



Standard Operating Procedure (SOP) - Examination

Introduction:

Online examinations are an essential part of the academic assessment process in our university, providing a flexible and efficient way for students to demonstrate their knowledge and skills. This SOP outlines the procedures to ensure the integrity, security, and fairness of online examinations.

Pre-Examination Preparation:

- 1) **Receiving Examination Timetable** - Partner Universities/Institutions share the Examination timetable with the Exam team in a Word format at least 30 days before the Exam schedule.
- 2) **Slot Registration: (Optional for universities)** - Slot registration provision is to be made on the student portal with a Set timeline for closing registration. The slot registration is open one month prior to the examination and closed 8 days before the commencement of the examination. Once registered no exchange of slots should be entertained.
- 3) **Student Registration Data:** Universities/Institutions provide Student registration data in Excel format at least 7 days before the commencement of the scheduled exam.

User IDs and passwords are generated for students for their respective course examinations. Roll numbers or email IDs may be used as User IDs for easier tracking if suggested by the University/Institution. This will be enabled by the Academic team of the examination.

- 4) **Question paper pattern and obtaining approval from the university:** The university should confirm the blueprint of the question paper along with the number of sets required for each program. The same should be shared within one month(30 days) of the beginning of the examination.
- 5) **Uploading Question Bank:** Question bank uploading will be done with the due approval of the university as per the choice of the question set aligned to the slot of the exam. This should be enabled on the exam platform 2 days prior to the scheduled exam.



6) **Mock Test Creation:** The exam team creates a mock test for a dry run, which is shared with the University/Institution before the exam schedule. Instructions to be followed by students are also provided. The mock exams are conducted for 2-3 days as per the requirement and will be completed 2 days before the original commencement dates of the exams.

7) **Pre-Check:** Ensure all students are registered as per the list provided and subjects are visible by mapping them into groups. 3 days before the scheduled examination

Examination Conduct:

1. **Time Limit:** Set a predefined time limit for each examination to maintain consistency and fairness as prescribed by the university.
2. Additional layer of manual proctored will be administered as per the university's instructions.
3. **Prohibited Activities:** Clearly define unfair activities, such as accessing unauthorized materials or communicating with other individuals during the examination.
4. **Technical Support:** Ensure that the technical support staff are available throughout the examination period to address any technical issues promptly.
5. **Student Support:** Live student support services through various communication channels are enabled by the team.

Post-Examination Procedures:

1. Student attendance details are shared with the university.- Academic services team to Project team to University.
2. Document any incidents of academic misconduct or technical issues encountered during the examination for further investigation and improvement.
3. Facilitate the timely evaluation of examinations according to established grading criteria as prescribed by the university.
4. Tabulate the results as per the university-prescribed format and ensure proper QC is done before it's graded and submitted to the university.

Backlog and Re-examination:

1. The university will share the re-appear/backlog exam date sheet.



2. Student data for the re-exam or backlog paper shared by the university.
3. As per university protocols, Examination team can enable the slots for the students to choose from.
4. The question bank is approved and shared by the university.
5. Exam details will be notified to the students by Examination Team.
6. Re-exam result data is shared with the university as per the prescribed format.

Emergency Protocols:

1. **Communication:** Establish clear communication channels to promptly notify students and faculty of any changes or disruptions to the examination schedule.
2. **Regulatory Compliance:** Ensure compliance with relevant regulatory requirements and university policies governing academic integrity and data security.
3. **Quality Assurance:** Conduct regular audits and reviews of the online examination process to maintain quality standards and compliance with established protocols.

Result & Tabulation:

1. The university must share the prescribed format for tabulation and grading along with the date sheet release. The tabulation format will be shared with the examination team by the university project manager.
2. Grade the exams according to pre-established criteria or rubrics in case of descriptive pattern.
3. Compile exam results and submit them to the university on time (between 3-4 weeks after the completion of the exams) and provide feedback to the university.
4. Declaration of the result is carried out after the university's approval.
5. Analyse exam data to evaluate the effectiveness of the exam and to identify the areas for improvement.