

## Issues Faced by Students in the Mock Exam and Responses:

- I was getting an “Invalid passkey” message
  - Please double-check the passkey **for this specific exam** that was shared thru SMS, and make sure that you have entered the correct one. There might have been an incorrect entry or you might have entered the passkey for a different exam.
- Windows defender was blocking the exam software install & deleting install files even when added to exception list.
  - This is usually not the case, but in a rare case where this happens, your antivirus software is probably blocking the installation suspecting it to be malware. Please disable the antivirus and try. It should work. You can turn your antivirus software back on after the exam.
- What is the Internet speed required?
  - Exam will start with Internet speed as low as 512 Kbps, but for a smooth experience including the ability to be visible to the invigilator, CoCubes recommends 4 Mbps speed
- Exam was submitted without any intervention on students’ part.
  - Exam submit can be done by the student or the invigilator. Invigilator does not submit the exam except under extraordinary circumstances, and not without prior notification. In the mock test, it did occur in a few cases wherein invigilators were testing the feature. This will not happen in the actual exam under normal conditions.
- If we have frequent power cuts, exam is getting terminated when students try to reconnect.
  - If the student connects within the duration of the exam from the same system and browser, the test will continue from where they had left, and with no loss of time.
  - If the power outage lasts beyond the exam duration, the student needs to inform the Helpdesk Team/Exam Coordinators, and the test can be resumed with the lost time added back.
- System is very sensitive to normal sounds in external environment, such as, a neighbor playing music or a car passing by. Students were getting warnings.
  - Students do not get warnings from the system.
  - Warnings could have been issued by the invigilator who was proctoring. Again, even the invigilators were using the exam software for the first time and were testing its various features.
- What happens if my Internet is disconnected while taking the exam?
  - If there is Internet disconnection during the exam time, students can continue to take the exam. Once Internet is back, answers will be submitted. If Internet doesn’t restore until the end time of the exam, please speak to Helpdesk/Exam Coordinator for further guidance.

- Students are told to switch to mobile hotspot if WiFi doesn't work. However, if students use mobile hotspot, it's being deemed as if students are attempting the exam from phone.
  - System only detects student's device based on the operating system. System does not detect the type of Internet connection.
- Students are told to get in touch with exam coordinator in case of any issues. However, if students attempt to do that they're getting a warning.
  - Warnings are not issued by the system for this scenario
- Students can't take a break to go to bathrooms.
  - If the webcam doesn't detect student face in 3 minutes, there will be a warning sent to student, but it will not cancel the exam. Please avoid taking breaks during the exam. If you must, please inform Helpdesk or Exam Coordinator.
- Face not getting detected despite sitting in front of camera with ample lighting in the room.
  - As you will appreciate, if image quality is not good, system will not be able to recognize your face. Please make sure that the camera lens is clean, and you have sufficient light falling on you for the camera to capture your face. If you are able to take photos using your phone, then it is good for the exam.
- It is taking a long time to login and the process gets stuck in photo identification step.
  - With latest Google chrome version, you should not face this issue. Please update Google Chrome for the latest version and clear your cache.
- Students could login with a random piece of paper instead of a government issued ID proof.
  - In the real exam, this is not possible as the invigilator will be checking your identity before allowing you to take the exam. GITAM-issued ID card is your primary identification. If you don't have one handy, please present your Aadhar card or passport.
- Even if students are keeping a bottle of water with them and having a sip of it during exam, they're getting a warning.
  - System does not give any warnings. Warnings are issued by the invigilator. They were testing the features in the exam software. Don't worry, this will not happen in the real exam. Please drink water and keep yourself hydrated.
- A machine with AI is deciding the fate of our exam. Is that true?
  - Again, this is not the case. The software only prompts the invigilator, and it is a human being who will issue warnings where and when necessary. Machine cannot and does not make decisions.
- Am I allowed to use a calculator?
  - At the time of publishing these answers, we are trying to get our partner CoCubes build a scientific calculator into the exam platform.

If we are able to roll it out in the exam, then you don't need a physical calculator. If not, you are welcome to use a simple or a scientific calculator, but not a programmable calculator. You may be asked to show the calculator to the invigilator proctoring your exam.

- Can I use a piece of paper to write on while taking the exam?
  - Yes, you are allowed to use blank paper and pencil/pen for doing your scratch work. You may be asked to show what you are using, to the invigilator
- I was told Unit 5 was excluded from the exam. Is that right?
  - Yes, Unit 5 is not included in the scope of the exam. You will be tested in Units 1 through 4. This is a major concession given to you in view of the insufficient time to cover the Unit 5 syllabus because of the Covid 19 lockdown.
- I have heard the term “relative grading.” How does it work?
  - Simply put, you do not need to secure a certain score, or minimum marks, to “pass.” All exam takers are evaluated relative to one another, not in absolute terms, so if everyone in your class has found a certain exam difficult or easy, you all would score less or more marks than usual. You will be ranked in the order of your performance, and then those ranks would be converted to appropriate final scores. If the question paper is hard for you, it is most likely hard for everyone else, and that is factored in your final score, not if you secured a certain number of minimum marks. This is another major concession that GITAM administration has offered to help alleviate your concerns about performance in the exam.

Dear Student, we know you may be nervous about taking the online exam, but rest assured that we have taken steps to make it as user-friendly as we probably can. We have selected a friendly software platform, and mobilized all the resources that are required, have made extensive preparations, including training and trial runs, all to ensure a smooth conduct of the exam for your benefit. We have even introduced “relative grading,” as explained above, so no one student is disadvantaged. Please relax and take the exam in your stride. You will do well. We are here to work with you and support you.

All the best,

Directorate of Evaluation