Islamic Online University

Exam Instructions
Table of Contents

General Instructions for the Centers / Proctors ................................................................. 3
Exam Help Desk ...................................................................................................................... 4
Reset Instructions for the Centers / Proctors ................................................................. 5
How to Reset an Exam ........................................................................................................... 7
General Instructions for the Centers / Proctors:

- It is the responsibility of the students to decide with their centers, the dates and times on which they take their exams within the given period (9th-12th November or 15th-17th November 2019 late exam period). IOU staff should not be contacted for this issue.

- Proctor must check Photo Ids (passport, national ID card, etc.) of the students.

- Proctor must be present in the room throughout the exam time.

- Proctor must ensure that students do not copy either from hard copies or soft copy via their own Laptop or through email etc.

- Proctor must ensure that the student does not open any window other than the one where he or she does the Exam.

- Please keep the passwords confidential.

- Passwords are not to be given to the students even after the exams are over.

- Please enter the password in such a way that the student cannot see the keyboard while you are typing in the password.

- Students are allowed to use a blank paper and a pencil in Arabic courses’ final exams if needed for analyzing the Arabic structure of the sentences.

- Scientific calculators and the use of blank sheets for calculation are allowed for the following subjects only,
  - Calculus and Analytical Geometry (MAT 101)
  - Discrete Structures (CMP 104)
  - Probability and Statistics (STA 101)
  - Principles of Accounting (ECM 104)
  - Managerial Accounting (ECM 201)
  - Corporate Finance (ECM 401)
  - Investment & Financial Statement Analysis (ECM 202)

- Students of Managerial Accounting (ECM 201) are allowed to use Excel sheet for calculation purposes only for this subject.

- Students of Financial Management (ECM 105) are allowed to use Financial calculator in the final exam.

- Additionally, students can use the provided table of formulas during the final exam.
● Students are not allowed to save the exams questions/answers in any way or form and take home along with them.

● **Please do not forward this file to any student**

● Please tell the students to report or inquire about wrong / incomplete questions if any etc. by emailing the Helpdesk directly and report the issue in detail. IOU Administration will ensure that the complaint is checked by the respective TA and the question corrected and re-graded if needed.

● If you have any queries, please feel free to email us at: examhelp@iou.edu.gm

**Exam Help Desk**

An Exam Help Desk has been set up by the IOU for the final exams. You may contact the Exam Help Desk any time during the exam period Insha’Allah. The Exam Help Desk may be contacted by one of the following methods:

**Online Chat:**

You may chat with one of our help desk officers any time by going to the following link during the exam period, Insha’Allah:


**Email:**

You may email our help desk any time by emailing at examhelp@iou.edu.gm during the exam period, Insha’Allah.

**What is the help desk for?**

The help desk is meant primarily for resolving any issue that may arise if an exam attempt is interrupted due to internet / power failure and the center/proctor is facing any problem in resetting it.

You may also contact the help desk for any other issue or problem faced at the exam center.

**Important points to note:**

http://www.islamiconlineuniversity.com
1. There will be times when the live chat will be offline for short periods - prayer times etc. Please be patient at such times and call back after 15 to 30 mins.

2. If the help desk chat is offline kindly keep on refreshing the link after every 5 min to get the updated status and be able to chat as soon as the officer is available.

**Reset Instructions for the Centers / Proctors:**

- If an exam attempt is interrupted due to internet/power failure or another valid reason the center/proctor can reset it for the student.

- Centers/proctors are kindly requested to not allow the student to leave the exam center if they are resetting the exam for him or her until he or she completes the exam in the second attempt.

- Centers/Proctors can only do one reset for a student per course. If for any valid reason second reset is needed then please contact the Exam Help Desk.

- An exam can only be reset if the exam was not submitted properly. If the exam was submitted fully the system will not allow the reset to be done.

- Exam can only be reset by proctors within 3 hours of the attempt. If this time period has passed a reset request may be submitted to the Exam Help Desk via the procedure given below.

- Each course final exam password will be required to do the reset as well.

- Please contact the Exam Help Desk in case you are facing any problems in resetting the exam.

At the request of the proctor the exam will be reset for the student by the help desk officer after due checking, Insha’Allah.

The proctor/exam center should include the following details in the reset request email and should only email us by their official email ID which has already been submitted to IOU.

1. **Student’s full name**

2. **Student’s IOU ID**
3. **Student’s email address**

4. **Course name**

5. **Reason for requesting reset**

Please note that the exam will only be reset if we will receive an email at examhelp@iou.edu.gm from the proctor’s/center’s email ID which has been submitted and is recorded in our database. Emails sent from other IDs will not be entertained nor will the exam be reset on the basis of the request made on phone or live chat. The email from the email ID submitted in IOU records must accompany the phone / live chat request.

**Please see the next page for ‘how to reset the exam’**
How to Reset an Exam

1. Tell the student to go to the following link: http://www.islamiconlineuniversity.com/campus/qreset/applyreset-f.php
2. Click the “Course Name” and select the “Final Exam”.
3. Type the “Reset Reason”
4. Type the “Course Final Exam password”
5. Type your “Center Name”
6. Type your “Country”
7. Type your “City”
8. Enter your “Email ID”
9. Press the “Reset button”.

http://www.islamiconlineuniversity.com