

ONLINE EXAM GUIDE BOOK



اونیورسیتی تیکنیکل ملیسیا ملاک

UNIVERSITI TEKNIKAL MALAYSIA MELAKA

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1

STEP YOU NEED TO KNOW

This topic covers the necessary preparation such as data plan and tools needed for your online examination.

2

EXAM RULES AND REGULATIONS

Online examination rules and regulation might be differ from the conventional examination. This topic covers every aspect of the rules and regulations while sitting for the online exam.

3

THE EXAM PORTAL

This chapter covers features of the UTeM Exam Portal. It includes topic such as login credential, choosing the courses that you want to sit for an examination and the look and feel of the Exam Portal

4

TROUBLE SHOOTING



This page will provide several recommended steps that you can take if you experience technical difficulties or problems during examination.

5

PEOPLE TO CONTACT



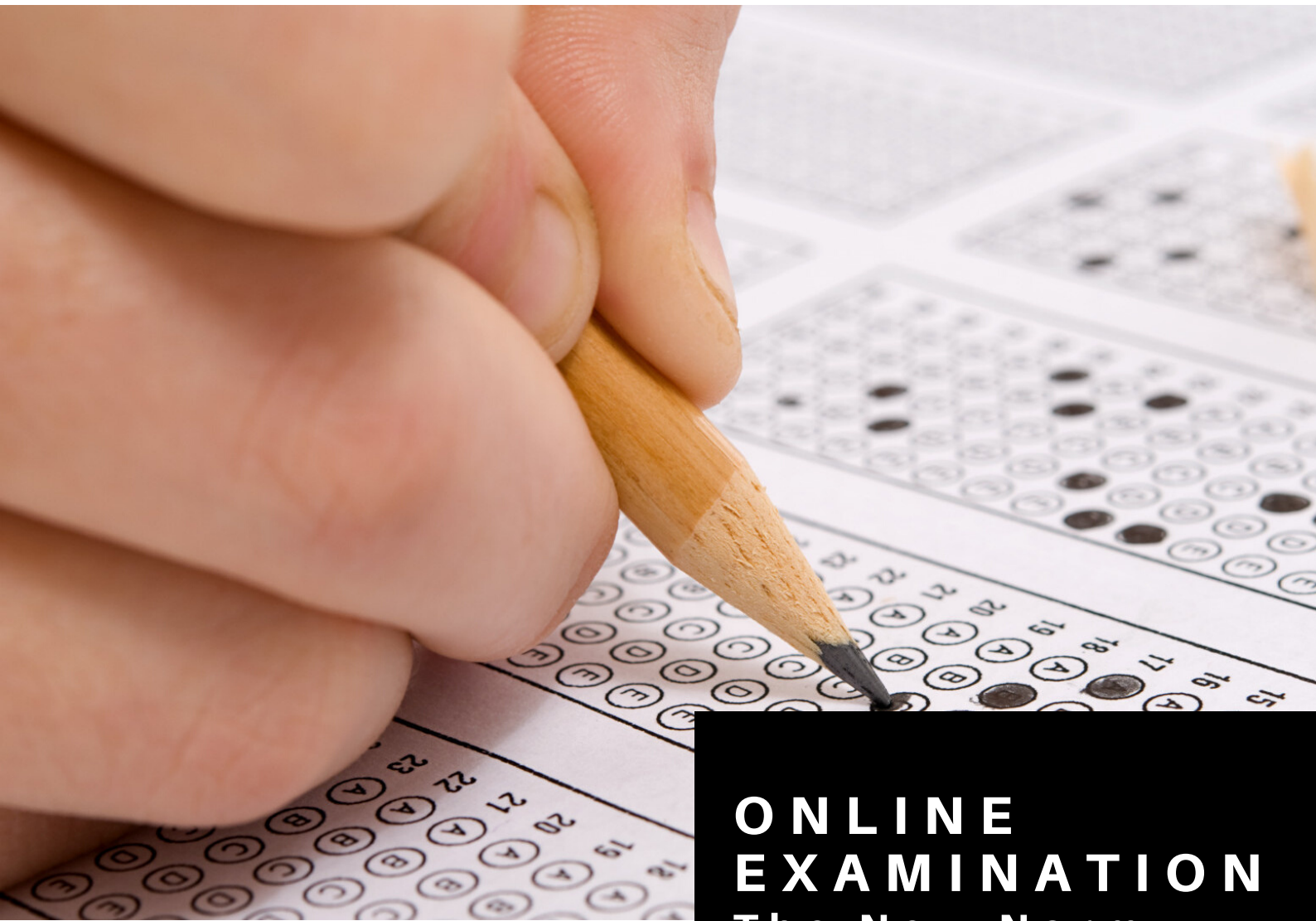
This page provides contact details for further guidance and support.

6

CONCLUSION



A bit of doa recital for you to prepare physically, mentally and emotionally for your online examination sitting.



ONLINE EXAMINATION The New Norm

Online Learning and Online Assessment will become a new normal for us to adopt and adept.

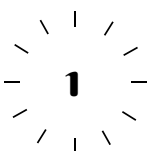
Adopting online resources is the new normal for the 21st Century Assessment and Teaching. E-learning is delivering an education revolution by changing the traditional practices in teaching, learning and assessment.

This guideline documents the procedures, general rules and regulations for sitting final examinations.

Since the examination will be conducted fully online, students need to take note of the rules and regulations for sitting online examinations.

Routine in a traditional examination, such as physical attendance at the examination hall is no longer practiced. It will be replaced with the selection of virtual exam hall just with a click.

Read instructions thoroughly and well in advance. Your lecturers will supervise the exam remotely. However, communications between students and invigilators is carried out using WhatsApps or Telegram or direct contact through phone conversation. You also need to familiarise yourself with the online exam platform and understand basic technical skills that will be used to administer the exam.



1

STEP YOU
NEED TO
KNOW

01

Finding the right place

Find a suitable and conducive space to minimise unnecessary interruptions or distractions. Make sure the space and place must have enough lighting and ventilation.

02

Internet Connectivity

When sitting for an online examination, ensure that you have a stable and reliable internet connection, a computer or a mobile phone or a laptop. If you are using your mobile data plan, please ensure you have sufficient data to complete your examination. Each examination requires you to upload a minimum of 30MB data excluding the data to access other features of Exam Portal. For a smooth exam experience, it is advisable to have contingency plan regarding your internet connection such as power backup and mobile hotspot connectivity can be maintained to handle power cut issues.

03

Essential tools and apps

Make sure you have everything you need to sit for your e-Exams, such as calculator, stationary, resources, notepad, graph paper, semilog graph paper and etc. Even though the examination will be conducted online, you might still require to draw, sketch and scan your answer. You also need to upload your answers in the Exam Portal. Make sure you download scanning apps such as CamScanner, which you will be used to scan your answers. You may also download translation apps for language support.



1

STEP YOU NEED TO KNOW

04

Test Your devices

It is your responsibility to make sure that your devices which you going to use to access the Exam Portal is in a perfect working conditions. You have to make sure your desktop, laptop, or your smart devices is working perfectly. Make sure your storage space is enough, do not open too many apps at one time if you are using the smart devices. Make sure your camera on your devices is working. Make sure you have power outlet nearby in case your device battery depleted. Make sure charging cables is working.

05

Avoid Dehydration

While sitting for your online examination you have to make sure that you keep yourself hydrated. This is an essential step need to be taken due to constraint of sitting in front of the screen. You might get fatigue easily. Make sure to have a bottle of plain water all the time. Just be careful not to put your water too close to your devices as you might accidentally spill the water onto your devices.

06

Control your clumsiness

Always keep in mind to be organised. Every items needed in your online examination need to be put in a proper place. Minimize your clumsiness and try to be more efficient. Clumsiness can lead to nervous, anxiety and depression.

1

STEP YOU
NEED TO
KNOW

07

Examination Slip and Student ID

You need to refer to your Examination Slip and Student ID. Your examination slip contains additional information not available during your normal examination. You need to read that additional information.

08

Official UTeM E-Mail

Make sure your official UTeM E-Mail is active and you remember the password as this is going to be your login credential for the Exam Portal. If you have forgotten your password please reset it as soon as possible.

09

Device Date and Time and Time Zone

The date and time settings on your device must be correct. If you are an international student, you need to follow the Malaysian Time Zone.

ONLINE EXAMINATION

Rules and Regulations



2

EXAM RULES AND REGULATIONS

Sitting for an Online Examination is no different from sitting for a traditional examination. You are bound by rules and regulations stipulated by the Academic Regulations. You are accountable and legally bound by the rules and the regulations. Failure to adhere to them will result in disciplinary action which may include expulsion from the university or suspension from being a student of the university. Academic misconduct relating to online examination is stated in your examination slip.

01

Logging into Exam Portal

Students/candidates are advised to login into UTeM Exam Portal 30 minutes before the exam starts.

The UTeM Exam Portal link can be found in the examination's slip. Students/candidates **MUST** use your student email to login.

02

Check that you sitting for the right exam

Students/candidates are responsible for checking and verifying that they are sitting for the right examination. The information for every exam is available in the examination slip.

Check the date, time and course code.

2

EXAM RULES AND REGULATIONS

03

Read the Examination Instructions Carefully

Students/candidates must read the examination instructions carefully because the instructions may be different from the conventional session. The examination instructions can be found once the students/candidates log in to the UTeM Exam Portal.

04

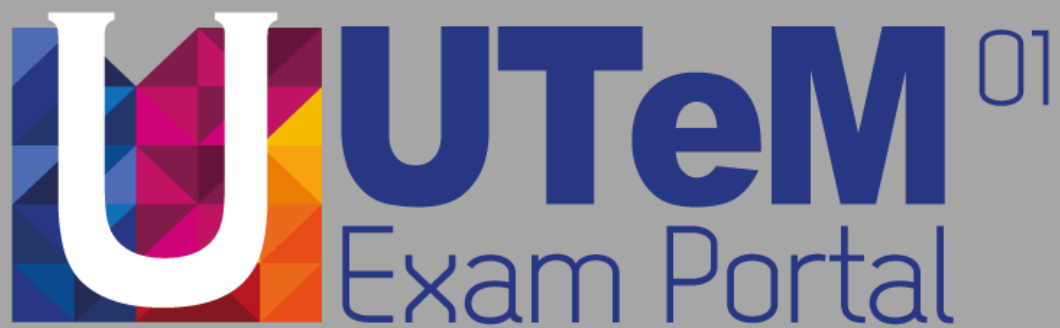
Honesty Pledge

Students/candidates are required to accept the Honesty Pledge and be bound by the examination rules and regulations. This Honesty Pledge can be found before taking an examination. A screenshot of the Honesty Pledge is in the next chapter.

05

General Rules

Students/candidates must adhere to rules stipulated in the Academic Regulations. It is important for you to read and understand them.



THE EXAM PORTAL

Get Familiar With the Platform

3

THE EXAM PORTAL

The Appearance of UTeM Exam Portal

This chapter provides instructions for using the UTeM Exam Portal, which is similar to the ULearn Quiz platform. It is important for you to study the features of the UTeM Exam Portal to be familiar with it.

01

Accessing the UTeM Exam Portal

The UTeM Exam Portal is a dedicated platform for UTeM to conduct online examinations. The exam portal can be accessed at:

<https://examportal.utm.edu.my>

The next page is the Step by Step in accessing your examination.

The Exam Portal can also be accessed at the URL address stated in your Examination Slip.

Make sure you use Google Chrome or Microsoft Edge as Internet Explorer is no longer supported.



02

Accessing the UTeM Exam Portal

Follow the step below:

1. Key in the URL Address :
<https://examportal.utem.edu.my>
2. Read and understand the "Instruction to Candidates" carefully
3. Click the UTeM Login Button

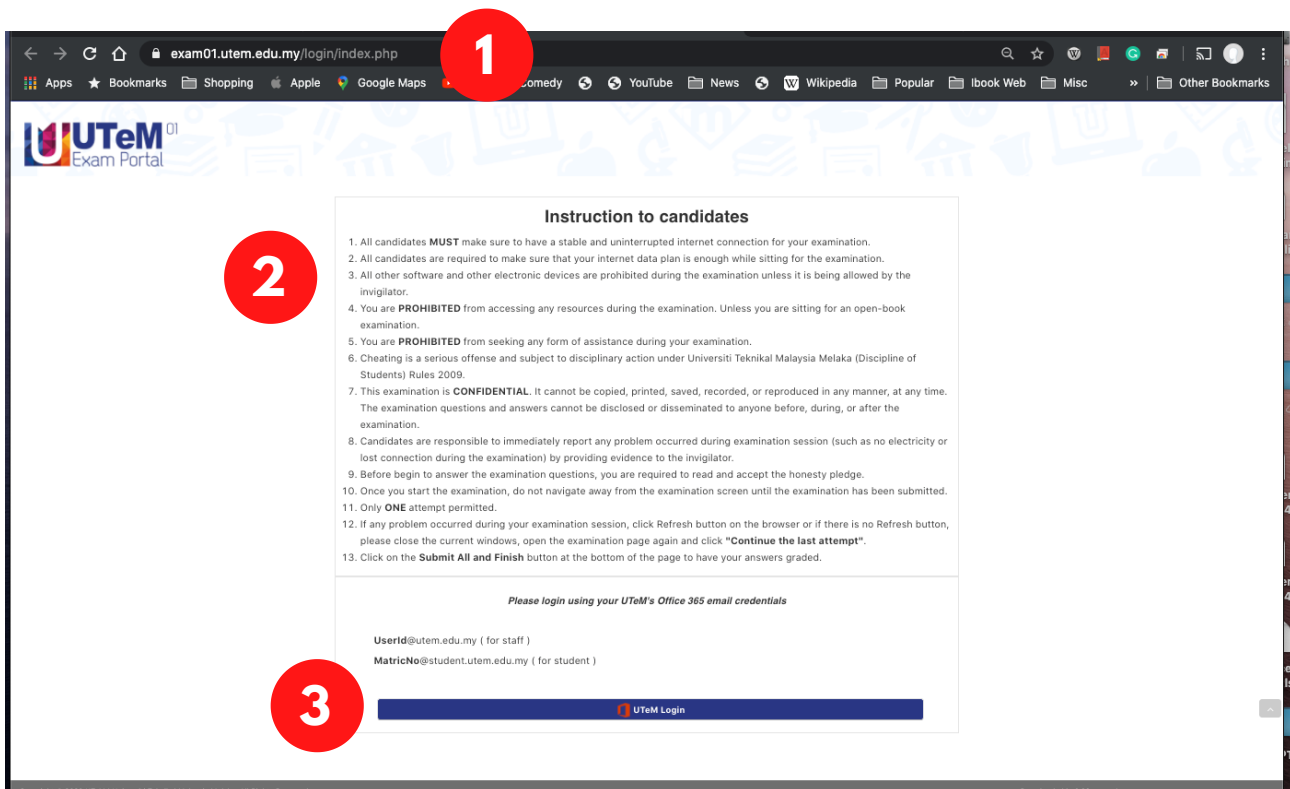


Figure 1: UTeM Exam Portal Login Page

03

List of Courses

Once you login, you are directed to the list of courses that are available for the examination. Below is an example of the screen.

1. The Clock indicates both the Server Clock and your device clock. Make sure the times are set to the closest setting to avoid time misalignment.
2. My Exam shows the list of courses available for you. Make sure the list matches your list in the Examination Slip. If they are different, please notify the invigilator immediately.
3. To begin with your examination session, click on any active courses.

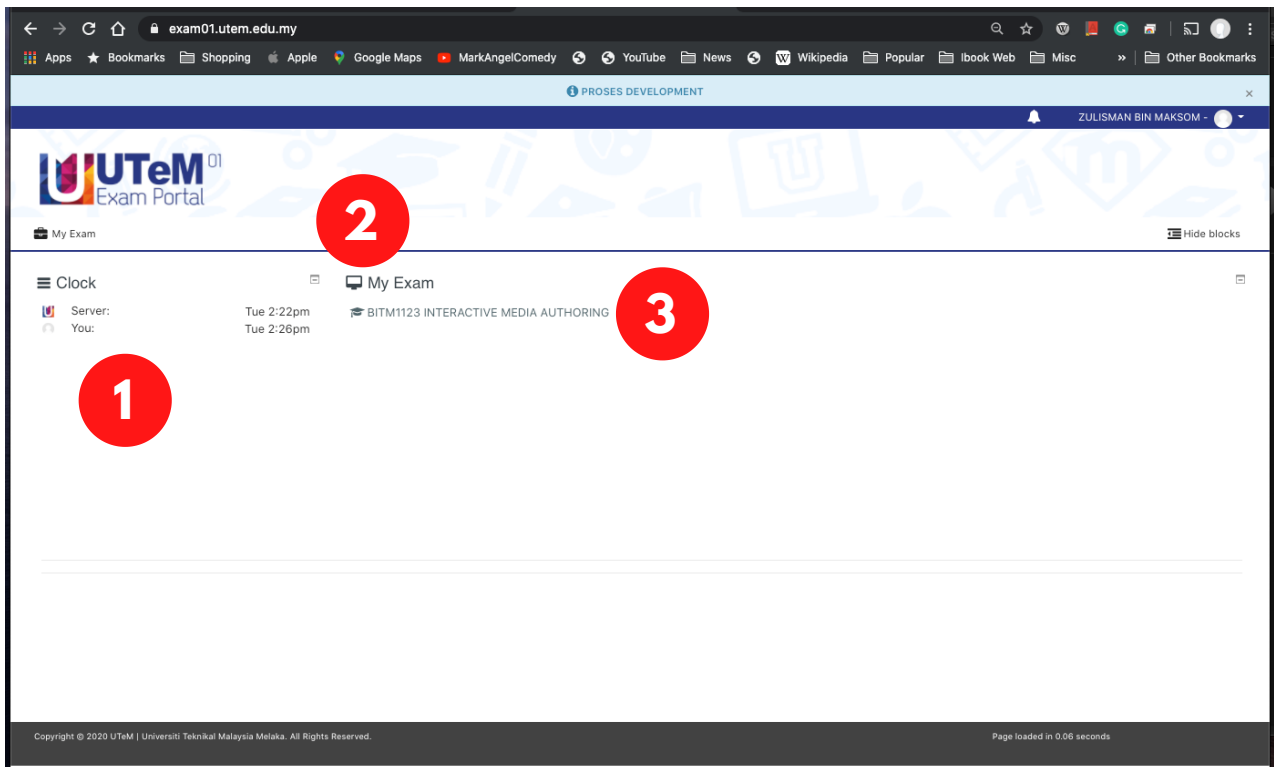


Figure 2: List of available courses for the examination

04

Front Page and Honesty Pledge (continued to the next page)

Once you choose the course for the examination, you are presented with a long-scrolling page. Make sure you read from top to the end of the page.

1. Check the Code and the Name of the course to ensure you have the correct course. You are advised to get the invigilators contact number for any assistance.
2. Scroll down to the Front Page of the examination. Read this page carefully. It is like the Front Cover Page of the printed examination question booklet.

The screenshot shows a web browser window with the URL `exam01.utem.edu.my/mod/quiz/view.php?id=34`. The page header displays the UTeM Exam Portal logo and the course name: **BITM1123 INTERACTIVE MEDIA AUTHORIZING**. A red circle with the number '1' is placed over the course name. Below the header, there is a 'My Exam' section with a clock showing the exam time: **FINAL EXAMINATION**, Server: Tue 2:32pm, and You: Tue 2:36pm. The UTeM logo and name are displayed, along with the text: **SEMESTER II SESSION 2019/2020** and **FAKULTI TEKNOLOGI MAKLUMAT DAN KOMUNIKASI**. A red circle with the number '2' is placed over the course details. The course details are as follows:

KOD KURSUS	: BITM1123
COURSE CODE	: BITM1123
KURSUS	: PENGARANGAN MEDIA INTERAKTIF
COURSE	: INTERACTIVE MEDIA AUTHORIZING
PENSYARAH	: 1. PROF. MADYA Ts. DR. NORASIKEN BAKAR
LECTURER/S	: (No Tel : 012-123456789)
	2. DR. ZULISMAN BIN MAKSOM
	(No Tel : 013-123456789)
	3. TS. DR. NORHARYATI BINTI HARUM
	(No Tel : 014-123456789)
	4. DR. ZURINA BINTI SAAYA
	(No Tel : 015-123456789)
	5. TS. AHMAD SHAARIZAN BIN SHAARANI

Figure 3.1: Front Page of Examination

05

Front Page and Honesty Pledge (from previous page)

Once you choose the course for the examination, you are presented with a long-scrolling page. Make sure you read from top to the end of the page.

1. Read the Honesty Pledge Statement carefully. This is your legal oath before you begin the examination session. Should you fail to comply; a disciplinary action will be taken against you.
2. After reading the Honesty Pledge, click the Start Examination button. By clicking this button, you automatically agree with the Honesty Pledge.

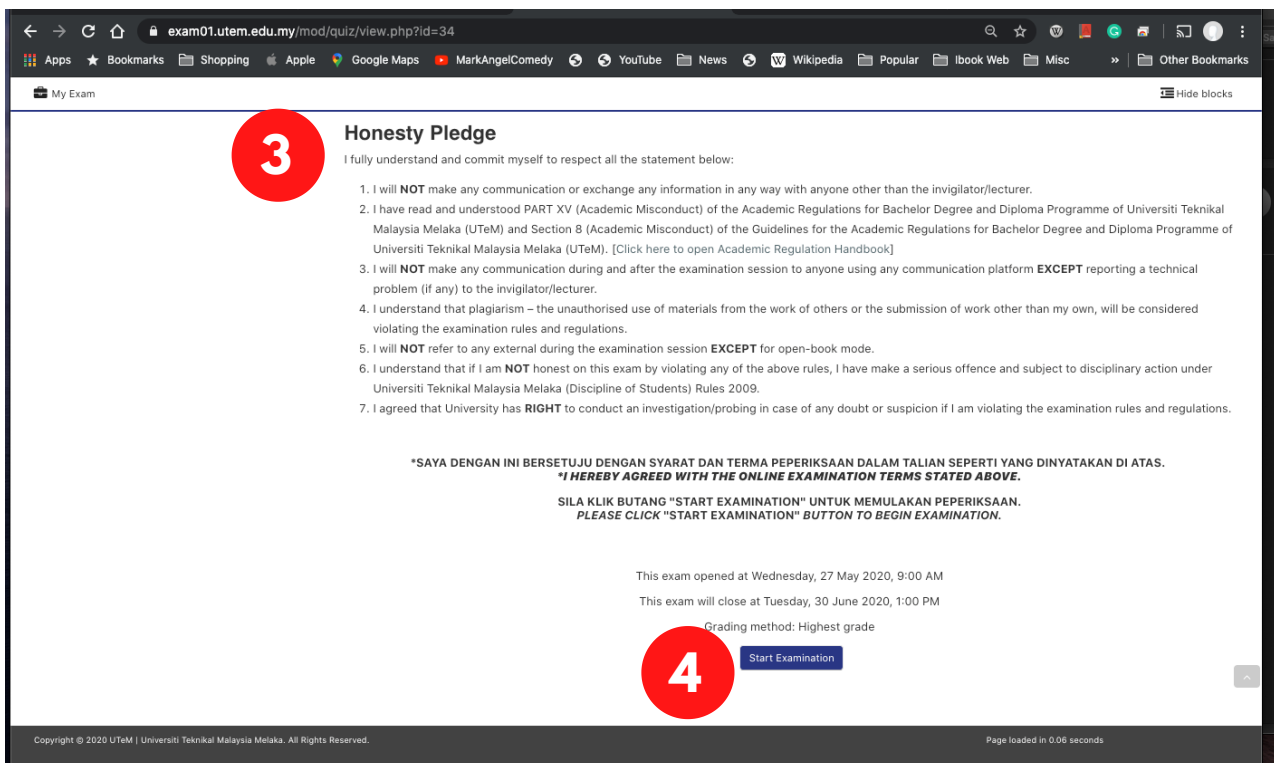


Figure 3.2: Honesty Pledge

06

To Start Your Examination

Once you click the Start Examination button, you are directed to the page below. You can see your examination questions.

1. Exam navigation directs you to all the Sections and the questions. i refers to the information or instruction, and the numbering (1,2,3 . . .) indicates the questions.
2. This is the main space to show the instructions or the exam questions.
3. To navigate to the Next Page or Previous Page, click on the button. If you are on the first page, such as the example below, you have only the Next Page button.

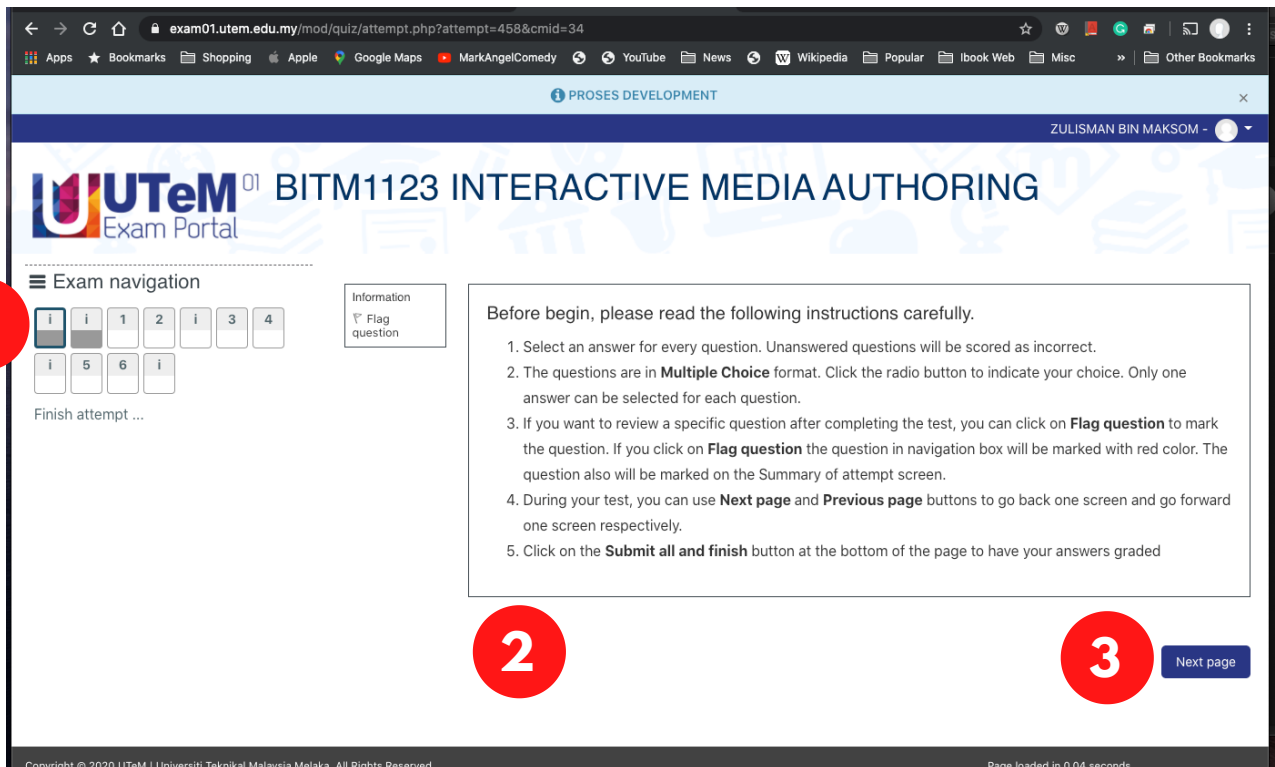


Figure 4.1: Question's Page

07

Examples of different types of exam questions

This is an example page for the Multiple Choice Questions format. You need to answer the question directly on the Exam Portal.

1. You may Flag any particular question. The Flag allows you to return to the question later in the session. Therefore, you can skip the question and move to the next one. You need to click on the Flag icon.
2. In the Exam navigation, all flagged questions are marked in white and all answered questions are marked in grey, as shown below. This will help you to manage your examination session effectively.

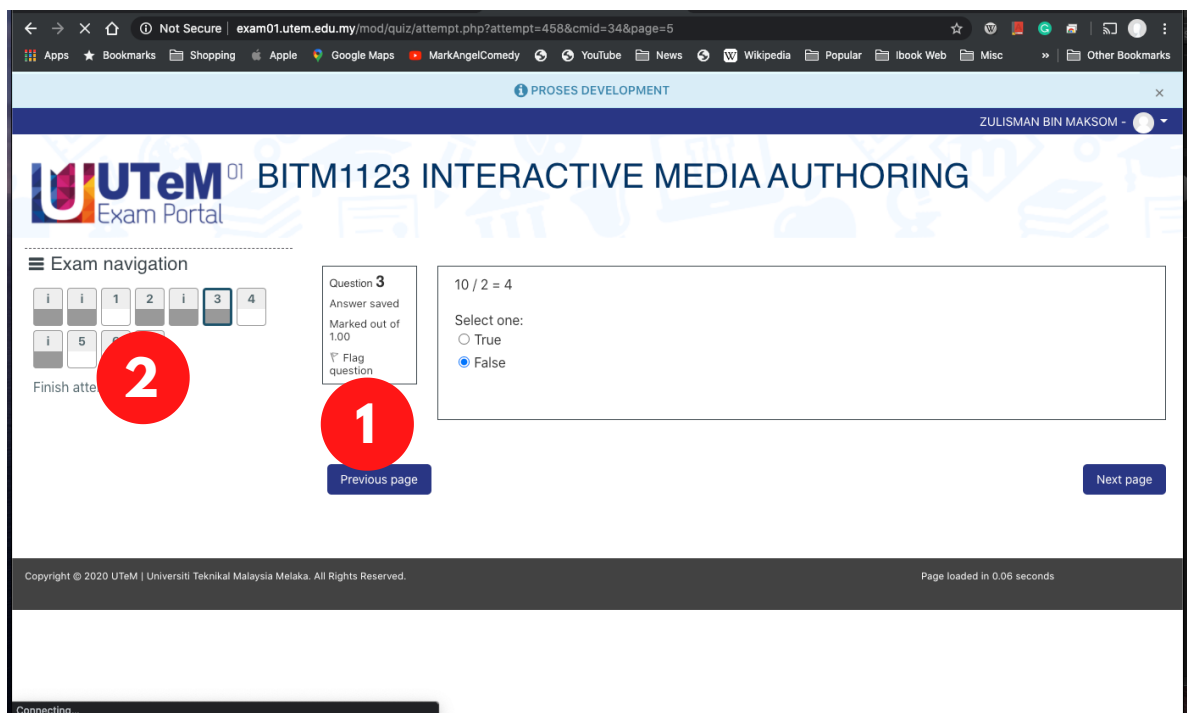


Figure 4.2: Question's Page

08

Examples of different types of exam questions

This examples is for when the question requires you to upload some images.

1. You can upload the file either by dragging it into 1a or click the button indicated with 1b.
2. The maximum file size and maximum number of files allowed are as indicated.
3. Types of file which allowed to be uploaded are also as indicated.

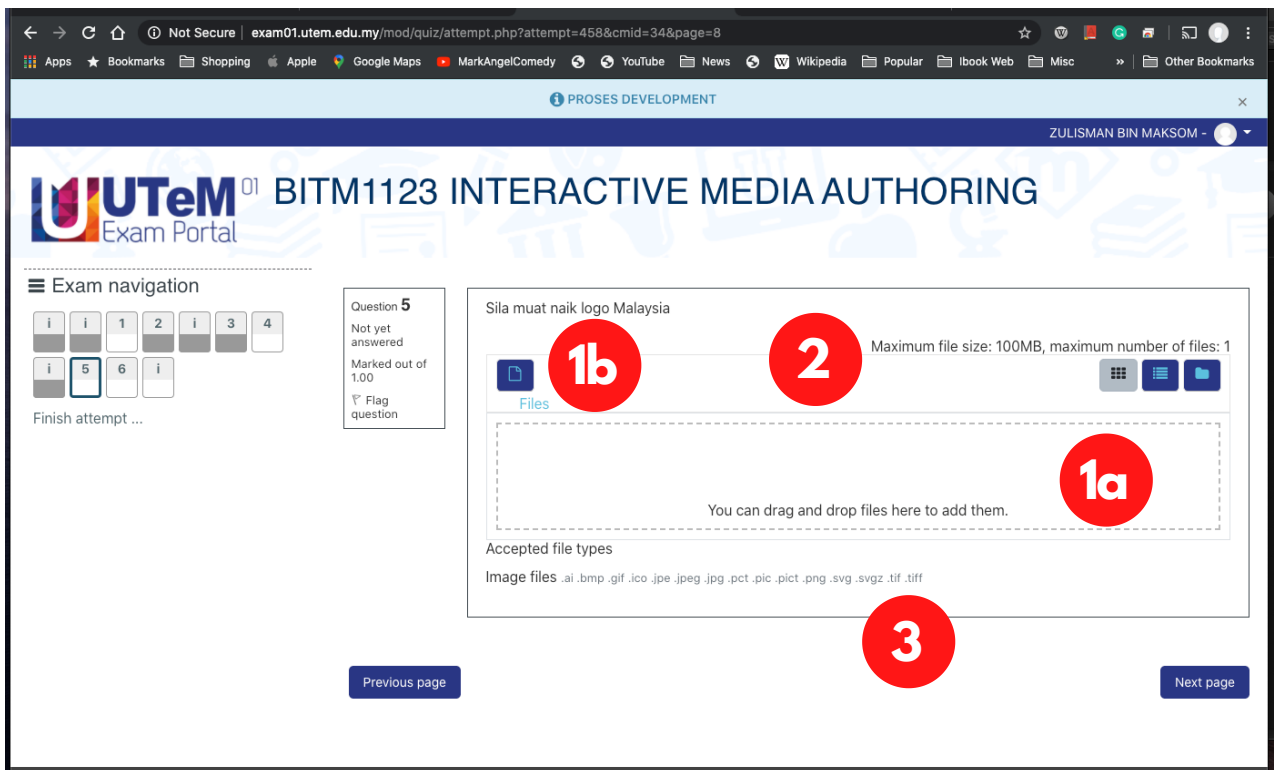


Figure 4.3: Question's Page with image upload function

09

Examples of different types of exam questions

This example is for when the question requires you to type the answer in the text field provided below the question.

1. Type your answer directly in the text field given. Once you completed your answer just click Next Page.

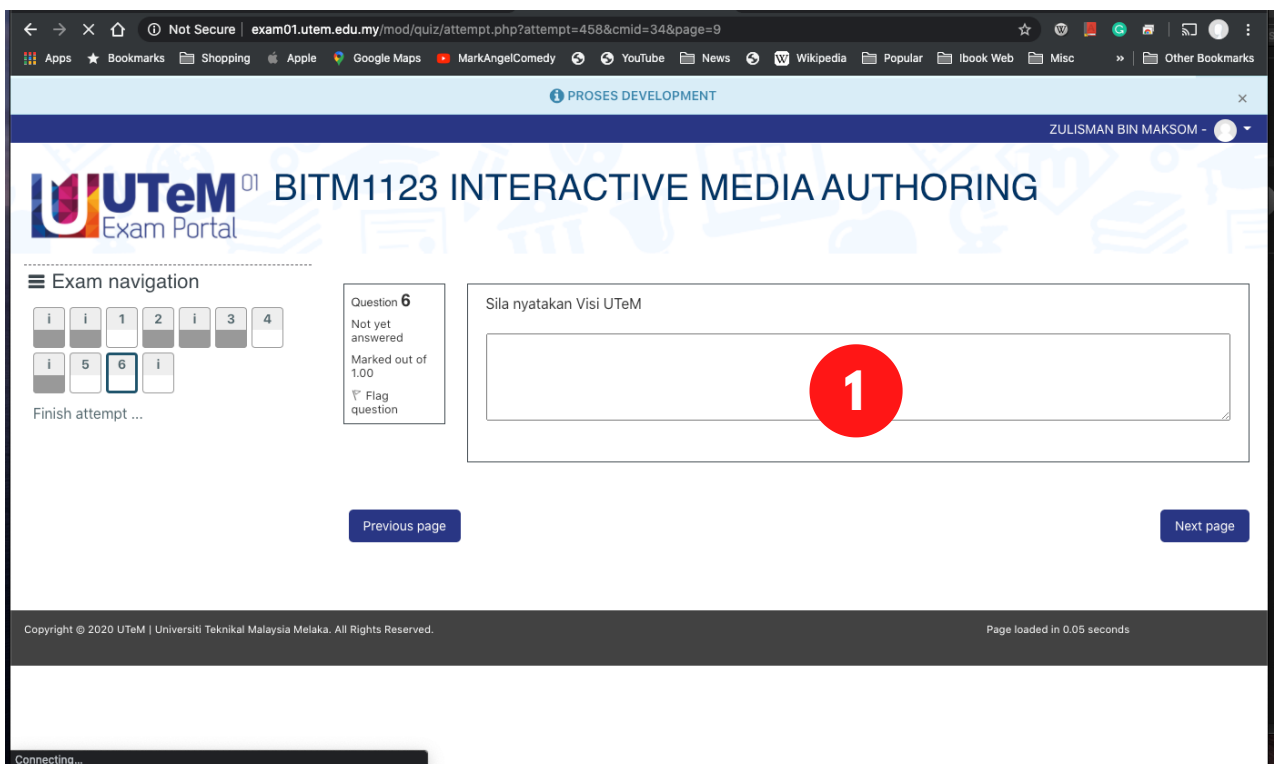


Figure 4.4: Question Page with text field function

10

Before submitting your answers?

This page is to remind you regarding your responsibility to double check and ensure that all questions are answered. Failure to do so will result in your answers to be considered as no answer given.

1. Check all your Flagged questions. Uncheck the Flag once you answered the particular questions.
2. Make sure to click Finish Attempt button.

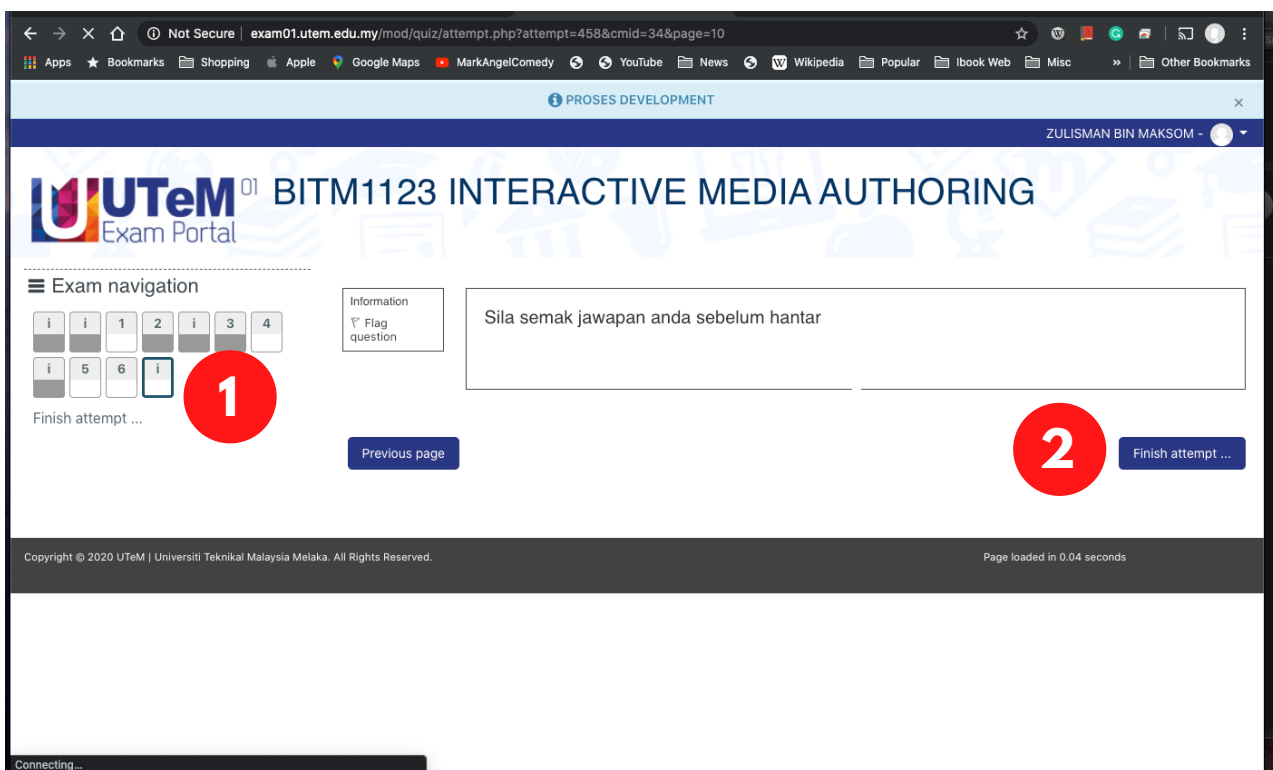


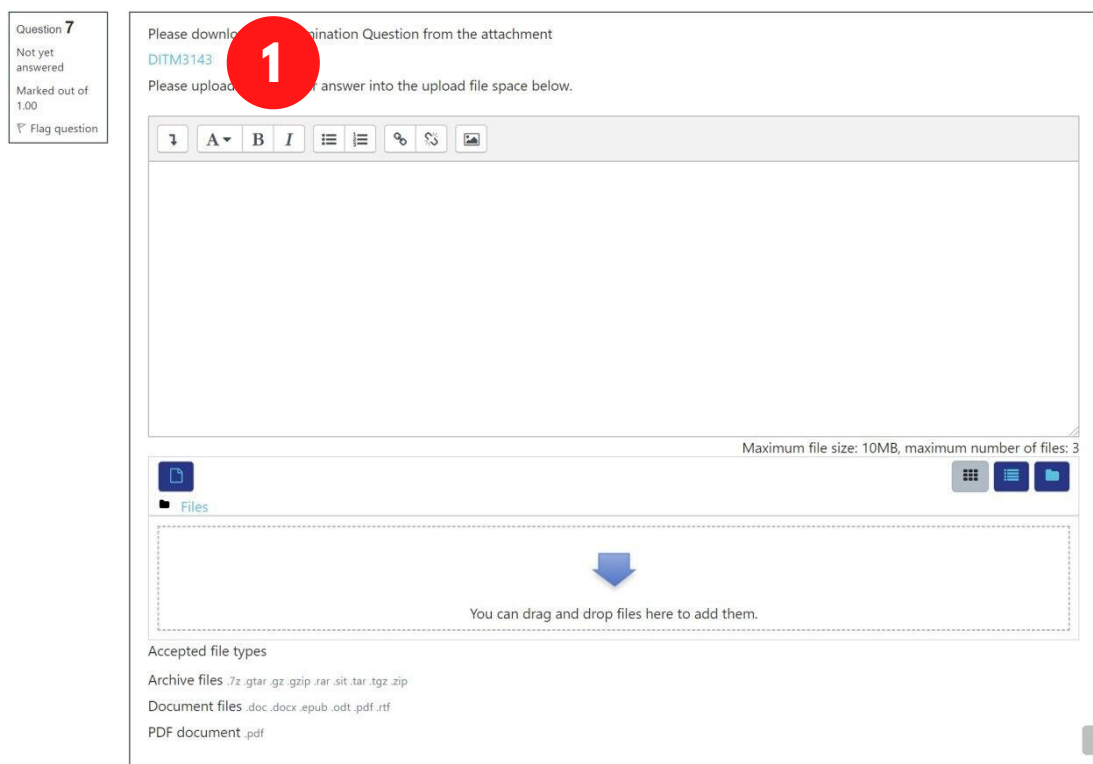
Figure 4.5: Check all your answers page

11

Exam which requires you to download the .PDF Exam Question and uploading your answer.

Some of the courses will require you to download the exam questions in .pdf format. This type of exam will have different process altogether. You need to understand how the process works.

1. The process of Login and signing the Honour Pledge remains the same. Following this, you need to download the exam question link as indicated below.
2. Once you have downloaded the questions you can log out from the Exam Portal and start answering the exam questions as you normally do.



The screenshot shows a web interface for an exam question. On the left, a sidebar displays 'Question 7', 'Not yet answered', 'Marked out of 1.00', and a 'Flag question' icon. The main content area contains the text: 'Please download the Examination Question from the attachment DITM3143'. Below this, it says 'Please upload your answer into the upload file space below.' A red circle with the number '1' is overlaid on the word 'download'. Underneath is a rich text editor with a toolbar containing icons for undo, font color, bold, italic, bulleted list, numbered list, link, unlink, and image. Below the editor is a file upload section with a 'Files' tab, a dashed box containing a blue downward arrow and the text 'You can drag and drop files here to add them.', and a list of 'Accepted file types': 'Archive files .7z .gtar .gz .gzip .rar .sit .tar .tgz .zip', 'Document files .doc .docx .epub .odt .pdf .rtf', and 'PDF document .pdf'. At the bottom of the interface are 'Previous page' and 'Next page' buttons.

Figure 4.6: Downloading your examination question

Writing your answer on the notepad.

Write your answer as normally you do. Prepare enough note pad as you might need lots of them.

1. You are required to put your signature on each of your answer notepad as indicated below.

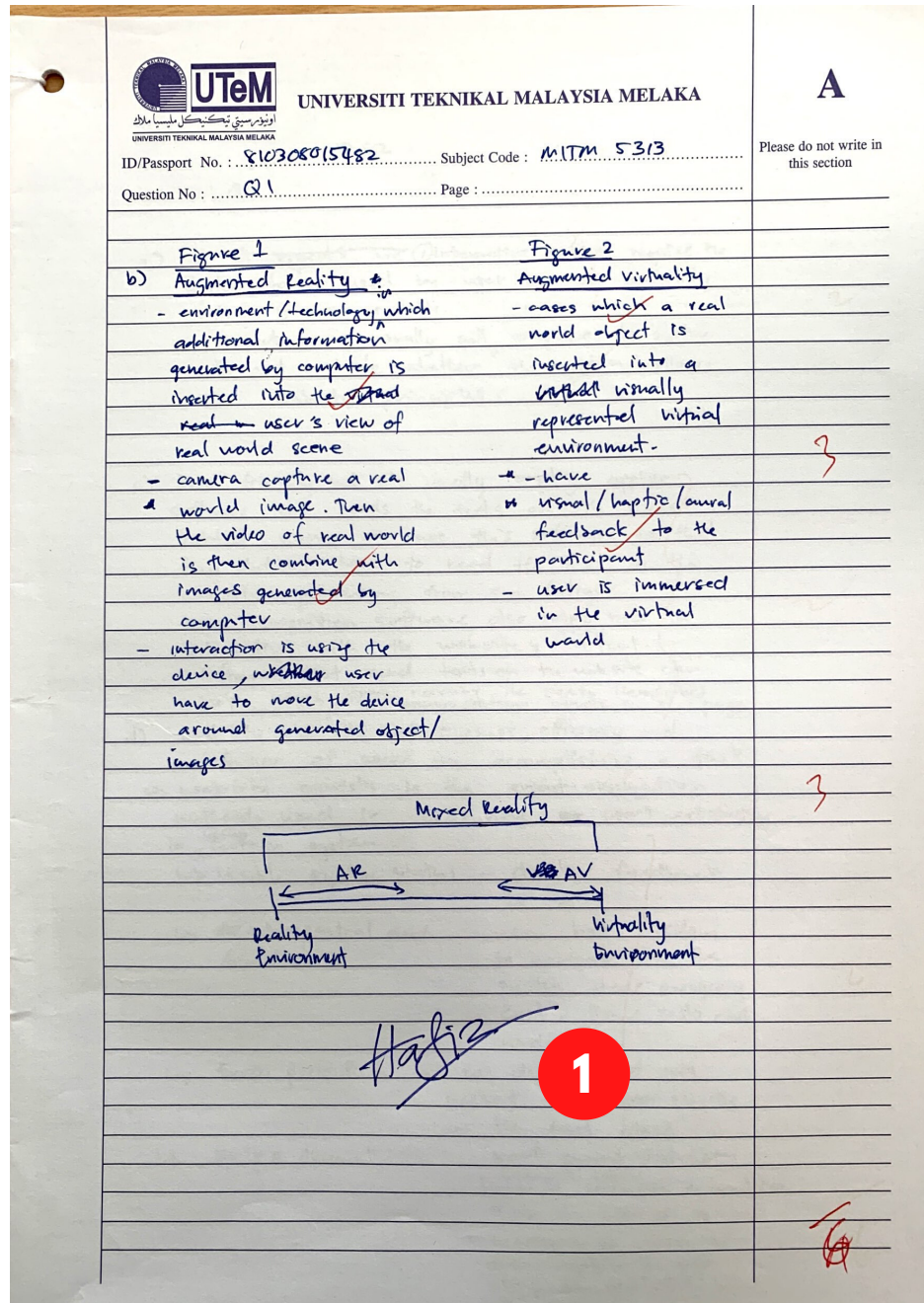


Figure 4.7: Signature on each page

13

Uploading your answer into the UTeM Exam Portal

Before you do the uploading process make sure you scan your answer using CamScanner apps. Choose the medium quality and it should be .pdf format. Login to your UTeM Exam Portal again and click on "Continue Attempt" button.

1. Drag your answer which you already captured in .pdf format using CamScanner apps into the space indicated below. OR
2. You can Click on the files icon as indicated to browse the answer from your devices.

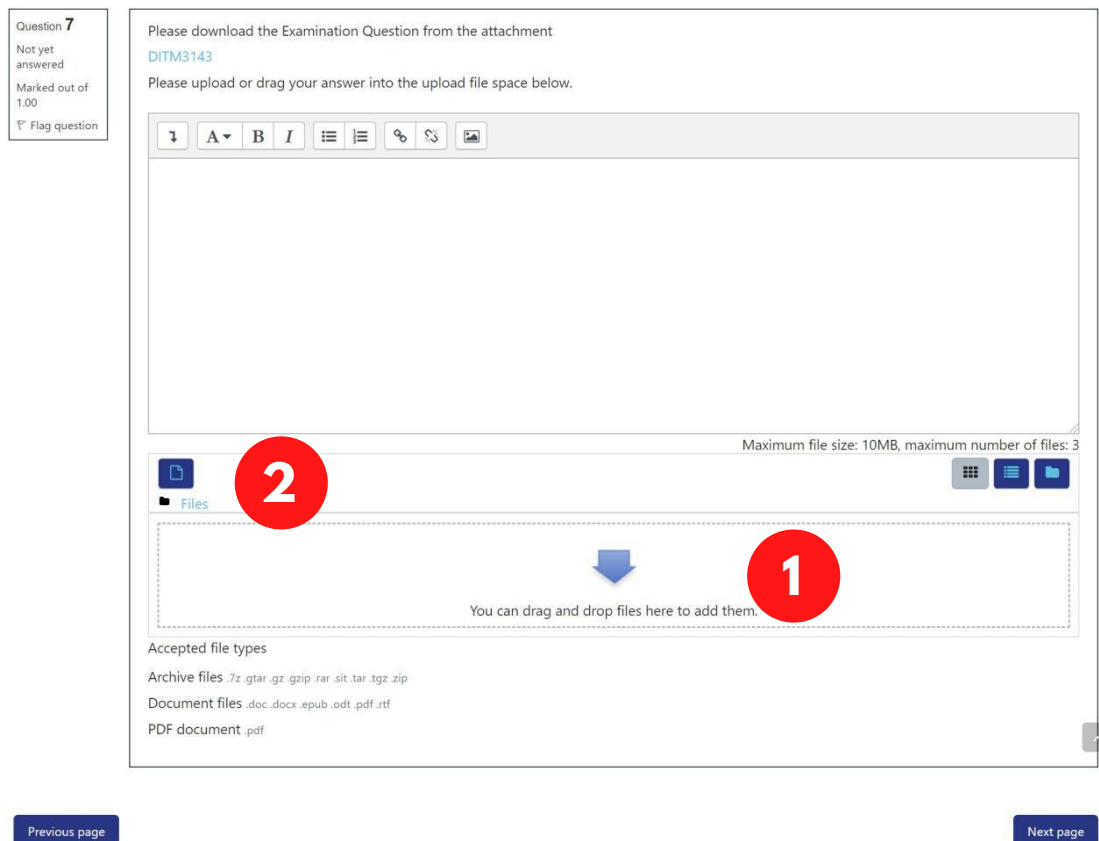


Figure 4.8: Uploading your answer

Having Trouble?

What to do

ERROR 502

WEB PAGE CANNOT BE FOUND!

4

TROUBLE SHOOTING

Oh No! I Am Having Problem!

When dealing with something new such as online examination, we will encounter different types of errors. Usually, when this happens, we can easily be panicked and everything becomes even worse!

In this situation you need to be calm and focus. Problems can be from different sources. So let us do the basic check list.

01

Check your internet connectivity

If you are unable to access the UTeM Exam Portal first let do some basic diagnostic:

- Is your internet connectivity is ok. You can download Speed Test Software.
- If error persist, make a snapshot of the error on the screen and send it through messaging services (Whatapps or Telegram) to your Examination Invigilator

02

Example of Common Error

In the next page you will see some of the common error and how to deal with it.

If the error involve the Exam Portal, any decision or action will be notified by your examination invigilators at that particular time. Please be alert and follow all the instruction given.

03

502- Web server error

The screenshot is the most common error you will find while accessing some web pages. This is usually due to the timeout of the database connection and etc. If you encountered this type of error please do not panic. Please take the following steps:

1. Click on the Refresh button. OR

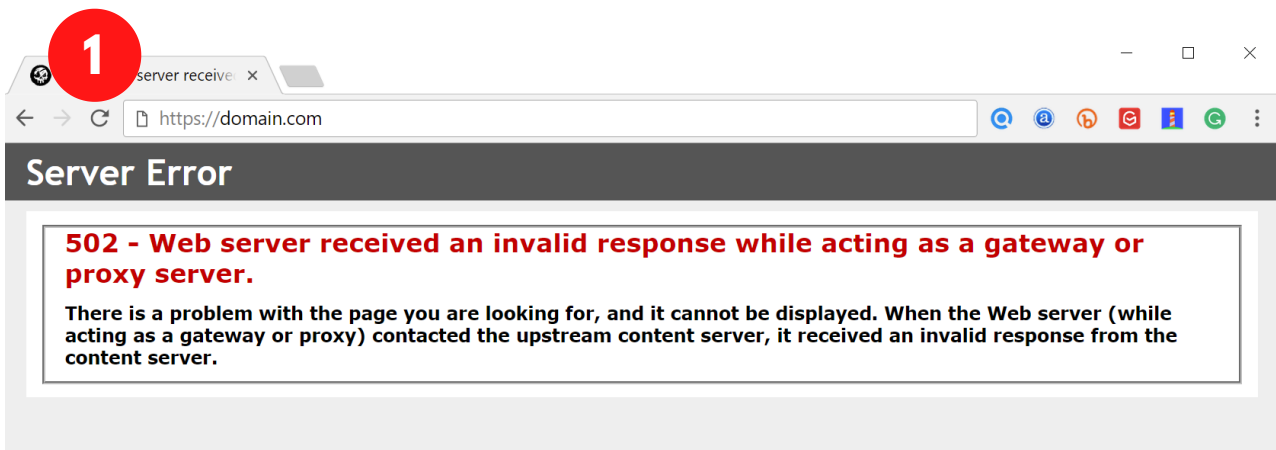


Figure 4.9: Error 502 - Web Server

If you are unable to locate the Refresh button icon on your browser you can use the command function from your keyboard.

For Windows - Press Ctrl + F5

For Mac - Press Command + Shift + R

04 Uploading Error

You might encounter uploading process error if your file is too large or it is not the right format file. Below is an example of the error, which you might encounter and the solution is to follow exactly as required.

1. The error below occurred due to the exceeded maximum file size. Make sure your file size is smaller than it is allowed.
2. Another error occurred due to the wrong file format that you are trying to upload. Always follow the instructions on the types of files that are allowed.

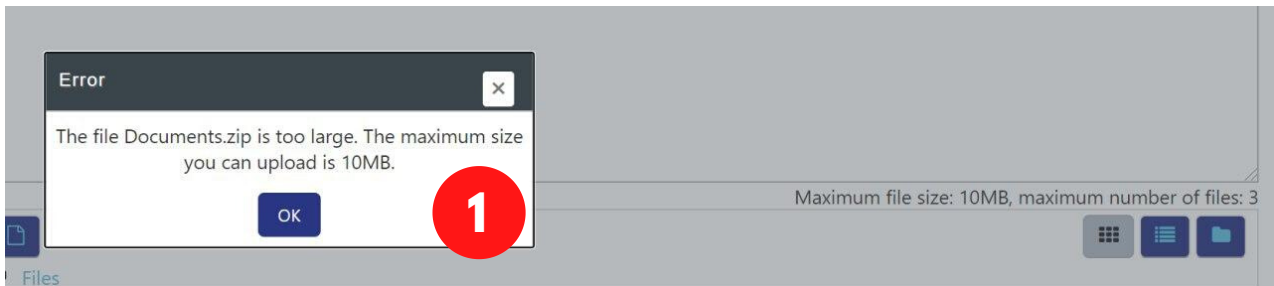


Figure 4.10: Error of file size is too large

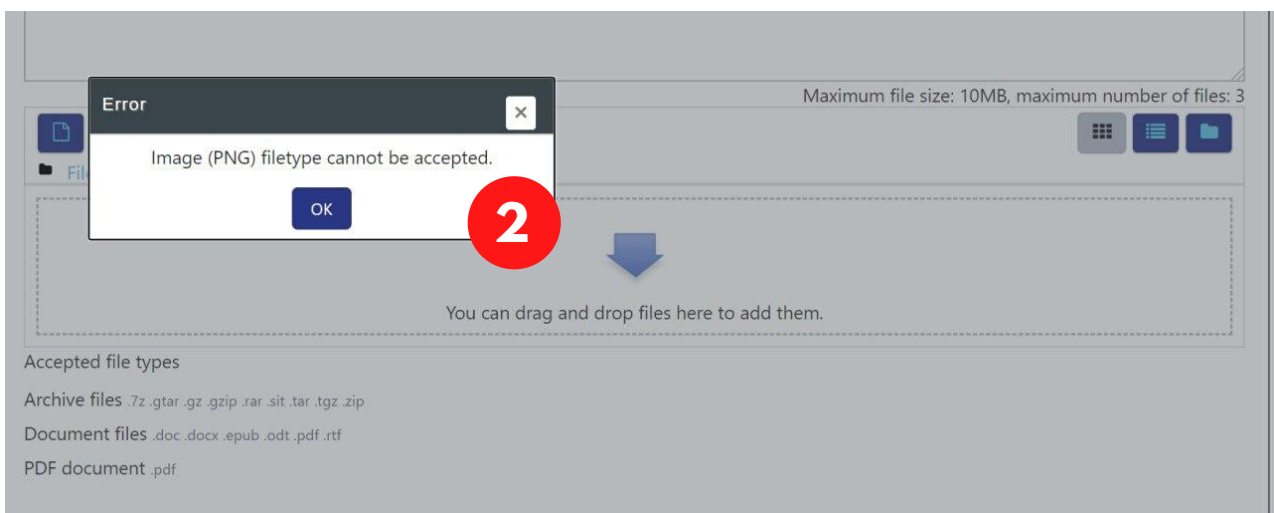


Figure 4.11: Error of wrong file format

PEOPLE TO CONTACT

Who is Available



5

PEOPLE TO CONTACT

People You Need to Know

It is comforting to know that someone is always there for us when we need them. To make you feel comfortable during your exam session, UTeM provides a one Stop Centre for you to communicate with your invigilators easily.

During your examination session your invigilators will always be monitoring and ready to assist when needed be it regarding the technical issue or any exam question related matters.

Your exam invigilators are your lecturers who teach you that particular course. Before your exam commences, insist on your lecturer/ invigilator to create a messaging group (Whatapps or Telegram). This will allow you to communicate behind the scene when needed.

ONE STOP CENTRE

+606 270 2889

+606 270 2880

ACADEMIC MANAGEMENT DIVISION

+606 270 1990

+606 270 1962

+606 270 1968

+606 270 2839

+606 270 1974

+606 270 1970

EXAMINATION INVIGILATORS

ALL THE INVIGILATORS CONTACT NUMBER CAN BE FOUND AT THE FRONT PAGE OF YOUR COURSE



CONCLUSION

Believe Your Faith

6

CONCLUSION

Believe in God

Whatever faith you hold and whoever God you believe in, praying to the Almighty is the best way to seek help. Secondly, your parents are as important as your God. Seek their blessing with the hope that you will make it through.

If you are Muslims, below is a perfect doa you can recite before commencing your examination session. For other religious believers, please use whatever fits your religions and beliefs.

We wish you all the best in your online examination.

رَبِّ اشْرَحْ لِي صَدْرِي وَيَسِّرْ لِي أَمْرِي . وَاحْلُلْ عُقْدَةً
مِنْ لِسَانِي . يَفْقَهُوا قَوْلِي

Maksudnya:

"Wahai Tuhanku, lapangkanlah bagiku, dadaku;

"Dan mudahkanlah bagiku, tugasku;

"Dan lepaskanlah simpulan dari lidahku,

"Supaya mereka faham perkataanku"

(Taha: 25, 26, 27)

Prepared by
Dr. Zulisman Maksom
Director

Pusat Sumber dan Teknologi Pengajaran (PSTP)
Universiti Teknikal Malaysia Melaka
Hang Tuah Jaya 76100 Durian Tunggal
Melaka
zulisman@utem.edu.my