

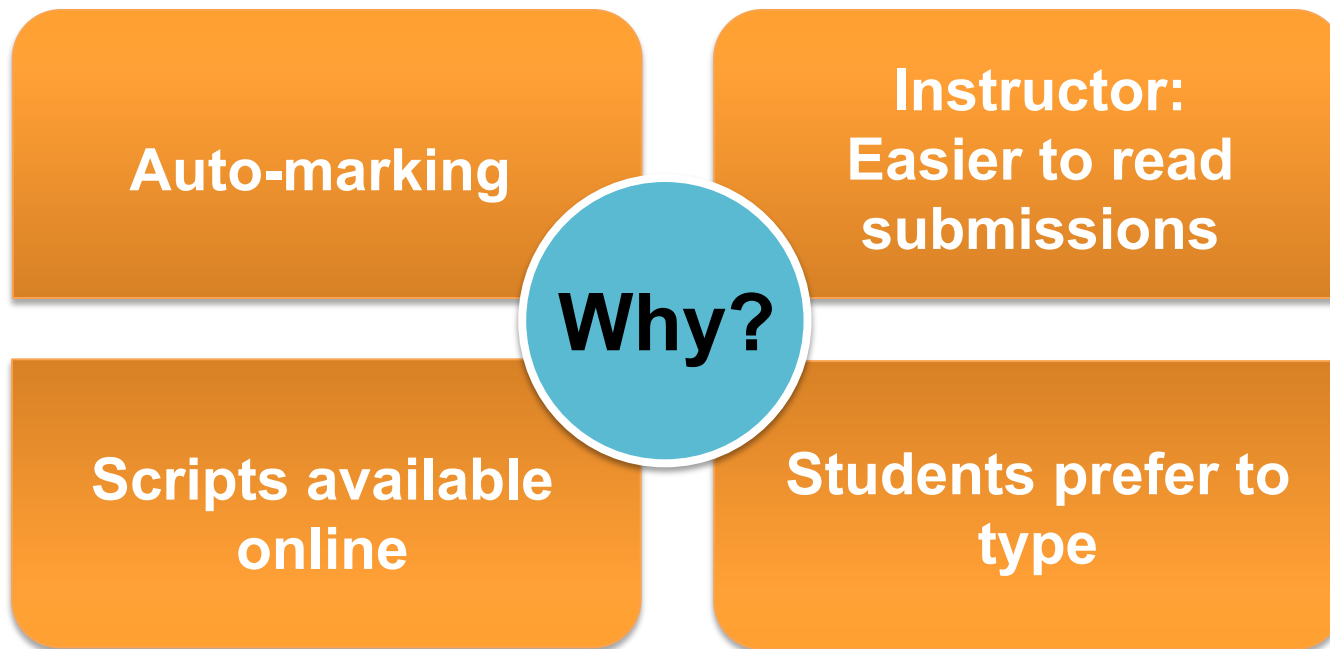
# Overcome challenges in online exams

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# Our Presentation will cover ...

- Why Online Exams?
- Solutions & Features
- Maintenance Effort
- Support and Infrastructure
- Common Problems

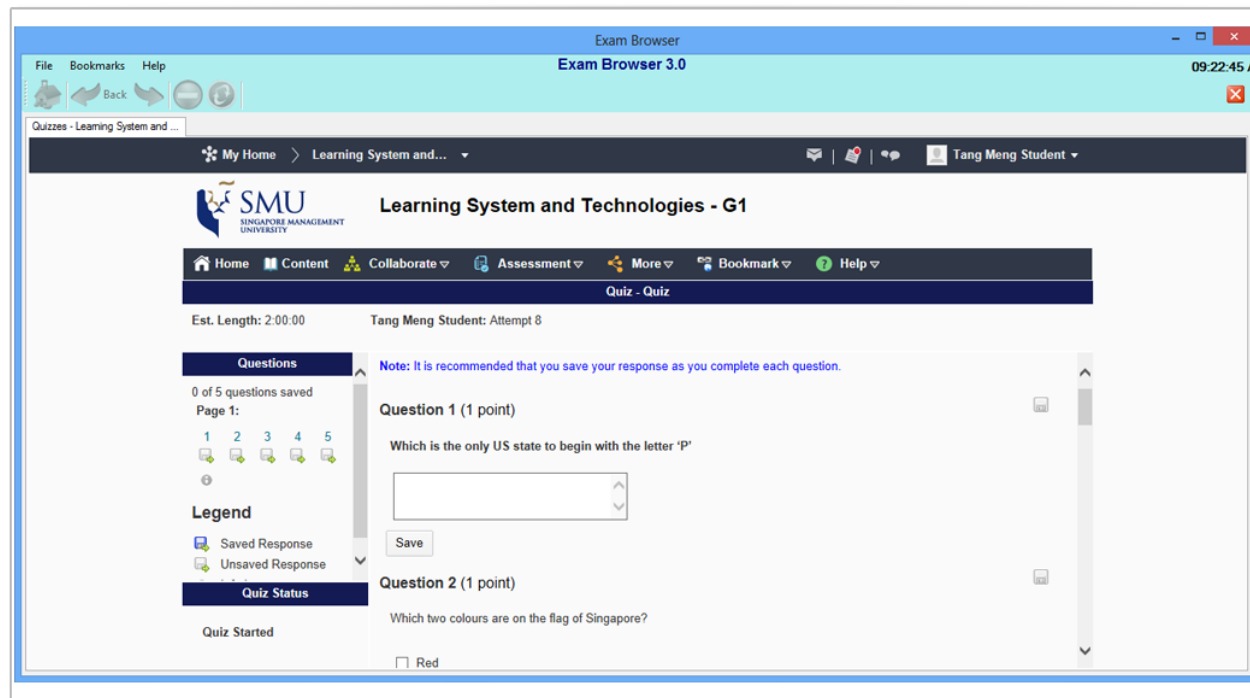
# Why Online Exams?



# Solution 1 : Exam Browsers

## SMU Exam Browser

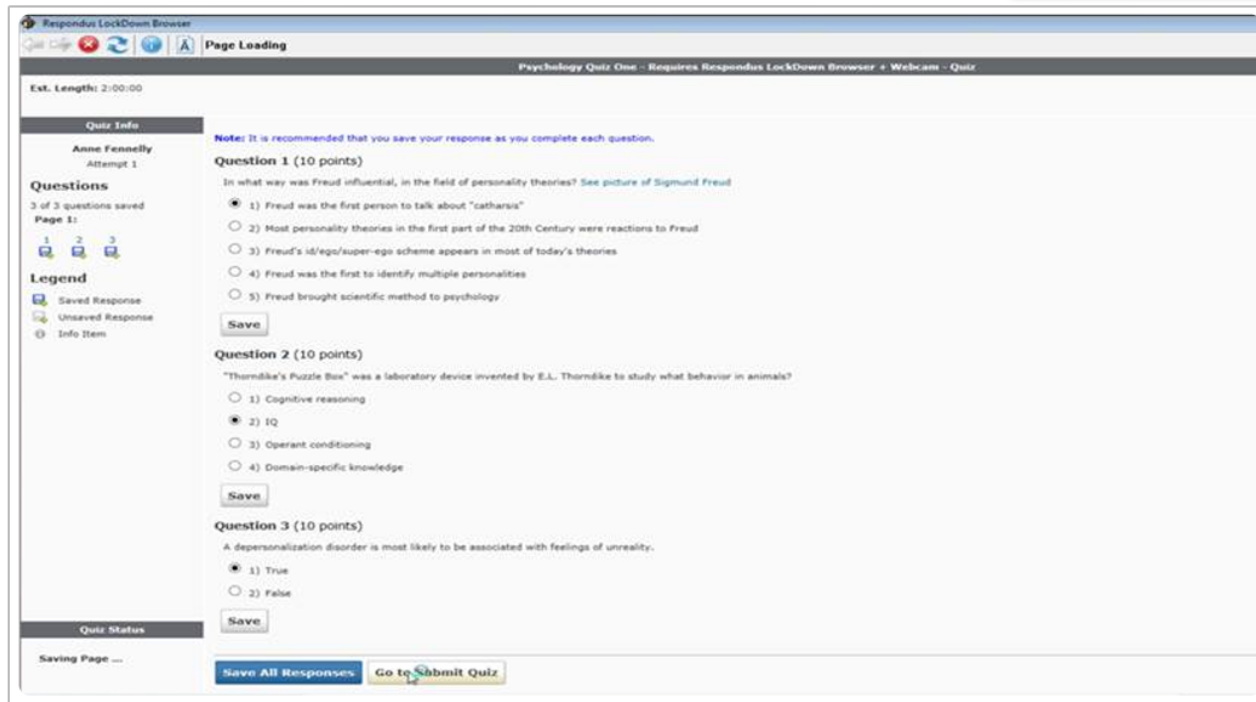
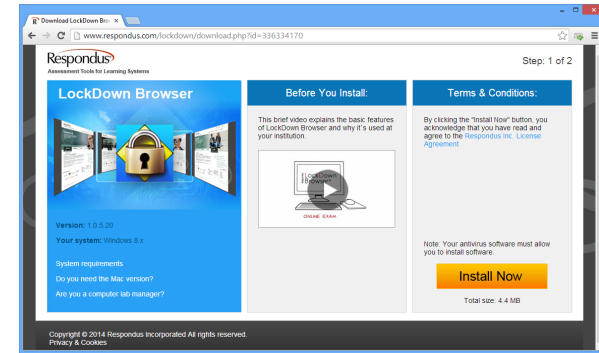
SMU in-house developed product. Developed on MS .Net Framework. Work on MS Windows environment only.



# Solution 2 : Lockdown Browsers

## Respondus LockDown Browser

Commercially-available secured browser.  
Work on both MS Windows and Mac  
environment.

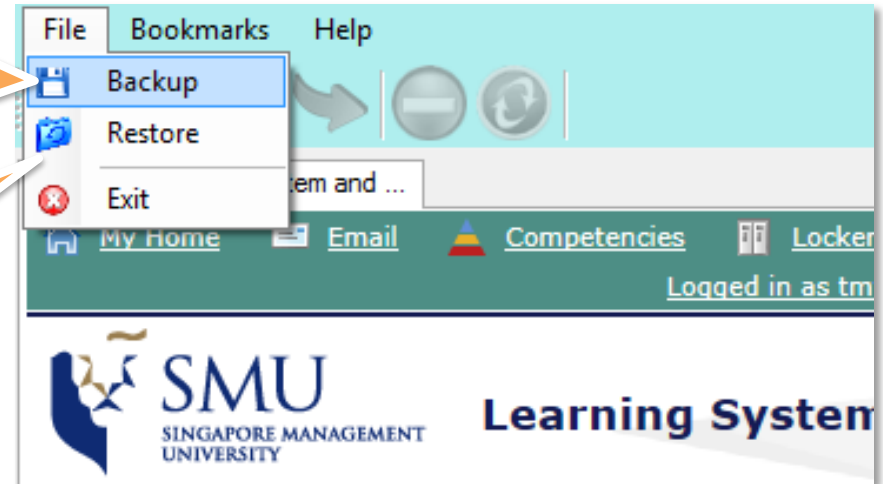


# Key Features

## SMU Exam Browser

Every 15 seconds  
backup data

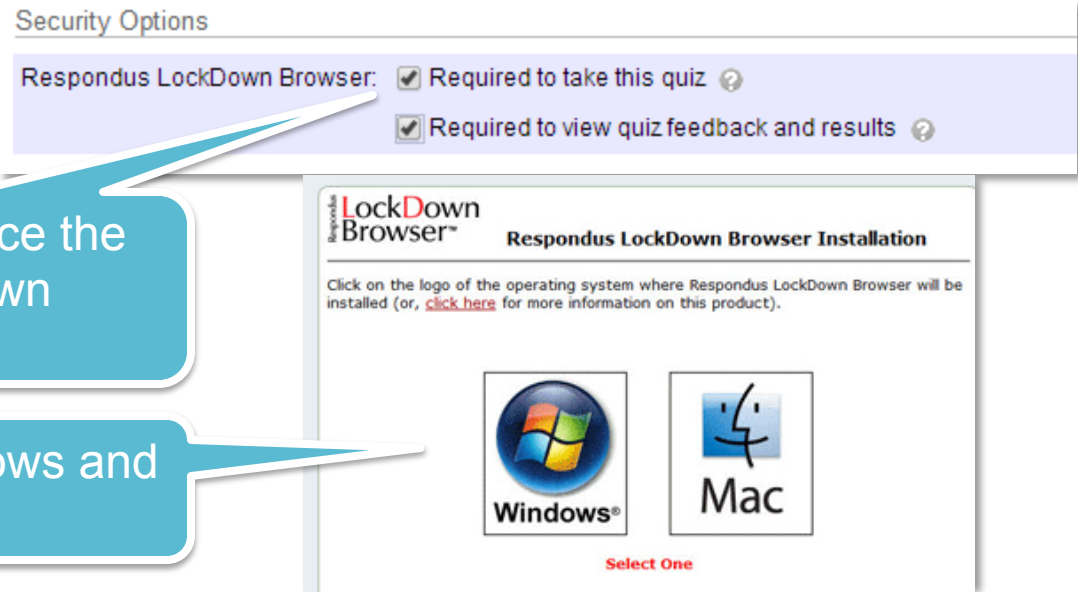
Restoration of lost  
answers



## Respondus Lockdown Browser

Ability to enforce the  
use of Lockdown  
browser

Support Windows and  
Mac



# Why two Browsers?

For Essay-based Exams, we would recommend the use of our in-house SMU Exam Browser because of the Autosave feature

Select answers to preview or restore

24-FEB-2014 (MON) 09:18:30 (System)  
24-FEB-2014 (MON) 09:18:15 (System)  
24-FEB-2014 (MON) 09:18:00 (System)  
24-FEB-2014 (MON) 09:17:45 (System)  
24-FEB-2014 (MON) 09:17:30 (System)  
24-FEB-2014 (MON) 09:17:15 (System)  
24-FEB-2014 (MON) 09:17:00 (System)

## Quiz

**Note:** It is recommended that you save your response as you complete each question.

### Question 1 (1 point)

For MCQs, and Short Answers type of questions, we would recommend the use of Respondus LockDown Browser because of the ability to enforce the use of Lockdown Browser.

#### Security Options

Respondus LockDown Browser: ☒ Required to take this quiz ?

☒ Required to view quiz feedback and results ?

## Compatibility Test

Against latest  
version of VM

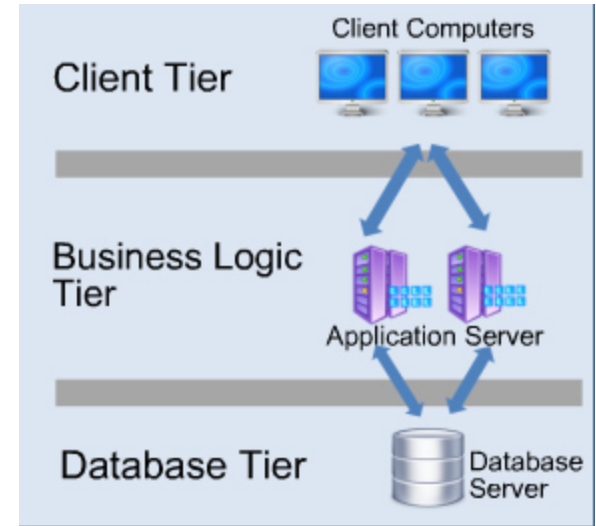


OS Service Pack, patches and updates





- Multi-tier server architecture
- Multi data centre redundancy



- Active monitoring of the server and network health prior and during exam.


**riverbed** **Nagios®**


- Load Balancing among Wireless Access Point to avoid Access Point overload


# Exam Preparation


1. Create mock quiz
2. Conduct Briefing to students
3. Provide installation support 2-3 weeks before exam
4. Confirm with instructors' on exam requirements

### Mock Test

 [Quizzes Home](#)

 [Summary](#)

 [Submissions](#)

 [Reports](#)

## [Start Quiz!](#)

#### Quiz Details

Current Time: 9:38 AM [Update](#)

Current User:

Quiz Period: Jan 29, 2014 10:00 AM - Feb 24, 2014 10:00 AM

Time Allowed: unlimited (estimated time required)


Attempts: Allowed - unlimited, Completed - 0


#### Instructions


#### Timing

Time Limit:  minutes ☐ enforced ☒ show clock

Grace Period:  minutes before flagged as late

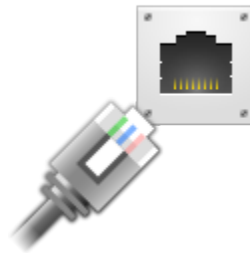
Late Submissions: ☒ Allow normal submission 

☐ Use Late Limit of  minutes 

☐ Auto-Submit Attempt 

# Exam Preparation

5. Inform General IT Support
6. Inform Infrastructure team
7. Ensure extra laptops are available for loan
8. Advise Students to have dual network connectivity during exam



# Invigilating Process

- Advise students to use their power adapter.
- Remind students to save regularly. Monitor students exam progress and if need to, ask invigilator to remind the students save
- Inform faculty how many students are doing the exam online
- Late submission will be marked as late.

- **Windows Update**

Advise students to change their Windows Update setting.

- **Loss of Network connectivity**

Use both Wireless and LAN connections. Advise students to save regularly.

- **User Account Password Issues**

Help Center will be on-site to assist with password issues.

- **Students accidentally removed part of the essay**  
Exam Browser: Recover from Auto Save  
Lockdown Browser: Recover from previously save attempts
- **Student Laptop unable to run Exam Software**  
Have spare laptops ready.
- **Students forget to bring laptop**  
Have spare laptops ready.



Thank you