Tutorial Letter 103/0/2023

Networks IV
IRM4721

Year Module

School of Computing

Department of Computer Science

IMPORTANT INFORMATION

This tutorial letter contains important information regarding the forthcoming October/November 2023 examination for IRM4721

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CONTENTS

1   INTRODUCTION

Dear Student

This letter contains information pertaining to the forthcoming examination for IRM4721. Please read this tutorial letter carefully when preparing for the examination. The University has gone to great lengths to support students for the online examination. Please take advantage of the training opportunities provided to you and ensure that you are fully prepared in terms of the content and IRIS invigilation setup for the examination. If you follow the guidelines provided in this tutorial letter, the examination will be a pleasant experience for you.

Best wishes for the exam preparation!!!!

2   PURPOSE OF TUTORIAL LETTER

The purpose of this tutorial letter is to provide you with the format of the examination, vital information for preparing for the examination and IRIS Troubleshooting FAQs.

3   INFORMATION PERTAINING TO THE EXAMINATION

1.   The examination will take place on **Tuesday 3 October 2023 (08:00 – 11:00)** South African time.

2.   The examination will take place on the **myEXAMS platform**. You can get to this platform in one of two ways listed below (Please use **method a** as this is a direct link. Method b will get you to the same link as method a but via another link. I am just giving this method in case you cannot get in with method a):

   a) **PREFERRED AND EASY DIRECT METHOD:** Click on the link: https://cset.myexams.unisa.ac.za – login with your username and password. Select **IRM4721-23-EX10** from the myEXAMS dropdown menu. On the side panel or under activities you will see **IRM4721-Exam Oct/Nov 2023.** You click on this to commence.

   b) The second means is by clicking on: myExams : Gateway : Exam Timetable (unisa.ac.za). On the day of the exam, click on **IRM4721 Exam Oct 2023 (IRIS)** to commence the examination and you will be taken to the site https://cset.myexams.unisa.ac.za – login with your username and password. Select IRM4721-23-EX10 from the myEXAMS dropdown menu. On the side panel or under activities you will see IRM4721-Exam Oct/Nov 2023. You click on this to commence the

exam. Refer to the Navigating the myEXAMs Portal in Table 1 to give you an overview on how method 2 works.

3. IRM4721 is a **fully online examination, and the duration of the exam is 3 HOURS.** You must be online for the duration of the exam.

4. IRM4721 is a **CLOSED-BOOK EXAMINATION.**

5. The examination will comprise of 75 MCQ questions that count **90 marks**. This mark will be converted to a percentage out of a 100. The examination contributes **80%** towards your final mark. The year mark from the assessments contributes **20%** towards the final mark. If you get **less than 40% in the examination, your year mark WILL NOT be considered** towards the final mark

6. You will receive a mixture of single option questions worth one mark and multi-option questions (where you must select 2 or more options) worth two marks to give you a total of 90 marks. The questions will range from theory questions to application theory type of questions. Please note that if you have prepared well for the examination, you will complete the examination comfortably within the allocated time.

7. The examination will cover the **12 modules of the prescribed book** to test the outcomes of the module.

8. Students are provided **one submission opportunity** for their MCQ/Quiz examinations. **No additional time** will be allocated for resubmissions.

9. Students are advised that the examination duration time commences as the students start their examination. **No additional reading time is** provided.

10. The examination will be invigilated using the **IRIS Invigilation software** program. Intelligence Remote Invigilation System (IRIS) is a programme intended to protect the integrity of assessments and the credibility of qualifications. The software allows for ID verification and facial verification where the student appearing in the recordings is compared against the ID document captured by the student. IRIS records the entire examination session with sound. Student are required to have a computer or laptop with a **camera (webcam) as well as a microphone and must install the IRIS app before they write the examination.** It is also the **responsibility of the students to ensure that IRIS is working properly**. A reliable internet connection throughout the examination is needed. If IRIS is correctly installed, it will start operating automatically when the student starts writing the examination. The student needs to do some initial activities including providing an ID document for IRIS to capture, after which IRIS will start recording. After the examination is finished, IRIS will automatically upload the recordings.

11. Refer to Table 1 for guides on how to setup IRIS and do the mock examination. Also refer to Section 5 on IRIS Troubleshooting FAQs. Please attend the training events and blast sessions scheduled to understand how the IRIS proctoring tool (Table 1 lists the exam training schedule).

12. For MCQs, full proctoring is possible which means that the recording report will provide student authentication (ID and facial verification) as well as flags of suspicious behaviour.

13. Students who purposely enter an IRIS-invigilated assessment **without activating the IRIS invigilation will be deemed to have transgressed Unisa's examination rules and will have their marks withheld.**

14. Access to a reliable desktop/laptop/mobile with a stable **internet connection** and **camera** is essential.

15. If utilising your cell phone to respond to your MCQ/Quiz examination, update your cell phone operating system before commencing your exam. Also, clear the cache and cookies memory before starting your exam. It is highly advisable **NOT to use a cell phone** but to rather use a laptop or desktop to enhance your reading experience.

16. **DO NOT open your examination in multiple browser windows** or tabs at the same time. If you do so, the system will automatically submit responses on behalf without your knowledge. Marks awarded for automatic submissions will be final marks. No additional opportunity for resubmissions will be given.

17. **DO NOT click your browser's back button** while taking your examination. Students are at risk of losing previous responses should they utilise browser navigation buttons. Students are advised to always use Moodle navigation buttons to move to the next and previous (if allowed) question, and to "Save" and "Submit".

18. DO upload your profile picture on the myModules application prior to the commencement of your MCQ/Quiz examination.

19. The system will automatically save your responses as you click on the next question.

20. If incidents occur, please **logout and login again** to resume your session time permitting.

21. In cases where students page through the online exam without answering any questions and submit an empty assessment (on purpose or by accident), these students will be marked as **FAILED.**

22. Students suspected of dishonest conduct during the examinations will be subjected to **disciplinary processes.** Students may not communicate with other students or request assistance from other students during examinations. Plagiarism is a violation of academic integrity, and students who do plagiarise or copy verbatim from published work will be in violation of the Policy on Academic Integrity and the Student Disciplinary Code and may be

referred to a disciplinary hearing. **Unisa has zero tolerance for plagiarism and/or any other forms of academic dishonesty.**

23. Non-adherence to the processes for submitting MCQ/Quiz responses will NOT qualify the student for any special concessions or future assessments.

24. Students may not communicate with other students via Social Media Platforms (WhatsApp), do Google searches, consult the prescribed book or request assistance from family/friends/fellow students during examinations.

25. The use of Artificial Intelligence software (ChatGPT, etc) and online sources (Course Material) during your online examination session is strictly prohibited.

26. Any proctoring or invigilation images found to be unrecognizable, obscured, faint or not containing a full facial image will be deemed a transgression of Unisa's examination rule.

27. Listening to audio (music) or making use of audio-to-text software is strictly prohibited during your examination session. Failure to do so will be a transgression of Unisa's examination rules and the student's mark will be withheld.

28. Queries that are **beyond Unisa's control** include the following:
    - **Not setting up the invigilation software correctly as per instruction on your device.**
    - Personal network or service provider issues
    - **Load shedding**/limited space on personal computer. Students receive the load shedding schedule in advance so please ensure that you make the necessary arrangements to write the examination on the date and time specified in the examination timetable. **<u>NO</u>** concession will be given for load shedding.
    - Crashed computer.
    - Non-functioning cameras or web cameras
    - Using work computers that block access to myExams site (work firewall challenges)
    - Unlicensed software (e.g., the license expires during exams)

29. Students experiencing technical challenges should contact the SCSC on 080 000 1870 or via e-mail at Examenquiries@unisa.ac.za or refer to the Get help during the examinations by contacting the Student Communication Service Centre (unisa.ac.za) resource for the list of additional contact numbers. **Only communication received from your myLife account will be considered.** Refer to Table 1 for contact information.

30. Students experiencing technical challenges should immediately contact the SCSC telephonically on 080 000 1870 and choose option 4 for exams or via e-mail at Examenquiries@unisa.ac.za, or refer to the Get help during the examinations by contacting the Student Communication Service Centre (unisa.ac.za) resource for the list of additional

contact numbers. Only communication received from your myLife account will be considered. Refer to Table 1 for contact information.

4 PREPARING FOR THE EXAMINATION

Please prepare for the examination by means of the following:

1.   Studying Modules 1 -12 of the prescribed book

2.   Engaging with your e-tutors and completing the practice online assessments they setup for you.

3.   Student guidelines will be communicated via students' myLife e-mail accounts and on myUnisa. Students are encouraged to visit the Your step-by-step guide for successful online examinations webpage for their preparatory activities. Students are also advised to complete the mock assessment Course: ADOVH001: Mock Exams (unisa.ac.za). The calendar for student training webinars can be found at Student Training Calendar

Table 1: Compulsory Reading for examination preparation

COMPULSORY READING FOR EXAM PREPARATION	
Student guides	• Navigating the myExams Portal • Randomised MCQ and/or Paragraph Examination on Quiz Activity on myExams
Examination rules	• Examination rules for online examinations [PDF]
	• 07 - myModules Profile Photo_Sept 2022.pdf (unisa.ac.za)
IRS Invigilation and Mock Exam	• Proctoring Tools: IRIS [PDF] • IRIS set up instructions for UNISA students • IRIS - Device Permissions.pdf (unisa.ac.za)
NOTE: It is important that follow the instructions to have IRIS setup on your computer. After you have setup IRIS, please ensure that you do the mock exam to ensure IRIS is working properly- Course: ADOVH001: Mock Exams (unisa.ac.za)	
If you experience any issues with IRIS, please see the IRIS Troubleshooting FAQs in Section 5.	
Student Exam Training Schedule	• Download schedule [PDF]

NOTE: It is imperative that you attend the exam training session on a date and time that suits you so that you are well prepared for the examination. You should also attend the student blast sessions to ask any questions that you may have.	
MOOC Basic Skills for Online Assessments (myExams)	To ensure the standardisation of training content, maintain quality, and allow the update of all content in one central training space easily, an open course site has been created for the students. This will be used for facilitation in the live webinars. Link: https://bit.ly/myExamsGuide. This is a self-enrolment course on myModules. Students log in with their standard UNISA network credentials (myUnisa) and self-enrol for the training.
Student Exam Video Tutorials	• myExams - How to complete a MCQ assessment • myExams - Exam dos and don'ts 2023 • myExams - Finding your exam from myExams • Assessment: Multiple Choice Questions
Contact information	• Get help during the examinations by contacting the Student Communication Service Centre • Additional measures at the Unisa Student Communication Service Centre to deal with high volumes

The following table list important additional reading for the examination. Please read through these guides and view the video tutorials.

Table 2: Additional Reading for Exam Preparation

ADDITIONAL READING FOR EXAM PREPARATION	
Special examination arrangements	• <u>Students with special needs, mobility or physical disabilities</u> [PDF]
Student Exam Video Tutorials	• <u>Academic Dishonesty</u> • ·<u>myExams - Types of cheating</u>
Technical resources	• <u>Procedure to reset your myUnisa password</u>
Important rules around plagiarism and cheating.	• <u>Plagiarism during the examinations</u> • <u>Unisa students – Take action against contract cheating</u> • <u>Unisa has a zero tolerance for any form of dishonesty or cheating activity related to exams</u>

5   IRIS TROUBLESHOOTING FAQs

IRIS Does not pop-up when you open the assessment page

If IRIS Does not pop-up, then try the following:

First Refresh/reload the exam page,

If that does not work, then go back to the assessment page, now click on the little puzzle-piece symbol on top-right of Chrome where the extensions are. Right-click on the three dots next to IRIS and choose "Show plugin".

If IRIS still does not pop up, clear your browser, cache remove and reinstall the IRIS plugin, close your browser, open the assessment page again.

I cannot click on the share button – The share button is greyed out.

At this step you are supposed to choose the screen you want IRIS to share, you have not done that yet. To choose the screen, you must click on the little copy of your screen shown in the middle of the share screen. After that the Share button will activate.

IRIS does not close after I submitted my exam

If IRIS does not close and still records after you submitted your exam, go to the following link and https://check.intelligentinvigilation.com/forcestop and click on Force Stop

Unexpected Error has occurred

If you get an white window that's says "an unexpected error has occurred", please click on the support link on that window.

Passwords for Quiz examinations

If your assessment is a quiz rather than a file upload, then it will require a password. You should not fill in this password yourself, IRIS will do it for you. If the password is not filled in automatically it means that IRIS has not been activated correctly. Please ensure has started and is sharing your screen.

6   CONCLUSION

Do not hesitate to contact me via email if you are experiencing problems with the content of this tutorial letter or with any academic aspect of the module.

We wish you all the best in the examination!!!!!!

Regards

Dr H. Abdullah

Module Leader: IRM4721

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