Guidelines for carrying out undergraduate and graduate program distance certification

Approved by SUPSI Management on 27 May 2020
Version 0, 27.05.2020

1 In the case of conflicting meanings between language versions, the Italian version prevails.
General information

Teachers and collaborators involved in undergraduate and graduate programs

1. As far as possible, exams should be based on iCorsi tools, with the exception of oral exams which must be performed with a videoconferencing tool. In general, it is good practice to carry out an exam (e.g. a quiz or a simulated delivery) before the certification takes place.

2. All students must carry out certification in the same way. It is not possible to differentiate the exam procedures based on the student's contingent situation (e.g. the impossibility of crossing the border for students coming from outside Switzerland).

3. Teachers must be ready at least 15 minutes before the start of taking the exam.

4. The certification procedures for each module must be specified on the relevant page in iCorsi.

5. In addition to the certification procedures, students must also be given the exam rules: What kind of activities must be carried out and when? How and where should they take place? How should the workspace be set up? What aids are allowed for the exam? Is interaction with other people possible (e.g. other students who are doing the same test)? Will there be surveillance during the work and if so, in what form?

6. Before each exam, the secretariat is required to provide students with a telephone number to contact in case of technical problems during such. In the case of exams involving handover, an e-mail address to send in case of technical problems on the iCorsi platform is also provided.

7. Before carrying out an exam session, the secretariat provides the teacher with the list of participants in the session with the respective telephone numbers who can be contacted during the exam in case of problems.

8. In case of technical problems during the course of an exam, the teacher has the right to decide possible alternative ways to complete it. If it is impossible to restore any type of connection with the candidate, it will be for the Head of degree course to decide on any recovery methods.

Students

1. Distance certification is based on trust in the students and their sense of responsibility. Students are committed to strict compliance with the SUPSI Educational Agreement.

2. In order to carry out remote exams, the student should have a quiet room equipped with the necessary technical infrastructure to carry out the test (computer with charger, internet connection, mobile phone with charger). If the student does not have such a space or the required infrastructure, he must report this to the secretariat at least two weeks before the exam date (as quickly as possible, for exams taking place before 16 June 2020) so that a solution can be identified. In exceptional cases, an individual workstation can be set up at one of SUPSI's locations.

3. During an exam, the student cannot leave the room in which he is located except for an emergency. Students who must adopt special protection measures not included in SUPSI's Protection Plan are required to report this to their Head of degree course (attaching a medical certificate as far as possible), at least two weeks before the scheduled exam (as quickly as possible, for exams taking place before 16 June 2020), so that an alternative form of assessment can be considered.

4. The operation of any technical equipment is the responsibility of the student. Before an exam, it is the student's responsibility to test the functioning of their technical equipment. If usage cannot be satisfactorily guaranteed, the problem should be reported to the degree course secretariat as soon as possible.

To facilitate the reading of this document, the male gender is used to designate people and functions regardless of gender.

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5. For communication with the secretariat and the Head of degree course, please use your SUPSI e-mail.

6. Students must be ready at least 15 minutes before the start of the exam.

7. In case of technical problems during an exam, the student must immediately contact the telephone number provided before such.

Surveillance, Proctoring, Privacy and Educational Agreement

Teachers and collaborators involved in undergraduate and graduate programs

1. It is possible to specify in the exam procedures that, in case of doubts during supervision, it is possible to ask the student to take an additional oral exam. This possibility must be explicitly mentioned in the certification rules.

2. The recording of written exam sessions is possible only through the adoption of external Proctoring software or services, according to the specific Guidelines. The recording of written exams for surveillance purposes by other means is not permitted.

3. Written exams may be subject to a plagiarism check.

Students

1. During an exam, teachers can ask students to leave their webcam involved (on the computer they are working on or on a Smartphone) so that they can be observed using a teleconferencing tool while they are working. It is also possible to request to show the room they are in.

2. Students are not allowed to record any exam session; to do so would be a violation of the law.

Oral exams

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1. Oral exams must be carried out by means of videoconferencing tools. SUPSI provides MS Teams as a videoconferencing tool. Teachers can choose to use another tool only if they have the necessary licenses, if they can guarantee respect for privacy and if they are autonomous in its use.

2. Oral exams require the presence of at least two examiners.

3. The committee is required to draw up a summary report of the exam.

4. Oral exams cannot be recorded.
Written exams and other forms of written certification

**Teachers and collaborators involved in undergraduate and graduate programs**

1. As a rule, written certifications are delivered via the iCorsi platform.
2. In the case of very extensive documentation, delivery must be made with the bulk file delivery service supported by SUPSI's IT services (SendIt - [https://filesender.switch.ch](https://filesender.switch.ch)).
3. In case of handwritten exams, delivery of a document in PDF format scanned or obtained from a high-resolution photo is required.

**Attended exams**

**Teachers and collaborators involved in undergraduate and graduate programs**

1. The SUPSI Management may exceptionally grant the possibility to carry out attended exams.
2. These exams are carried out in accordance with the hygiene and social distancing measures prescribed by the federal or cantonal authorities in force at the time of the exam and described in the [SUPSI Protection Plan](https://filesender.switch.ch).

**Students**

1. Students who belong to at-risk categories with respect to COVID-19, are required to report this to their Head of degree course (attaching a medical certificate as far as possible), at least two weeks before the scheduled exam (as quickly as possible, for exams taking place before 16 June 2020), so that an alternative form of assessment or increased hygiene measures can be taken.

**Entry into force**

These *Guidelines* were approved by the SUPSI Management on 27 May 2020 and enter into force immediately.

Manno, 27.05.2020

The Director General, Franco Gervasoni