



Announcement of Mahidol University  
On Guidelines for the Invigilation of an Online Examination  
for Undergraduate Students  
B.E.2564 (2021)

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To ensure the standard and effectiveness of an online examination for students of Mahidol University,

as empowered by the virtue of Section 34 (1) of Mahidol University Act B.E.2550 (2007), the President of Mahidol University issues guidelines for the invigilation of an online examination for undergraduate students, Mahidol University with the details as follows:

Article 1 In this announcement,

“Invigilators” refer to any lecturers, staff, or course coordinators who are appointed as invigilators of a particular module.

Article 2

Invigilators are responsible for supervising, administering and controlling the conduct of an online examination of any modules provided by Mahidol University to run effectively in an orderly manner as follows:

2.1 Before the examination

2.1.1 Invigilators must coordinate with all the lecturers responsible for that particular module to determine the programme or application that will be used for an online examination.

2.1.2 Invigilators determine the programme or application that will be used to create, distribute and receive electronic files of examination papers of the module, such as Google Classroom or Microsoft Team.

2.1.3 Invigilators explain necessary details and instructions of an online examination to students and ensure their thorough understanding at least three working days before the date of the examination. The details might include instructions on how electronic files of the examination papers will be created, distributed, and submitted via the programme or application selected by the invigilators. To query about the details and instructions, students must contact the invigilators at least one working day before the date of the examination; otherwise, students are considered to have a thorough understanding of the details and instructions of the online examination.

2.1.4 Before the date of the examination, invigilators must notify students of emergency communication channels, such as a telephone number, an email address or a Line ID, to allow students to contact invigilators immediately in the event of an unforeseen

interruption during an online examination including an electricity loss or an interrupted network connection.

2.1.5 Before the date of the examination, invigilators must run a rehearsal with students at least once to ensure the readiness and validity of technical details and essential procedures for the online examination including the identity verification, the distribution and submission of exam papers, mock examination, and guidelines or instructions on how invigilators should be contacted in the event of an unforeseen interruption during the ongoing examination and to allow students to familiarize themselves with the procedures and can appropriately follow them through the course of the examination.

## 2.2 During the examination

2.2.1 Through the course of the online examination, an online communication system must be in use among the invigilators to ensure that the online examination runs in an orderly manner. Appropriate audio or audio-visual communication channels must be available at all times throughout the course of the online examination. Additionally, communication channels for students, such as a telephone number, an email address or a Line ID, as previously notified to the students must be prepared and monitored. Invigilators must be prepared to offer the students appropriate advice when a problem occurs throughout the course of the online examination.

2.2.2 Invigilators shall monitor the candidates of the online examination via a video conference programme or application, such as Cisco Webex Meetings, ZOOM Cloud Meetings or Google Meet. Invigilators must inform the students before the monitoring begins.

2.2.3 Invigilators must have the students verify themselves as evidence of their presence in the examination. The verification can be done via one of the following strict and secure verification methods with the consideration of particular circumstances, such as the number of candidates and regulations of the specific examination.

2.2.3.1 The verification with the credentials (username and password) assigned by invigilators; or,

2.2.3.2 Filling out the verification form provided by invigilators consisting of the candidate's personal information including student ID, name, and terms and conditions regarding the identity verification during the online examination; or

2.2.3.3 For an online examination that the distribution and submission of the exam papers are done via an online platform of Microsoft Teams or Google Classroom, the verification can be proceeded by having students log in the platform using their official email address (email@student.mahidol.ac.th); or

2.2.3.4 Invigilators can call out the name of each student one by one and have them show their ID card via the VDO conference programme used to monitor the examination. In the meantime, their face will be recorded as evidence of their presence.



In this regard, before the start of the examination, invigilators must inform the students that each student must explicitly confirm with the invigilators that nobody else has the right to know or access any information regarding the online examination.

2.2.4 In the event of an unforeseen interruption during the ongoing online examination that affects the continuation of the examination, a backup method or preparation can be introduced at the discretion of invigilators. Upon the indication of the unexpected interruption, invigilators notify the students who suffer from the interruption of the backup method provided.

In the event of an unforeseen interruption that does not affect the continuation of the examination, for example when the student's Internet connection still runs smoothly, the examination is not considered suffered and can continue to run its course. Invigilators might discuss among themselves and introduce a solution to the problem or effects of the problem as soon as possible depending on the circumstances with the student's benefit as the utmost priority.

### 2.3 After the examination

2.3.1 Invigilators must collect the students' results and related assessments from every lecturer responsible for the module and submit them to the programme/department within the time required.

2.3.2 Invigilators must collect issues happening during the online examination (if any) and report them to the concerned parties for future improvement.

2.3.3 Invigilators must store any information or evidence related to the process of the online examination in an electronic format as follows:

2.3.3.1 Evidence of the students' identification verification with the total number of students who undertake the online examination. The evidence includes the information or usernames that can be used to identify the students, login and logout timestamps with reference to the standard time as well as the record of unexpected interruptions and problems notified by the students (if any).

2.3.3.2 An electronic file of the audio or video recording of the students on the programme or application used for the examination. The audio or video clips can be recorded with the function of the programme or application itself or with any other means as invigilators see fit.

The storage of such information must at least adhere to the information security standards regarding (1) confidentiality. Safety procedures must be implemented to prevent unauthorized access or disclosure of information. (2) Integrity. There must be a protection against unauthorized or illegal changes, deletions, damages or destructions to ensure the completion of information when being used, processed, transferred and stored. (3) Availability. Procedures must be prepared for the information to be available and accessible when needed; (4) personal data and privacy must be protected according to laws and regulations related to personal data protection policy.

Article 3 For students who lack appropriate equipment and places for an online examination, such as no electronic devices that can be used for an online examination or their houses are not suitable for undertaking an online examination. Invigilators must prepare appropriate equipment and place for them to undertake the online examination on campus.

Article 4 Should there be any difficulties following the guidelines stated in this announcement, the arbitral power shall be made at the discretion of the President of Mahidol University, and his decision is considered final.

Please be advised accordingly from this moment onward until further notice.

Announced on the 6<sup>th</sup> September 2021

A handwritten signature in blue ink, appearing to read 'B. Mahaisavariya'.

(Prof. Banchong Mahaisavariya, M.D.)

President, Mahidol University