



Bring Your Own Device (BYOD) Policy for Exams and Test in Class

Academic Year: 2023/24

Appendix: Guidance for running a BYOD for an examination or a Test in Class (TIC)

Scope

This policy concerns the management of a Bring Your Own Device (BYOD), most commonly in this scenario-a laptop device-for the purpose of formative and or summative examination and test in class (TIC). The policy does not cover staff personal devices or the use of student's personal devices in other teaching related or social activity.

Policy

A BYOD strategy is becoming increasingly popular in the HE sector. BYOD covers a whole range of different devices from laptops and tablets to smart phones.

1. The adoption of BYOD is being driven by a number of factors:

- The ability to deliver blended learning and improve the student experience;
- Ability to deliver examinations and tests online;
- Flexible working and continuity of the education experience;
- Collaborative learning between students and students and staff;
- Student familiarity with their own devices;
- Opportunities for personalised learning;
- Cost of devices provided by the institution;
- Specialised room shortages (IT laboratories);
- To allow immediate online marking, no delays waiting for script release and distribution;
- Scanning of scripts not required if External Examiners are reviewing; and
- The Assessments and Quality Office (AQO) have already delivered BYOD MED exams.

2. Other relevant policies

2.1 Students should abide by examination regulations as outlined in the General Regulations for Students. This policy also relates to the Inclusive Education Policy. Links are provided in the Linked Documentation box at the end of this document.

3. Minimum specification for devices

3.1 UEA provides a minimum specification for student-owned devices which will enable the user to engage with and complete their examination or test in class. This minimum specification should be revised for the start of each academic year by the APVC Learning and Teaching Enhancement in collaboration with ITCS.

4. Access to software

Students should have free and easy access to all software which could be required for an examination or TIC.

5. Communication to AQO by the Module Organiser

5.1 When conducting an examination using a BYOD strategy the module organiser should make the AQO office aware so that a suitable room(s) can be found in which to conduct the examination. It should be noted that a suitable room(s) may not always be available. Students who receive adjustments, e.g. extra-time or the use of a laptop with specialist software must be afforded these adjustments within a BYOD setting. Assessment adjustments should be discussed with AQO.

5.2 A TIC is organised and run by the individual School therefore the MO should book a suitable room(s), or request that a suitable room(s) is booked. The organisation of the TIC and the special arrangements for students with e.g. extra time is the responsibility of the MO. The MO should also ensure that students who are unable to use their own device can take their assessment in an IT Laboratory space.

6. Communication to students

6.1 It is the responsibility of the module organiser (MO) to ensure that students are aware that their assessment will require a BYOD. Students should be;

- told at the start of the module if their exam or TIC will require a BYOD;
- asked if they are able to use their own device, this can be expedited using a Microsoft form;
- reminded to bring a power cable for their device;
- told what platform they will be expected to use, examples include but are not limited to Gradescope or Blackboard;
- told if a specific piece of software is required (this would include a lockdown browser if required) to complete the exam or test in class (TIC) and asked to have this software downloaded onto their device at least 10 working days prior to taking the examination or TIC;
- reassured that if they have RAs and use specialised software, then this will still be available to them;

- told where to seek help if they are having difficulties in downloading the required software;
- told to bring their device fully charged to the examination or TIC;
- made aware if a holding zone is going to be used (7.0);
- made aware if their examination or TIC will make use of a lockdown browser; and
- asked to check their device is safe to use.

7. Use of a Holding Zone

7.1 There are some assessments where the cohort of students is too large to be accommodated in a single room with appropriate facilities. In this situation a Holding Zone can be used. Students must be informed if they are required to be within a holding environment. These areas must be accessible, inclusive and consider student's needs.

7.2 The holding environment is considered to be under the conditions that would be in place for an examination and invigilators will be in attendance at all times. The holding environment will have the same accessibility as the examination room. More information about a holding environment can be found in the guidance document.

8. Charging devices

8.1 Power sockets should be available in room where the examination or TIC is being held. There are a number of rooms on campus which can facilitate BYOD. Details of these rooms are provided in the guidance document.

9. Students without a suitable device

9.1 When sitting an exam a student who is unable to bring their own device should be able to complete their exam in an IT space.

9.2 When conducting a TIC the MO should ensure the students without a device take their TIC in an IT Laboratory space.

10. At the start of an exam

10.1 Students should arrive 30 mins ahead of the scheduled start time of the examination or TIC to:

- Set up their devices and ensure they have enough charge and that devices work;
- Check that they have the required software;

- Conduct Multi-Factor Authentication-if required-using a mobile device or YubiKey;
- Mobile devices should then be switched off and placed to one side in clear view; and
- Check their device is on mute so as not to disturb others.

10.2 For TICs the MO should contact ITCS to notify them that support may be required

For summative exams organised by AQO, support will be available to students from exam invigilation staff.

11. Failure of a device during an examination or TIC

11.1 A student whose device fails during the examination or test in class should immediately be provided with a paper version of the assessment. They can also request a delayed first sit assessment. A student whose reasonable adjustment practice is to use a laptop would not be given a paper version, but a suitable device with the required software will be provided.

11.2 If a student loses their locally saved file(s) due to technical issues beyond their control, they should either be given an opportunity for a delayed first sit, or provided with additional time to be able to complete the examination or TIC if it can be provided (ie no rooming or scheduling constraints).

11.3 A students could also be offered the opportunity to continue the exam on a paper format.

12. WiFi failure

12.1 If WiFi is lost during an exam or TIC contact ITCS to check is there is an issue.

12.2 For Blackboard Assignment exams or TICs, the student can save a local copy of their file and will either be able to upload when connection is restored, or will be able to save and submit onto a USB.

12.3 If WiFi is down for a significant length of time when using any other software, then the assessment will need to be re-scheduled or continued using a paper version.

13. Invigilators

13.1 Invigilators who are assisting with the conduct of the examination or TIC should be made aware of the use of BYOD, they should be briefed in advance and provided with FAQs to support the students.

14. Devices

14.1 Before the exam, students should inspect their device and power cable to look for:

1. damage to the lead including fraying, cuts or heavy scuffing, e.g. from floor box covers;
2. damage to the plug, e.g. to the cover or bent pins;
3. tape applied to the lead to join leads together;
4. coloured wires visible where the lead joins the plug (the cable is not being gripped where it enters the plug);
5. damage to the outer cover of the equipment itself, including loose parts or screws;
6. signs of overheating, such as burn marks or staining on the plug, lead or piece of equipment; and
7. equipment that has been used or stored in unsuitable conditions, such as wet or dusty environments.

14.2 If any of the above checks identify any issues, students cannot not use the device and will need to contact the MO or AQO to arrange the use of a UEA device in an IT space.

DOCUMENT CONTROL

Key Information	
Title	Bring Your Own Device (BYOD) Policy for Exams and Test in Class
Prepared by	Professor Kay Yeoman Associate PVC Learning and Teaching Enhancement
Approval mechanism	Approved at Learning and Teaching Committee 4 October 2023
Version number	2
Review frequency	2 years
Review date(s)	October 2024

Contact	Queries on this policy should be addressed to: k.yeoman@uea.ac.uk
----------------	--

Revision history		
Version	Date	Summary of changes

Linked documentation	
Document title:	File path:
General Regulations for Students	General Regulations for Students - About (uea.ac.uk)

Appendix

Guidance for running a BYOD for an examination or a Test in Class (TIC)

Background

This guidance is to support the BYOD policy. This policy relates only to a BYOD in relation to an examination or a test in class (TIC). This does not cover staff personal devices or the use of student's personal devices in other teaching related or social activity. If a student cannot bring their own device, then accommodation must be found for them in an IT space to use a UEA desktop.

Communication

Communication to the AQO Office

Section 5.1 of the policy states that the MO should communicate with the AQO office (Its.assessments-quality-office@uea.ac.uk) if they are planning an examination which will use a BYOD strategy. This will enable suitable rooms to be booked, including rooms for those students with additional time.

Communication to students

Section 6 of the policy outlines the responsibility of the MO to ensure that students are aware if they need to bring their own device for an examination or TIC.

Example communication to your students

The text below can be copied and tailored to suit your requirements.

This document will guide you through the process for your online face-to-face examinations. Please read the instructions carefully and follow them thoroughly.

If your exam room is in the [.....], you will be required to bring your own suitable laptop device You will use this to sit your exam.

If your exam room is [.....] room, you will be provided with a UEA desktop computer and you do not need to bring your device with you. If you have an Assessment Adjustment to use your own laptop device with your specific software, then this remains in place. It's your responsibility to bring the laptop to your exam

Allocations of UEA desktop computers was based on the results of the recent poll conducted by [.....]. If your circumstances have changed regarding using your own device, then contact exams@uea.ac.uk immediately.

Requirements and preparation

Read the following so that you can prepare for the day of the exam. Please do this at your earliest convenience to avoid any complications on the day.

Your device

You will need to bring your own device (laptop or Mac) to sit the exam.

Before the exam, please inspect your device and power cable to look for:

- damage to the lead including fraying, cuts or heavy scuffing, e.g. from floor box covers;
- damage to the plug, e.g. to the cover or bent pins;
- tape applied to the lead to join leads together;
- coloured wires visible where the lead joins the plug (the cable is not being gripped where it enters the plug);
- damage to the outer cover of the equipment itself, including loose parts or screws;
- signs of overheating, such as burn marks or staining on the plug, lead or piece of equipment;
- equipment that has been used or stored in unsuitable conditions, such as wet or dusty environments

If any of the above checks identify any issues, you cannot use the equipment. Please email the Assessments and Quality Office exams@uea.ac.uk immediately, so that they can make an alternate arrangement for you. If you are unable to inspect your laptop in the way described above, for example due to a disability, please contact your Module Organiser.

Eduroam wifi

Before the exam day you will need to ensure that your device can connect to the UEA Eduroam wifi.

We strongly recommend that you review/update your security questions first as the most common connection problem with Eduroam is a forgotten password. You can re-set your own password (see appendix for instructions on how to do this from ITCS)

Information about the exam

What to bring

- Your device (fully charged) and power cable
- UEA Campus Card (or suitable alternative Photo ID)

Optional items that you can have on your exam desk

- A watch (not a smart watch, such as Apple watches or other similar devices)
- A drink in a transparent bottle

- Snacks that are unwrapped

Arrival

You need to arrive at your exam room 30 minutes before the scheduled start time.

Please have your photo ID to hand so that the Invigilator can record your attendance. You will then be directed to an exam desk to set up your device.

Setting up your device

Set up your device immediately upon getting to your exam desk.

Personal belongings

All personal belongings must be stored under your desk.

Mobile phones should be switched off and stored under your desk (not in a clothing pocket) for the duration of your exam.

Smart watches cannot be worn, they must also be stored under your desk.

During the exam

You will be required to stay in your allocated room for the duration of the exam. You may leave the room for toilet breaks and if you have an assessment adjustment for rest breaks these may also be taken.

Accessing the exam

The Invigilator will instruct you to open the [.....] website and go in using your personal; log-in details. As part of the exam announcements the Invigilator will give you a password, either verbally and/or written. This password will start the timer and give you access to the exam.

Toilet breaks

If you need to visit the bathroom during the exam, alert the Invigilator who will assist you, take your campus card with you.

Technical difficulties

Should you encounter any problems such as a prolonged wifi dropout, please alert an Invigilator who will assist you.

End of the exam

The invigilator will tell you when you have 15 minutes remaining.

Once the exam time has finished, the Invigilator will give you instructions on what to do.

Please do not touch your personal belongings under your desk until the Invigilator instructs you to.

The use of a Holding Zone

There are some assessments where the cohort of students is too large to be accommodated in a single room with appropriate facilities. In this situation a holding zone can be used. Students must be informed if they are required to be within a holding environment. This should be an accessible and inclusive space. If you need support in considering the inclusivity of this space, please contact disability@uea.ac.uk

The holding environment is considered to be under the conditions that would be in place for an examination and invigilators will be in attendance at all times. Please also note the following:

- Strict silence will not be enforced, talking is allowed.
- Students will be permitted to leave the holding zone to refill their water bottle (where a water fountain is available) or to go to the toilet. Students are not permitted to leave the room for any other reasons e.g. smoking break, to buy lunch/refreshments.
- Students should respect that the holding zone is about preventing communication to students still to sit the exam. Therefore, we ask that phones, smart watches, MP3 players, iPads, tablets, wireless earbuds and any other electronic devices, including the device you used for your exam are turned off and left in bags. Students should not put themselves in a vulnerable position by using any device that could be considered as offering a means to communicate with others outside of the zone until they have exited the holding zone.

Students may bring the following:

- Lunch and refreshments - students must bring all food and drink that they require during the holding period with them. Notification of Medical Conditions including severe allergy should be disclosed to the invigilator.
- Textbooks, books, handwritten notes and printed notes (but not tablets or e-readers).
- Student bags must be deposited in the designated area. A bag access log will be maintained and any unusual activity will be noted in the invigilator report.
- If a student does not have a bag, then their phone should be placed on the invigilator's desk for the duration of the holding period.
- At the end of the holding period, students will be asked to clear ALL their rubbish, to collect all their belongings.
- Whilst being escorted from the holding zone to the exam venue, students must not use their mobile phone or smart watch.

Holding Zone accessibility and inclusivity considerations

The holding zone process needs to be as accessible and inclusive as possible for all students. This includes the communication about the holding zone, the physical room and the overall experience.

Students with anxiety, panic disorders, ASC, AD[H]D, trauma disorders, sensory differences and traumatic social histories are among the most likely groups to find the holding zone inaccessible. Along with our duty to make the environment accessible to all, there is also a possibility that students' exam performances could be negatively impacted through either worrying about, or the experience of, the holding zone environment.

The following suggestions may help to enhance the accessibility and inclusivity of the process, and the student experience of the holding zone.

The environment

Holding zone rooms should have the following features:

- Natural light from windows, that can be opened

- On the same floor as toilets, including accessible toilets.
- As big a space as possible, ideally a higher capacity than the number of students
- Flexible furniture layout – so people can sit together, or alone, as they prefer, and allows for easier movement of wheelchairs/mobility equipment around the room.
- Meets all known accessibility and PEEP requirements of the group
- Able to keep the door open
- Printed copies of reminders of the rules/process of the holding zone
- A means to cool the room temperature if needed (e.g. fans) and/or people allowed to use small personal fans (e.g. quiet, battery powered) if needed.
- Located in an area with minimal possibility of background noises and/or flashing lights (including unexpected, intermittent noise/flashing light).
- Functioning water fountains near the room.

Communication

Tone and phrasing

The tone of written communications about the holding zone process is important and we must avoid making it sound punitive or overly restrictive. **How the environment is presented in communications will have an impact on how the environment is actually experienced by students, and how much anticipatory worry it causes.**

Phrases such as ‘you are not permitted to leave’ are highly triggering for some students. Where language can be softened or couched differently, it should be. Where rules must be presented in a specific style due to regulations (‘students must not’ etc.), these can be placed at the end of the communication in a dedicated rules section or by hyperlink. A more inclusive set of instructions can be provided in the body of the communication, with subheadings.

Example of a rule versus an inclusive instruction:

The rule:

‘Students are not permitted to leave the holding zone for anything other than toilet visits or water access, for which they will be escorted by an invigilator.’

Inclusive instruction:

‘You are expected to respect the integrity of the exam environment by staying in the holding zone until you are advised by an invigilator that the holding zone time has ended. If you need to visit the toilets or to top up your water bottle during the holding time, please ask the invigilator who will accompany you there.’

Giving details

Explain in as much detail as possible what the physical holding environment will be like, what the experience will involve, and why we do this. This should be done as far in advance as possible, and always with enough time for the student and/or MO to liaise with Student Services if required.

This can help to reduce the number of unknowns for students and feelings of powerlessness, which are key factors for many anxieties. This also helps students to recognise in advance whether they will need further support from STS or not. As before, tone is important here to avoid unnecessary worry.

Printed copies of any instructions should also be available in the holding zone for students to refer to on the day. These should also be in an inclusive tone, with a rule section if required by regulations, and in size 14 black font on a warm pale colour paper.

An example communication

As part of the exam administration process, you'll need to spend a short amount of time waiting in a specific room with other students who have taken the same exam, known as a 'holding zone'. This is because there is more than one group of students taking the same exam at different times.

This email contains guidance to the holding zone process and answers to common questions.

1. Where is the holding zone and what is the room like?

The holding room for your exam will be in room EFRY 1.23. This room is on the ground floor of EFRY, and there are toilets, including accessible toilets, and a water fountain on the same floor.

EFRY 1.23 features:

- 50 person capacity, (maximum of 30 students present on the day)
- Windows to natural light that can be opened
- Wall mounted silent analogue clock
- Moveable desks on casters
- Entrance door that can will be wedged open (non fire door)

2. How long will I be in the holding zone for?

The estimated waiting time in the holding zone is around 15 minutes. In some cases the time may be shorter or longer, and the invigilator will communicate this to you.

3. Can I leave the holding zone during this time?

- You are requested to respect the integrity of the exam environment by staying in the holding zone until you are advised by an invigilator that the holding zone time has ended.
- If you need to visit the toilets or to top up your water bottle during the holding time, please ask the invigilator who will accompany you there.
- In the event of a fire alarm or other evacuation, please follow instructions from the invigilator.

4. Is the holding zone silent?

No, the holding zone is not silent, however you are expected to keep noise levels very low. This means keeping to a volume similar to during a lecture or a presentation.

5. What can I bring into the holding zone?

- Please bring any snacks, drinks or medication you may need during this time.
- Printed books, paper notes and printed magazines are permitted in the room.
- Please do not bring any laptops, ipads, e-readers, phones, headphones, ear buds, smart watches or any other device that may reasonably be thought to be able to electronically communicate.

6. Where do I put my belongings?

- Personal belongings, including all bags, will be left outside the holding room at your own risk. Devices used to take the exam can be left with the invigilator.
- Please let the invigilator know if you need to access your belongings outside of the room. The invigilator will accompany you to your bag and note down your name and the time for the bag access log.

7. I have Reasonable Adjustments, how do these work in the holding zone?

- In general, the holding zone will operate as described above for all students including those with Reasonable Adjustments.
- If you're concerned that the holding zone may not meet your accessibility requirements, or have other questions about the environment, please contact your Module Organiser (MO). Your MO can support you to liaise with Student Services about any Reasonable Adjustments as required.

[Option to include the formal rules at the end of the email if this is a regulatory/procedural requirement. A hyperlink could be used instead if this is acceptable]

IT Support

Students may need support with a number of IT related access issues.

1. Instructions on how to [reset a password](#) without the service desk.
2. Students should already have set up [Multi Factor Authentication](#), but if not then they must do so by following the guidance.

If students are unsure then they contact the IT Service Desk, in the first instance by [Live Chat](#), Monday to Friday 08:00 to 17:00; by phone on 01603 592345, Monday to Friday 9am – 4pm or they can email on IT.ServiceDesk@uea.ac.uk or finally log a ticket via the [IT Service Portal](#).

Current Rooms Suitable for BYOD

There are a number of rooms in buildings on campus which are suitable locations for BYOD as they have enough power supply resilience to provide extra power sockets, these are:

- NewSCI
- LSB
- JSC
- Zicer