

**PROCTORED ONLINE EXAMINATIONS**

**THE OFFICE OF THE CONTROLLER OF EXAMINATIONS**

## **Standard Operating Procedure (SOP) For Online Examinations**

### **Office of the Controller of Examinations**

#### **Preamble:**

COVID-19 has created a challenging situation throughout the Country. In view of the lockdown announced by the Government of India due to COVID 19 Pandemic, the usual way of conducting the Examinations was required to be altered. As per the guidelines given by the UGC, ACITE and Government of Tamil Nadu, the COE office has conducted Proctored Online Semester End Examinations.

The Controller of Examination (C.O.E.) of the Institution shall be overall in charge for conduct of all the assessments and examinations conducted throughout the institution. Controller of Examinations (C.O.E.) is the Principal Executive Officer in respect of all the activities related to the Proctored Online examinations.

#### **Preparation of Online Examination Schedule:**

#### **Objective:**

- To ensure seamless conduct all the current Regular/Elective/ Arrear courses for the
  - Students Final year and Passed out students of all programmes (AY 2019-20)
  - Students of UG/PG programmes for the AY 2020-21(Odd Semester within the stipulated time.
- To maximise the opportunities for the students to complete the course by the conduct of Special examinations who missed the examinations under genuine reasons.

#### **SOP:**

1. All Data necessary for conducting the examinations will be collected by the C.O.E., through Goole Forms circulated to students through the class advisors.

The Data includes,

- Courses Name and Course Code
  - Details of the students registered for the examination for the course specified.
  - Type of course (Regular/Arrear/ Redo / Predo)
  - Email id
  - Contact number
2. Detailed time schedule of the examinations will be issued from Office of the C.O.E. to Registrar, Deans, Directors and all Heads of the Departments well in advance.
  3. Any suggestions are modification requests from the above may be incorporated upon approval of the C.O.E., within one week.
  4. Finalized examination schedule will be then published. i.e. Institution Website, Department/School notice boards, etc.)
  5. Changes are incorporated whenever a genuine need arises.

## Collection of Question Paper

### Objective:

- To ensure the quality and composition of the questions asked in the examinations are upto the mark required to assess the students and grade them unambiguously.
- To secure the confidentiality of the question paper contents until the completion of the examination.

### SOP:

1. C.O.E shall send a Circular to all HODs, Deans along with the finalized schedule of examination, requesting the Faculty to submit a set of two different Question for all the courses mentioned in the schedule.
2. HODs/Deans shall allot faculty for preparing the question papers for all the courses pertaining to the department/school, as per the format approved by the Dean (Academic).
3. HODs/Deans shall appoint a set of senior faculty members from the school to form Department Academic Audit Committee (DAAC)
4. Members of DAAC will review the question papers submitted by the Faculty for errors, conformity with the format, quality of the questions etc., and may request modification if necessary.
5. The finalized question papers are then duly signed by a DAAC member and the DAAC coordinator.
6. The question papers both hard and soft copy (encrypted format) are then forwarded by the HOD or Dean in a securely covered and sealed envelope to the office of the C.O.E., with a covering note listing the Courses for which the questions papers enclosed, within a week after the publication of the examination schedule.
7. The question papers are then sorted and secured in the storage in the C.O.E office, until two days prior to the respective examinations.
8. Two days before each examination, C.O.E. will randomly chose one question paper from the set for each question paper in a confidential process. The selected Question paper is then uploaded in the Proctored Online Platform, one day prior to the examination. The remaining unused question papers are again secured in the C.O.E. office for the conduct of Special examination.
9. The question papers are scheduled for examination as per the timetable.
10. The proctors can start the examination only on the schedule date in the stipulated time.

## Registration of Students

### Objective:

- To enable the students to plan ahead by registering and paying the examination fees well in advance.
- To give maximum possible flexibility to the students to clear his backlogs and arrears.

### SOP:

1. Registration of Students for the examination will be open immediately after the publication of the finalized examination schedule. Students can register through Google Forms and pay the examination fees through online.
2. Registration for the regular courses are mandatory for all the students. Students are responsible for choosing to register for appropriate arrears and backlog courses as per the exam schedule comfortable for him/her.
3. Registration for the examinations will be closed 2 weeks before the commencement of the examinations.
4. Students without ID will not be allowed to write the Proctored Online Examination.

## Proctoring and Scheduling

### Objective:

- To ensure smooth conduct of the examination strictly as per the published schedule.
- To restrain the students from practicing any unauthorized practices that could breach or disrupt the examination and evaluation process

### SOP:

1. Students are allotted to Proctors with the constraint that each proctors have not more than 15 students.
2. Faculty members are allotted proctoring duty, as per requirement of each session and intimated by C.O.E. through respective Department Heads / School Deans.
3. The Schedule of Examination for the registered RRN's, for each session will be send to the respective login ids of each students in the Proctored Online.
4. Faculty members allotted proctoring duty for each session shall report to Institute Campus School of Computer Information and Mathematical Laboratories 30 minutes before the commencement of the examination.
5. Proctors shall login to Proctored Online Examination platforms before 20 minutes of the commencement of examination and allow the students after verification of the ID and their Environment.
6. Apart from Proctors, a technical expert team is framed as per requirement of the session. This team monitor all the examinations, proctors, notify the issues to COE team and help the proctors for smooth conduct of examinations.

7. After the completion of the examination invigilators shall check the upload status of answer scripts for each student allotted to them in the Online mode.
8. An enquiry panel will be formed by the C.O.E., which congregate once in a week during the examinations to enquire the reported malpractices and will suggest the necessary action to be taken.

## Evaluation of Answer Scripts

### Objective:

- To establish a definitive and uniformity in the evaluation and grading process with no or minimal disparity by human error.
- To settle grievances in the evaluation and grading process in a transparent and legitimate process.

### SOP:

1. The soft copy of answer scripts of the completed examinations is downloaded and preserved in the COE office, and branch wise.
2. On the Next day of examination COE office shall assign a faculty to evaluate each course through the Proctored Online Platform.
3. After the evaluation the Department Academic Audit Committee will audit and document the effectiveness of the evaluation of each course, and may recommend necessary changes in the evaluation.
4. DAAC will also ensure the totaling and non-omission of marks in all the answer scripts. After which the marks are finalized.
5. If the students feel that their results of the examination in any course were unsatisfactory against their alleged performance, they are given one-week time after the declaration of results to apply for Special Examination.
6. The Soft copy of Answer scripts are then labeled and archived in the department for future reference for three years.

## Publication of Results

### Objective:

- To ensure the results of the examinations are published on time.
- To prevent any discrepancies, human error and grievances in the evaluation and grading process.

### SOP:

1. The computing of marks and grading system is automated by cloud based system controlled and managed by C.O.E. office.
2. The components internal assessment marks are entered by the respective Faculty, with in one week after each assessment.

3. The system would compute and publish the internal marks for each candidate and course before the last working day of the semester.
4. After the evaluation and audit of the examination answer scripts Faculty would enter the marks obtained in the examination by the deadline issued by C.O.E.
5. The system would then generate the total marks for each course based on the weightages that was initially decided by the class committee for the respective course.
6. Class committed would then again convene chaired a class committee chairman to decide the ranges of marks against the Grades (S, A, B, C, D, E, U respectively) for each course.
7. Finalized mark range vs grades mapping for each course is then approved department/school is then fed to the online system. The system automates the computation of grades for each candidate and each course, which is then made available to the faculty for verification.
8. The grades for each courses after verification by the faculty, would then be published online within one week after completion of the examinations.

## Handling Unprofessional Activities

### Objective:

- To ensure the norms and rules of the examinations are strictly followed at all levels.
- To prevent any unprofessional activities by the students and restricting benefits as the consequences of unauthorized practices.

### SOP:

1. Unprofessional Activities enquiry committee is formed with 10 senior faculty members across the schools selected by C.O.E., at the beginning of every semester.
2. Any unprofessional activity found by the proctor should be registered in the prescribed format, Name of the student, RRN, course code, course name, proctor name, and nature of issue, duly signed by the proctor of the student.
3. C.O.E. will scrutinize the list of registered issue and forward them to the enquiry committee.
4. C.O.E. will be scheduling the enquiry meeting once after every assessment and twice or thrice (depending on the requirement) after during and after the semester examination.
5. Students registered under the malpractice are intimated with the date and timing of enquiry meeting, for which it is mandatory for the student to be present before the committee.
6. The committee will enquire the students (Online/ Offline) and register their findings.

7. The committee will categorize each case into levels (Level 1/Level 2/Level 3/Level 4) of issue according to the proforma established, and also suggest the necessary action to be taken.
8. After the meeting C.O.E. will scrutinize and consolidate the actions to be taken against each cases.
9. The consolidated report is then signed and forwarded to the heads Departments / Schools, where the actions to be taken against the unprofessional activity are incorporated or enforced.

## Handling of Grievances

### Objective:

- To assure students are not affected by Internet Issues/ Power failure/Medical grounds
- To provide opportunities for students affected by unforeseen and unavoidable circumstances.

### SOP:

1. Students who are not able to appear for Assessments for the forementioned reasons an opportunity to file for substitute test / special examination / re-examination within one week, after the completion of the assessments/examinations is given.
2. HoD / Deans are required to verify the genuineness (like medical reasons, urgent personal duties, official activities, etc.) and recommend and approve his/her application for the substitute tests/special examination.
3. Substitute test/Special examination will be scheduled and conducted for the registered students (through Google Forms).
4. For Students who are unable to take up the examination in the Online mode for genuine reasons like network in availability, power failure and other technical reasons they are given an opportunity to appear for reexamination of the same in conventional physical mode.
5. The marks obtained in the substitute test / special examination will be incorporated and will be reflecting in the respective internal marks/ external marks of the student.
6. For the students who are unable to appear or clear the semester examination will be considered as failed and have to appear for the next semester as arrears.

### Guidelines for the conduct of semester end examination in all the theory courses:

- The duration of the examination will be 2 ½ hours.
- The Students are instructed to register their name and confirm their appearance for the online examination to their respective class advisors by filling the online Registration form.
- An online model/mock examination will be conducted for all the students prior to the examination.

- The online semester end examination will be conducted only for the registered students.
- The detailed instructions for online mode of examination will be given on the day of model examination.
- The results of final semester will be published within 10 working days from the last day of online examination for the registered and appeared students.

Instructions are to be followed by the students registering for the online examinations:

- The students are required to ascertain that the following facilities are available with them:
  - Strong and stable internet connectivity for a minimum of 3 hours and 30 minutes.
  - Laptop / desktop / smart phone with working audio and camera facilities.
  - Uninterrupted power supply
  - A4 size white papers to write the examination
  - Graph sheets / calculator (if required)
- The question paper will be uploaded online on the scheduled time and the student has to write the answers with pen and paper and upload the answer script online as per the guidelines.
- In case, a registered student is not able to appear for the online examinations due to valid reasons or in case of interruption due to power shut down / internet connectivity problem / system failure during the examination, an opportunity to appear for special examinations in offline mode will be given to the student after the reopening of the institution.
- The semester end examinations for the backlog courses (Arrears and Redo) enrolled by the final year students and passed out students will be conducted online. The schedule will be intimated later.

## **ANNEXURES:**

1. Online Examination Procedure
2. Proctored Exams Proctors' Manual
3. Proctored Exams Students' Manual