

If you have a problem during the TRA

If you encounter any problems during the TRA, **stay calm**. We appreciate that problems may arise with this process and will be sympathetic to your situation.

First refer to the guidance below on the steps to take for the issue you are experiencing.

A team of staff members will be on hand during each TRA to provide support with technical problems, academic queries and personal concerns. Please carefully follow the steps listed in the document to make sure we can help you as efficiently as possible.

The contact email for your Department Exam Team is maths.exams@imperial.ac.uk.

At the start of the TRA

You have a problem with internet access before the start of your TRA

1. If the problem is with your computer/internet connection try accessing via phone/4G or vice versa.
2. Keep a note of the time of the disruption and record the steps you take to investigate/correct the problem.

If possible, contact your Department Exam Team by telephone and let them know your situation.

You can't access Blackboard on the day of your TRA

1. Check that the internet is working ok for other sites, e.g. can you access <https://www.imperial.ac.uk/>?
2. Check that college sign-in is working ok, e.g. can you access <https://my.imperial.ac.uk/>?
3. What do you see in your browser when you click on <http://bb.imperial.ac.uk/>? If you see an error message please take a screenshot.

Contact your Department Exam Team by email including:

- *I can't access Blackboard.*
- Your username, CID and the Module code for the TRA you are sitting.
- Confirmation that you've completed the steps above.
- Information on what you see when you try to connect, including a screenshot if you see an error message.

You can't see the Blackboard course for the TRA in your My Courses list

Contact your Department Exam Team by email saying: *I can't see the Blackboard course for the TRA in my My Courses list.* Include your username, CID and the Module code for the TRA you are sitting.

You can't see the 'Exam paper and dropbox(es)' folder in the Blackboard course for the TRA

1. Double-check that you have accessed the correct Blackboard course.
2. Check that it is after the exam start time.

3. Have you clicked 'Mark Reviewed' in the **Examination information** section of the Blackboard webpage? (After you have clicked 'Mark Reviewed' the blue text reads 'Reviewed'.)
4. Refresh the page in your browser.

Contact your Department Exam Team by email including:

- *I can't see the Exam paper folder in the Blackboard course.*
- Your username, CID and the Module code for the TRA you are sitting.
- Confirmation that you've completed the steps above.

During the TRA

You have an academic query about a question on the exam paper

Check if there has been in-exam announcement that clarifies your query.

If not, contact your Department Exam Team by email and give full details of your query including the question number.

Your query will be passed on to an appropriate member of teaching staff. It may take a little time for an answer to be provided; in the meantime you should continue working on your exam.

A reply will be sent to you by email. A general in-exam announcement may also be made.

You feel unwell or distressed during the exam

Keep a note of the time when you began to feel unwell and contact your Department Exam Team by email for advice.

If you are very distressed and would like to speak to a tutor or student liaison officer, contact your Department Exam Team by telephone.

Your exam is disrupted by local problems (e.g. a fire alarm in your building)

Keep a note of the time of the disruption and record the details.

When you can, contact your Department Exam Team by email with details of the problem and how it impacted on your exam.

You have a problem with internet access during your TRA so you can't check for in-exam announcements

1. If the problem is with your computer/internet connection try accessing via phone/4G or vice versa.
2. Keep a note of the time of the disruption.
3. Continue working on your exam, noting any difficulties you encounter.
4. Record the time when internet access is restored.

When you can, contact your Department Exam Team by email with details of the problem and how it impacted on your exam.

At the end of the TRA

You lose track of time and don't finish writing your exam at the correct end-time

1. Send an email to your Department Exam Team to let them know the situation and to confirm the time you finished writing your exam.
2. Complete the scanning and submission steps as normal.
3. Prepare a document that confirms the time you finished writing your exam (see Appendix).

4. Include the information about your late submission in the **Late Submission details**.

You have a problem with scanning your answers – device not working

Inform your Department Exam Team by email – further details to be added, based on feedback during practice TRAs.

You have a problem with scanning your answers – scans are not clear and legible

Inform your Department Exam Team by email – further details to be added, based on feedback during practice TRAs.

You have a problem with transferring your answer files to your computer

Inform your Department Exam Team by email – further details to be added, based on feedback during practice TRAs.

You have a problem with internet access at the end of your TRA so you can't submit your answers

1. If the problem is with your computer/internet connection try accessing via phone/4G or vice versa.
2. Keep a note of the time of the disruption.
3. Record the time when internet access is restored.

When you can, contact your Department Exam Team by email with details of the problem and how it has impacted on your exam submission.

If you are able to submit, but the submission is marked as LATE:

1. Prepare a document that confirms the time you finished writing your exam (see Appendix).
2. Sign and date the document and upload it to the **Late Submission Information** dropbox.
3. Include the information about your late submission in the Submission details quiz.

You can't access Turnitin via Blackboard in order to submit your answers

Inform your Department Exam Team by email with a screenshot of any error message – further details to be added, based on feedback during practice TRAs and further testing.

You can't submit your answers to Turnitin – error message received

Inform your Department Exam Team by email with a screenshot of the error message – further details to be added, based on feedback during practice TRAs and further testing.

If it's a general problem we will open a Blackboard dropbox for submission.

If it's an individual problem (or if Blackboard is down entirely) files should be submitted to FileExchange - <https://fileexchange.imperial.ac.uk/> as follows:

1. Login to FileExchange (to avoid having to verify your email address).
2. Select Drop-off to upload your file(s).
3. In the To: field include the email address of your Department Exam Team.

Also send an email to your Department Exam Team with details of the problems you encountered, including any screenshots of error messages.

After the TRA

After submitting, you realise that there was a problem with your submission – e.g. file incorrectly named, submitted to wrong dropbox, etc

Contact your Department Exam Team by email with full details of the issue. They will fix the problem on your behalf

You do not receive an email confirmation from Turnitin

Return to the dropbox in question. Download a digital receipt. The Submission ID found on the digital receipt is the same as the Paper ID. This is used to identify your submission.

Appendix

Format for document recording late submission of work in error

I certify that I completed my exam late in error, as detailed below.

Module code:

Expected end-time:

My actual end-time:

Date:

CID:

Name (printed):

Signed:

Format for document recording late submission of work because of technical problems

I certify that I completed my exam on time, as detailed below, but submitted the answer file(s) late because of technical problems.

Module code:

Expected end-time:

My actual end-time:

Date:

CID:

Name (printed):

Signed: