# Example | Communications plan for an online exam

You can use the following communications plan and suggested text to help prepare your students for an online exam. Please edit and alter to suit your circumstances. It is recommended you post the message in Learn.UQ Announcements and email your students seven (7) and three (3) days ahead of the exam, and again on the day of the exam.

This plan has been adapted from the work of Dr Angie Knaggs and colleagues in the Faculty of Business, Economics and Law.

## Seven (7) days before the exam

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| Dear StudentThe <insert course code> <Insert Exam/Assessment title> will be conducted during the Semester 1 exam period. Please refer to your personalised exam timetable for details of when your exam has been scheduled.Details of the exam are as follows (and you will see these instructions again when you open your exam in Learn.UQ): *(Select and update the statement applicable to your exam. Delete the remaining two.)**For central examinations** You must commence your exam at the time listed in your personalised timetable. The exam will remain open **only** for the duration of the exam.

*For take home assessments** You have a xx hour window in which you must complete your assessment. You can access and submit your assessment at any time within the window. Even though you have the entire xx hours to complete and submit your assessment, the expectation is that it will take most students between <3–4 hours>....................................................

*(Add any other relevant information about the exam)*Preparation for the exam1. Please ensure that you have downloaded and/or updated Google Chrome. This is the recommended browser for optimal performance in Blackboard.
2. A practice exam has been set up for you. It won’t take you very long to do it. You should do this practice exam as early as you can before the real exam so you are familiar with the process on exam day. Doing the practice exam gives you the chance to learn how to access the exam, what needs to be done, and how to submit your completed exam. If you have not already completed this practice exam, please do so.

Accessing your exam You will be able to access the exam under the ‘Final Exam’ menu item in Learn.UQ.Dealing with issues when sitting your examWe have done what we can to make your exam experience trouble free, but if you do have an issue follow these steps:* If you cannot open your exam due to a system error, screen shot the error message you get, close the browser window and try again. Save a copy of the screenshot. If this doesn’t resolve the problem, contact AskUs. If the problem impacts your ability to complete the exam please send the screen shots to your course coordinator.
* If you experience any technical difficulties **during** the exam, contact the Library AskUs service for advice (Monday – Friday 7.30am – 8.45pm and Saturday 9.00am – 7.30pm). Your best contact with AskUs is:
	+ Live Chat at <https://support.my.uq.edu.au/app/chat/chat_launch_lib>
	+ Phone on +61 7 3346 4312

(Ask online is available at <https://support.my.uq.edu.au/app/library/contact> but know that the response will be within one business day).**N.B.** You should ask for an email documenting the advice provided by AskUs so you can provide this to the course coordinator immediately at *initial.surname@uq.edu.au*.> **You will not be penalised if you have technical issues and can evidence the same with screen shots and/or email.*** 10-minute reading time is available for online exams, therefore students are encouraged to review the exam and plan their approach before they start. The total exam time should be sufficient to do this.
* 15 minutes of submission time has been incorporated in recognition of the online environment. This includes allowances for any network or connection issues, and any technical issue you may have.
* Your course teaching staff will not be available to answer any questions during the exam. However, <there is a free text box field in the exam where you may detail any assumptions you made in completing the exam and which questions those assumptions related to > or <you may specify your assumptions at the beginning of each question>. You may also include queries you may have had about a particular question that you would otherwise have ‘raised your hand’ to ask in an examination room. Markers will take this information into consideration when marking.
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## Three (3) days before the exam

Repeat the above, include wellness advice on preparation, time management and stress.

## On exam day

Wish your students all the best for their exam! Reiterate what to do if there is any technical issue (emphasise screenshots and emails) and if they have a question about the exam they are unable to ask (enter information in text box).