

NATIONAL OPEN UNIVERSITY OF NIGERIA
**AFRICA CENTRE OF EXCELLENCE ON
TECHNOLOGY ENHANCED LEARNING (ACETEL)**



Survey on Administration of 2023/2024_1&2 First and Second Semester Examination (ACETELSAF&SSE)

48 responses

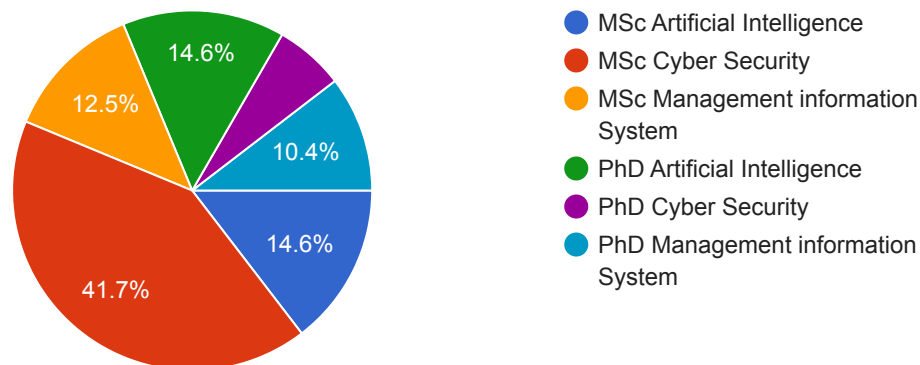
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1.0. General Information

1.1. Programme

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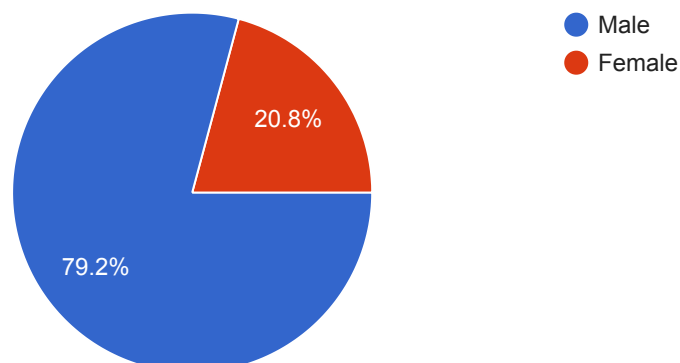
48 responses



1.2. Gender

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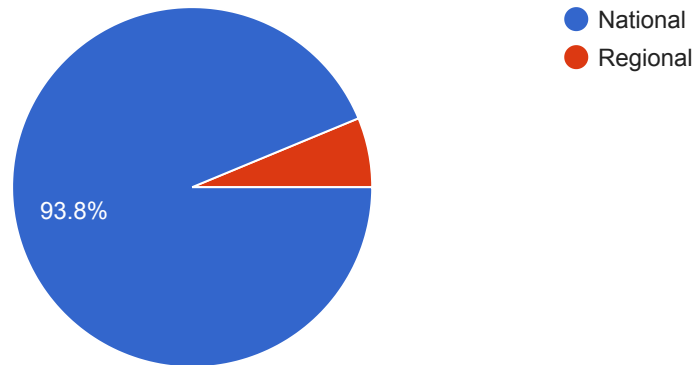
48 responses





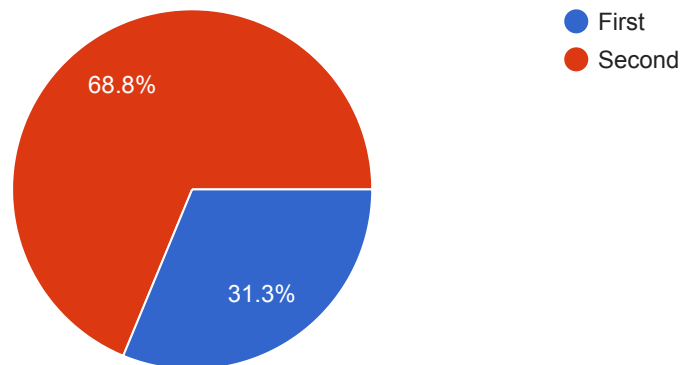
1.3. Nationality (National is for Nigerians; Regional for non-Nigerian)

48 responses



1.4. Semester

48 responses

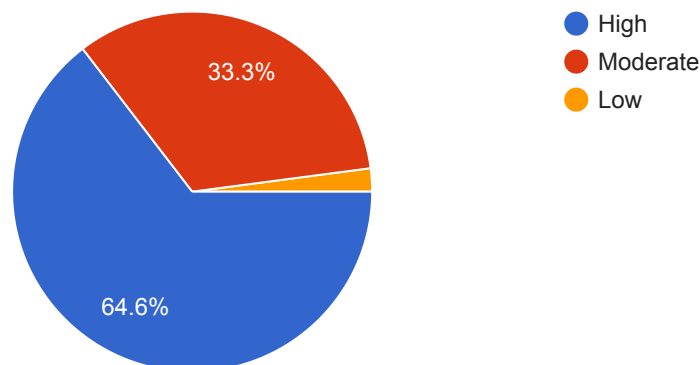


2.0. Administration of the examination



2.1. What is your level of preparation for the examination?

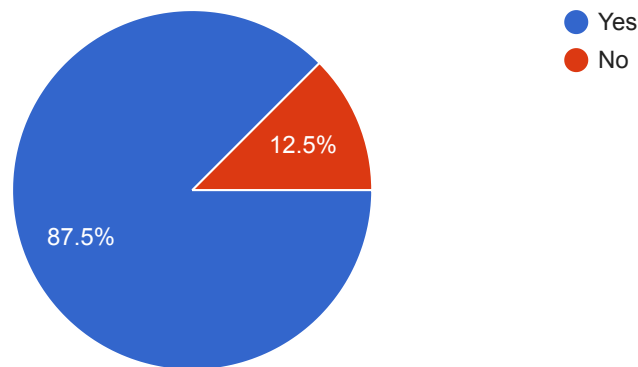
48 responses



2.2. Was the examination timetable well structured?



48 responses



2.3. If No, state the gap(s) you observed on the time table

9 responses

The first week's timetable was jam-packed unlike the second week which was spaced to allow enough time for preparation

The gap between individual examinations was closely paced. At least 2 days intervals each would've been more convinient.

N/A

None

Writting exams everyday for working class not easy

NIL

Two (2) of the courses I initially prepared to write was fixed to hold the same day.

The spacing of the papers would have been better

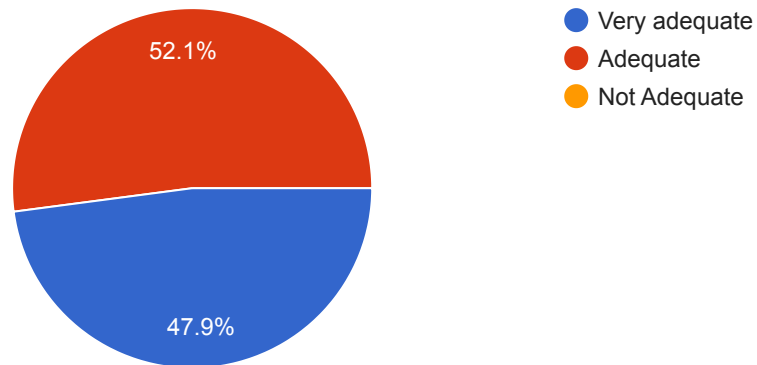
Most of our courses were slated in the first week without gaps in between and the second week was just 2 courses





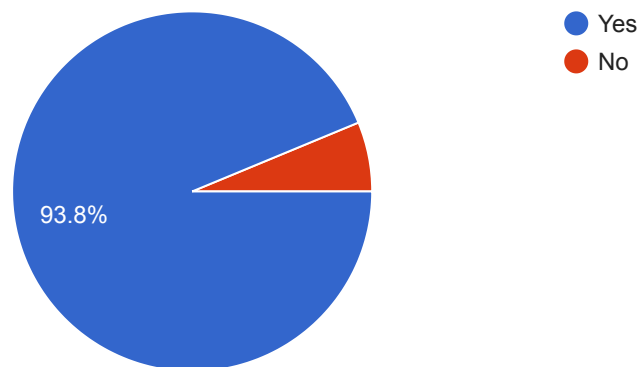
2.4. The time allotted for each course based the credit unit and examination was?

48 responses



2.5. Were questions available for all courses you registered for?

48 responses



2.6. If No to 2.5, what course(s) were affected?

5 responses

ATI903, questions were not available until it was 14 minutes to the end of the exam.

N/A

CST 810, MIS 810, CST 804

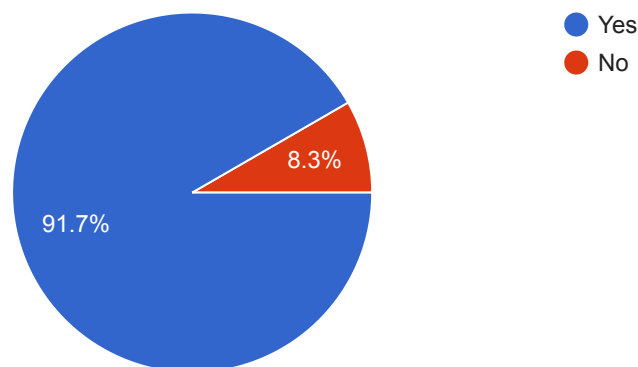
Na

I registered for SCI801 and SCI802, attended the courses and submitted assignments for both courses. However, for SCI801, on the day of the exam (Last May 2022), ACETEL Admin did not schedule the exam for all of us in PhD MIS programme. We were later told we were not supposed to take the course. For SCI802, a similar thing happened: a few days to the exam, we in PhD MIS programme were told not to sit for the exam as the course was not meant for us. Well, I think the two courses were listed for us because the Student Handbook states that PhD MIS students should take them as electives. If this policy has changed, then ACETEL need to quickly amend the Students Handbook to expunge that requirements for PhD MIS students. In addition, the two courses should be removed from the registration portal for PhD MIS students only - going forward.



2.7. Were instructions on each paper clear enough for you to know what is expected of you?

48 responses



2.8. If no to 2.7, suggest what should be done

5 responses

Some courses exam has no instructions on how many questions to attempt

On the proctored exam suite, the general instruction of number of questions to answer out of the bouquet should be displayed at all time when you begin to answer the questions.

Na

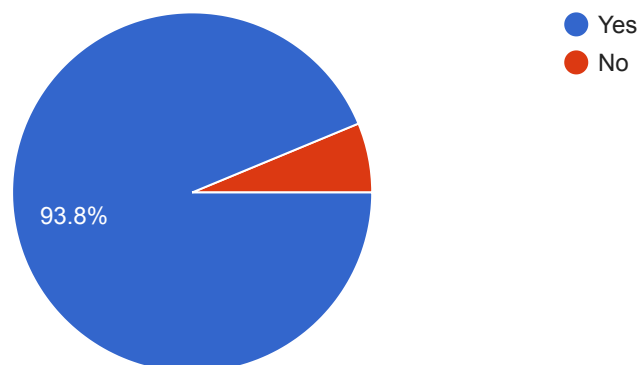
I was made to answer 3 questions for a two-credit load course which is against the usual practice of answering 2 from three questions.

Instruction should be boldly written and flashing like the timer on every page. so that if you miss it before starting you can always see it

2.9. Did the examination questions set covered the content of each course you have taken?

 Copy

48 responses



2.10. If no to 2.9, state the codes(s) of the courses where questions did not fully covered the content

4 responses

CST802 No question came from Malware Analysis. All were from forensics.

N/A

MIS 801

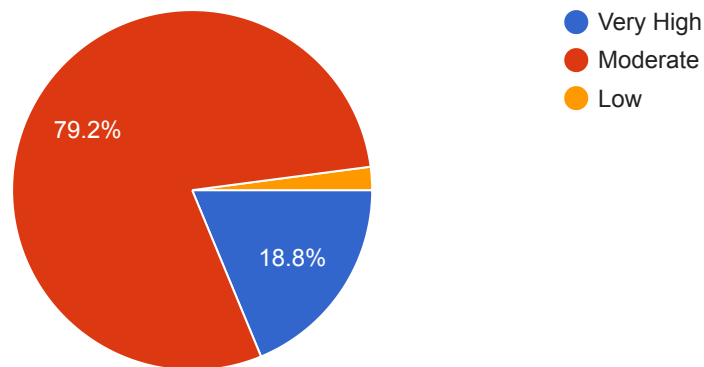
Na



2.11. How would you rate the level of difficulty of the questions?

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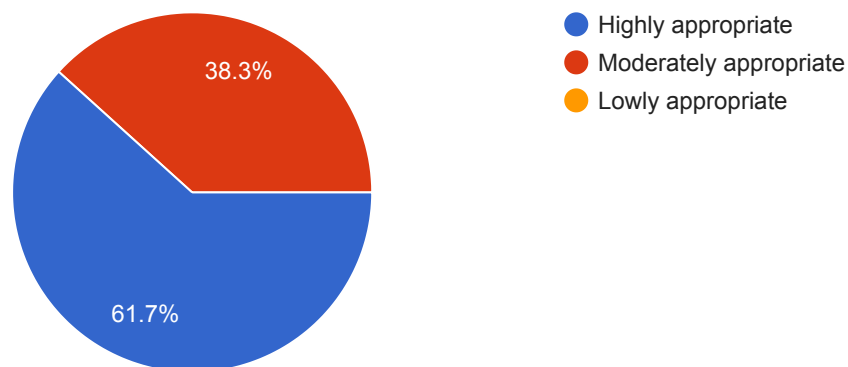
48 responses



2.12. What do you consider to be the level appropriateness of using proctor online system of examination administration for the kind of academic programme you are running?

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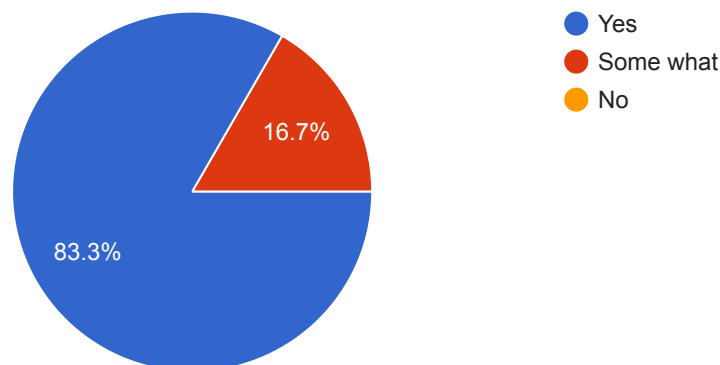
47 responses



2.13. Was the examination properly supervised?

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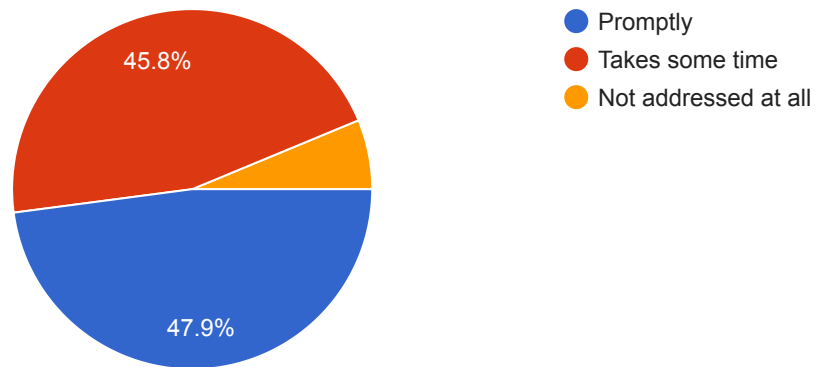
48 responses



2.14. How were challenges you experience in the course of the examination addressed?

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48 responses



2.15. In order of hierarchy mention five major challenges you faced in using proctor online system to write your examination

48 responses

None

None

- I kept on being logged out from the examination page but I believe that issue was from my internet service provider
- it takes too long for AI to capture my face and id card it can be time consuming

(1)On my exam page (ATI903), I had my Matric Number (ACE22240017) with a different name.
 (2)It took 1 hour, 45 minutes before the admin could sort out.
 (3) After it was sorted out, I had only 14 minutes left to write (ATI903) exam which was not fair at all.

I was alone in the room for the whole exam, yet I received a message that said I should tell the person next to me to leave. If it was properly surprised it should know that I was alone.

- 1) The proctor could not capture me for one of my exams (CST903)
- 2) When you are connected to the portal, it takes time for the proctor to identify you.
- 3) When it logs you out because of network issue, it takes time to log back in to continue the exams.

(1) On the first day of my exam(ATI903), the proctor could not verify my laptop's requirements for a long time. (2) After much calls to the admin for rectification, it took a long while to sort it out. (3) By the time the admin sorted my issue out, I had only 14 minutes left to write my exam.

Internet

1. I was logged out unexpectedly during the middle of working which I didn't know the cause
2. You'll always have to scan your ID and facial recognition again whenever the system logged me out

Nothing

Student should be introduce to proctor before examination by writing test or mock on it

Before the exam those who have written for first semester should be informed that their username and password is still valid instead of allowing everybody to follow the same instructions which is only for the first timers. I was not able to try the dummy until a class mate helped me out on the WhatsApp platform.



System issues
Network issues
Proctor took longer time authenticating
The ICT staff don't pick calls
The sometimes raised false alarm

Technology challenge of the site collapsing several times. This could be due to network lapses.

Network challenges
Power Challenges
Typical of answer

Twitch of eye, stretching, spacing out, short cut keys on keyboard and lone side/down looks.

In every new system there may have some challenge before perfection, same happened here.

1. Login out of student, even though sometimes is as a result of poor network.
2. While trying to login again, the keep asking for exams secret code which is not available, if not lucky that will waste much of your time before you realise.
3. Automatic submission while you still have time, less than 10 or 5 minutes.

Network issue
Screen view issue

internet connectivity, power supply

Network Issues

Just the first day login issue

No problem really, just occasionally to to adjust my sitting position

1. The system keeps turning off while writing exams, this made me to start the activation process all over again.
2. The proctoring keeps sending messages that there is an intruder and I was alone in the room.
3. I didn't see my calculator on the screen
- 4.The table icon wasn't working

Account activation
Re-registration when logged out
Logging out during exams

course not available on the portal

1.Login me out of the exam without touching anything

I had issue with my connectivity, so i was logged out almost every 2minutes and it was during my last 2papers. It was so sad to the extent that i cried. I cried because i know the questions,



I've read it so well and my network disappointed me.

I enjoyed the exam except with the last 2 papers. PROCTORED exams is 'as you lay your bed, so you will lie on it'.

I had an experience during my first paper, i was using a wireless mouse with my laptop and I received a chat immediately that I should raise my hand that the camera noticed that my hand is moving and can't really see what's happening.

So, I will say that Proctored exam is good and should be encouraged by the Nigerian government amongst institutions.

Network problem, Power disruption, tools (e.g calculator), login/connection to the proctoring page, sometimes the proctor tend to log student out while writing the exam

1. Requesting for Access code frequently
2. Login and Login out while taking examination
3. Unexpected error of disconnection while exams is on going
- 4.
- 5.

Frequent logging out

Starting accreditation after initial logging

Some answer were not saved after the system log out

No room for sketches although must exam doesn't require that

No scientific calculator

I honestly didn't face much challenges with it. Just that sometimes, all I want to do is relax a little and it will warn you

1. Not signing me on time
2. While writing, the text converted to different characters and language
3. The characters are quite small while typing
4. Instructions to how many questions to answer were not clear since they did not appear at the questions pages
5. The proctoring makes my neck to be stiff since I couldn't shake my neck intermittently

Intermediate disconnection due to poor network, examination questions not made available on time,

- 1) System always logging me out
- 2) Always having issues with the proctoring system

1. Logging out person when network is down

Some of the accusations I received via the Chats during the exam are false.

1. Slow response to complaints usually

There is no much challenge using proctor

Sometime the flash light of the system will off

My Internet Connection went off midway during one of the papers; I had to switch to another network and reconnect successfully. But I saw the proctor timing did not stop for me during



the brief network outage experience. I suggest that the timing should stop until one reconnect if one has such a problem

I had issues logging in. The last paper I wrote I couldn't login for 30 minutes CST 906. It couldn't authenticate my screen sharing, it required I download extension and install. Instead of writing exams I had to be struggling with that. I had used that during my first semester without hitches. I don't know why it was so second semester. Even my first paper .CST 902, I couldn't finish it. This time and struggle it takes for the system to allow you in can create tension and sometimes you end up forgetting what you read
2. I experienced the system going off and having to log in again was quite difficult

Logged out a couple of times due to network issues, but I've been guided by Mr. Buhari since first semester exams. I didn't panic, just did the needful

Response time was slow

AI proctor interfering when you make the body movements or you look away from the camera while thinking.

Network, recovering of one page to the other, relonging into the exam platform

Internet connection stability



2.16. What were other problems you faced that affected your effective participation in the examination?

31 responses

None

Nil

- (1) Different name attached to my Matric number for the ATI903 exam
- (2) Could not access my ATI903 questions until it was 14 minutes to the end of the exam.
- (3) I was given only 14 minutes to write ATI903 exam which was not truly fair.

I was disoriented the first day because it took time for the proctor to identify me

- (1) My exam (ATI903) could not start on time despite the admin's effort to rectify.
- (2) After it was sorted out, I had only 14 minutes to write ATI903 exam, which was not fair.
- (3) The system acted as if it was operating on queue base. Some people had to finish before I could access my questions on (ATI903) and my exam time was just 14 minutes when I started. It was not fair to me.

1. Tables as well as diagrams stated for use in answering some questions DIDN'T display as part of the questions.

The demerit was that, if such questions were your choicest or the ones you can answer better, you fail the chance of getting your better score as you'll have to answer a different one you might not be acquainted with the solution.

2. So many functions were missing from the task bar provided. For example, I couldn't use the Calculator because I notice it's display and use was far how simple it was demonstrated to us during the orientation. Again, I couldn't insert tables as well as graphs where it was key to provide them to complete solutions to questions.

All questions were showing answer saved even without attempting a question

1) Some facilitators starting their courses three weeks to the examination and dishing out multiple assignment all at the same time and giving almost the same deadlines in order to beat ACETEL's deadline for submission of CA. The multiple assignments really broke me down and hence I could not read some courses very well.

2) Internship starting when classes are going on added to the problem. Lectures clashed with internship programmes. In some cases students had to leave internship to join lectures where they had presentations to make.

3) The students should be given enough time at least one week to practice the exam proctoring dummy so that problems could be resolved altogether in good time.

This will address the issue of the platform logged me out several times as some students complained

Network issues but my network is strong but not very effective when used for the examination

N/A

No

Request for password

Expected to look at the screen while typing

Power

No, except my network connection that failed.

Repeated logging off and on to the proctoring page during exam

NIL it went well successfully.

Poor response from the staff

Network challenge

Internet Connection

The scheduling of the examinations during office hours. I know it's a bit tight but it would be nice to be able to write exams maybe at night, and more exams during the weekend so it does not affect work as much.

Network issue

Well, when the result for MIS903 was released I got a C grade instead of an A grade that I expected to score because I really studied hard for the paper. Later after seeing my score, I sent a message to the course lecturer to enlighten me on the area where I did not do well because I was shocked I got C in his course. He said I did excellently well in the continuous assessment, that I even led my colleagues in the continuous assessment. But he figured out maybe I did not do well in exam. Besides, according to him, he was not the one that marked the exam. While I recognize the validity of someone else marking an exam other than the course lecturer(who may have given a marking scheme to guide the marker), I suggest the course lecturer should be the one to always mark his paper especially where the questions involve having to make constructive and creative arguments while answering the questions. This is just my opinion - and I may be wrong. Also this does not mean I am rejecting the score of C I got in that course. I have accepted this in good faith and I thank the ACETEL management for their good work so far.

Our network fluctuates. Sometimes it's something you can't predict or guarantee. I experience my network going off in the course of exam and the system going off too

network issues.

Communication network



2.17. In what areas should you expect improvement in subsequent examinations?

29 responses

Scalability of the system.

Nil

The proctor should allow us to connect promptly

The system should be scalable.

1. The pacing for the sitting of the individual papers
2. The task bar should be upgraded. Eg. Changes made in calculator, tables and graphs etc should be made available as well as other key functions. In eneral, the task bar should be upgraded to an advance one which will make a student feel comfortable when sitting for an exam.
3. Every portion of exam questions should Display and NOT part.

Proper instructions on how to attempt questions

- 1) Facilitators should be contacted early and should start their lectures in good time, finish their CA before exams. That will give the students room at least one or two weeks lecture and assignment free to prepare for exams. Not doing assignments with immediate deadlines during exams when one is supposed to be reading for exams.
- 2) Internship if possible should come during the breaks. It will be worthwhile and beneficial.

The proctor should be enhanced

N/A

Feedback and update

Course presentation on home page and difficulty in the beginning of most course.

The issue of login out, asking of secret code which is very frustrating and the automatic submission while you still have time.

Adequate communication

Flexibility of time and date

None, my observations and issues are with the lectures and time weeks we had lectures.



Quick response to any complaint, because some staff you will call more than 10 time, they will pick or call back .

One of my first semester result is not recorded and I don't expect that to happen since the exam was conducted online. So I will expect the School to work on that.

Required tools on the examination page (calculator, drawing tools, etc)

There is need for the center to have independent portal that will accommodate and take care of all course registration, Payments, Add and Drop, lodging complaint of students and etc while the Modul we are currently using should serve as Examination gateway and lectures, test and sometimes Presentation and etc.

In addition, the center should improve in maintaining time, if exams is 8:00am let it be 8:00am without students waiting for the questions to be available.

More so, use the expert in the center to design a customize similar to what we are using for affective control of the examination platform successfully.

Accreditation should not be done frequently afyer the initial one to save time

It seem okay

None

Timely response to questions

Hopefully in the area mentioned above in 2.16

Course to be taking will not appear on the exam page

Wherever possible, I will suggest that the course lecturers are the ones given the first option to mark their scripts especially where the exam questions are narrative in nature and not objective or mathematical/programming scripts in nature. For objective, mathematical and programming scripts exams, anybody can mark it provide outside the course lecturers.

Better and faster response when mechanism when there are hitches during exams. It can be quite frustrating when you call and you are not responded to intime.you can be confused and tensed up. The other day I called and for an hour there was no response, afterward the person called that he went to pray

not examinations. assessments should be taken on time and feedback given before the exams

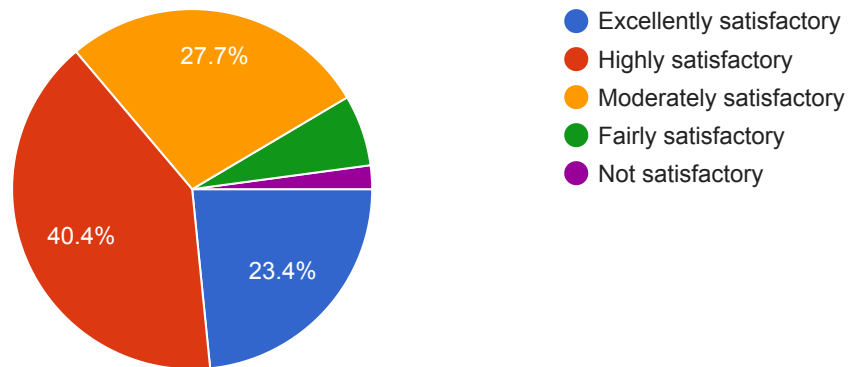
Ability to provide an online calculator for all the courses even when it seems not needed. Some courses ordinarily look like a calculator was not needed but got the need for a calculator along the line but it wasn't available.



2.18. How satisfied are you with the general conduct of the examination?

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47 responses



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