FAQ about Exams in Moodle

This document aims to provide a brief overview of basic exam-related settings within the Moodle format and to offer assistance in case of problems.

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New form for exam registration

If you are implementing a **pc-supported** exam in one of the pc-halls (A-009, A-003, R11 T08 C98) this semester, please fill out the following form in regard of technical information: Klausuranmeldung_ZIM.

Assistance with Technical Equipment

The microphone does not work, how do I proceed?

- Possibly the battery is empty and must be replaced. Contact the staff member of the PC hall.

I would like to display material via the projector during the exam. What to do if the projector does not work?

- To address the projector failure issue, please consult with the staff member of the PC hall. As a temporary solution, you may consider adding the illustration material as a separate additional exam question to the exam course to enable students to access it. Alternatively, you can upload the file as "Hide" in the course room and make it available to students at the appropriate time by setting it to "Show" again. You can find these options in the drop-down menu of the Activity's "Edit".

What to do if neither the mouse nor the keyboard work on a computer?

- Ensure that the devices are correctly connected to the computer and, if necessary, try unplugging and re-plugging them. If this does not resolve the issue, ask the student to switch to another computer to continue the exam. If there are no free computers available, please contact the staff member at the PC hall and inform them about the initial problem, regardless of whether there is a free computer available or not.

What to do if the audio of the PC does not work?

- Make sure that the headphones are correctly plugged in. If they're not working, try unplugging and plugging them back in. If the issue persists, ask the student to use another computer for the exam. If there are no free computers available, please contact the staff member at the PC hall and inform them about the initial problem, regardless of whether there is a free computer available or not.

A computer cannot be switched on. What to do?

- Have the student continue the exam on another computer. If there are no free computers available, please contact the staff member at the PC hall and

inform them about the initial problem, regardless of whether there is a free computer available or not.

A computer switches off during an ongoing exam. The student was not yet finished with the current attempt, what to do?

- Have the student continue the exam on another computer. The previously entered answers have been saved temporarily. If there are no free computers available, please contact the staff member at the PC hall and inform them about the initial problem, regardless of whether there is a free computer available or not.

The Internet does not work and keeps causing problems.

- Have the student continue the exam on another computer in the room. If the student has lost exam time due to the issue, you can extend their exam time during the ongoing trial by adjusting the test closure settings. Please refer to later sections in this document for instructions on how to adjust these settings.

Can I use LPlus this semester?

- As already announced in may in the group of dean of studies, no exams can be taken with LPlus in summer semester 23. Please turn to Moodle or Jack.

How does access to the PC-halls work?

- Please borrow a transponder for the pc-halls from the service center in order to enter the room and lock it again at the end. You should do this regardless of our presence if there are any unplanned delays due to traffic or similar.

Settings of the Moodle Course

Default Settings

- All students should have previously logged in to the exam server at least once, so that you can add them to the course in advance, and so that they can see the course on their dashboard when they log in to the Moodle in the PC Hall.
- The language of your course should be set to "German". Using a different language setting may affect the scoring of certain types of questions.
- In Moodle, it is possible to change the time zone in your personal profile. To ensure that all students have the same amount of time to complete the exam, the default time zone setting in their profile should be set to "(Europe/Berlin)". If there is an issue, you can see and verify the time zone setting in the student's profile.

How can I be sure that only students within the PC Hall are taking the exam?

- You can adjust the local IP range within which the exam can be accessed and edited to the locations of the PC Halls in Altendorferstraße and R11.
- To do this, go to the "Edit settings", "Show more" of your test and enter the following data under: "Extra restrictions on attempts", "Require network address"
  - PC-Hall R11: 132.252.167
  - PC-Hall Altendorfer: 132.252.161

▾ Extra restrictions on attempts

Require password ❓	*Click to enter text* ✏️	👁

Show less...

Require network address ❓		

Enforced delay between 1st and 2nd attempts ❓	0	minutes ⇕	☐ Enable
Enforced delay between later attempts ❓	0	minutes ⇕	☐ Enable
Browser security ❓	None ⇕		

Fig. 1: Adjustment of "Extra restrictions on attempts" via the general test settings

How do I set up an individual disadvantage compensation?

- It is possible to grant individual students compensation for disadvantages and extend their writing time. To do this, go to the activity and select "User overrides" from the cogwheel menu. On the following page, select "Add user override"
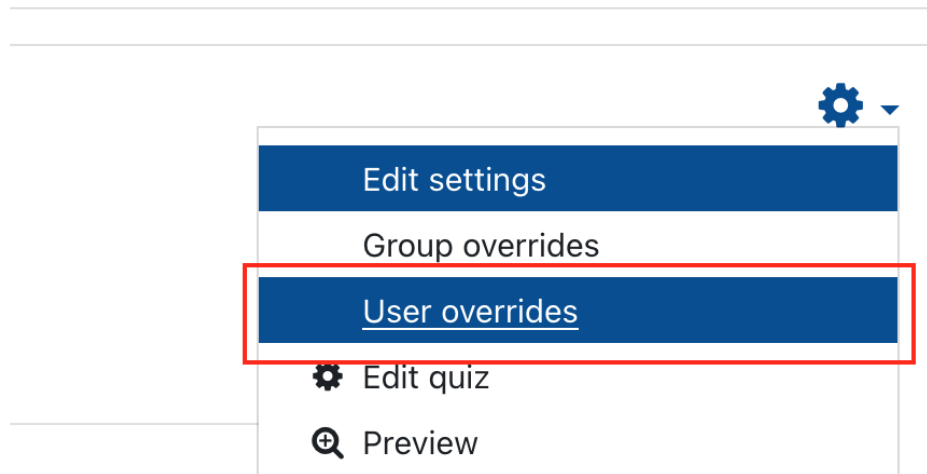
Fig. 2: "User override" via the cogwheel menu of the learning activity

- In the search field, you can now enter the name or the matriculation number of the person who needs an individual exam time extension and configure the desired exam time extension (increase time limit or Close the quiz).

Fig. 3: Configuration of the exam time extension

A student is unable to log into Moodle. What can be done?

- If the username or password have been forgotten, the only solution is to reset the password at the e-Point located in the library. (If necessary, considering an

extension of the processing time for the student is possible, see below for details.)

The student does not see the course. What is the reason for this?

- There are several possibilities that should be reviewed.
- The student may have never logged into Moodle-Exam before. Therefore, ask the students to log in to Moodle-Exam once at the beginning of the exam with their university ID. Then upload the CSV file of the examination office again or register the student manually. Attention: After this process the students have to reload the page so that the course is then visible.

Students do not see the course room. What is the reason for this?

- If no student can view the course room, the course room might still be set to "Hide". Within the course, navigate to the "Edit settings" via the cogwheel and change the "Course visibility" to "Show" in "General" settings.
- Also, check the "Course end date" of the course in "General" settings to see if the course period has expired or is in the future. In these cases, you can find the course on the dashboard under "Past" or "Future".

The test does not open. What must be set?

- Check for multiple sources of errors. It is possible that the test is set to "Hide from students". Check the "Availability settings" in the "Common module settings" section of the test.
- There might be a "Restrict access" which is active for the test, check the prerequisites in your test settings.
- Also check the options "Open the quiz" and "Close the quiz" in the "Timing" settings of the Test.
- In the worst-case scenario, the time zone in your profile is set incorrectly. To ensure all students have the same amount of exam time, the default server time zone in your profile should be set to "(Europe/Berlin)". If there is a problem, you can exclude this incorrect setting by taking a look at the time zone in the student's profile.

The exam is running and must be extended in time. What do I set?

- Depending on the situation, you can set the disadvantage compensation function for a small number of students, see above for how to do this.

- To adjust the time for all students, navigate to the test's settings while the test is running. You can increase the "Time limit" of the test in minutes and/or adjust the "Close the quiz". Save the settings.
- During adjustments, students will not be restricted or disturbed in their exam trial.

Fig. 4: Adjusting the time settings via the "Edit settings" of the test

The exam is completed but needs to be extended in time. What is the procedure?

- Go to the settings of your test. Adjust the "Close the quiz" to a time in the future and adjust the "Time limit" if necessary. Go to "Grade" and set the "Attempts allowed" to 2.
- Under the "Question behavior" option, click on "Show more" then select the "Each attempt builds on the last" and set it to "Yes". This ensures that students have the same exam (e.g. for random questions). Save the settings.

Fig. 5: Adjustment of "Grade" and "Question behavior" through general test settings

Which settings should I use to allow students to review their own exams?

- Make sure that students have the option of switching between the different exam questions during the test. To enable this, set the "Navigation method" to "Free" under the "Layout" in the test settings.

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