CU Admin Conference – Examination Session

December 7th, 2021
Topics

- Exam Stats
- December Exam Preparation
- What’s to come for Winter 2022
Exam Stats – in term tests

Exam Service Requests
- In-Person Seating and Invigilation for PMC Students
- Online Exam Building Service
- Online Accommodation Support
- Online Exam Review

Exam Support Channels
- Jira Tickets
- Jira Chats
- Emergency calls
Exam Stats – final exam submission status

Share of Submission Type by Date

- % Full Service
- % Review + Acc
- % Accommodation Only
- % Review
- % No Service
- % Print All
- % Print MEC
- %P2B

December Exam Preparation

- Exam distribution
- Exam support structure
- Exam support network
## Exam support structure

<table>
<thead>
<tr>
<th>Exam support</th>
<th>Exam types</th>
<th>Channel</th>
<th>Coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>All exam inquiries</td>
<td>In-person &amp; Online</td>
<td>Exam support network (Phone, Chat, Ticket, Email)</td>
<td>800-2230</td>
</tr>
<tr>
<td>Site Office</td>
<td>In-person &amp; Online</td>
<td>TB 240, Phone, or Teams</td>
<td>830-2230</td>
</tr>
<tr>
<td>Live Troubleshooting Session</td>
<td>Online</td>
<td>Teams or BBB</td>
<td>During e-Proctored exam</td>
</tr>
<tr>
<td>PMC exam pickup</td>
<td>In-person</td>
<td>In person (UC 133)</td>
<td>1000-1600</td>
</tr>
<tr>
<td>Escalation</td>
<td>In-person &amp; Online</td>
<td>Teams or Phone</td>
<td>Throughout exam</td>
</tr>
</tbody>
</table>
Exam support network

Available for both in-person and online tests/exams

- Exam FAQs: https://carleton.ca/covid19/faq/#sect11
- Online chat/ticket via: https://carleton.ca/ses/help
- Email: onlineexams@carleton.ca
- Phone: 1-877-557-2930 (Canada – USA)
  1-613-518-2601 (Outside Canada/USA)

8:00am-22:30pm during December 11-23, 2021 (Eastern Standard Time)
What’s to come for Winter 2022

- Test/Exam format types
- Courses eligible for in-person tests/exams
- e-Proctoring
- How to request SES services
Test/Exam format types

In Winter 2022, tests and exams will be held either

- Online
  - With Digital questions and answers only (Brightspace or a similar platform)

or

- In-person
  - With the options of
    - Digital questions and answers (Brightspace or a similar platform), or
    - Paper-based questions and answers

Tests and exams will follow the delivery types ([Course Delivery Types - Registration (carleton.ca)](carleton.ca)) of their courses, and only some courses will be eligible for in-person tests and/or exams.

*Information relating to each course should be specified in the course syllabus.*
Courses eligible for in-person tests/exams

For Winter 2022,

• Courses that include any online component will continue to have online tests and/or exams.
• In-person tests and/or exams will be available to courses whose classes are in-person exclusively.

For courses that meet the in-person criterion, course instructors who plan to have in-terms tests and/or end-of-term exams will be able to choose whether to administer them online or in-person.

Exceptions should be sent to your Associate Dean for consideration. Please notify Examinations@Carleton.ca with a record of approval from your Associate Dean.
e-Proctoring

e-Proctoring is available for both in-term and end-of-term digital tests/exams.

SES offers two software platforms:

- Live e-proctoring (BigBlueButton)
  - Online test/exam only
- Automated e-proctoring (CoMaS)
  - Online test/exam, and
  - In-person digital test/exam

Course instructors who wish to opt in must submit a request by January 24th, 2022 for the winter term. e-Proctoring website: https://carleton.ca/ses/e-proctoring/
# How to request SES services

Specific communication regarding various service request deadlines will be sent to departmental exam contacts and course instructors at the beginning of the semester.

<table>
<thead>
<tr>
<th>SES service options</th>
<th>Request process</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>In-term</td>
<td>End-of-term</td>
</tr>
<tr>
<td>Brightspace support</td>
<td>Paper based</td>
<td>Paper based</td>
</tr>
<tr>
<td></td>
<td>Digital</td>
<td>Digital</td>
</tr>
<tr>
<td>Printing of exam copies and booklets</td>
<td>not applicable</td>
<td>online upload form**</td>
</tr>
<tr>
<td></td>
<td>not available</td>
<td>not applicable</td>
</tr>
<tr>
<td>e-Proctoring for digital test/exam</td>
<td>not applicable</td>
<td>online application form***</td>
</tr>
<tr>
<td></td>
<td>online booking form*</td>
<td>not applicable</td>
</tr>
<tr>
<td>In-person seating/invigilation for class</td>
<td>not available</td>
<td>requests will be collected separately</td>
</tr>
<tr>
<td>In-person seating/invigilation for PMC students and special arrangements</td>
<td>online booking form*</td>
<td>coordinated directly between PMC and SES or through <a href="mailto:OnlineExams@carleton.ca">OnlineExams@carleton.ca</a></td>
</tr>
</tbody>
</table>

*online booking form [https://i.carleton.ca/mec/step-1-booking-form/](https://i.carleton.ca/mec/step-1-booking-form/)

**online upload form [https://i.carleton.ca/mec/mec-landing/](https://i.carleton.ca/mec/mec-landing/)

***online application form [https://i.carleton.ca/mec/e-proctoring-application-form/](https://i.carleton.ca/mec/e-proctoring-application-form/)
Thank you for listening

Questions?