



CU Admin Conference – Examination Session

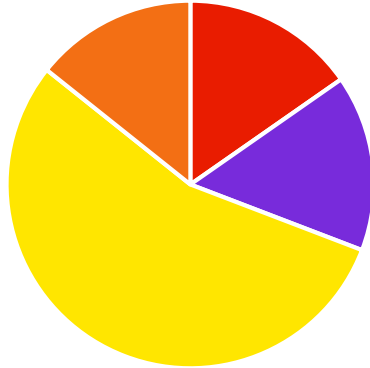
December 7th, 2021

Topics

- Exam Stats
- December Exam Preparation
- What's to come for Winter 2022

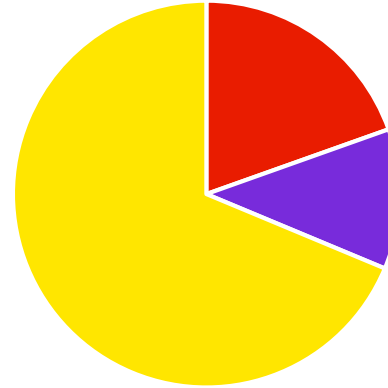
Exam Stats – in term tests

Exam Service Requests



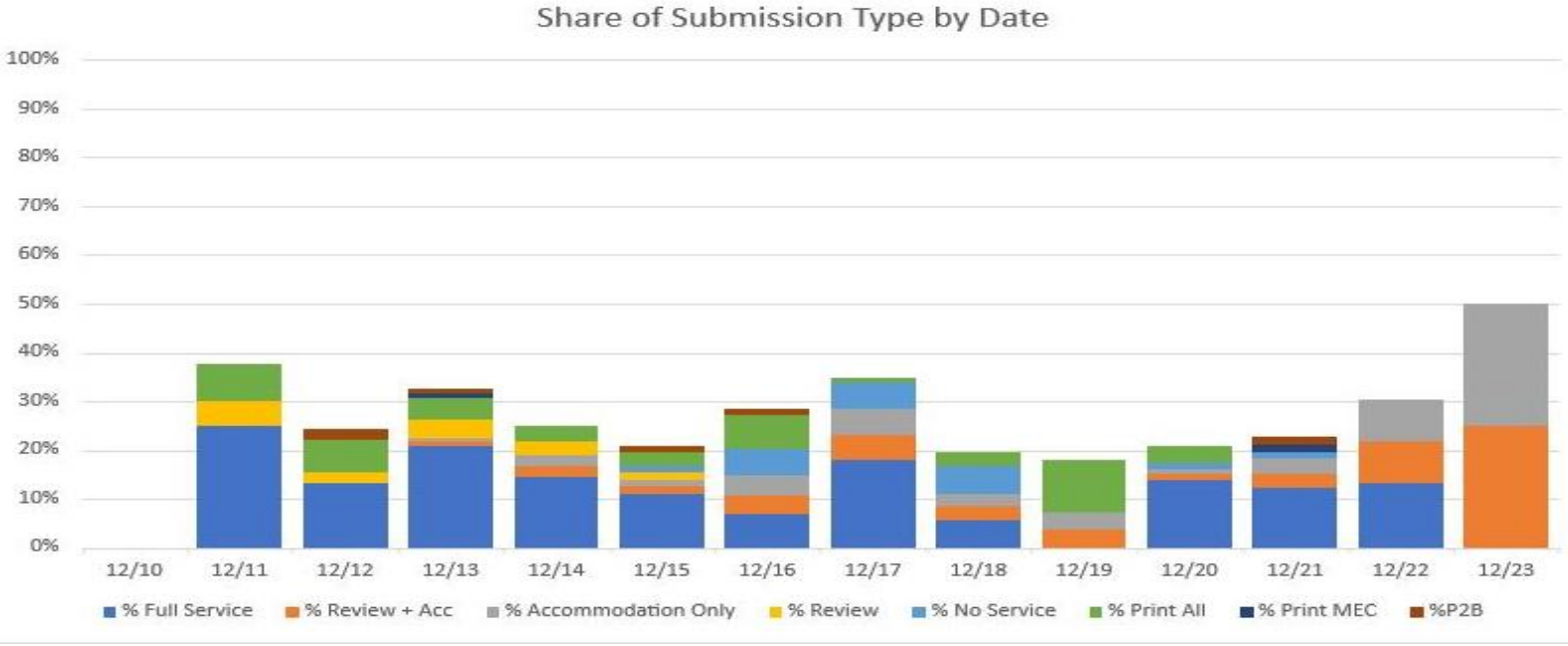
- In-Person Seating and Invigilation for PMC Students
- Online Exam Building Service
- Online Accommodation Support
- Online Exam Review

Exam Support Channels



- Jira Tickets
- Jira Chats
- Emergency calls

Exam Stats – final exam submission status

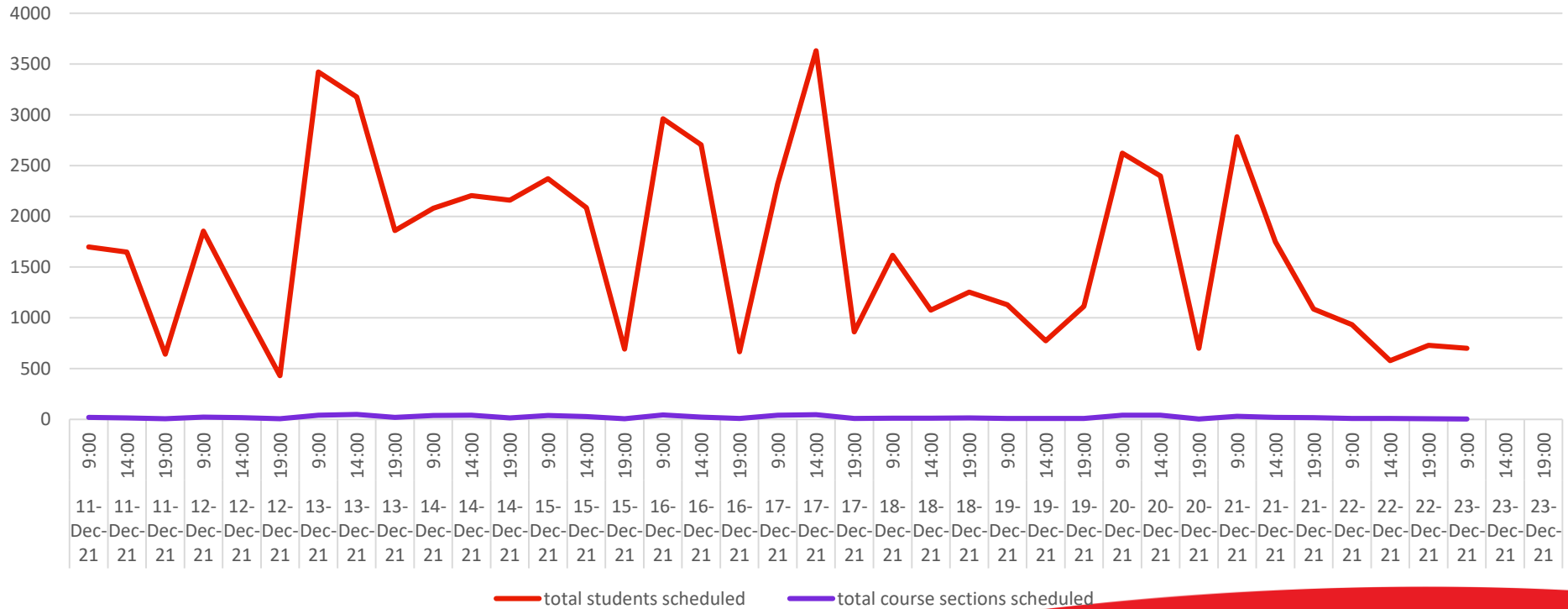


December Exam Preparation

- Exam distribution
- Exam support structure
- Exam support network

Exam Distribution

Exam Distribution December 2021



Exam support structure

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

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 \(carleton.ca\)](https://www.carleton.ca/course-delivery-types-registration)) 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.

SES service options	Request process			
	In-term		End-of-term	
	Paper based	Digital	Paper based	Digital
Brightspace support	not applicable	online booking form*	not applicable	online upload form**
Printing of exam copies and booklets	not available	not applicable	online upload form**	not applicable
e-Proctoring for digital test/exam	not applicable	online application form***	not applicable	online application form***
In-person seating/invigilation for class	not available		requests will be collected separately	
In-person seating/invigilation for PMC students and special arrangements	online booking form*		coordinated directly between PMC and SES or through OnlineExams@carleton.ca	
*online booking form	https://i.carleton.ca/mec/step-1-booking-form/			
**online upload form	https://i.carleton.ca/mec/mec-landing/			
***online application form	https://i.carleton.ca/mec/e-proctoring-application-form/			

Thank you for listening

Questions?