



THE UNIVERSITY OF THE WEST INDIES

MONA, JAMAICA, WEST INDIES

OFFICE OF THE CAMPUS REGISTRAR

Administrative Annex, University Place, Kingston 7

Tel: (876) 977-1202 Fax: (876) 970-4471 email: campusregistraroffice@uwimona.edu.jm

MEMORANDUM

TO: All Students

FROM: **CAMPUS REGISTRAR**

DATE: April 21, 2022

RE: **Procedure for Students Unable to Complete/Upload Final Assessments**

In order to ensure that students are well informed of the procedure to be followed in the event of their inability to access or upload/submit an assessment during an online examination, the University asks that attention be given to the following:

Missing an Assessment Due to a Financial Hold, Lack of Registration or Not Submitting Within the Prescribed Timeframe

All students are required to be financially cleared and registered in order to access final assessments. Students must be financially cleared at least 24hrs before the start of the assessment in order for the necessary processes to be completed to allow access to the Examination Containers. Where an assessment is missed, students are required to re-register for the course when next it is being offered and will be liable for all associated fees. Students may apply to the Faculty/Department for consideration to re-register for the course as Exams Only.

Uploading of Assessments within the Prescribed Timeframe

Students are advised that within the time allotted for the opening and closing of an online assessment, they should factor in sufficient time for the upload of the examination file. This upload can take a few minutes, and as such they should ensure that they do not attempt to upload the examination file in the closing minutes of the assessment. They are urged to ensure that the correct file is uploaded. Students should note that once the allotted time for the assessment has elapsed, they will not be able to upload the examination file and it would be equivalent to them missing the exam, unless there are extenuating circumstances such as the loss of power at the point of uploading.

Encountering Technical Difficulty During an Assessment

Students are reminded that it is their responsibility to put adequate arrangements in place to mitigate potential risks of technical difficulties during an assessment. Where a student encounters technical difficulty, which includes loss of electricity or internet during an assessment and is unable to upload their examination file using the prescribed format, the issue should be

immediately reported to the Examinations Section (contact details attached) and the examination file should be uploaded, where applicable. All such concerns must be directly reported to the Examinations Section for the matter to be investigated and a determination made.

The closer to the end of the examination that a report is lodged and the examination file uploaded, the higher the chances of a speedy investigation and decision. Students are required to provide the details as indicated on the attached overleaf. Where it is determined that the student is not at fault, a grade designation will be assigned so as not to adversely impact their GPA and permission will be granted to re-register for the course as Exams Only when next it is being offered. In cases where the student is found culpable a "Fail Absent" grade will be assigned. In addition, cases reported to the Examinations Section after 24hrs of the close of the examination will not be investigated and will result in "Fail Absent" being automatically assigned for the course grade.

Please note carefully the information outlined above. Under no circumstance should any issue relating to final assessments be reported to the Faculty or Lecturer. **All such matters MUST be reported to the Examinations Section.**

The UWI-Mona wishes all students every success in their final assessments.

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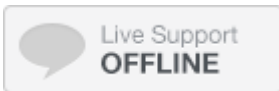
Attch.

THE EXAMINATIONS SECTION CONTACT & SUPPORT INFORMATION

Should you experience any difficulty during a quiz or when uploading or completing an assignment, please contact the **Examinations Section Support team** via email to examsupport@uwimona.edu.jm or through the **Live Support chat** option below. Assistance is available **between 9:00 am and 7:00 pm, Monday to Friday**. All such queries must be sent from a student's UWI email address. The following information must be included:

- Student's full name
- Student's ID number
- Contact information (phone number and email address)
- Course Code
- Details of the examination/assessment (along with name of quiz or assignment)
- Specifics of the problem encountered (include wording of any error messages)
- Date and time at which the problem/challenge was encountered
- Pertinent information regarding the access modality (e.g. home WiFi or mobile data, device type used - computer, tablet, mobile phone)
- Any other information which may help in resolution

Where escalation is required for resolution, the Examinations Section will liaise with MITS or other Registry technical support teams.



[Live Chat Software](#) by Kayako