

# EMFSS May/June Online Exams Using Inspera

## Questions regarding Online Time Assessments (Updated 31.03.22)

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### About using Inspera for Online Timed Assessments

#### 1. What is an online timed assessment?

An online timed assessment is an examination which is delivered online but which is taken under exam conditions according to our Rules for Examinations.

#### 2. What is Inspera?

*Inspira* is a provider of computer software through which an online timed assessment can be both delivered to and taken by candidates and marked by examiners.

### Accessing Online Timed Assessments

#### 3. Where are the online timed assessments located?

Online timed assessment and practice exams will be delivered through the *Inspira Exam Portal* (IEP). You must download the IEP to your computer before the assessments begin.

For Windows - <https://iastatic.s3.eu-west-1.amazonaws.com/inspera-seb/installers/1.13.62/uol/Inspira-Exam-Portal-1.13.62-uol.exe>

For Mac OS - <https://iastatic.s3.eu-west-1.amazonaws.com/inspera-seb/installers/1.13.62/uol/Inspira-Exam-Portal-1.13.62-uol.dmg>

The software will:

- record the activity on your screen

- record audio through your microphone
- record video from your webcam.

**Downloading the IEP does not mean you are entered for an examination, you must complete the exam registration process if you intend to sit exams this year.**

#### **4. What is the lockdown browser?**

For some assessments a lockdown browser functionality will apply and this will prevent you from accessing files on your computer, third party software or websites, other than those you may be permitted to use as part of the assessment.

For modules where handwritten submissions are scanned and uploaded, the lockdown browser will not be in operation, but your session will be recorded. You are prohibited from using any materials or programmes other than those needed to complete scanning and upload of your submission(s) and any attempt to do so will be investigated by the University.

#### **5. Should I do anything before the day of the online timed assessment?**

You must download the Inspira Exam Portal to your computer and complete a system check to assess/test:

- webcam capture capabilities (Environment)
- screen capture capabilities (Environment)
- voice levels (Environment)
- that you do not have other monitors connected
- Connection quality
- CPU features

We ask that you download the IEP to ensure that it can be downloaded to your computer and to check that there are no issues raised by the system checks that the IEP will conduct. **You will not be able to log on and see your exams yet as candidate lists will be uploaded closer to the assessment session.** The IEP will automatically run the system checks, on completion you can shut the IEP down. If you experience any problems, please contact the University.

There will be the opportunity to take part in practice assessments before the main exam session. We expect students to take part in the practice session(s) as it will help you to familiarise yourself with the Inspira platform and feel more confident when you take your assessment.

#### **6. What is the identity check process and why do I have to do it?**

This will apply when you open the Inspira Exam Portal to take part in a practice test or online timed assessment. After launching the *Inspira Exam Portal* on your computer you will be asked to scan your workspace using your webcam and present

photo ID (e.g a photo Driving Licence; passport; or any government or local authority issued photo ID). We do this to ensure you are the actual registered candidate and so that we can be sure your workspace is free of other people, devices and aids that might give you an unfair advantage over other candidates taking the assessment.

**7. Do I have to complete a systems and identity check for each online timed assessment?**

Yes. The systems check will assess your computer for webcam and screen capture capabilities; voice levels; and that you do not have other monitors connected to your computer. The identity check is to ensure you are the actual registered candidate.

**8. I cannot complete the Inspera Exam Portal system checks**

Check the following:

- That your computer meets the system specifications (see Technical Specifications)
- That your computer settings is allowing apps to use your webcam
- That you do not have multiple camera sources
- That your antivirus is not blocking Inspera
- That your webcam is not obstructed and that your location is well lit
- That your computer is not connected to additional monitors

If you experience any problems with the system check or receive any error message, please contact the University immediately. Contact us via the [Student Portal](#) and submit a query using the 'ask a question button' on your portal homepage.

**9. Will I need to be online all the time during my online timed assessment?**

No. You will need an internet connection at the beginning of the assessment so that you can access the question materials and normally at the end so that you can submit your work. If you lose internet connectivity during the assessment, Inspera will continue to run and your assessment will be saved locally on your computer. If connectivity resumes before the end of the assessment you can submit as normal. If it does not return before the end of the assessment, you may still submit via the *Inspera Exam Portal (IEP)* but wait for connectivity to return and do not close the IEP down until it has done so. Submission FAQs are listed towards the end of this document.

**10. I have logged-on but cannot see the online timed assessment(s) I am taking.**

Online Timed Assessments are not available yet and will be created for the practice exams and at the time Admission Notices are sent to candidates registered for the actual exams.

## Technical specifications

### 11. Who should I contact if I am having technical problems with downloading or accessing the Inspera Exam Portal?

Please contact the University immediately. Contact us via the [Student Portal](#) and submit a query using the 'ask a question button' on your portal homepage.

### 12. What equipment do I need to take an online timed assessment?

You must run this examination using Inspera Exam Portal software. It will not run in any other browser (e.g. Chrome). You will also need a broadband connection to access and submit your assessment(s).

You will also need a webcam and microphone so that your assessment session can be recorded.

If you are permitted to handwrite your answers you will also need software or a device to scan your work so that it can be uploaded and submitted.

**Proctored assessments will not work on any smartphone, tablet, Chromebook or other mobile device of any kind.**

### 13. What are the system requirements for Online Timed Assessments?

The Inspera Exam Portal minimum requirements are:

Windows	Mac OS	CPU	A broadband internet connection	At least 500MB free hard drive space	Web camera (internal or external) single screen and microphone
7, 8, 10 and 11 on 64-bit platforms	OS X 10.15 and higher	newer than 2011 (Intel Sandy Bridge or newer) or minimum SSE 4.2 in AMD Processors and CPU	(0.15Mbps upload speed)		

You or a member of your household must have full administrator rights on the computer you use to take part in the assessment(s) to install and run the software. Full administration rights are likely to apply to a computer that you or your household own but not to one provided by your employer.

**14. Can I use Google Chrome instead to take this Online Timed Assessment?**

No, this online timed assessment is proctored which means you must use *Inspira Exam Portal*. It will not run in Chrome or any other browser.

**15. Must my computer have a webcam and microphone to sit an Online Timed Assessment?**

Yes, this online timed assessment is proctored which means you will need a webcam and microphone.

[Invigilation \(proctoring\)](#)

**16. Will my online timed assessments be invigilated/proctored?**

You will be required to verify your identity before sitting the assessments and this will be checked on the day of each assessment. You and your screen will be recorded during the assessment, and this will be subject to review by University staff. Online timed assessments will be delivered through the *Inspira Exam Portal (IEP)*.

**17. Why is my online timed assessment being recorded?**

Recording your online timed assessment will only take place for the duration of your assessment and is not part of the assessment itself. The University will use information picked up by your computer, webcam and microphone (screen, face, voice, desk and workspace) to monitor your conduct during the assessment period; ensure that evidence is available, if appropriate, for investigations into suspected academic misconduct; and to verify your identity to ensure that you are the registered candidate.

**18. Will the invigilators/proctors always be watching me during an online timed assessment?**

No. The University will only review the recordings when instances of concern are flagged by the *Inspira Exam Portal* software after the assessment has finished.

**19. What is the *Inspira Exam Portal* looking for as I take my online timed assessment(s)?**

Recordings are reviewed by algorithms within the *Inspira Exam Portal* software, which will identify and flag any potential instances of academic misconduct. These include activities such as a student leaving the room, a student moving out of camera shot or a third party entering the shot. Potential instances of academic misconduct are reviewed by University of London staff. Comfort breaks are permitted but you are asked to keep them short and to a minimum.

**20. With the *Inspira Exam Portal* open I can't access any other websites on my computer.**

This is deliberate. The *Inspira Exam Portal* uses lockdown browser technology to ensure you can only access the online timed assessment. The lockdown browser prevents you from accessing other websites or information stored on your computer that may give you an unfair advantage during the assessment. For some assessments, an additional screen-record feature will be applied and certain online activities such as scanning and uploading handwritten content or connecting to third party software e.g screen readers, will be permitted where this has been approved or is part of your assessment.

**21. What will happen to the recording of my online timed assessment(s)?**

We keep your personal data in accordance with the University's retention schedules and so data collected and used within online exams will be kept for the same length of time as other exam scripts.

This means that proof of ID and recordings of exam sessions will be kept for a maximum of one year after the exam period, unless the timelines with respect to an academic appeal, and appeal against the outcome of an assessment offence investigation, or other formal investigation extend beyond this point. The information is then destroyed.

**Special Access Requirements**

**22. I have special access requirements; can I still take an online timed assessment?**

Yes, there are some features to assist you that are integral to the *Inspira* assessment platform such as text-to-speech aid; adjusting the contrast of text to screen background; adjusting font sizes, line spacing and spacing between questions. However, the University will also consider any request for special access to an online timed assessment (e.g extra time). Further information can be found online at <https://my.london.ac.uk/access-arrangements>

**23. How do I report my special access requirement?**

Contact us via the Student Portal and submit a query using the 'ask a question button' on your portal homepage.

**24. Can I ask for extra time to complete my online timed assessments?**

Yes, the University can make reasonable adjustments for students with disabilities/learning difficulties or specific access situations such as allowing extra time to complete an assessment.

## Permitted Materials

### **25. Will I be permitted to use any materials or websites to help with my online timed assessments?**

Further information about the use of additional materials in your online timed assessment will be provided with your Admission Notice. The default option for EMFSS exams is that no materials will be allowed.

### **26. Can I have anything to eat or drink during my Online Timed Assessments?**

Yes, you may access food and drink but we recommend that you place these on your desk and have them available from the start of the online timed assessment.

## Sitting an online timed assessment

### **27. Where should I take my online timed assessment(s)?**

You may take your online timed assessment at a location of your choice e.g at home or at work. Please ensure that your preferred location is secure and quiet and that you will be undisturbed for the duration of the assessment.

Your online timed assessment will be delivered through the *Inspira Exam Portal* (IEP). You must download the IEP to your computer before the assessments begin.

### **28. What happens if I cannot find a quiet personal space to take my online timed assessment(s)?**

It is very important that you do have somewhere quiet to take your assessment. If it is not quiet, it is likely to be very disturbing to you and may make your assessment susceptible to investigation by the University.

### **29. What happens if there are other people present when I take my online timed assessment(s)?**

There should not be any other person or persons in the room where you are taking your online timed assessment. The only exception is if the other people are also assessment candidates and are taking it at the same time as you in a location being managed under exam conditions.

### **30. Are there any restrictions about what I can wear during my online timed assessment?**

Yes, there are some restrictions to ensure you are not gaining an unfair advantage over other candidates. You should not wear earbuds or headphones (noise cancelling earplugs and hearing aids are acceptable); you should not wear sunglasses (or

anything that obscures your face); you should not wear a head covering (other than for religious purposes) such as a cap or hat; you should place wrist watches on your desk.

**31. Am I allowed to leave my computer and take a break from my online timed assessment(s)?**

Yes, but please keep your breaks (a comfort break, for example) short and to a minimum. Any excessive use of breaks may be flagged as a concern and will be investigated further by the University. Remember also that a break from your computer does not mean that the assessment is paused.

**32. What should I do if an emergency arises (e.g fire alarm)**

You should follow the emergency and safety protocols for your location and only return to the online timed assessment when it is safe and you able to do so. As long as your time has not expired your work will be saved from the time you went offline and you can continue with the time that is still available.

**33. Can I make notes and write down my ideas when taking an online timed assessment?**

Yes.

**34. Do I have to submit any notes I have taken after completing an online timed assessment?**

No, unless the assessment rules specifically require you to.

**35. Can I use paper and pen or pencil to complete my online timed assessments?**

Only if your Admission Notice has specified that handwritten submissions are permitted or if you have been given special permission to do so (e.g under a specific access request).

**36. Can I use any other devices when taking an online timed assessment?**

Generally no, for this assessment you are not permitted to use any other devices. You may only use an additional device to scan content in exams that are to be handwritten and uploaded.

**37. What happens at the end of my online timed assessment(s)?**

You can submit your work at any time before the end of the assessment by going to the submission screen and clicking on the 'submit' button. Remember to check your answers before you do and upload any content where your admission notice permits this as you will not be permitted to re-enter the exam. Wait for your work



and the proctoring data to be uploaded. The *Inspira Exam Portal* will close automatically once the upload has finished.

Alternatively, you will automatically be taken to the submission page once the exam reaches the end time. You must then submit any work that you have completed within Inspira or content that you have uploaded where your admission notice permits this. Press 'submit' and wait for your work and the proctoring data to be uploaded. The *Inspira Exam Portal* will close automatically once the upload has finished.

**Do not attempt to close the portal or any activity message before upload is completed, any attempt to do so could be considered as an assessment offence, your data may be lost, and your attempt may not count.**

Your submission will be time stamped. Long delays submitting work after the deadline may be investigated by university staff.

Remember to manage your time so that you can complete any upload and submission activities on time.

#### Problems when taking an online timed assessment

**38. What happens if my Internet crashes during my online timed assessment(s)?**

Your examination can continue uninterrupted if you lose internet connection. Refer to Submitting an online timed assessment below about submitting your work if you are offline.

**39. What happens if I lose power during my online timed assessment(s)?**

Try logging on again when your power is restored. Your assessment will auto-save every 1-2 minutes. As long as your time has not expired your work will be saved from the time you went offline and you can continue with the time that is still available. If you are using a laptop, please ensure it is fully charged before the assessment starts.

**40. If I get locked out of my online timed assessment or the browser becomes unresponsive what should I do?**

Close down your browser or the *Inspira Exam Portal* and try logging on again. Your assessment will auto-save every 1-2 minutes. As long as your time has not expired your work will be saved from the time you went offline, and you can continue with the time that is still available.

#### **41. What happens if I am offline at the end of the online timed assessment**

Whether you are offline or online you can continue with your assessment. At the end of the assessment, you will be taken to the submission page. If you click on the 'Submit' button your work and proctoring data will be uploaded once a connection is re-established, do not close the *Inspira Exam Portal (IEP)* until this happens. Once your assessment is uploaded the IEP will close automatically. If you are unable to regain internet connectivity select 'save submission as file' from the menu in the top right of the window, this will save your work locally to your computer (where downloads are normally stored). The file(s) can then be emailed to the University.

#### **42. What happens if I lose power and I cannot submit my completed online timed assessment.**

When you are next able to log on to the *Inspira Exam Portal* you should press 'Start Test'. It may still be possible to submit your work by pressing the 'Submit' button, the proctoring data will be uploaded and the *Inspira Exam Portal* will close automatically. If the submit button is not available to you, you will instead see the 'save submission as file' button. This will save the most recent version of your work locally to your computer (where downloads are normally stored). The file(s) can then be emailed to the University.