Assessment Bulletin No. 2  
Easter term 2020

This bulletin provides further information and guidance to Faculties and Departments in relation to the delivery of online assessment for Easter Term 2020 and focuses on the following key areas:

1. Moodle
2. Disabled Students & Exam Access Arrangements
3. Exam ops
4. Question papers
5. Student attendance, second sit and submission monitoring
6. Exam Boards, Class Lists and mark upload
7. Complaints
8. Contacts

1. Moodle

1.1 Information required for centrally managed assessments

To assist with the administration of online assessment, we require every department using Moodle to provide the following information for each assessment.

- The Tripos Code and Paper Code.
- Any additional requirements to be available on Moodle alongside the question paper, e.g. graph paper, coversheets, data books etc.
- The format in which students should submit scripts: handwritten, typed or a combination of the two.
- The name, email address and CRSid of two nominated contacts within your department who will be the first point of contact for any queries the Moodle Team and Exam Office may have and will:
  - be responsible for and given access to upload question papers to MS Teams (see section 4.2);
  - be given access to the exam content in Moodle, so that they can download scripts after the assessment and distribute them to examiners;
  - receive communications from the Moodle team including links to exam courses to be shared with relevant students.

Please submit this information using the attached spreadsheet by 5pm on Friday 1 May to examops@admin.cam.ac.uk
1.2 Student access to their Blind Grading Number (BGNs)

If your assessment is being centrally managed or you have opted to request use of the blind grading numbers (BGNs), students will be able to view their BGN before the assessment starts, within their profile in Moodle.

To find this they need to follow the steps below:

- Click on 'your name' in the top right-hand corner of the screen
- Click on 'Profile'
- Your BGN number will be displayed at the bottom of the 'User details' screen.

Students should be reminded to use their BGN in place of their name on their submission and any associated files.

Please note that the details they may see above their BGN might state ‘not set’, these are not required for this purpose so should be advised to ignore these.

1.3 Blind Grading Numbers (BGNs) for locally managed assessments

If you have been given extraordinary permission to run assessments locally and require blind grading numbers (BGNs), you will need to create a new category for these assessments in Moodle. This is because using an established category would affect any blind grading you may already have in place.

Once you have created this category for your department, you must send us its full name and URL link by email to examops@admin.cam.ac.uk by 5pm on Friday 1 May. Please do not create any subcategories, courses or assignments in it.

Once you have received confirmation that the BGN function has been set up, you will be able to create as many courses and assignments as you require within that category.

Please note that once this is set up, any Moodle assignments created in the courses in this category will automatically be in blind marking mode, which will be locked if added by teachers or non-enrolling teachers. You will need a Moodle coordinator to toggle the setting off if required, or to reveal student identities.

If you are not using BGNs for your locally managed assessments, you should ensure students have clear instruction on how to submit work whilst retaining anonymity.

1.4 Student access to centrally managed assessments in Moodle

Students will be able to access the Moodle courses containing centrally managed assessments 72 hours before the assessment is due to begin.

The question paper will appear in the course as a PDF to view or download, as well as the assessment tool for submissions. They will be visible but greyed out and inaccessible until the assessment begins.

Please advise students that they should check that they have access before the assessment period begins and if there are any issues, ask them to contact moodlehelp@uis.cam.ac.uk.

Departments that are managing their own assessments should provide students with separate instructions on how to access courses and when they will be available. Please also provide students with a contact in your department for any access queries.
Students who are not currently resident in the UK should be advised to update the time zone in their Moodle profile to ensure the times shown in the system – such as assessment deadlines – are correct for their location. Instructions are available on this page of the Moodle help course: https://www.vle.cam.ac.uk/course/view.php?id=156022&sectionid=2666811.

Once the assessment period is complete, those nominated departmental contacts (see 3.1 above) will be able to download and manage the distribution of submissions for grading outside Moodle.

In case of query or difficulties with access, please contact moodlehelp@uis.cam.ac.uk.

If a correction needs to be made before an assessment takes place, please contact examops@admin.cam.ac.uk.

It is NOT possible to announce or circulate corrections or clarifications during the assessment. See the information on corrections in this document.

### 1.5 Format and submission of handwritten assessments by students

Students who will be handwriting their exam scripts will be asked to scan the pages to a PDF and upload the file to Moodle for submission.

The Teaching and Learning Systems team at UIS has provided instructions on how to do this, as well as a list of recommended iOS and Android apps, in the following Moodle course: https://www.vle.cam.ac.uk/course/view.php?id=182441. Students will need to self-enrol in order to access the course.

Students can test the process of uploading and submitting scanned documents in the practice area included in this Moodle course.

Any students who will be handwriting scripts but lack a suitable device to scan the pages should be asked to contact their department to make suitable alternative arrangements.

### 1.6 Additional information to follow

Further information will shortly be provided on topics such as: data retention period; how the Moodle assignments have been configured; and advice, guidance and best practice for using Turnitin.
2. Disabled Students & Examination Access Arrangements (EAAs)

Whilst the majority of disabled students have no examination access arrangements a significant minority do. In the main, these arrangements take the form of additional time and/or rest breaks and/or the ability to type in exams. It is envisaged that most agreed modified assessments (such as 24-hour on-line exams or untimed written assignments) will, in effect, build in many of the most common examination access arrangements. For example, those students who have an approved recommendation for additional time and/or rest breaks, can apply these adjustments during the prescribed examination period. Similarly, if students had been approved to use a computer, then online assessment from home will mean that they are able to complete this in the same way as their peers.

Some disabled students have questioned whether the level playing field has been removed if all students have the same time to complete an exam (for example a 24-hour on-line assessment). However, the expectation is that students would work for the amount of time which they would have normally worked for in an exam and any department advice should align. For example, if a student would normally have worked for 3 hours they would work for 3 hours and if a student had 25% additional time, the expectation is that they would work for 3 hours and 45 minutes. All on-line assessments will have word limits attached (where appropriate) to help reinforce the message that students should not expect to work for longer than they would normally have done.

DRC research conducted with Cambridge students has shown that there is no direct relationship between exam script length and mark. If disabled students in some subjects are sitting shorter exams, then any approved additional time and/or rest breaks will still apply. Many of these concerns are also answered in the Student FAQs on the University’s main Coronavirus Information Page.

The Disability Resource Centre (DRC) and UIS will be providing guidance and advice on on-line assessments in general and this will be available soon. This guidance will be available on the Remote Teaching and Learning Resources page on the DRC website as well as via the UIS.

If disabled students have any specific queries related to their exam access arrangements (but not the chosen method for their exams) please ask them to speak first to their college.

2.1 Students with SpLD’s

The Student Registry will continue to send the Chair of Examiners a list of those students for whom it has received notification of a diagnosed SpLD. The Chair is responsible for forwarding this information to the relevant Examiner(s). In such instances, the University’s policy is that minor errors of grammar and spelling are not penalised, but otherwise Examiners should mark the work normally. (Please note: language papers where correct grammar and spelling are essential elements of the assessment are excluded).
2.2 Assistive technology

If students are using assistive technology for the production of written work (for example, Dragon, ClaroRead, JAWS) then they will be able to continue to use this software when they are completing on-line assessments or untimed written assignments. Students who use ergonomic equipment (such as mice and keyboards) can also continue to do so during the completion of assessments.

For the vast majority of disabled students who have been given permission for specific examination access arrangements involving the use of assistive technology they will already be familiar with the operation of this software, as this will be part of their normal way of working. Caution should be taken in advising students to use assistive software with which they are unfamiliar in exams to address a disability related matter, unless there is sufficient time for the student to practise.

If there are any students who have any specific questions regarding the use of assistive technology or ergonomic equipment in exams, please ask them to email disability@admin.cam.ac.uk with the subject line ‘Query regarding assessment and assistive technology’ and the DRC will discuss this with them directly.

2.3 Holding vivas for disabled students

The DRC has produced the following guidance on conducting vivas with disabled students. It is very important if you are conducting on-line vivas to consult this guidance.

2.4 Students with approved Alternative Modes of Assessment (AMA)

The Student Registry has contacted all departments who have students under the AMA process, and how the change of assessment may impact that AMA. If you have concerns, or consider cases unresolved, please email exam.arrangements@admin.cam.ac.uk

You may also wish to reference the FAQ’s relating to the safety net for these students.

2.5 Students with approved Examination Access Arrangements (EAA)

As mentioned above, most students who have EAA’s approved will not require any further adjustment to assessment as the new assessment mode and timing will accommodate the majority of requirements.

Where students require more specialist support, these are being discussed with the student’s College. If you are running local assessments under timed conditions that are less than 5 hours, you will require a list of those students who receive extra time as standard. To obtain a list, email exam.arrangements@admin.cam.ac.uk

For summative assessments, departments are not able to award any allowances to students, either for EAA’s or allowances in marking or disregarding papers. These continue to be managed centrally and in case of query, please email exam.arrangements@admin.cam.ac.uk or eamc@admin.cam.ac.uk. The exception to this is the award of extensions for coursework and other submitted work. Details of this were circulated in the previous bulletin.
3. **Exam operations**

3.1 **Enrolments**

We have received a number of enquiries about whether papers should be ‘dropped’ if the assessment is now not going ahead. This is not the case – the enrolments will remain in place as the record of teaching and learning undertaken in the academic year, even if no marks are available and so will not appear on students’ transcripts.

3.2 **Corrections**

Following the communication in the previous bulletin relating to corrections and how to manage any errors, further consideration has been given to this issue and the following agreed.

There will be no facility via Moodle for communicating question paper errors to students once the examination window has opened. If an error within a question paper is identified, the Examiners should exercise the appropriate discretion during marking with due regard to consistency and fairness to all candidates.

You **must not** attempt to circulate a correction or clarification to students during the assessment.

3.3 **Illegible scripts**

If an assessment uploaded is deemed to be illegible due to quality of upload, or issues of handwriting, please contact exam.arrangements@admin.cam.ac.uk. The student will be asked to resubmit their script and checks will be done against the new submission and the original. Once in receipt of the legible script, this should be marked in the usual way, and departments should conduct a follow up interview, details of which can be found here.
4. Question papers

4.1 Rubric

Departments must offer clear instruction on the question paper on how assessments should be completed, including number of questions and any restrictions where questions are divided into sections.

The rubric should also be clear about any additional materials required for completion of the script, such as online access to statistical tables, graph paper that requires download etc.

The rubric must also include clear information on how the completed script should be submitted – typed or handwritten with photo upload. Guidance can be found here. It is not necessary to include the date of the assessment on the question paper.

4.2 Submission of Question papers

The Exams Team have been working with the Moodle team and others in UIS to find a more efficient and secure way to share question papers for upcoming online assessments. A solution would be available beyond the current period of extensions, and will be suitable for future examination periods.

Microsoft Teams has been identified as the most appropriate and secure method to share question papers between departments, the Exam Office and the Moodle Team. The nominated contact(s) provided by departments (in the attached spreadsheet) will be given access to their department team in which to upload question papers. These contacts will not be able to access other department teams. Once the teams have been set up (from the information you provide), further instructions will be circulated.

We have been assured that there is no need to password protect question papers when uploading to Microsoft Teams. However, if you do decide to password protect your question papers, please send the password via email to examops@admin.cam.ac.uk. You must not use the word ‘password’ in the email sent, but instead put the exam and paper code in the email subject (e.g. ART0 p1) then the password should be in the email. No further information is needed.

For security reasons, please do not email question papers or attempt to upload to OneDrive.

The original published deadline was 1 May 2020, however this has been extended whilst the new method of submission is being set up. Please prepare your question papers ready for upload once the new Teams are set up. Further information will follow as they are created.
5. Student attendance, second sit and submission monitoring

5.1 Student attendance

The information flow to manage reporting absence from assessments has now been set and is shown in Appendix A.

The student is responsible for informing their College if they are unable to undertake an assessment – this includes whether it is formative or summative assessment, arranged by the central offices or by the department.

The College is then required to complete an online form which will inform the Student Registry. The Student Registry will inform the department.

5.2 Second sit – students unable to undertake assessment in the first sitting

Students who are unable to undertake assessments in this first sit period, and whose subject is running assessments in the second period, will be automatically enrolled by the Student Registry.

Students in years 1 and 2 will not be required to undertake assessments in the second period where those assessments are formative only. If students are unable to take the formative assessments as first scheduled, they might seek an extension, but since no marks will be awarded, students will be allowed to progress without further assessment or allowance.

Where assessments are summative, a second sit, or an allowance, is required to allow them to progress. Further information on the second sit will be shared, once it has been agreed when this will occur.

5.3 Submission monitoring

Central offices will have access to the download and upload times of assessments by students. Departments will be able to see the upload timestamp when they access the student’s scripts, but will not have access to the amount of time taken by students.

These timings will be considered by the central offices, and if there are any areas for concern, they will be raised in the first instance with the student’s College. Where there continues to be concern, these will be referred through the University disciplinary routes for investigation.

Departments should mark all examination scripts as presented.
6. Exam Boards, Class Lists and Mark upload

6.1 Exam Boards

The Education Quality & Policy Office (EQPO) website will be hosting a page on Covid-19 related policy adjustments, which will feature guidance and advice on running Exam Boards. Faculties and Departments will be notified when it is up and running, but in the meantime Exam Board related questions may be sent to Jane.Clare@admin.cam.ac.uk

6.2 Class Lists and mark upload

The new assessment timetable is scheduled to be published w/c 4 May. At that point, departments will be able to confirm dates of final exam board meetings and submit their expected date of Class and mark upload. The form is available online here or you can email your expected date to examops@admin.cam.ac.uk

Only summative assessment marks should be provided for upload. No formative assessment will appear on a student’s University record or transcript.

Where formative assessment is scheduled, departments should determine how that formative feedback will be given.

7. Complaints

You may receive comments or concerns from students as a result of modifications being made as a result of COVID 19 (or indeed regarding the impact of industrial action).

You should respond to these as you would any type of student concern; ideally providing a full response to the student within 21 days and investigating the matter at a local level if this is warranted. If students are not satisfied with a departmental response, then you can refer the students to the Office of Student Conduct, Complaints and Appeals (template wording on the webpage link below).

Resources on how to respond to informal complaints are available for Faculties and Departments here: www.studentcomplaints.admin.cam.ac.uk/staff-support/handling-complaints-and-disclosures. You can also seek advice from OSCCA@admin.cam.ac.uk.

We will be providing all students with further information about how to raise complaints using the Student Complaint Procedure. The processes will work in the same way but students will be provided with an extended deadline to submit complaints.
## 8. Key contacts

<table>
<thead>
<tr>
<th>Name</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jenny Green</td>
<td><a href="mailto:Jenny.Green@admin.cam.ac.uk">Jenny.Green@admin.cam.ac.uk</a></td>
</tr>
<tr>
<td>Head of Exams, Assessment &amp; Mitigating Circumstances</td>
<td></td>
</tr>
<tr>
<td>Jo Overhill</td>
<td><a href="mailto:Jo.Overhill@admin.cam.ac.uk">Jo.Overhill@admin.cam.ac.uk</a></td>
</tr>
<tr>
<td>Deputy Head of Exams</td>
<td></td>
</tr>
<tr>
<td>Annabel Curd</td>
<td><a href="mailto:Annabel.Curd@admin.cam.ac.uk">Annabel.Curd@admin.cam.ac.uk</a></td>
</tr>
<tr>
<td>Deputy Head of Mitigating Circumstances</td>
<td></td>
</tr>
<tr>
<td>Mark Collection and Submission</td>
<td><a href="mailto:Grade.Rosters@admin.cam.ac.uk">Grade.Rosters@admin.cam.ac.uk</a></td>
</tr>
<tr>
<td>General exam queries</td>
<td><a href="mailto:examops@admin.cam.ac.uk">examops@admin.cam.ac.uk</a></td>
</tr>
<tr>
<td>Moodle general queries</td>
<td><a href="mailto:moodlehelp@uis.cam.ac.uk">moodlehelp@uis.cam.ac.uk</a></td>
</tr>
<tr>
<td>Jessica Comber-Chaney</td>
<td><a href="mailto:Jessica.comber-chaney@uis.cam.ac.uk">Jessica.comber-chaney@uis.cam.ac.uk</a></td>
</tr>
<tr>
<td>Teaching and Learning Systems Manager</td>
<td></td>
</tr>
<tr>
<td>Disability Resource Centre general queries</td>
<td><a href="mailto:disability@admin.cam.ac.uk">disability@admin.cam.ac.uk</a></td>
</tr>
<tr>
<td>John Harding</td>
<td><a href="mailto:John.Harding@admin.cam.ac.uk">John.Harding@admin.cam.ac.uk</a></td>
</tr>
<tr>
<td>Head of the Disability Resource Centre</td>
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</table>
**Key Principles:**

- Student informs College, not Dept. if not able to take assessment, within 48 hours of scheduled assessment. This aligns with current practice and offers some integrity of practice. Presumably tutor informed in case student needs some support, (for College to determine), then College to inform Student Registry (mechanism and timeframe tbc)
- The Student Registry informs Dept. of students not undertaking assessment. This aligns with current practice
- Depts. should not liaise directly with those students not undertaking assessment, but only via the students’ Colleges.
- Students must alert their College no later than 48 hours from the start of the assessment if they were unable to undertake the assessment. If they are unable to do this (due to illness, internet connection) then they must do so at the earliest opportunity.
- Student Registry automatically enrols such students onto next sit (where available)

<table>
<thead>
<tr>
<th>Hours prior to assessment</th>
<th>Period of assessment (e.g. 5 or 24 hours)</th>
<th>Hours after assessment submission is closed*</th>
</tr>
</thead>
<tbody>
<tr>
<td>48+</td>
<td>48 36 24 12</td>
<td>12 24 36 48 &gt;48</td>
</tr>
</tbody>
</table>

- **Hours prior to assessment**
  - Student encouraged to log onto Moodle and check that assignment is visible. Raise queries / access FAQ’s if unable to view
  - Student informs College if they know they will be unable to undertake assessment (with reason)
  - College informs Student Registry that student will not be undertaking assessment

- **Period of assessment**
  - Assessment occurs

- **Hours after assessment submission is closed**
  - Dept. inform Student Registry of any student who has not submitted assessment by deadline.
  - SR check with College.
  - Student informs College if they were unable to undertake assessment (and reason)*
  - College informs Student Registry that student did not submit assessment
  - Student Registry have complete list of all students, submitted and not submitted.
  - Student Registry informs dept. that student will not be submitting

*Where an assessment is scheduled to finish on a Friday, student must inform College no later than 9am GMT+1 the following Monday.*