starting an Examination') section below.
- Have a backup plan in place in case KEATS is not available – it may have to be a paper-based backup.

COMPUTER ROOM BOOKINGS

- If available, book a room with 10+ more computers than needed for the exam. This will allow candidates to spread out and account for potential PC issues.
- Book the room for 30 minutes before the exam is due to start, to enable the room to be checked.
- Book the room for longer than the length of the exam to take into account the requirements of any PAAs.
- King's IT has an Exam Group Policy which will lock down specific computers to make them suitable to undertake exams. The current policy will only allow Microsoft Word without proofing tools to be opened and no internet access. Contact 8888@kcl.ac.uk with details of rooms and times should you want this policy to be enabled.

PERSONALISED ASSESSMENT ARRANGEMENTS (PAAs)

- Special / separate provision may be required for some candidates as with any other locally organised examinations. Read through the Examination Guidelines: Running Departmental Examinations for Students with PAA to ensure all requirements are met.
- Some candidates may need separate rooms booking.

INVIGILATION

- Invigilator bookings should mirror the room booking times, taking into account room prep and additional time required for potential PAAs.
- The number of Invigilators required varies on the size of the room, with a minimum of two per room. If possible an academic member of staff should also be present. If multiple rooms are being booked for the same examination sitting, it is useful if the module leader is not included in the invigilator numbers so that they can float between rooms.
- Invigilators should be familiar with the set-up of the exam and the use of the KEATS Quiz tool, so they can spot any attempts to cheat.
- Invigilators will need to be provided access to the relevant KEATS courses/module areas to track student completions (via the Grader Report – see below).
- Active invigilation is required to prevent candidates accessing anything other than the test. Invigilators should make unannounced movements around the room, checking screens and candidate behaviour.

RUNNING THE EXAMINATION

BEFORE THE EXAMINATION

- A paper copy of the exam should be made available to Invigilators just before the exam. Ensure the relevant back-up option is ready in the event of technical failure.
- If possible, sit candidates with an empty chair/computer between each other. This will help prevent cheating.
- Allow 10-20 minutes for everyone to log in and instruct candidates to Login to KEATS as they enter the room – this will help prevent any issues with high-volume simultaneous logins.
- Make usual ID checks and in addition ensure candidates are logged in as themselves.
- Read out the relevant exam announcements (see Running Departmental Exams for guidance) and remind candidates that they are under examination conditions.
- Late arrivals should be dealt with in accordance with standard examination procedures.
- As with other exams, candidates will not be allowed to leave the exam room during the first hour and 15 minutes or the last 15 minutes.

STARTING THE EXAMINATION

- Start the exam in a methodical / structured manner. Firstly, advise candidates to log into KEATS (as they arrive), then navigate to where the KEATS quiz is located. Once everyone has accessed the exam, the password should be shared so all candidates can start the exam at the same time. In time-monitored exams, the time should begin from when the password is given out.
- Remind candidates to save their answers/progress as they go and to ensure that their answers are submitted to KEATS before logging off or closing the browser window. Further guidance on this is provided in the 'Finishing the Examination' section below.
- Where technical assistance is required by any candidates in logging in or using the PC correctly, this would normally be provided by the Invigilator, unless Faculty TEL support has been requested/organised for the duration of the exam. For additional support/troubleshooting the IT Service Desk (email: 8888@kcl.ac.uk or Tel: 020 7848 8888) should be contacted directly.

FINISHING THE EXAMINATION

- All candidates must submit their answers to KEATS before closing their browser, switching off the PC or leaving the exam room. Without this, the examination could be reopened in another room and/or they will not receive a mark for their submission.
- The KEATS Grader Report (from Settings>Grades) should be used to identify who has submitted their responses. Those who have not submitted will have a '-' for the quiz instead of a mark.
- Candidates who ask to leave early should have their individual records checked via the Grader Report before being allowed to leave.

TROUBLESHOOTING KEATS ISSUES

- Ensure individuals are only logged into KEATS once, and in only one browser. Being logged in more than once can cause connection issues.
- If there is a loss in internet connection:
    1. Reload the web page (↻ icon) and click on Continue
    2. The candidate will be taken back to the quiz and all the questions they have answered so far will have been saved.
- If candidates cannot see the exam:
    1. Check the link isn't 'Hidden' in the relevant Course/Module Area (the eye icon).
    2. Check the Quiz settings (click on the Update icon):
        a. Check the time and date the quiz is set to Open and Close
        b. Check the Allow Access from & Allow Access until settings
        c. Check the Group settings (if using Groups)
- A candidate's attempt should not be reset unless there is a very specific requirement to do so. Resetting the attempt will delete all their answers and you will be prompted to make sure you want to reset before the deletion is carried out.

SYSTEM/IT FAILURES

- In the event of a complete system failure, in most instances it would be impractical to restart the examination after a delay of over 1 hour. Particularly if the system failure occurred after the examination has started. Up-to-date information on system available is available via the IT Service Status pages
- Candidates are not permitted to troubleshoot any IT issues themselves and invigilators should ask them to cease all data entry.
- Candidates need to be notified of this at the beginning of the examination and reminded that if wide spread system failure occurs that they remain under examination conditions until told otherwise by an authoritative person.