

Online Exam with Zoom Invigilation: Guide for MQ students - Short version

This is the short version – full details are in the [Zoom student guide](#).

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All 'online invigilated exams' must be attempted and submitted under supervision via Zoom.

Note: these methods may be used for a Zoom exam – your web camera must be turned ON:

- A. On-screen exams (e.g. iLearn quiz) using laptop/desktop webcam showing head/shoulders. OR
- B. Handwritten exams (e.g. PDF question file + handwrite then scan and upload responses) with mobile device/camera set at a distance showing your desk scene.
- C. Two cameras may be needed for a small number of exams.

On the *Wednesday prior to the exam period*, details of **which method applies**, and the **Zoom room link** will be provided on each student's personal exam timetable and sent to their student MQ email.

In the weeks before the Examination

1. Know your personal exam timetable <https://iexams.mq.edu.au/timetable>.
2. Ensure Zoom is installed and working with your Macquarie OneID <https://macquarie.zoom.us>
3. Plan your exam space (desk, quiet, power, good lighting).
4. Prepare equipment: A computer with web cam, microphone and speakers (**NO** headsets/earphones). Internet connection – Minimum **1mbps download** speed and **1mbps upload** speed. Check your speed at <http://speedtest.net>. A mobile device with data (and Wi-Fi) for backup or scanning. A hand-held mirror.
5. Update your contact and address information in the student portal.
6. You will need a MQ ID card or government issued photo ID for the exam (see also the [detailed Zoom student guide](#) for privacy advice).
7. Upload a clear passport style head-and-shoulders photo of yourself to your iLearn profile image. See <https://goto.mq/editilearnprofile>.
8. Do the practice/mock exam to be run by the central exams office in week 12 or week 13.

On the Day of the Examination

1. Double check your personal exam timetable <https://iexams.mq.edu.au/timetable>
2. Get your physical exam space and desk ready.
 - Be in a quiet, undisturbed space, with power and good lighting.
 - Only permitted items on your desk and remove personal items to maintain privacy.
 - Have your Photo ID card ready (name and photo visible – you can mask other details for privacy).
 - Advise others you have an exam and hang a 'do not disturb' sign.
 - Prepare permitted drinks/snacks/tissues before the exam starts.
3. Get your computer ready: plug into power, restart it fresh and connect to the internet.
4. Set up Zoom ready for the exam:
 - Login to Zoom using Macquarie credentials <https://macquarie.zoom.us>. Your Zoom name must display the name you used to enrol at Macquarie University.
 - Turn ON the webcam. Be sure backgrounds, filters and effects are **OFF**.
 - Turn ON the microphone.
 - Turn ON the speaker (you may lower the volume a bit). Do NOT use a headset.
5. Your mobile device(s) have power, enough Mobile data and are on *silent*.

At least 40 minutes before the exam start time

- Set up your Zoom camera according to the [detailed Zoom student guide](#) (includes steps, tips and images of what it should look like).
- Login to iLearn using a browser on the device that you will use to read the exam questions.
- Open your personal exam timetable <https://iexams.mq.edu.au/timetable> to locate your specific zoom room link.
- Use the bathroom before beginning your exam.

At 25 minutes before the exam start time – join your Zoom exam room

- Login to Zoom using Macquarie credentials <https://macquarie.zoom.us>.
- Go to the exam Zoom room link provided via your personal exam timetable.
- You will need to wait in the “waiting room” until admitted by the exam invigilator.

When you arrive within the exam Zoom room you are now under exam conditions!

- Make sure your camera is ON and working correctly (it must remain on for the duration).
- Do NOT communicate with any other students.
- Do NOT share or display your screen in zoom unless asked by an MQ staff member to do so.
- Wait in the Zoom room and follow the instructions provided by the exam invigilator.
- Attendance and integrity/ID checks will be done for each student, including:
 - Show your photo ID card (see also the [detailed Zoom student guide](#) for privacy advice)
 - Do a 360-degree room scan - pivot/rotate your webcam/laptop to show your space.
 - Make adjustments to comply with exam conditions.

At the start of the exam

- The invigilator will advise:
 - When the exam is to start.
 - Any relevant instructions or announcements.
 - If a password is needed to access the exam it will be provided.
- When the exam is released in iLearn - refresh the browser page –
On Windows: F5 / On Mac: Command R. The exam link will then appear, and you can begin.
- Please minimise any noise at your end.
- You may lower the speaker volume to minimise distractions – be sure you can still hear announcements by the invigilators. You can use non-electronic ear plugs.

During the exam

- Regularly check that Zoom is connected and for text chat messages from invigilators.
- Save and backup your work regularly (note: Quiz will autosave only while connected).
- A random integrity check may be carried out by the invigilator.
- If you need help, if you need to use the bathroom or to submit early – contact an invigilator.

You are NOT permitted to leave in the *first hour of writing time* or in the *last 15 minutes of writing time*.

Near the end of the exam

Announcements may include the time remaining, when and how to submit the exam.

It is best to submit your exam before the time expires! See the [detailed guide](#) for submission details.

Do not exit the Zoom room unless permission is given by a MQ staff member.

Help

1) **Help during an exam:** First port of call = the exam invigilator inside Zoom.

- For problems/questions whilst *inside* Zoom - just prior or during the examination.
- If you need to leave the view of the webcam for any reason e.g. bathroom break.
- If you want to submit your exam early (see 'arrival/departure' in the [detailed guide](#)).

Contact an invigilator by:

- a) Send a *private* chat message to the invigilator within zoom.
- b) Using whatever alternative method has been provided/advised.
- c) As a last resort use Zoom audio (but all other students will hear it too).

2) **Outside of the exam itself, get live help** with issues such as personal, illness, technical or logistical matters or if you cannot contact an invigilator, then contact:

Option 1: [MQ Service Connect](#)

T: +61 (2) 9850 6410

(note the operating hours Mon to Fri 9am to 5pm)

Option 2: [IT Service Desk via One help](#) (for technical issues only e.g. if you can't login, forgot your password, iLearn issues etc)

T: +61 (2) 9850 4357

T: 1800 67 4357

E: help@mq.edu.au

(note the operating hours: Mon to Fri 8am to 8pm and Weekends 10am to 6pm).

3) **For suspected errors** in your exam:

1. Please complete the question to the best of your ability.
2. Take note of the exam question and the potential error, then
3. AFTER you have finished the exam, report the error at <http://mq.edu.au/exam-error>.
Note you will NOT get a response from the exam-error link. Reported errors will be evaluated as part of the marking process. Confirmed errors will not disadvantage students.

Important! Please refer to the [detailed zoom student guide](#) for further information on getting ready, including photos showing camera positioning, connection requirements and zoom exam procedure details.