

## Guidelines for oral examinations in Zoom – students

In the extraordinary situation caused by COVID-19, oral examinations will take place via the Zoom tool in Canvas. To ensure that everything goes well and to permit us to help you in case of problems, we need you to check through the following points:

### Before the oral examination

1. Check Studentweb for information on **examination dates** and verify that you have been registered for the correct assessment. An overview of individual **examination times** will be posted in Canvas well ahead of the examination date. You are independently responsible for staying informed about the date and time of your examination.
2. **Check that your telephone number in Studentweb** is correct. Important information will be provided by a text message or phone call from the academic affairs administration / examiner if problems should arise during the examination.
3. **Check that you have good internet access** in the location where you will be during your examination, and **that your computer is in working order**. Make sure to run **all necessary software updates** before the examination date. You can find more technical information here: <https://www.nla.no/en/students/exams/digital-exams/>
4. **Download Zoom** to your computer if you have not yet done so. (<https://sites.google.com/view/123zoom/nybegynner-guide/lag-zoom-bruker>)
5. **Test Zoom. Use [nla.zoom.us/test](https://nla.zoom.us/test)**
  - a. Check your upload speed, which should not be less than 1.5 Mbps.
  - b. Check that audio and video are functioning, so that you can hear well and the examiner can hear you.
6. **Install the Zoom app on your mobile telephone** as a backup solution in case something goes wrong with your computer or network during the examination. Some good tips: <https://www.uninett.no/aktuelt/zoom#zoom-for-m%C3%B8tedeltaker-og-student>
7. If the audio and video fail to function satisfactorily, the candidate may be rejected by the examiner and thus unable to complete the examination.
8. Set aside ample time for the examination. Keep in mind that delays may cause the start of your examination to be postponed.
9. If illness or other unavoidable reasons prevent you from attending on the examination date, you should inform the academic affairs administration about your absence without delay.

### During the oral examination

1. You enter a Zoom oral examination **via Canvas. The examination is shown as a meeting in the Canvas subject under the Zoom menu**. If you log on via Canvas, you do not need a password. If you have problems logging on to Canvas you can use the direct link to the examination meeting. You may then be requested to enter your password.
2. Information on the log-on procedure can also be found under announcements in the relevant Canvas subject.

3. **Enter the Zoom meeting no later than 15 minutes before** the stipulated examination time. You will first enter the 'waiting room/lobby'. Wait here until the internal examiner takes you into the meeting/examination room.
4. **While in the 'waiting room':**
  - a. **Test the audio** as instructed in the 'waiting room'.
  - b. **Have your ID ready** (student card, bank card or passport) to be able to identify yourself for the examiners. If you cannot show a valid ID, you risk being rejected.
5. When you have been taken into the Zoom meeting room (where the examination takes place), the examiners may ask you **to show some more of the room**, in order to confirm that your workplace has been cleared of notes and books other than those that are permitted as aids for the examination in question. The room where you sit should be visible to the examiner. The student and the examiner should both look into the webcam as much as possible.
6. **If the internet connection is poor** or breaks off during the examination, you can try to switch to the mobile network on your telephone. As a last resort, you can use Zoom on your mobile. The examiner will decide whether the quality is sufficient to allow the examination to be undertaken and completed via your mobile.
7. **If the examination** must be interrupted because of technical problems at the student's end, the academic affairs administration will contact you by telephone to clarify the possibility of a re-scheduled examination.
8. If the examination cannot take place because of issues caused by NLA, a re-scheduled examination will be held later in the same semester or early in the next semester.
9. Recording of examinations is not permitted.
10. Contact persons at NLA before and after the examination:
  - a. Administrative issues: The examinations officer. See announcements for each course in Canvas.
  - b. Technical assistance, IT department: Tel. 481 50 946.
  - c. Technical assistance, alternative: Tel. 55 53 69 99. Email: [support@nla.no](mailto:support@nla.no)

#### After the oral examination

1. The time of announcement of grades will be communicated through Canvas for the course in question. Normally, grades will be announced at the midway through the examination day or after all examinations are completed each day.
2. To receive your grade on the same day, you must be present in the 'waiting room' at the agreed time of announcement of grades. The course teacher will take you into the meeting room to inform you of your grade.
3. Grades will also be posted on Studentweb on the first working day after the completion of all examinations.
4. Any requests for an explanation of grades must be submitted immediately after these have been announced. If the grades are announced orally through Zoom, the request for an explanation must be submitted in the Zoom meeting room. If the grades are first announced through Studentweb, you must submit your request for an explanation in writing to the academic affairs administration immediately after the grades have been announced in Studentweb.
5. You may not appeal about grades for oral examinations. You may only appeal about formal errors.

6. Once you have been notified of your grade, you can leave the meeting and log out.

Do you have any questions? Contact the examinations officer at your campus well ahead of the examination date:

**Academic affairs administration:**

Examinations officer at Breistein: Margun Mæstad, [margun.maestad@NLA.no](mailto:margun.maestad@NLA.no)

Examinations officer at Sandviken: Caroline Sanden, [caroline.sanden@nla.no](mailto:caroline.sanden@nla.no)

Examinations officer at Gimlekollen: Vibecke Wales, [vibecke.wales@nla.no](mailto:vibecke.wales@nla.no)

Examinations officer at Staffeldtsgate: Birgitte Bø Vatnar, [birgitte.vatnar@nla.no](mailto:birgitte.vatnar@nla.no)

**IT support:** Email: [support@nla.no](mailto:support@nla.no), tel.: +47 55 53 69 99

Note that changes may be made to these guidelines during the examination period.

NLA University College, 20.10.2020

Knut Nilsen

Head of Academic Affairs