



ASG Online Examination Guidelines and Instructions for Students

ASG online examinations are administered through the Learning Management System (LMS) and monitored using proctoring technologies such as LockDown Browser. These guidelines outline the rules, expectations, and procedures you must follow. **Failure to comply may result in exam cancellation, a zero grade, or disciplinary action.**

1. Before the Examination

1.1 Technical Preparation

You must:

- Ensure you have a stable internet connection and a fully functional laptop or desktop.
- Fully charge your laptop and keep it plugged in where possible.
- Install all required software, including LockDown Browser and proctoring tools, before exam day.
- Test your login credentials and LMS access.
- Join the examination platform at least **30 minutes** before the official start time.
- Attend all mandatory briefing sessions or mock tests.
- Have your ASG ID or national ID ready for verification.

1.2 Understanding Exam Instructions

- Read all exam instructions provided by your lecturer before the exam.
- Know the permitted and prohibited materials for your specific exam (open-book or closed-book).
- Save the technical support contacts provided.

2. Examination Environment Requirements

2.1 Approved Setting

Your exam space must be:

- Quiet, private, and well-lit.
- Free of books, notes, or unapproved materials.
- Arranged so your face is clearly visible on camera at all times.

2.2 Monitoring and Surveillance

During the online exam:

- Your webcam and microphone must remain **ON** for the entire duration.
- Required proctoring or screen-monitoring tools must stay active.
- You may be required to perform a room scan at the beginning or during the exam.
- Do not block, mute, cover, or interfere with the camera or microphone.
- Any attempt to obstruct video/audio monitoring is prohibited.

2.3 Device and Material Restrictions

Unless your lecturer explicitly permits them, you may **NOT** use:

- Mobile phones, tablets, or smartwatches.
- Earphones or headphones.
- Additional monitors/screens.
- External storage devices (USBs, hard drives).
- Notes, textbooks, or external online resources.
- Messaging apps, AI tools, or unauthorized digital platforms.

3. Conduct During the Examination

3.1 Behavioural Expectations

You must:

- Remain seated and clearly visible on camera throughout the exam.
- Avoid unnecessary movements or reading questions aloud.

- Not leave the camera frame unless permission is granted (for long exams).
- Avoid communication or signaling to any other individual.

3.2 Academic Integrity Obligations

You must NOT:

- Collaborate, impersonate, or allow impersonation.
- Access unauthorized websites, apps, communication tools, or generative AI tools.
- Copy, record, screenshot, photograph, or share exam questions.
- Open additional tabs, applications, or devices.

Any violation will be treated as academic misconduct.

4. Use of LockDown Browser and Proctoring Tools

For all closed-book examinations (and some open-book examinations):

- LockDown Browser will prevent opening other applications, tabs, files, or windows.
- It records video and audio throughout the exam.
- It blocks screen-sharing or screen-recording tools.
- Once the exam begins, you **cannot close or exit** the browser until you have submitted your exam.
- Force-quitting or closing the browser before submission may result in **automatic exam failure**, unless authorized by the proctor due to a verified emergency.

5. Exam Room Conduct (On-Campus Online Exams)

(Applicable when online exams are taken in ASG-provided rooms)

- Students must maintain silence during the exam.
- No talking to other students once the exam has started.
- Questions may only be directed to the lecturer or the technical support person.
- Restroom breaks:
 - Only one student may leave at a time.
 - Notify the proctor before leaving.

- You may not be away for more than **10 minutes** unless permitted for emergencies.
- Leaving the exam room without permission or for excessive time may lead to disqualification.

6. Submitting Your Exam

You are responsible for:

- Submitting your work within the allocated exam window.
- Uploading the correct file in the required format (e.g., PDF, Word).
- Ensuring you receive a submission confirmation from the LMS.
- Retaining a personal copy until results are released.

Late or incorrect submissions caused by student error will not be accepted.

7. Technical Issues

7.1 Acceptable Technical Problems

These include:

- Verified internet outage.
- Hardware malfunction.
- LMS or platform breakdown.

If any occur, you must:

- Notify the invigilator or technical support **immediately**.
- Provide verifiable evidence (screenshots, timestamps, error logs, photos).

7.2 Unacceptable Claims

Repeated or unverified claims of technical failure may be treated as academic misconduct.

7.3 Adjustments or Make-Up Exams

Extra time or a supplementary exam may be granted only if:

- The issue was beyond your control.
- You reported it immediately.

- Sufficient evidence is provided.
- Academic integrity was not compromised.

8. Actions That May Lead to Cancellation of Your Examination

Your exam may be cancelled, marked as failed, or reviewed for disciplinary action if you engage in any of the following:

8.1 Academic Misconduct

- Using unauthorized devices, tabs, apps, or materials.
- Collaborating with others or allowing impersonation.
- Accessing external websites, communication channels, or AI tools.
- Tampering with monitoring/proctoring tools.

8.2 Environment or Procedural Violations

- Disabling or blocking webcam, microphone, or screen monitoring.
- Leaving the exam camera frame for more than **two minutes** without permission.
- Refusing identity verification or room scans.

8.3 Technical Non-Compliance

- Using multiple monitors.
- Concealing or misrepresenting your exam environment.
- Submitting blank, corrupted, or manipulated exam files without verifiable explanation.
- Force-quitting LockDown Browser without authorization.

8.4 Ignoring Invigilator Instructions

- Failing to follow repeated warnings or instructions.
- Behaving in ways that compromise examination integrity.

Severe or repeated violations may lead to academic suspension.

9. Examination Timing and Schedule

- Exams begin at **10:00 AM**.
- Only one exam is scheduled per day.

- While durations may vary, **all exams must be completed and submitted by the stipulated time**
- Once you submit your exam, you must confirm submission with the lecturer or tech support before leaving the exam room (for on-campus online exams).

10. Communication and Confirmation

- These guidelines will be shared with all students before examinations.

11. Support Contacts

Technical Support (Point Person):

Mr. Salomon Beza – ITC Team - sbeza@asg.ac

Ms. Joselyne Ishimwe – Academic Services - academicservices@asg.ac

Academic/Exam Clarifications:

Course Lecturer or Invigilator (attached invigilation roster)