



# Ca' Foscari University of Venice

## *How to take an online exam*

### *Student guide*

*Last update: 14 March 2020*

## Guide contents

<b>Exam date and registration lists</b>	<b>2</b>
<b>Wi-Fi network</b>	<b>2</b>
<b>Oral exams: use of Hangouts Meet</b>	<b>2</b>
Access to Hangouts Meet	2
Browser and PC	2
Intermittent connection break	3
Shared rules	3
<b>Submission of papers or dissertations</b>	<b>3</b>
<b>Exams delivered on the Moodle platform</b>	<b>3</b>
Register for the course area in Moodle	3
Assessment procedures in Moodle	4
<b>Useful links and contacts</b>	<b>4</b>

## Exam date and registration lists

Please consult the notices on your professor's page of the university website for information on the date of your exam and the procedures to follow.

Your Campus Services open the registration lists following the professor's instructions: see the Calls section of your Personal Area to check if the list for your exam has been opened and to register. We remind you that, in the same way as for exams taken in person, you cannot take the exam if you have not registered to do so.

## Wi-Fi network

- a) In this period of emergency, there may be a more intense use of the internet at home, due to the simultaneous connection of large numbers of devices to the Wi-Fi network! In some cases, to avoid reducing the bandwidth available during the exam, you may have to reduce this intensity of network use.
- b) Identify an environment in which the network has a strong and regular signal, or, in enabled networks, connect to the router with an ethernet cable.

## Oral exams: using Hangouts Meet

### 1. Access to Hangouts Meet

The link to access the virtual exam room will be provided by the professor via e-mail and in his/her notices: **check your university email often.**

However, it is recommended that you test the functioning of the webcam, audio and microphone before the actual exam:

- sign in to Google with your university credentials
- open Meet or connect to the site <https://meet.google.com/>
- click on "Join or start a meeting" (N.B. to access the exam, you will instead need the link provided by the professor)
- where requested, allow Meet to access your webcam and microphone
- To test the microphone and audio, click on "Other options" -> "Settings" in the bottom right of your screen.
- **Microphone:** if the three bars oscillate when you are speaking, the microphone is working. If, instead, there are only three fixed dots, the microphone **is not** working.
- **Audio:** click on "Test": if you hear a sound, the audio is working.

To resolve any microphone or audio problems, you need to check your computer settings. In general, we recommend that you:

- check that the volume is at the maximum level;
- in the system settings, check that the correct devices are activated;
- if using earphones or headphones, check that they are equipped with a microphone and that the jack plugs are inserted in the correct jacks;
- try changing headphones or earphones.

## 2. Browser and PC

- It is strongly recommended to use **Chrome**.
- Close other browser windows or tabs during the video conference session.
- Turn off all PC programs that use the Internet, audio or video before the start of the video conference (for example: downloaders, video games, WhatsApp web, Skype, Netflix, audio and video editor, iTunes, Quicktime etc.)

## 3. Intermittent connection break

In case of intermittent breaks in the transmission, the **sending** resolution can be set to "**Standard Definition (360p)**" and the **receiving** resolution to "**Standard Definition (360p), one video at a time**" (in some browsers, "single feed"). Click on "Settings" in the "Other options" menu at the bottom right.

Under the "Video" tab, you can change the resolution.

## 4. Shared rules

1. All participants must **turn off their webcams and microphones while waiting for their turn**. The microphone and webcam are managed using the buttons on the Meet configuration bar, at the bottom of the page (in some browsers, it disappears and is activated by moving the mouse downwards).
2. During the exam, the chat must only be used by the people participating in the videoconference and only when asked by the professor.
3. It is forbidden to consult sources and other people during the exam, unless expressly authorized by the professor.

## Submission of papers or theses

If you have to submit papers or theses before the exam, the professor will provide the information you require.

## Exams delivered on the Moodle platform

### 1. Register for the course area in Moodle

- The Moodle platform can be accessed from the following link, by clicking on "Login UniVe" and using your university credentials: <https://moodle.unive.it/login/index.php>
- The course space on Moodle can be found:
  - on the professor's personal page on the Ca' Foscari website
  - in the course information on the University website ("Materials on Moodle")

- by searching for it directly on the Moodle website by entering the course code in the “Course search” box.
- Some courses require an access key the first time you log in: the key is provided by your professor. Contact your professor via e-mail if you need help.

## 2. Assessment procedures in Moodle

Each professor will publish in Moodle the assessment rules and procedures for his/her course. During this period, there are two types of exam that may have to be delivered using Moodle:

- The online delivery or drafting of dissertations/essays **before the session**, to be discussed and evaluated via videoconference **during the session**.
- The distribution of written questions that require “original rethinking by the students and not the just the reproduction of the course content”, with the allocation of a set time for completion, **during the session**.

Other instructions on online activity procedures will be provided by your professors.

## Useful links and contacts

For problems using **Hangouts Meet**, please consult the following guides:

- Known issues with Hangouts Meet (from the Google Support site):  
[https://support.google.com/meet/answer/7290456?hl=en&ref\\_topic=7290455](https://support.google.com/meet/answer/7290456?hl=en&ref_topic=7290455)
- Troubleshoot issues with Hangouts Meet (from the Google Support site):  
[https://support.google.com/meet/answer/7380413?hl=en&ref\\_topic=7290455](https://support.google.com/meet/answer/7380413?hl=en&ref_topic=7290455)

For problems related to the **registration lists**, contact your Campus Services:

- Economics Campus: [campus.economico@unive.it](mailto:campus.economico@unive.it)
- Humanities Campus: [campus.umanistico@unive.it](mailto:campus.umanistico@unive.it)
- Treviso Campus: [campus.treviso@unive.it](mailto:campus.treviso@unive.it)

For problems related to **accessing the Moodle platform** (only required for some exams):

- [elearning@unive.it](mailto:elearning@unive.it)