

Guide for students and course participants:

Oral exams conducted online using Skype

This manual contains information about:

- The use of Skype for Business (Skype) for conducting oral exams online. You must use Skype for Business.
- The Formal framework for conducting oral exams online.

Attend online exams using Skype

If you do not have Skype for Business (it is *not* the same as Skype) you must first install it.

Mac users see how to install [here](#)

Windows users see how to install [here](#)

1. A few tips

When you participate in the meeting, the built-in microphone in your computer can be used, but if it is at all possible, you will get a much better sound quality if you connect an external microphone or headset, e.g. the headset belonging to your smartphone. Connect the headset or external microphone before you open the meeting.

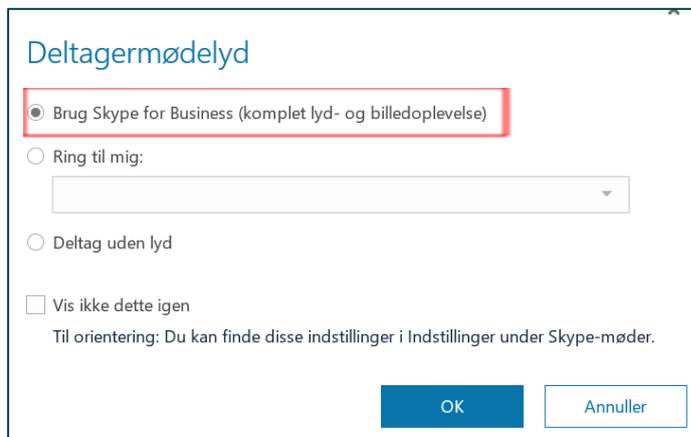
When you make a presentation in full screen mode, e.g. PowerPoint, Skype will not disappear, it will still be running in the background. You will return to Skype by pressing the escape key on your computer keyboard.

2. How to open a Skype for Business meeting

- Open the meeting invitation in your Outlook calendar
- Select the link 'Join Skype Meeting' (Deltag i Skype-møde)

Starttidspunkt	to 26-03-2020		10:00	▼
Sluttidspunkt	to 26-03-2020		10:15	▼
Sted	Skype-møde			
<hr/>				
Deltag i Skype-møde				
Problemer med at deltage? Prøv Skype Web App				
Er det dit første Skype-møde?				

- The Skype web app open
(If you use the web app'en for the first time – follow the instruction on the screen to get started)
- The Skype web app will open
- Enter your name and select 'Join'
- Depending on the security settings on your computer, you must select 'Allow' and 'Allow access'.
- If you this this box – select "OK" for "Brug Skype for Business (komplet lyd- og billedoplevelse)"
-



Share your computer desktop to let the others see your presentation



- Select the blue button 'Share'
- Select 'Share your desktop'
- Select the appropriate screen if you have more than one screen
- Select Share
- Select OK

3. Other functions



1. Chat
2. Camera On/Off
3. Microphone On/Off
4. Share a screen or presentation
5. End Call

6. Call Settings/Settings
7. More Settings

Support?

Contact UCNs Service center:

Phone 7269 9999

Monday - Thursday kl. 7.30 - 15.00

Friday kl. 7.30 - 14.30

Send e-mail servicecenter@ucn.dk

File af it-support ticket [Selvbetjeningsportalen](#)

Rules for oral exams online

Generally, the rules that govern oral exams are the same regardless of whether an exam is conducted on Skype/Teams or whether it physically takes place at UCN.

The following guidelines for conducting oral exams online must always be implemented following a specific assessment.

1. At the beginning of the exam, establish a video connection and check sound and image functionality. The examiner and external examiner write down the student's telephone number in the event that they will need to call the student during the exam.
2. The student must confirm his/her identity by showing his/her Student ID-card or another kind of approved photo ID to the webcam.
3. The student's video camera must be in a way that the examiner and external examiner feel convinced that the student is alone; including that he/she will not be able to communicate with others deliberately as per section 17 of the Exam Order. On the examiners' request, the student must turn the camera to show the room he/she is sitting in.
4. The participants must ensure that any PowerPoint presentations etc. can be seen by all parties, and that the assessors can see the presentation and the student at the same time. As a backup, the PowerPoint presentation etc. can be sent by email to the examiner and the external examiner.
5. No one is allowed to make sound and/or video recordings of the exam.
6. After the exam is over, the assessors must leave the digital meeting room to do the deliberations. The assessors conduct the deliberations by telephone
7. After the deliberations, the assessors re-join the digital meeting to give the student a grade.
8. At the end of the exam, it is recommend that the examiner – prior to the deliberations – talks with the student to determine whether the exam was technically satisfactory (i.e. The examiner should ask about whether the exam worked without technical problems on the student's behalf). In his/her notes the examiner writes that he/she has asked about technical aspects, as well as the student's answers.

Particularly about invigilators (exam supervisors).

The Danish Agency for Science and Higher Education has granted an exemption from the requirement that there must always be a supervisor present with the student during an exam. The exemption applies until June 2020.¹

Since the requirement of a supervisor remaining with the student has been waived, no other persons will be allowed in the same room as the student during the exam.

Any complaints will be dealt with according to the rules laid down in the Exam Order.

¹ See subsection 17(3) of the Exam Order.:

The educational institution may conduct oral examinations online as video conferences or by means of other technical arrangements. The institution must ensure that the security measures relating to how such an examination is conducted correspond to what generally applies to the conduct of examinations. The institution must appoint or approve an invigilator who must remain with the student during the examination. Apart from this exception, the examiner and the external examiner must conduct the exam and grade the student's performance in accordance with current regulations.

Specifically about sound and video recordings of online oral exams

According to the Exam Order, no one is allowed to make sound and/or video recordings of the exam.²

If a student makes a sound and/or video recording of an online oral exam, they may be expelled from the exam as it will be considered a case of disruptive behaviour and the student will have used an exam attempt.

If a student shares or distributes sound and/or video recordings of an online oral exam, they may either get a warning or be expelled from the institution as per UCN's rules of conduct.

Handling technical challenges during the exam

As a general rule, it is the student's responsibility to ensure that his or her equipment allows examinations to be conducted online: For this reason, it is important that you do everything you can to ensure that the exam can be conducted without problems.

If the exam cannot be conducted online for technical reasons owing to *your* equipment or *your* internet connection, this will count as one exam attempt. The examiner, and the external examiner, if any, will determine whether you have done everything it takes to ensure that your equipment is in working condition. Breakdowns that are not your responsibility, such as power cuts, network downtime in entire regions of the country etc. do not count as an exam attempt. This means that an exam that cannot be conducted owing to technical problems will not cost you an exam attempt.

Guidelines for dealing with technical challenges:

- You are responsible for contacting the examiner if technical problems arise at the beginning of the meeting or during the examination session.
- If technical problems arise when the meeting is starting, an amount of time, corresponding to the delay, will be added to the end of the meeting.
- Challenges in terms of poor sound quality where many repetitions are needed. Additional time will be added to the duration of the exam on the basis of a specific judgement. As a workaround, the examiners and the student may have a telephone connection running in parallel with the digital meeting. This judgement is up to the examiner and the external examiner (if an external examiner is involved in the exam).
- Extensive sound quality/technical challenges that require the exam to be cancelled. This judgement is up to the examiner and the external examiner (if an external examiner is involved in the exam). A cancelled exam counts as one exam attempt. A new exam will be scheduled. The study programme will determine when the new examination can be conducted.
- Extensive sound quality/technical challenges that require the exam to be cancelled. This judgement is up to the examiner and the external.

² See subsection 16(5) of the Exam Order.:

Making audio or video recordings of an examination is not allowed unless the recordings are included as a part of the examination. In that case, the recordings must be made by the educational institution.