Università
della
Svizzera
italiana

Directives on the measures on computer-based examinations in attendance starting from the academic year 2023-2024

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Disclaimer: These Directives on the measures on computer-based examinations in attendance have been drawn up in Italian. A non-legally binding English translation has been provided for information purposes only. The Italian version shall prevail over the English translation.

The Rectorate adopts:

Context

During the pandemic, all examinations were carried out online, through the iCorsi platform or on MS Teams. However, before the pandemic, some faculty members[1] had already begun administering computer-based exams in attendance in two main modes:

a. in the computer rooms of the West Campus Lugano (rooms 156, 157, 159) and the computer room of the Academy of Architecture, in several cases also using the SEB software (Safe Exam Browser[2]);

b. in BYOD (Bring Your Own Device) mode, i.e. in regular classrooms, by letting students use their own laptops, as in several other Swiss universities and SUPs.

This Directive governs computer-based exams from the academic year 2023-2024 to safeguard the quality of the examinations in the best possible way.

Provisions relating to computer-based exams in attendance

1.   It is possible for students to hold computer-based examinations in attendance as follows:

a. in the computer rooms of the West Campus Lugano (rooms 156, 157, 159) and the computer room of the Academy of Architecture;

b. in other classrooms in BYOD mode;

c. using tablets provided by the Faculty (only for examinations in the Faculty of Biomedical Sciences).

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[1] In the text, nouns declined in the masculine or masculine plural also include the feminine or feminine plural.

[2] Safe Exam Browser is a software programme developed by the ETHZ that enables secure online examinations, thus preventing unauthorised resources from being used during the examination (for more information, see: http://safeexambrowser.org).

2.   When conducting exams on computers, the Safe Exam Browser (SEB) software is generally used unless the professor explicitly requests otherwise accompanied by valid reasons.

3.   Faculty members who plan to use either of the first two modes of computer-based exams are requested to notify the Student Administration Office (Faculty Studies Secretariat) at least three months prior to the start of the exam session. This should be done in accordance with the procedures outlined in the respective Regulations of Studies. Faculty members are required to report in particular:

- If they intend to use the computer rooms or if the examination will be in BYOD mode;
- If they do not intend to use the SEB software;
- If they need to use other external software (e.g. Excel, SPSS, R Studio, and others).

4.   Exams in the computer rooms on the West Campus Lugano and in the Academy's computer room

   a. If the number of students required to take the examination exceeds the capacity of the classrooms, it will be possible to hold the examination:
   - on multiple shifts, each one following the other, and with differentiated questions to prevent cheating between students on different shifts; or
   - in "mixed" mode (some students in computer rooms, some in BYOD mode). In this case, uniformity of the examination in the two modes must be guaranteed.

5.   Examinations in BYOD mode

   a. Professors must notify students in the first part of the semester and ask them to report any computer issues before using this exam mode.
   b. If students cannot use their own computer for the examination, the professor must report this by e-mail to eLab (helpdesk@elearninglab.org) at least two months prior to the start of the examination session. In this case, students will be able to take the examination:
   - in the computer room, if available; or
   - using a computer made available exceptionally for the duration of the examination by the IT Service.
   c. It is the student's responsibility to check before the exam that his/her computer is working and properly configured to carry out the exam (battery life, wireless operation, installation of the necessary software with its licenses, necessary accounts, configuration of antivirus software, etc.).
   d. In case of sudden malfunction of the students' computers during the exam:
   - an IT Service or eLab staff member is available for immediate intervention to try and fix the problem;
   - if the problem cannot be fixed in time for the exam to be completed, the student may finish the exam on a computer made available exceptionally by the IT Service;
   - to be able to complete the exam, the student may be allocated extra time equivalent to the time it took to solve the problems;
   - if the student cannot complete the exam within the allotted time, the teacher may use alternative assessment methods such as an oral or written exam or paper-based completion;
   - if the problem is widespread (e.g., network problems) and no one can take or complete the exam, the faculty member will decide on how to make up the exam in agreement with the student administration (Faculty Studies Office).

6.   Exceptions and complaints

   a. Regarding matters not stated in this Directive, standard rules from the respective Faculty Regulations apply, including arrangements for assistance, supervision and cheating control during the exams;

b. Responsibility for exceptions lies with Pro-Rector for Education and Students' experience after consulting relevant faculty;

c. The jurisdiction regarding any grievances remains governed by the respective Faculty Regulations. Any complaints should be filed according to the procedures outlined in the regulations.