

DEALING WITH TECHNICAL FAILURES DURING AN ONLINE EXAM

(Leaflet for students in the SoSe 23; published on 17.05.2023)

As part of the language courses at the ZFA, you may be asked to complete assignments online: on *Moodle*, via *Zoom* or similar platforms. This form of assignment may be prone to technical problems. We, the teachers and examiners at the ZFA, make every effort to ensure that online exams run smoothly¹.

At the same time, you, as the examinee, are also responsible for ensuring before the exam that you have sufficient technical equipment on the exam date. This includes both a suitable device (possibly including a webcam) with the necessary software and sufficient battery power, as well as a stable Internet connection. In addition, especially in cases of a technical malfunction, you should be able to document an error message, e.g. by taking a screenshot, a mobile phone photo, etc.

If a technical failure occurs during an **online exam in real-time**, please follow these steps:

- a) First and foremost, try to eliminate the failure in order to continue the exam.
- b) If it is not possible to continue the examination, please report the technical failure immediately to your course teacher and to anna.timukova@rub.de.
- c) Try to document the malfunction: for example, take a screenshot or a mobile phone photo of the error message.
- d) Immediately after the exam or after the disrupted exam attempt, please write a short statement about the incident and send it to your course teacher and to anna.timukova@rub.de. Please enclose the evidence secured (see point c)) with your statement.

Please note: In the case of an **asynchronous online examination** (e.g. submission of a written assignment within a certain deadline; uploading of a recorded oral performance (presentation, podcast, etc.)) there is usually a submission period of several days to several weeks. It is then your responsibility to plan the completion of the task in due time. For example, if half an hour before the deadline *Moodle* stops working, your internet connection breaks down or access to your RUB mail is not possible, no extension of the deadline can be granted. You should therefore take the disruptive factors mentioned into account when planning the completion and submission of these assignments.

¹ In case of large-scale disruptions of *Moodle* or other RUB-based IT systems that affect all students equally, the ZFA will suggest an alternative solution.