

## Guidance for students – submitting your online exam paper

### Academic Year 2024/25

Detailed guidance on submitting assessments through Learn can be found on SharePoint:  
<https://uoesharepoint.com/sites/LearnStudents/SitePages/Submitting-assignments.aspx>

### How will the University account for any technical issues during my exam?

To compensate for any potential technical or connection issues that may occur, a 15-minute submission period will be in place for the time period after each exam, in addition to the 2-3 hours that are already allotted. The 15-minute submission period will be reflected in your exam timetable. For example, an exam which is expected to take 120 minutes to complete will display as having a duration of 135 minutes.

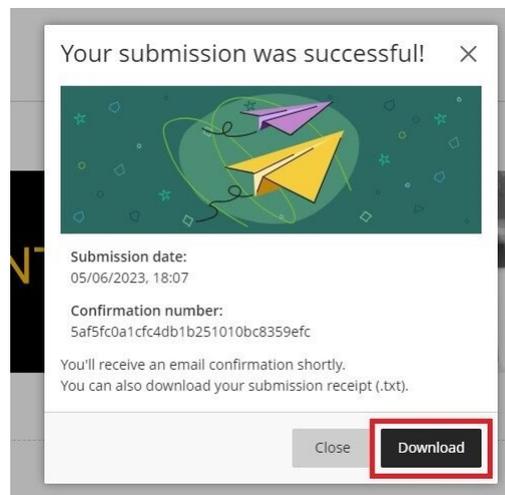
This submission period is in place to give sufficient time for you to complete the required steps to submit your assignment, and to have time to resolve any technical issues you might encounter during upload.

Where exams have particularly complex submission arrangements (e.g., scanning and upload of documents and solutions), Course Organisers may set a longer submission period. This will be communicated to you prior to the exam.

All of your work must be fully submitted by the end of the additional submission period, and no further extension of time will be permitted if you do not submit by the deadline.

**Please note:** After you press submit, there may be a short delay to your assessment uploading into the system. Ensure that you allow time for this when you submit your assessment. Your recorded submission time will be the time at which the upload of your work is complete.

**Important:** You must always view and receive your submission receipt. This is evidence of your submission. Do not close your browser until you have completed this step:



### What should I do if I experience a technical issue?

Please alert the course-owning School/Deanery as a matter of urgency, as soon as you realise there is a problem. The School/Deanery will have made it clear to you in advance how to make contact in the event of any issues.

### If I experience a technical issue, can I submit my exam late?

If you are in a position to submit the exam once you have resolved the issue you have experienced, you can submit it – the course owning school will advise you on the best way to do this.

**However**, no further action will be taken on your exam unless you apply for Exceptional Circumstances, and your Exceptional Circumstances application is accepted.

### **What sort of technical issues are considered 'valid' for an Exceptional Circumstances application?**

Technical issues which may be eligible for Exceptional Circumstances include:

- Internet or power outage that impacts your ability to complete the online exam.
- Sustained drop-outs of software (e.g. Learn, Gradescope) being used to complete your online exam.
- Equipment failure: equipment breaking during the exam where no adequate alternative device was available.
- Other technical issues not explicitly covered above which prevented you from accessing, continuing or completing your exam.

Technical issues which are not eligible for Exceptional Circumstances include:

- Any minor system delay experienced if you submit in the last few minutes of the exam submission period, which results in your exam being late. Normal system delays often occur at the point of submission, which is why an additional 15 minutes is allocated for submission purposes. It is your responsibility to account for this and to avoid submitting your exam at the last minute.
- Human error, e.g. Submitting the wrong document, corrupt file or submitting a blank document.

### **What evidence do I need to provide for my Exceptional Circumstances application?**

Valid evidence in cases of late exam submission **must** include **ALL** of the following:

- Evidence of the technical issue, e.g. Screenshots or photographs showing evidence of technical issues, or service provider reports evidencing technical issues
- Evidence that you were in touch with the School prior to the deadline to explain the issues you were facing in submitting (e.g. an e-mail exchange with the School)
- Evidence that your work was not altered after the submission deadline. For example, this might include a screenshot of the document properties showing the 'last modified' time date and time.
- Where applicable, your downloaded submission receipt

**Applications that do not include all three pieces of evidence (of technical issue, of communication with Schools, and of work not being altered after the deadline) are very unlikely to be accepted.**

### **What happens after I have submitted my application?**

Once the application is complete, the Exceptional Circumstances team will make an initial decision of whether the application is accepted or not within 5 working days. If accepted, the application will then be passed to the School/Deanery for consideration by the relevant Board of Examiners. A final outcome will be communicated to you once the Board of Examiners has met to discuss your case.