iLearn 9.1
Online Exam Supervisor’s Manual
Teaching with iLearn 9.1

ONLINE EXAM SUPERVISOR’S MANUAL

This manual will assist lecturers in preparing for an online exam using the iLearn@Bond Test tool.

Included in the manual are some recommended settings, a pre-exam checklist, and guidelines for running an online exam. Also contained in this manual are some templates for attendance cards, a list of troubleshooting tips, and avenues for additional support.

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QUICK CHECKLIST

1. Computer lab booked if exam is to be run on-campus. Rooms are limited!
2. Support ticket logged with ilearn@bond.edu.au including time, date, location and duration of the exam.
3. Test Options have been checked taking into account recommended settings
4. Correct points have been assigned to questions
5. Questions and Correct Answers have been checked for errors
6. Test has been reviewed by a peer
7. Release rules have been checked (time and date)
8. (Optional) Other site content areas have been hidden for the duration of the exam.

Refer to the expanded checklist on Page 3 of this manual for more information.
BOOKING A COMPUTER LAB FOR YOUR EXAM

Computer labs around the university are limited. If you need a computer lab for your exam be sure to book it as soon as you can.

It is best to include an extra 15 minutes before the exam begins to allow for lab setup and testing.

To book a computer lab for an exam outside the official end of semester exam period (e.g. mid-semester exam), go to http://www.staff.bond.edu.au/academic/Schedule/bookingform.html

For queries about available software and special requirements, please contact Information Services.

ROOM CODES EXPLAINED

Room codes consist of the building number, level and room. For example, 1_3_21 refers to:

- Building number 1 (1_3_21)
- Level 3 (1_3_21)
- Room number 21 (1_3_21)

Please note the capacity of the rooms prior to booking.

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<th>Room Phone</th>
<th>Notes</th>
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<td>BUELI preference</td>
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<td>Multimedia &amp; Bond College preference</td>
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<td>General use</td>
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<td>Film &amp; TV preference</td>
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<td>30</td>
<td>x54423</td>
<td>HSM preference</td>
</tr>
<tr>
<td>6_4_07 Pod Room</td>
<td>30 (six pods)</td>
<td>x54083</td>
<td>Six Group Computers only</td>
</tr>
<tr>
<td>2_2_16 MBTR</td>
<td>24</td>
<td>x51368</td>
<td>Business preference</td>
</tr>
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PRE-EXAM CHECKLIST

The following checklist will assist you in preparing your online exam for release to students.

**Support ticket logged with ilearn@bond.edu.au**

1. Send an email to ilearn@bond.edu.au
2. Include the exam time, date, room and duration
3. If there are any additional software requirements or security settings for the lab, these have also been identified.

**The Test Options have been checked**

For information about Test Options, go to the section on Recommended Settings.
1. Click the Options button beside the link to the exam
2. Select Edit the Test Options
3. Adjust the options as necessary
4. Click Submit.

**Correct points have been assigned to the questions**

1. Click the Options button beside the link to the exam
2. Select Edit the Test
3. Look at the points to the right of each question number (this should never be zero)
4. Use the Options button to Edit a question
5. Click Submit.

**The questions and answers have been checked for errors**

1. Click the Options button beside the link to the exam
2. Select Edit the Test
3. Read through the questions and answers, being sure to check that the selected Correct Answer/s is accurate AND that your randomisation settings are not altering your questions adversely.
4. Use the Options button to Edit a question
5. Click Submit.

**Exam has been peer reviewed**

1. Password protect the exam or assign adaptive release to ensure that only the tester can see the exam (see Test Options)
2. Have the tester/s take the exam looking for:
3. Spelling mistakes and punctuation
4. Understanding
5. Simplicity/difficulty of questions
6. Correct level of feedback given
Check the results of the exam to make sure:
7. Points are correctly assigned
8. The correct answer for each question was accurately assigned.

**Release rules have been checked**

1. If release rules have been assigned for the exam, you will see it written in italics below the title of the item. Click the Options button next to the exam
2. Click on Adaptive Release: Advanced
3. Check the rules to ensure there is no conflict. If you have already set an availability time and date in the exam Options, there is no need for an adaptive release rule.
4. To edit a rule click the Options button beside the rule name.
5. To remove a rule, tick the check box and then press the Delete button
6. Press OK.

Note: The Grade section in adaptive release should display ‘None’ unless you want to release the exam after they have attempted another assessment.

**(Optional) Make content areas unavailable**

Use this option if there is content on your subject site that should not be accessed during the exam.
1. Click the Options button beside each item in the Subject Menu
2. Click Hide Link.

Note: The areas will need to be made available again once the exam is completed.

It is advised that you also have your Faculty iLearn Support Officer OR a member of the iLearn Support Team check the exam prior to release.
RECOMMENDED SETTINGS

The Test Options of an iLearn@Bond Test are crucial to the success of an online examination. This section will go over the Options recommended for supervised and remote online exams. Please note that some exams may alter due to differing learning outcomes.

| The Test Options are set when you add a Test to one of the Content Areas of your site. |
| To adjust them, click on the Options Arrows beside the title of the Test and select ‘Edit the Test Options’ |

**Description:** The description gives the students information prior to opening the test. For on-campus exams, this information can be given face-to-face. The description is visible while taking the exam and will cause extra scrolling if too long.

| On-Campus | Optional |
| Remote    | Recommended |

**Open Test in New Window:** This pops up a new window. Select ‘Yes’ only if this is an open book exam and the students are allowed to browse the Web.

| On-Campus | NO |
| Remote    | NO |

**Make the Link Available:** The link will appear automatically once the Display After date has been reached.

| On-Campus | YES |
| Remote    | YES |

**Add a New Announcement for this Test:** Adds an announcement to the site. The announcement will appear when the Test link becomes available.

| On-Campus | NO |

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**Remote** YES

**Multiple Attempts:** This is useful in case a student accidently presses the Submit button before they are finished the exam. The student can open a new attempt. The system will keep both attempts.

| On-Campus | Two Attempts |
| Remote    | OFF |

**Force Completion:** Once the student opens the exam they must finish it. If a user navigates away or is disconnected, their exam is over.

| On-Campus | OFF |
| Remote    | OFF |

**Set Timer:** This adds a clock to the exam. Lecturers can choose to force completion of the test once the timer runs down or allow late submissions.

| On-Campus | ON Forced submission OFF |
| Remote    | OFF Forced submission ON (allow extra time for perusal and technical reloads that may be required) |

**Display After & Until:** This sets the availability of the link to the Exam. It does not close access to tests already opened prior to the ‘Until’ time.

| On-Campus | ON |
| Remote    | ON |

**Password:** Users must enter a password before they can attempt the test.

| On-Campus | Optional (this is useful to ensure the student is in the lab at the time of the exam) |
| Remote    | No |

**Due Date:** At present this is purely for the purposes of organising the Grade Centre columns. It is also displayed in the students’ My Grades Tool.

| On-Campus | Optional |
| Remote    | Optional |

**Self Assessment Options:** This is used to assign formative or summative assessment settings.

| On-Campus | Include this Test in Grade Centre Score Calculations ON |
Test Feedback: Allows you to choose whether the students can see their results immediately and the amount of feedback you want to provide. By having ‘Submitted Answers’ on, you will give the students extra assurance that their test was submitted correctly. Be aware though, that this will also allow them to print or save the page of questions and is therefore not recommended for remote tests.

Presentation Mode: Allows you to choose if the questions are display one under the other OR one question at a time. Prohibit backtracking means that once the student moves to the next question, they are unable to go back.

Randomise Questions: This changes the order of the questions which means that students will likely be working on different questions as they progress. This is useful to prevent cheating by looking at a neighbour’s screen or sharing correct responses to numbered questions.

About Randomisation
iLearn tests have three levels of randomization. It is important to be aware of these when you are creating questions, building the test and setting options for the test.

First Level – Randomising the Order of Answers
Questions with multiple choice options can have the order of the answers randomized.

This level is added when creating a Question.

Second Level – Randomly Assigning Questions
When adding questions to a test, you can choose to add a Random Block of questions. iLearn will then pull a random selection of questions from the chosen pool into the test each time it is attempted. Therefore, every student is likely to receive a different set of questions (depending on the size of the pool).

This level is added when building a Test.

Third Level – Randomising the Order of Questions
This changes the order of the questions in a test. If you have a group of questions that must be displayed in order, you can add them as a Set when you build your test. This means that the Set will move together.

This level is added when setting the Test Options.
ON THE DAY

Supervised online exams must comply with standard examination regulations:

Special regulations for iLearn@Bond examinations:

– Student accounts must not be logged on to iLearn@Bond from any IP outside the examination room during the examination period. Any student found to be logged in from another location will be referred to the academic misconduct committee.

– Use of mobile devices, instant messengers, email or other online communication services is prohibited unless specified by the Subject Coordinator.

CHEATING

Over the years the University has reported the following means of cheating in an online exam:

1. A candidate leaves the examination early without submitting the exam and then completes it on another computer
2. A candidate saves notes in a draft discussion post or email and accesses it during the exam
3. Notes have been written in the margins of dictionaries
4. A student leaves the examination room to go to the toilet and leaves notes in the toilet – later accessed by other students
5. Small electronic devices, doubling as articles of clothing such as watches or on key chains with notes and stored data
6. Instant messaging between computers
7. The student in the room does not save or submit throughout the exam period allowing a person outside the exam room to log on as the student and complete the examination
8. A student makes a false claim of technical difficulties
9. Unauthorised software or websites are accessed.

PREPARING THE COMPUTER LAB FOR THE EXAM

– If the lab has not been checked by Information Services, contact them immediately.

– Ensure that the clock is in working order and the room is tidy

– Write start/finish times on the whiteboard

– Write the permitted software applications, websites and hardware on the whiteboard (eg. Internet Explorer, WordPad)

– Set out Attendance Slips (Appendix 1)

– Ensure that all computers are turned on and working

– If a generic account was requested through Information Services, computers should be logged on. You may wish to open WordPad, iLearn and any other relevant programs.

10-15 MINUTES PRIOR TO THE EXAM

Help candidates find their seats

Once all students are seated, read the following recommended instructions:

________________________________________________________

Students, listen carefully to the following instructions:

Place all bags at the side of the room. As advised mobile devices are not permitted in the examination hall and will be removed from your desk. You may collect your device from staff after completion of this exam.

If you have brought into the room any unauthorised materials please raise your hand so that a supervisor may collect them.

A list of acceptable software and websites has been posted on the whiteboard. During the exam, these computers will be monitored for unauthorised usage. Students accessing any
software or websites not listed may be referred to the University Misconduct Committee. (Pause)

Please log in and open the subject site for __________. Do not open the online exam until the commencement of Perusal Time is announced.

Complete the Attendance Form to be handed to a supervisor as you leave the room.

Please raise your hand if you have trouble logging in to iLearn.

If you need to go to the bathroom, you will be required to sign out and in. The bathrooms are situated __________. Only one student will be permitted to enter the toilets at a time.

Students, you MAY NOT leave the room within the first 30 minutes or in the last 10 minutes of the exam. If you finish your exam early, raise your hand to have your supervisor confirm submission. DO NOT leave your desk until you have been released. (Pause)

Students, during perusal, you MAY NOT type in the online exam. However, you MAY make notes in WordPad if the exam is not multiple choice. (Pause).

Cheating is an extremely serious offence. Any candidate found to have cheated or attempted to cheat in an examination will be referred to the University Misconduct Committee, and be subject to such penalty as that committee considers appropriate.

PERUSAL

− Read the following announcement:

You may now commence perusal. You have 15 minutes in which to read the exam questions.

If you have any questions about your exam or what you are permitted to do during perusal, please raise your hand for the supervisor to assist.

− Collect Attendance Slips. Ensure students have current ID card and that the name and photo match the student

DURING THE EXAM

− Read the following announcement:

Students, you may now start work. If you experience a technical difficulty during the exam, please raise your hand immediately for the supervisor to assist.

− Ensure that security is maintained for students leaving early and using the toilets.

− Exams must be checked for submission before students can be released early. This can be done via the Grade Centre on the front computer or at the student’s desk by clicking on the exam link.

− The room should be patrolled regularly for prohibited software and website access.

LAST 10 MINUTES OF THE EXAM

− Read the following announcement:

Students, you have 10 minutes in which to complete the exam. To minimise disruption, you are not permitted to leave the room in these last 10 minutes.

CONCLUSION OF THE EXAM

− Read the following announcement:

Students, your examination time has ended. Stop work NOW and listen carefully to the following instructions:
Any exam not submitted correctly is deemed to be compromised and WILL NOT be considered for marking.

Please stand and remain at your desk until your exam has been checked for submission by your supervisor. Please remain silent. Once your exam submission has been confirmed please leave the room.

- Ensure that all students stop work when requested. Pay particular attention to those at the rear of the room.
- Students will remain until their exam has been checked for submission by the supervisor.

**ADDITIONAL SUPPORT FOR ONLINE EXAMS**

For on-demand technical support during the exam you must register your examination as per the first step in the checklist above.

You can do this by emailing the details of your examination to ilearn@bond.edu.au including the time, date, duration and location of the exam. If you have any other hardware or software requirements, these also need to be included in the email.

**TECHNICAL SUPPORT**

During the examination period you can contact the Information Services Support desk by dialing 7 on the phone in the computer lab or by calling 5595 4444.

If the exam is run outside standard business hours, on-demand support will be negotiated with Information Services once your exam is registered.

**ILEARN@BOND SUPPORT**

For assistance in creating and deploying an iLearn@Bond exam or for help with testing prior to release, contact Lauren Hives, Office of Quality, Teaching, and Learning on x53363.

iLearn@Bond is accessed via the Bond website or directly from [http://ilearn.bond.edu.au](http://ilearn.bond.edu.au).

If you have a mobile device with a barcode scanner, scan this QR code to go there now!

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**Document Contact Officer:** Lauren Hives

**Date Updated:** 03/11/2011

**Date of Next Review:** 13/01/2012
APPENDIX 1

dEARN Test Troubleshooting Guide

Exam Availability

Q: All students can’t access the exam. What should I do?

A: Check your exam Options to make sure the settings are correct.

- Available must be set to Yes
- The Display After setting is the start time. The Display Until setting is the end time. Make sure you have the times and dates correct.

Make sure there is no unnecessary Adaptive release assigned to the object as this will override display dates.

- Click Edit View on the page with the exam
- If adaptive release is applied to the exam you will see it written in italics below the title of the exam
- Click Manage to modify the adaptive release rules
- Click Adaptive Release Advanced to check, remove or edit the current rules.

Q: One/Some of my students can’t access the exam at the start. What should I do?

A: Check to see if the student is already registered as having started or completed the exam in the Grade Centre. This occurs on occasion if the student is repeating the subject or accidentally clicked the wrong button at the start of the exam.

You can reset the attempt for the student so that any previous access is cleared.

Important: This procedure deletes the attempt completely including any progress the student may have made. Use this option ONLY at the start of the exam.

- From the Grade Centre, roll over the cell for the student and exam in question
- Click on the Action Menu ☰ and click on the Attempt at the bottom of the list
- Click on Test Information
- Click on the Clear Attempt button (It is advisable to view the attempt first to make sure that there is existing progress that should be retained).
Exam Progress

Q: What do I do if a student didn’t save their progress and lost their work when they navigated out of the test accidently?

A: iLearn automatically saves the progress of a response so the student should not have lost more than 30 seconds worth of work. Unfortunately there is nothing that can be done to retrieve that small amount of lost data.

Q: What do I do if a student accidently pressed Submit before they completed their test?

A: If they are at the beginning of the exam you can clear their attempt so they can start again.
   - From the Grade Centre, roll over the cell for the student and exam in question
   - Click on the Action Menu and click on the Attempt at the bottom of the list
   - Click on Test Information
   - Click on the Clear Attempt button (It is advisable to view the attempt first to make sure that there is existing progress that should be retained).

If they are in the middle of the exam you will need to allow another attempt in the exam and ask them to continue from the last question.
   - From the Exam link, click on the Options button
   - Edit the Test Options
   - Adjust the number of attempts and press Submit.

When you mark this student’s exam, you will need to add the score for the first attempt into the second. If you need assistance, please contact your Faculty iLearn Support Officer.

Exam Content

Q: What do I do if there is an error in one of my questions?

A: Once a test has been taken, you can only make textual changes to the questions. Attempts that are in progress or have been taken will not reflect these changes.

Once a test has been attempted, you will be unable to:
   - Modify the number of points for a question.
   - Add or remove questions.
   - Add or remove answers or feedback.
   - Change question settings.
   - Change attached files.
   - Change the order of the questions.

If you do need to make one of these changes, you will need to setup a new test.

Note: Marks given automatically on completion of the test CAN be adjusted if required. This is done from the Grade Centre.
Technical Error

Q: A student has experienced one of the following errors:

- Is unable to type in the text box provided
- Has a frozen or loading screen
- Has a JavaScript error.

A: Ask the student to click the Save All Answers button (if they are still able) and then navigate out of the Test and go back in again.

DO NOT USE THE RESTORE LAST SESSION OPTION OFFERED BY THE BROWSER.

Students should be given allowances at the end of the exam for any time that was used to solve a technical problem.

If the error continues, talk to your iLearn Support contact.

Note: If a technical error has occurred, it is advisable to take note of the time the error occurred and the time it was resolved.

If the exam is being run off-campus, it is advisable that the students be directed to take a screenshot of the error or copy it into an email and sent it to yourself and your iLearn support contact.
APPENDIX 2
ATTENDANCE FORMS

Online Exam Attendance Form

1). Complete this form in full.  2). Place the form to the left of your computer along with your Student ID card.
3). If you do not have your ID card or photographic ID, please raise your hand for a Declaration of Identity Form.

Family Name: ______________________  Given Names: ______________________

Student ID No: __ __ __ __ __ __    Computer Number: ________________

Subject Code: __ __ __ __ __ - __ __ __    (Your computer number is located above the monitor)

Signature:________________________________________________________________________ Date: __________

STRICT SILENCE IS TO BE MAINTAINED IN THE EXAMINATION ROOM AT ALL TIMES

Online Exam Attendance Form

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Student ID No: __ __ __ __ __ __    Computer Number: ________________

Subject Code: __ __ __ __ __ - __ __ __    (Your computer number is located above the monitor)

Signature:________________________________________________________________________ Date: __________

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Family Name: ______________________  Given Names: ______________________

Student ID No: __ __ __ __ __ __    Computer Number: ________________

Subject Code: __ __ __ __ __ - __ __ __    (Your computer number is located above the monitor)

Signature:________________________________________________________________________ Date: __________

STRICT SILENCE IS TO BE MAINTAINED IN THE EXAMINATION ROOM AT ALL TIMES