Trelson Assessment Student Manual

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Introduction

This manual is intended to help Northrise University students navigate Trelson Assessment. It is to be used by all Online (ONL) and DAY students taking ONL courses. Students are advised to read through the manual and set up everything needed at least a week before the Exam Date.

1. Minimum System/Computer Requirements

Safe Exam Browser (SEB) works with most modern computers, both Mac and Windows operating systems. Safe Exam Browser (SEB) **will not** *run on Chromebooks, Android, or Linux operating systems*. See requirements by platform below:

Windows

- o SEB for Windows is running on 32-bit and 64-bit PCs with the following operating systems: Windows 8.1, Windows 10 and Windows 11
- o The English (United States) Language Pack must be installed.
- o RAM: 4GB RAM or higher
- o Hard drive: highest recommended for the operating system or 4GB of available space
- o Internet connection for accessing the exam features and Google Meet.
- o Internet speed: 2.5Mbps upload speed.
- o SEB cannot be run within virtualized environments or environments that require persistent network (local or otherwise) connections during secure exams. This includes, but is not limited to, VMWare, Parallels, Citrix workspace, virtual disks, streamed images, etc.
- o Screen resolution should be at least 1024 x 768.
- o Webcam: Integrated camera or external USB camera supported by your operating system. Virtual cameras are not supported.
- o Microphones (no headphones, no virtual mics)

Mac

- o SEB for macOS is running on 64-bit Intel Macs with the following operating systems:
  - ▪ macOS 11 Big Sur
  - ▪ macOS 10.15 Catalina
  - ▪ macOS 10.14 Mojave
  - ▪ macOS 10.13 High Sierra
  - ▪ macOS 10.12 Sierra
  - ▪ OS X 10.11 El Capitan
- o RAM: 4GB or higher.
- o Hard Drive: 4GB or higher available space.

- o This software cannot be used on virtual operating systems such as Microsoft's Virtual Machine, Parallels, VMware, VMware Fusion or any other virtual environments.
- o Internet connection for accessing the exam features and Google Meet.
- o Internet speed: 2.5Mbps upload speed.
- o Webcam: Integrated camera or external USB camera supported by your operating system. Virtual cameras and Microsoft Lifecam Series are not supported.
- o Microphones (no headphones, no virtual mics)

2.   How to check your System/Computer Specifications

a) Make sure that your computer meets the requirements under "*Minimum System/Computer Requirements*".

*Note:* If you need to look up the system information for your device, see:

- o How to Find Information About Your Windows Computer

  - ▪ Right-click the Windows button in the lower left corner of the screen.
  - ▪ Select **System**.
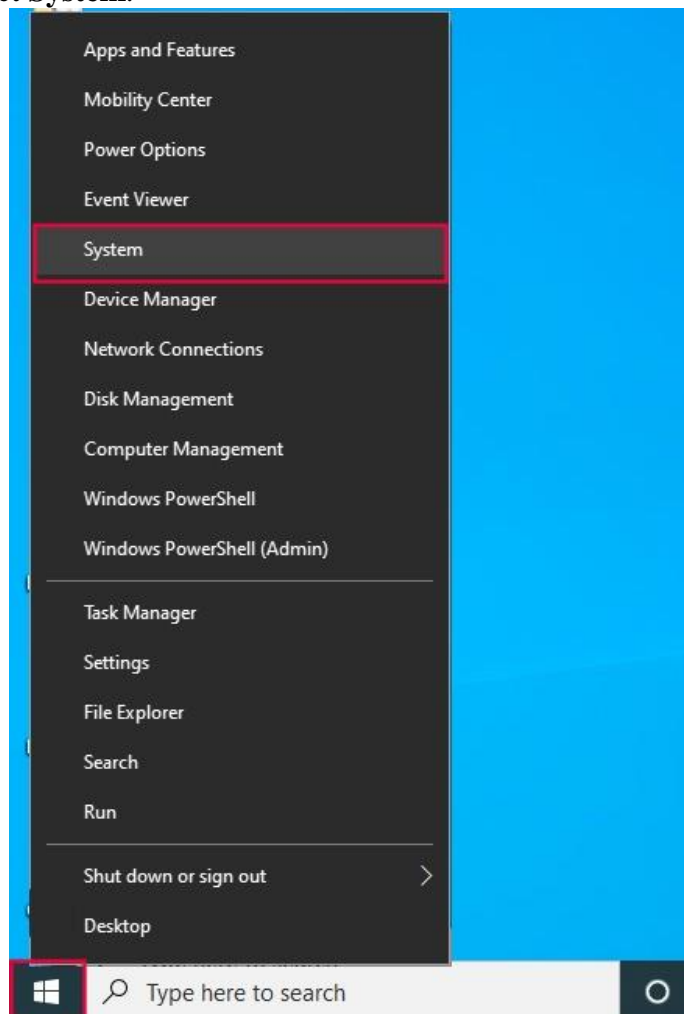
System information will appear.
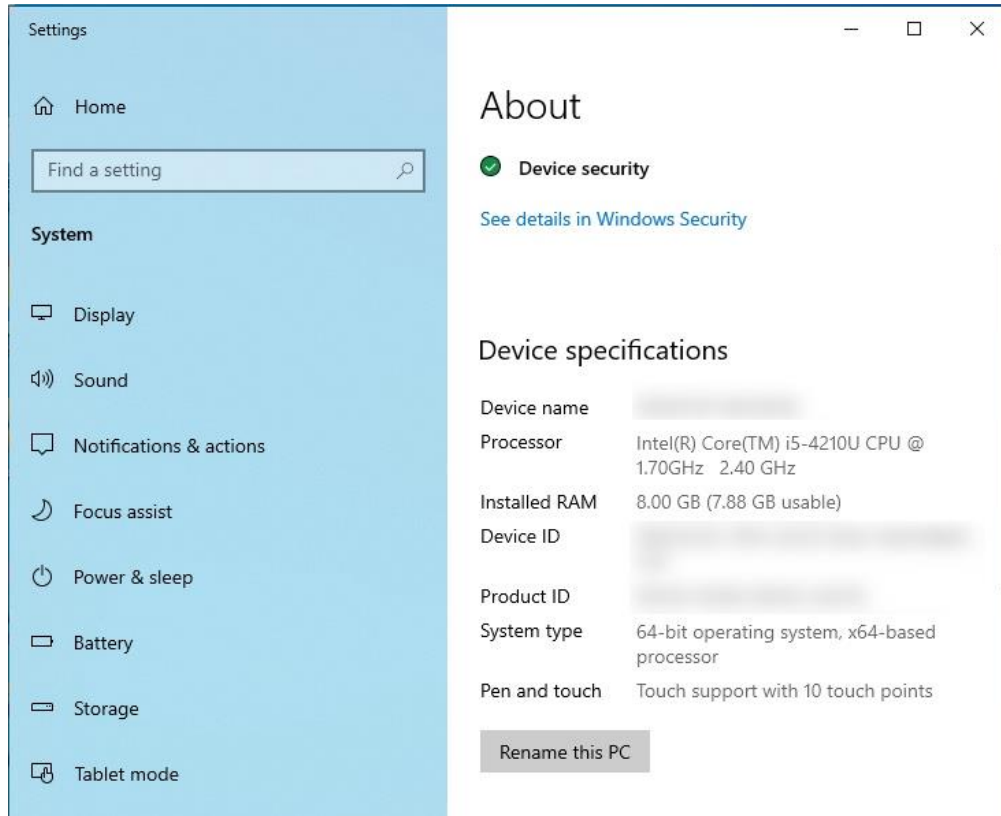
o <u>How to Find System Information About Your Mac</u>

▪ Select the Apple icon in the top left corner of the screen, and then select **About This Mac**.
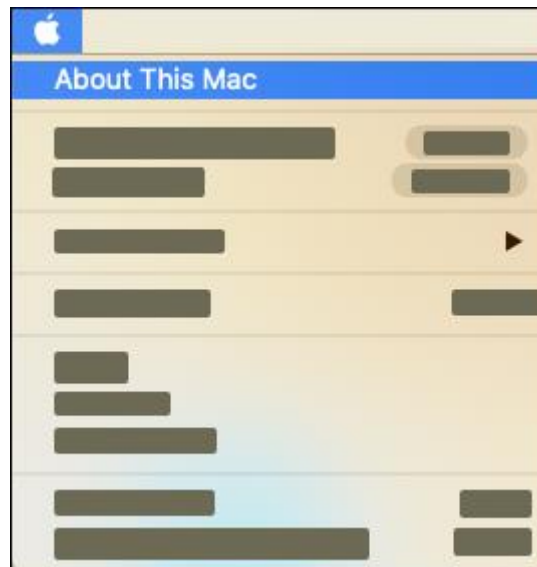

System information will appear.

3. Things to Note

a) Google Chrome will be used to access your *northrise.net* email account.

b) Trelson Assessment works with your *northrise.net* email account.

c) Google Meet will be used for virtual exam rooms.

d) Safe Exam Browser will be used to open all the exams.

e) You cannot use your smart phone to write exams.

f) Only Windows or Mac operating systems are compatible with Safe Exam Browser.

g) Your desktop computer or laptop must have a working camera and microphone for invigilation purposes.

h) All exam invigilation will be recorded in Google Meet.

i) Your computer should have good battery power in case of power loss during an exam session.

4. Download and Install Google Chrome and Safe Exam Browser on Windows or Mac

a) Download Google Chrome from this link

b) Download Safe Exam Browser from this link

Make sure that you download and install Safe Exam Browser on the computer you will use to write your exams.

If you encounter the error message below during the installation, download and install the following.
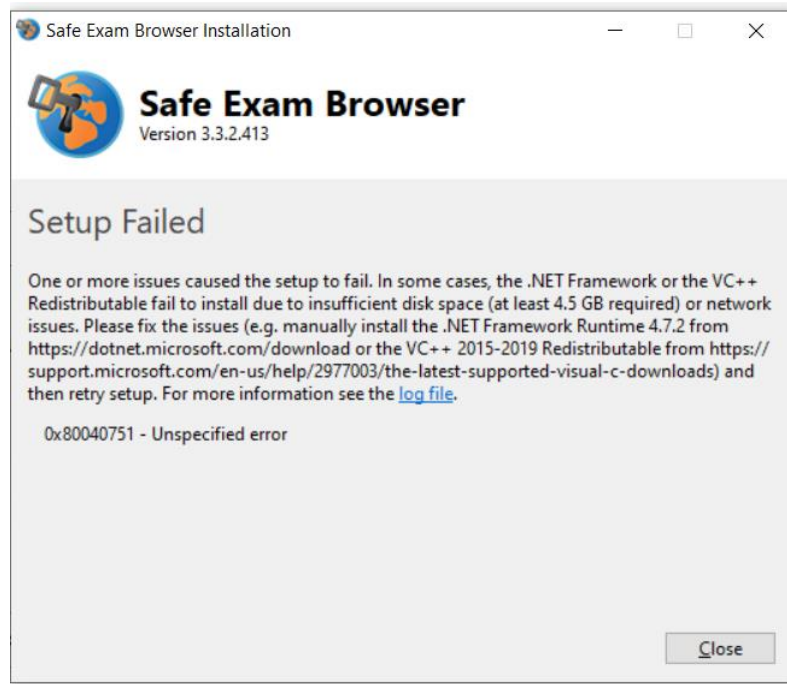
To fix the error encountered during the SEB installation, download and install:

a) .NET framework from this link

b) VC++ Redistributable from this link

After you install both software, restart the computer and then install SEB. If the issue persists, try changing your Internet connection to an alternative network.

5. **Steps to open and attempt an exam**

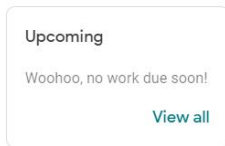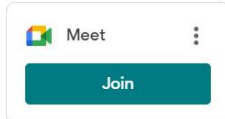a) Open Google Chrome and log into your student email account i.e. your *northrise.net* email account.
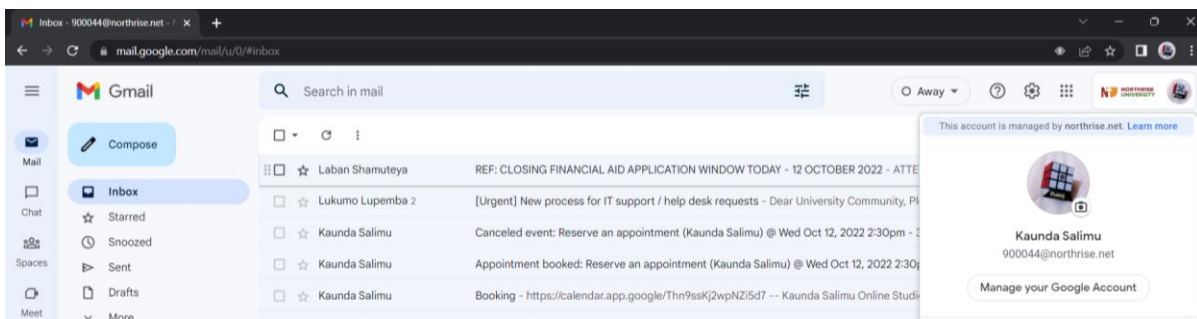
b) Go to Classroom. Click the course for which you want to write the exam. You will find all the exam details posted on the Stream page. Below is an example.

c) Click the posted Google Meet link to join the virtual exam room.
   You will be prompted to give permission for Meet to use your camera and
   microphone. Click *Allow (shown by red arrow)* to give permission.
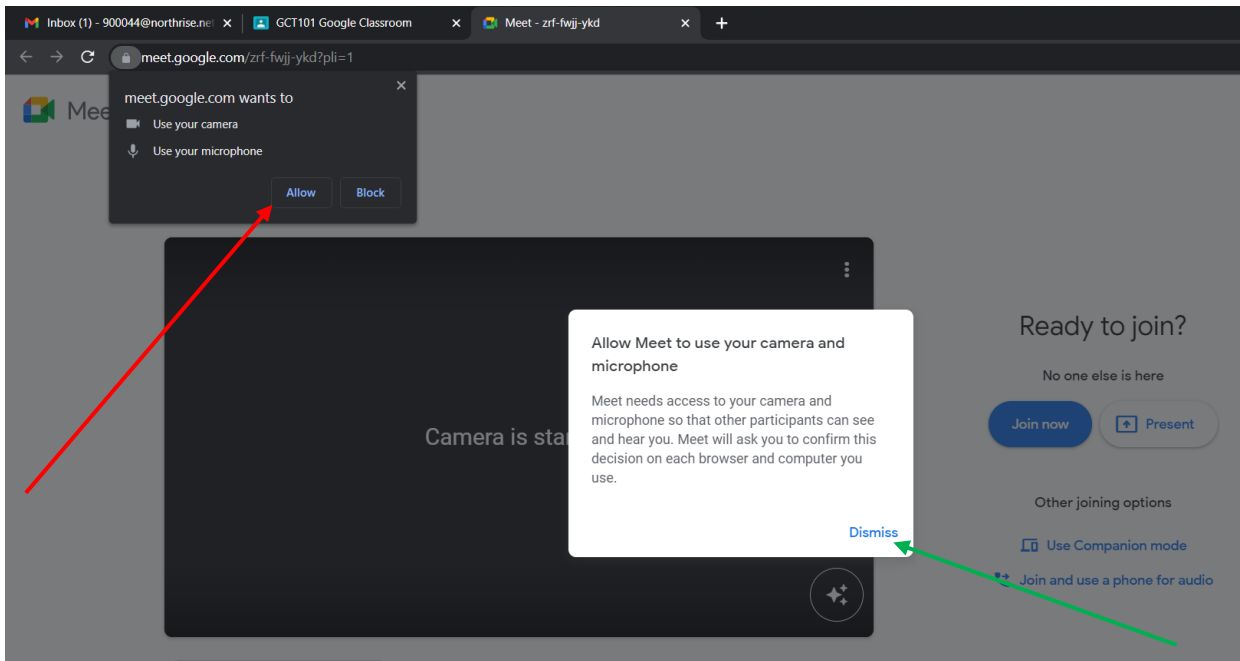
Click *Dismiss (shown by green arrow)* on the pop-up message and then click *Join now* to join the virtual exam room as shown below.
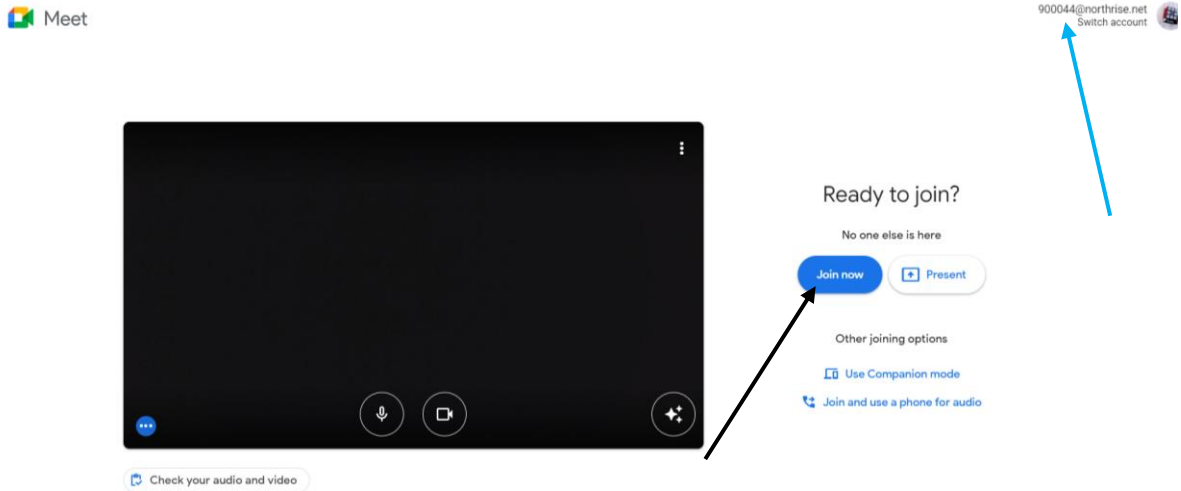
Before you click *Join now (shown by black arrow)*, make sure you confirm your account in the top right corner (shown by blue arrow).

d) As instructed by the Invigilator, scan your environment after you enter the exam room, making sure that the table or desk is visible during the scanning process. Below are illustrations on how visible your table or desk ought to be.
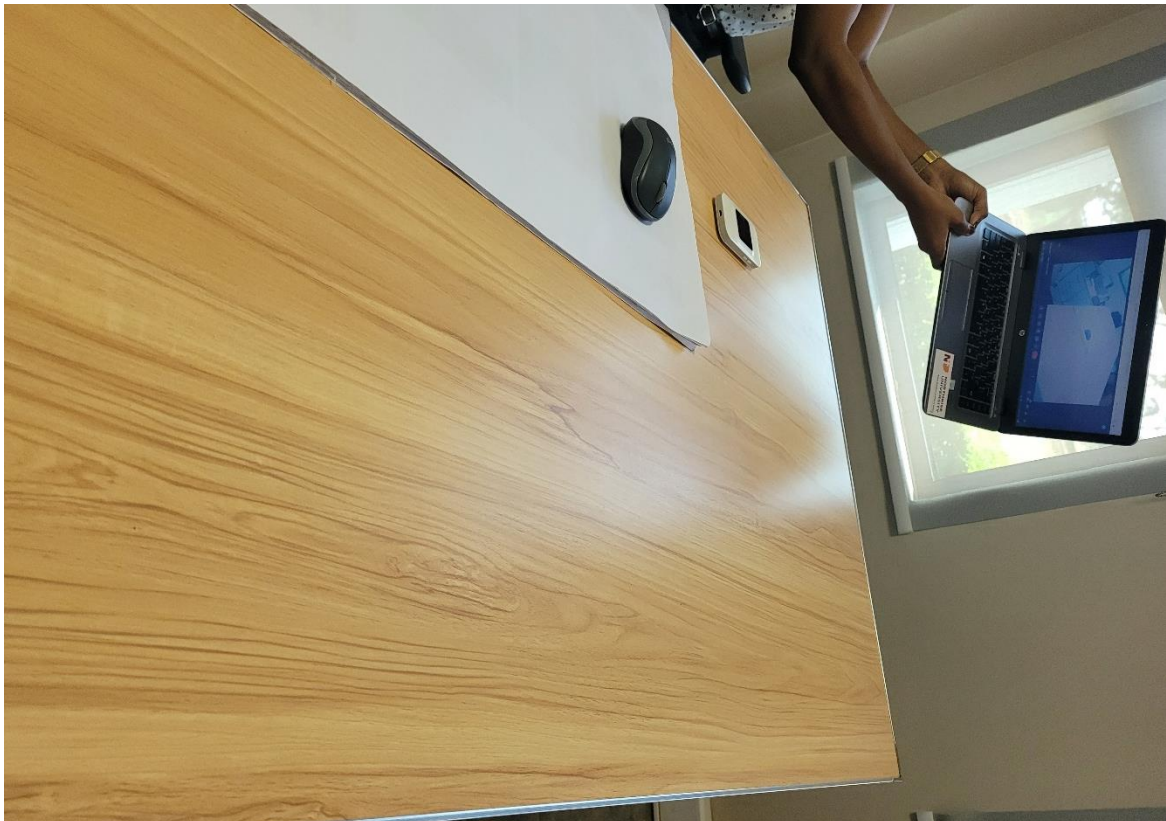

Make sure that your scanning is correctly captured in Google Meet as shown in the image below.
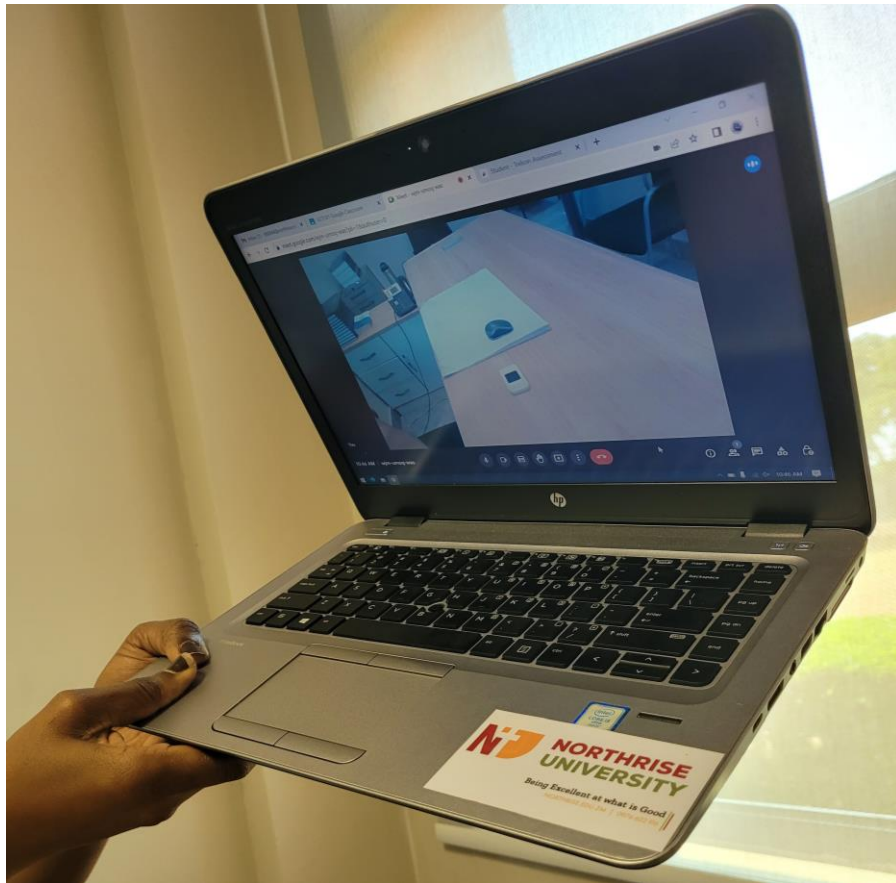
After you scan your environment, make sure you position the computer and camera facing you as shown below.
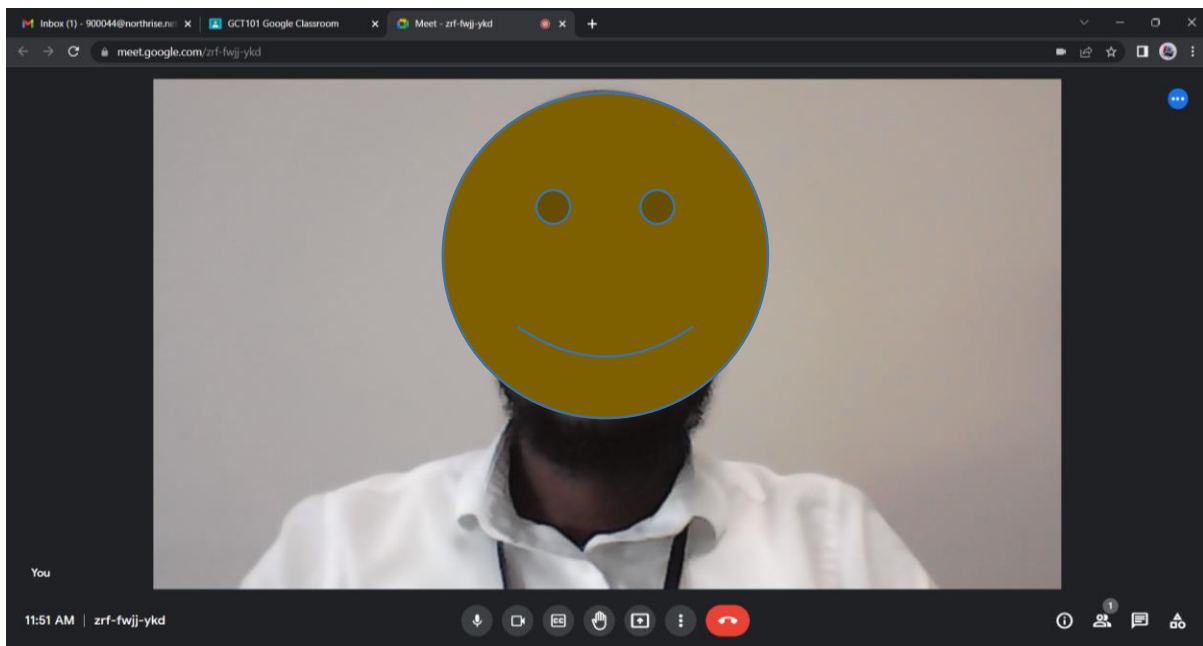
e) Go back to the Stream page and click the Trelson Assessment link. If you use the Google Apps icon to go to Trelson Assessment make sure you select Student role.

f) Click the login button that has your email address on it as shown below.
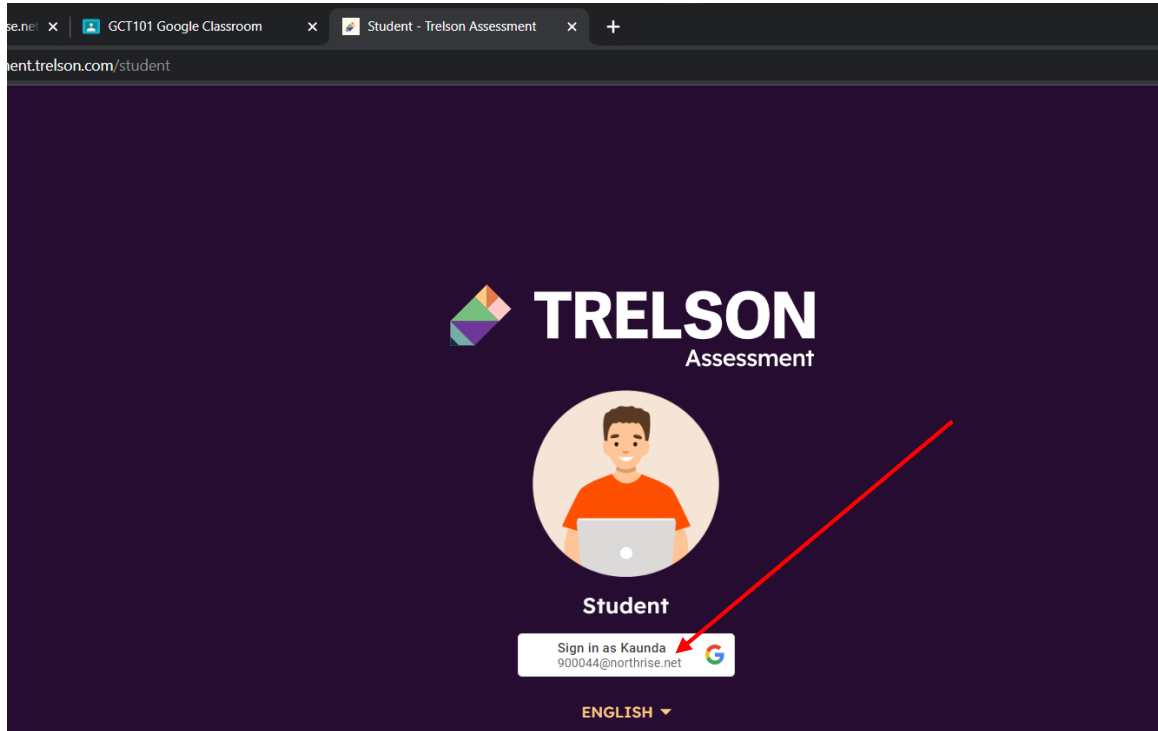
g) Google requests your permission for Trelson Assessment to use your account. Click on your email account again to log in. As shown below.
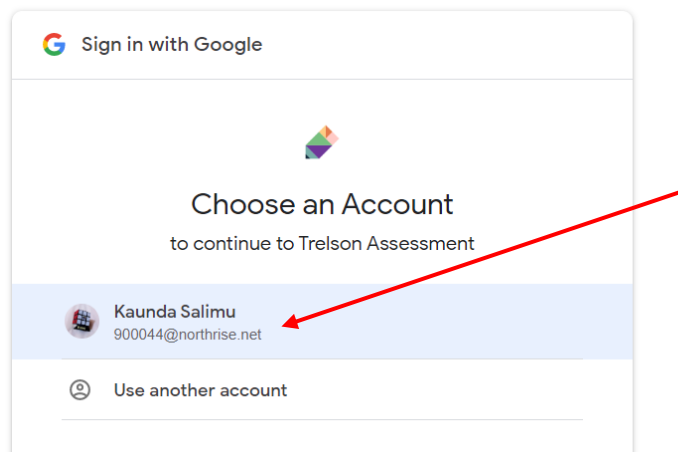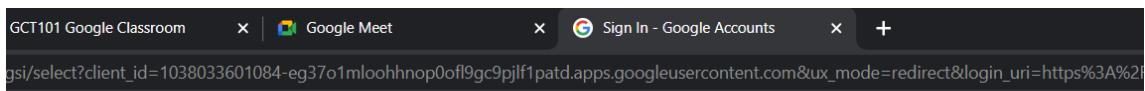
h) Once you successfully log into your Trelson Assessment account you will see the Home Page with the top left header "My assignments" (shown by black arrow).

i) Below the header you will see links to information on Safe Exam Browser (circled in yellow). Then below the links you will see the exams listed according to the exam schedule.

j) Locate the exam you are scheduled to write and click on the "OPEN IN SAFE EXAM BROWSER" link (shown by red arrow).
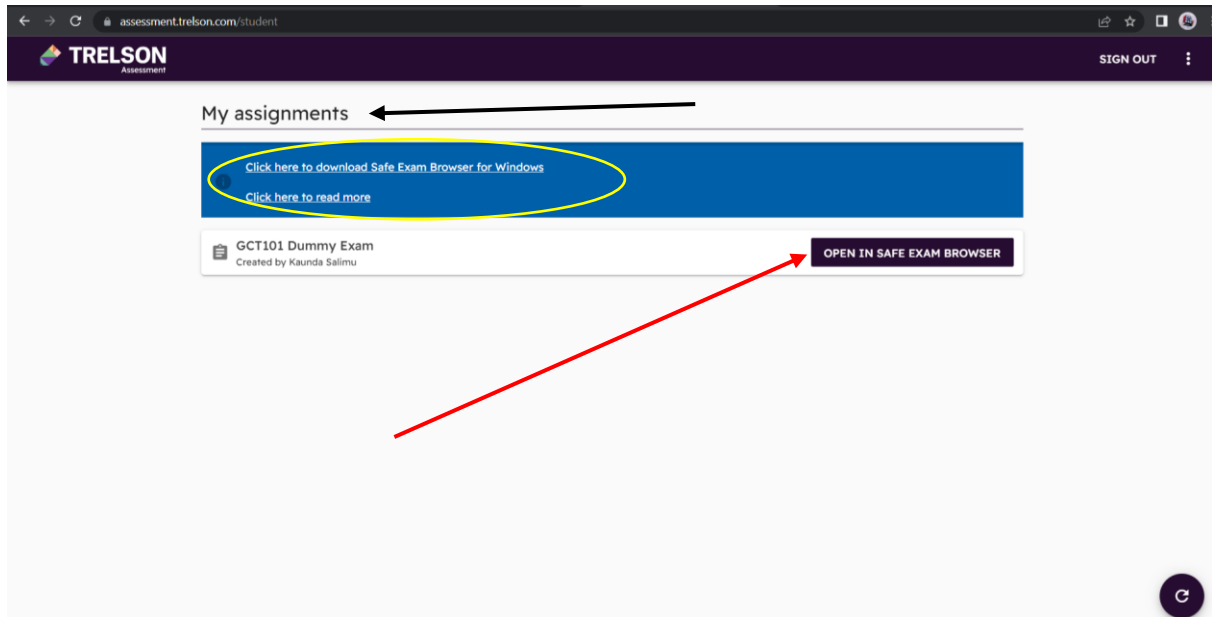

k) A prompt may pop up requesting your permission to allow the link to open using Safe Exam Browser. Click to open Safe Exam Browser as shown below.
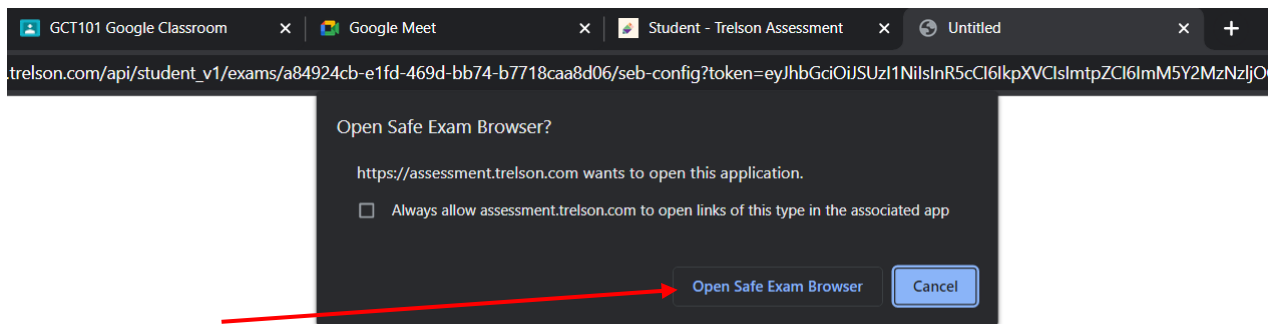

l) Once Safe Exam Browser opens, you will be prompted to enter the PIN to start the exam as shown below. Enter PIN to start as shared in the exam room.
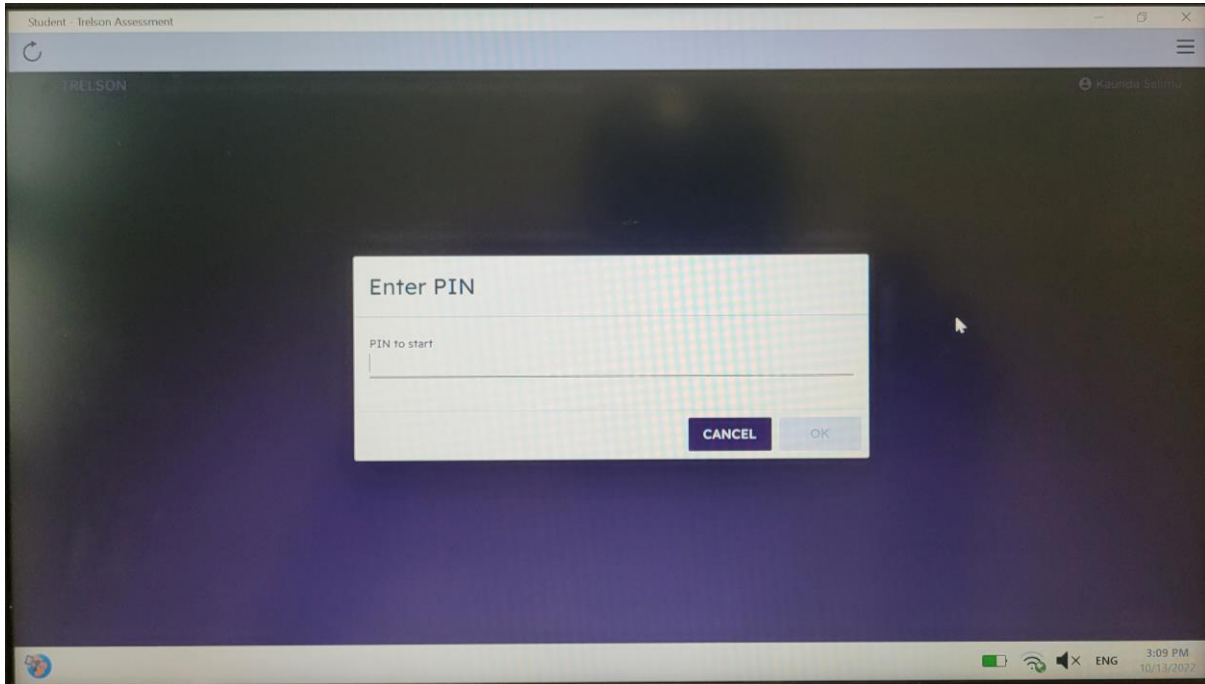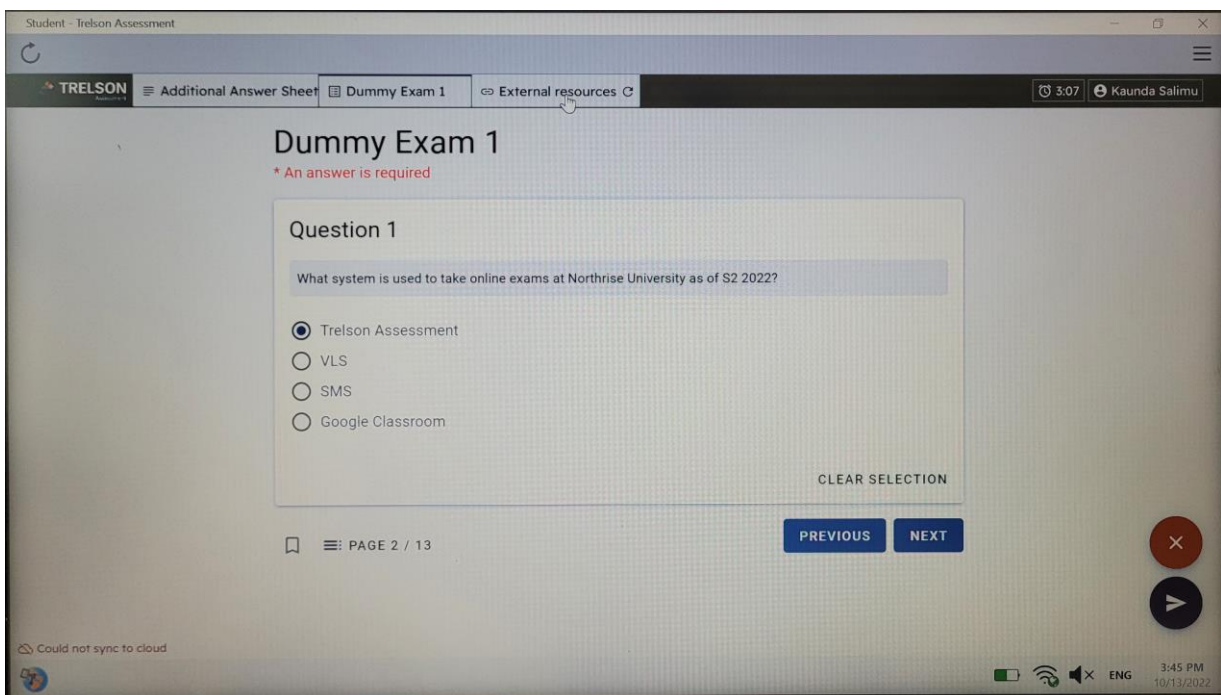
m) After you enter the PIN to start, you will see the Additional Answer Sheet. Click on the tab to the right to access the exam questions.
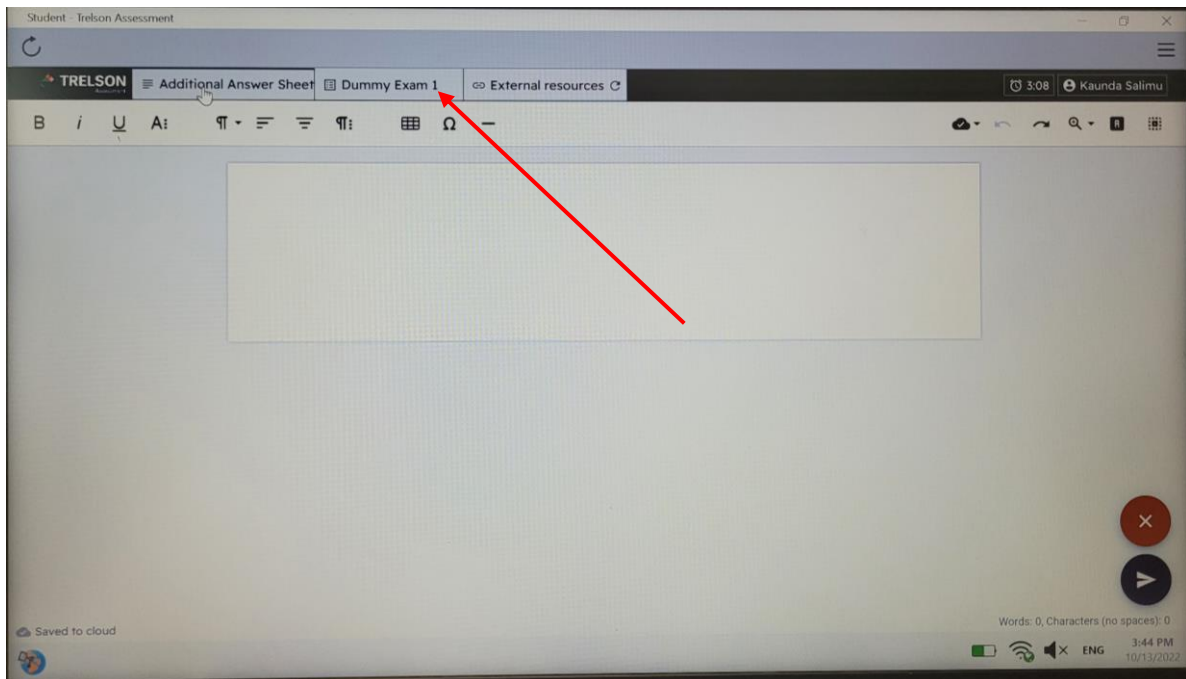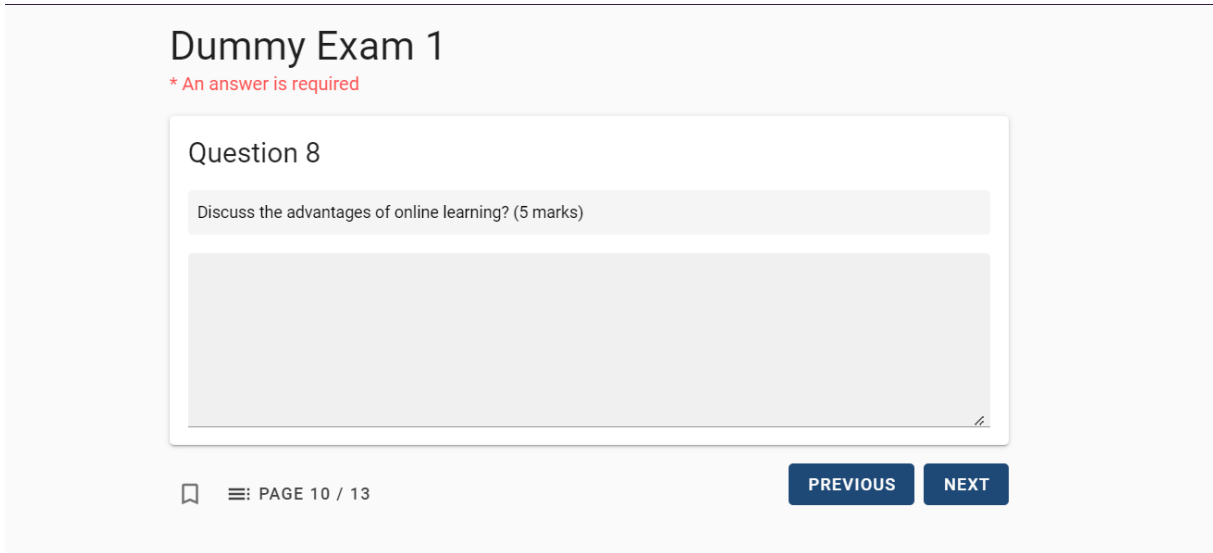

n) The image below illustrates the sections under the questions tab. Click next to view questions in that section and so on.
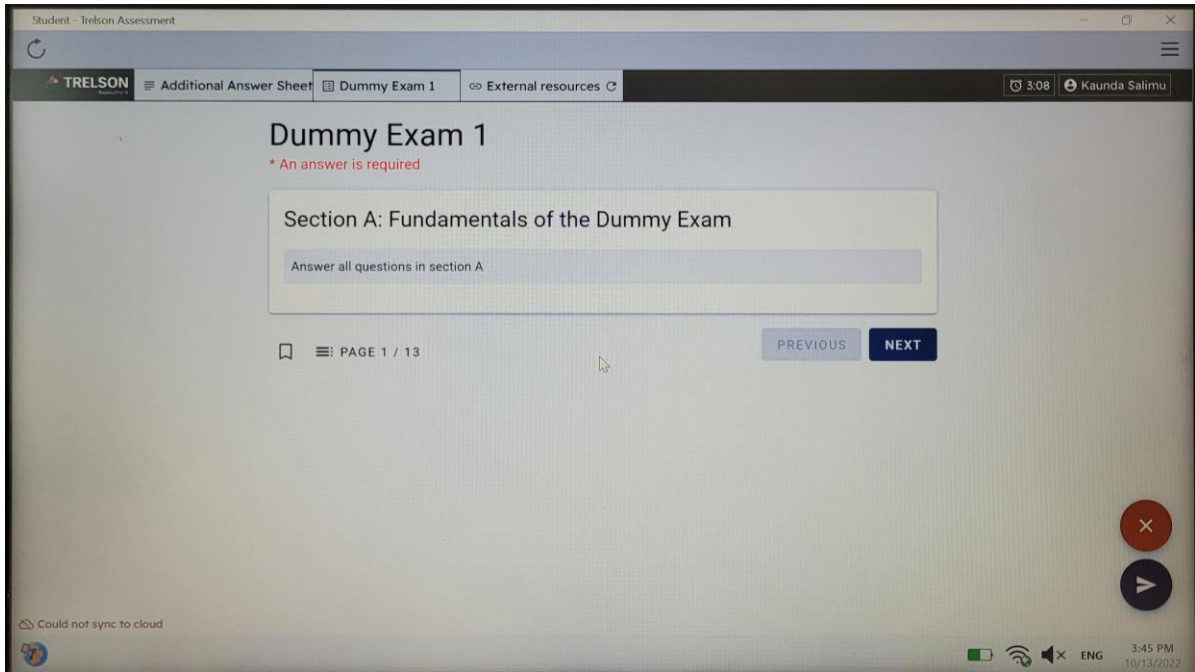
o) The image below illustrates a multiple choice question. Question types are dependent on the course level.

p) The image below illustrates an essay question. Question types are dependent on the course level.

q) You can find extra resources on the tab next to the questions tab, which are made available by your instructor, under the External Resources tab.
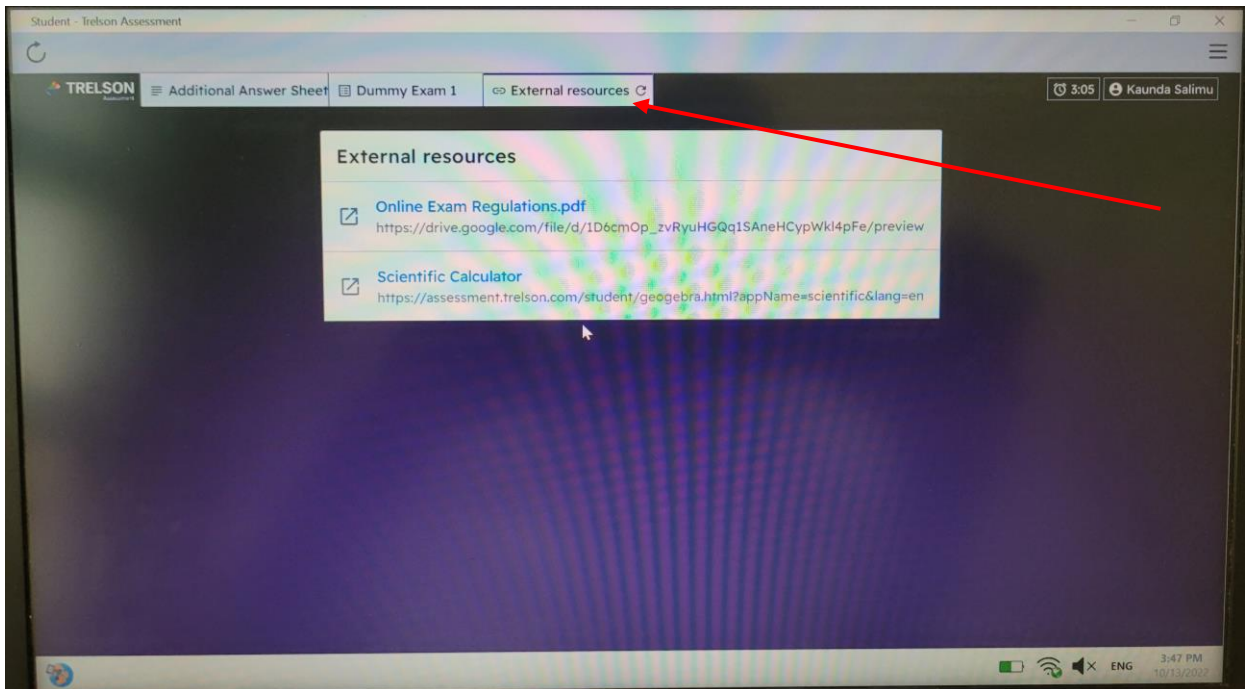
r) When you click on any external resource, it opens as a full new tab. You can then resize it to your preference, by clicking on the icons circled in red as shown below.

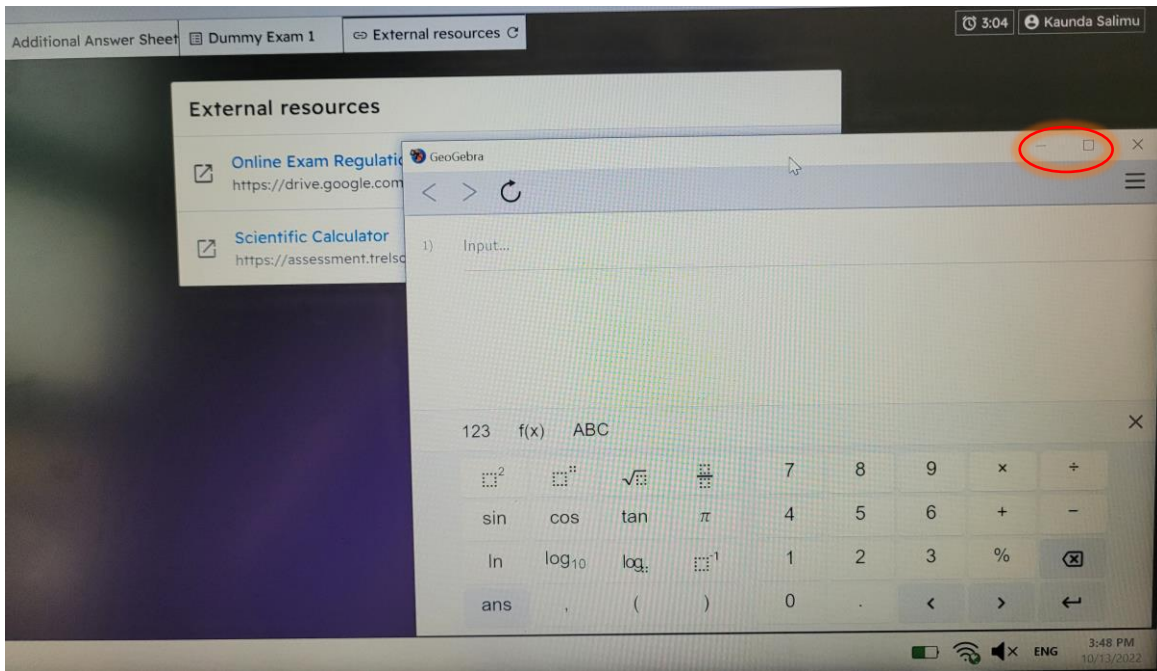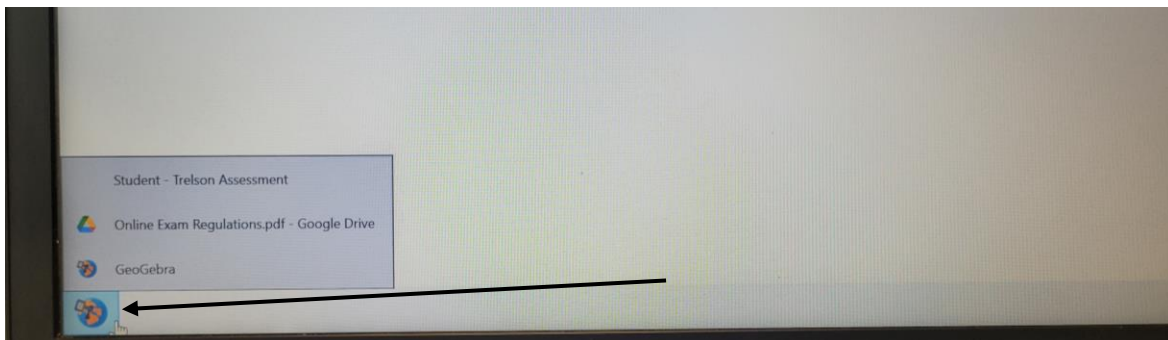s) The image below illustrates how to navigate across the opened tabs. Click the icon in the bottom left corner to see the opened tabs. Then select the tab you want to see.

t) While writing your exam you might lose Internet connection. The images below illustrate how to identify whether you are connected to the Internet or not.

Bottom left corner will indicate "*Could not sync to cloud*"
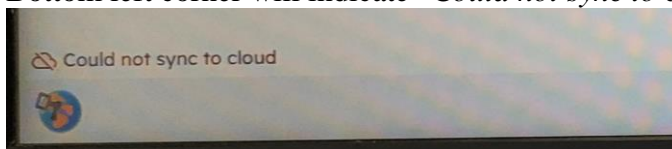
Bottom right network icon will show that it is not connected to your WiFi. For example, the icon below indicates that the WiFi is disabled.

NOTE: Make sure that you check the above mentioned areas for your Internet connectivity. Ensure that you check every time you click next during the exam.

u) When you have gone through all the questions, you will see an overview, highlighting the answered and bookmarked questions.
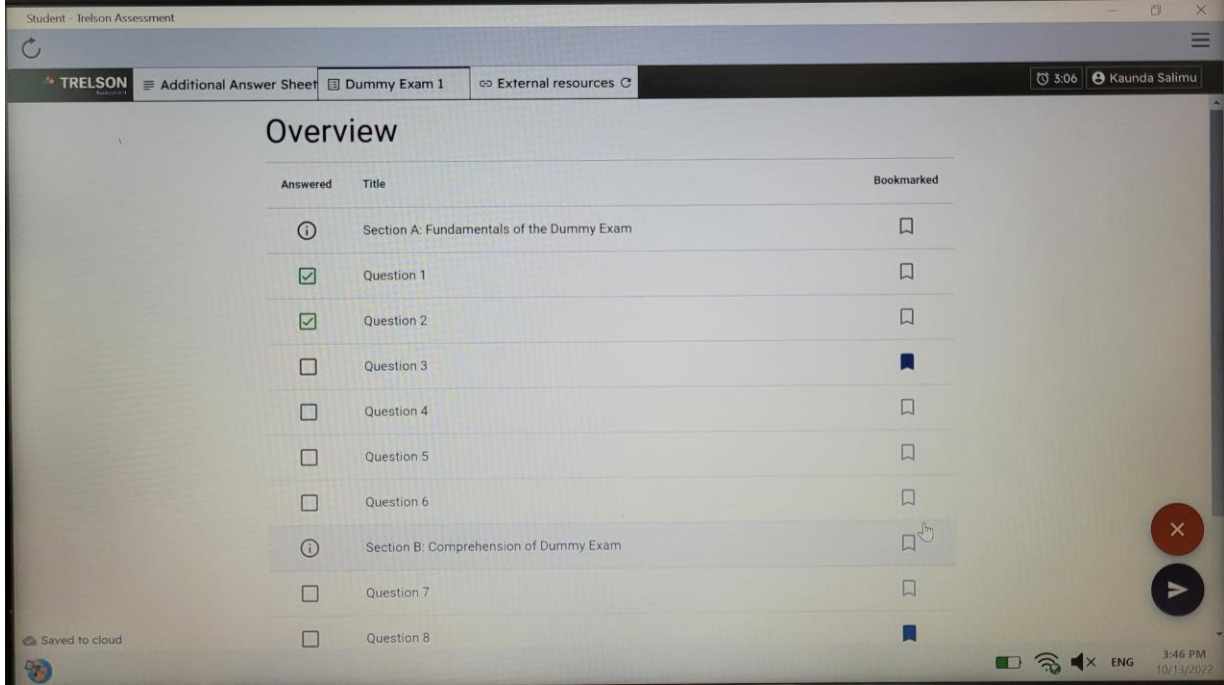
v) Once you have answered all the questions, submit by clicking the bottom right button as shown below.
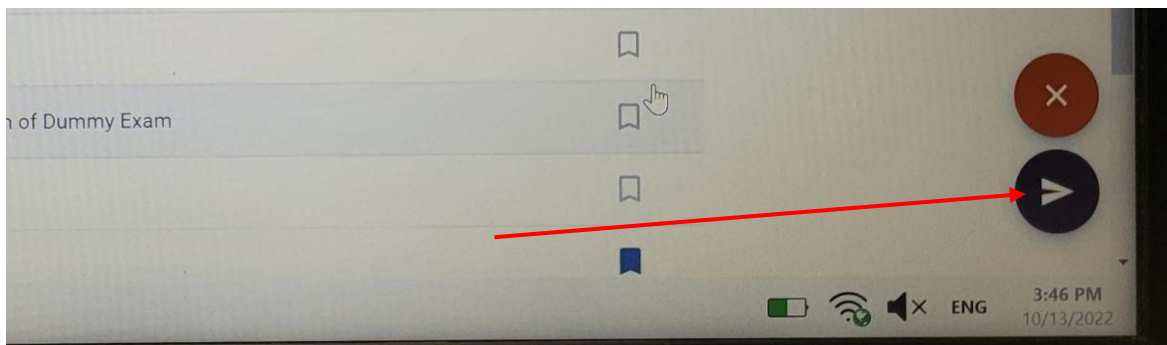
w) When you click on the submit button, you will be prompted to confirm your submission. As illustrated in the image below.

Click SUBMIT ASSIGNMENT to submit your exam answers.

x) Once your submission has completed, you will see the message in the image below. After your submission, you will not have access to the exam.

6. **Exam Regulations and Penalties**

a) **What to Do During the Exam**

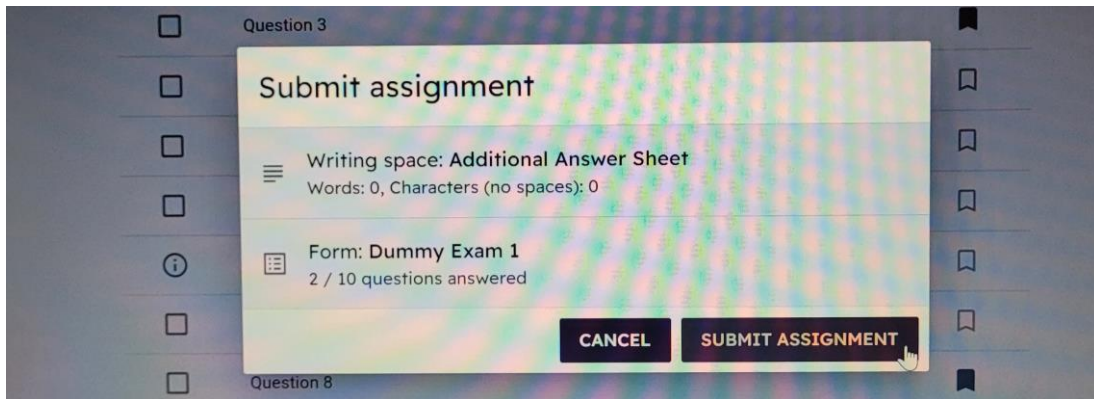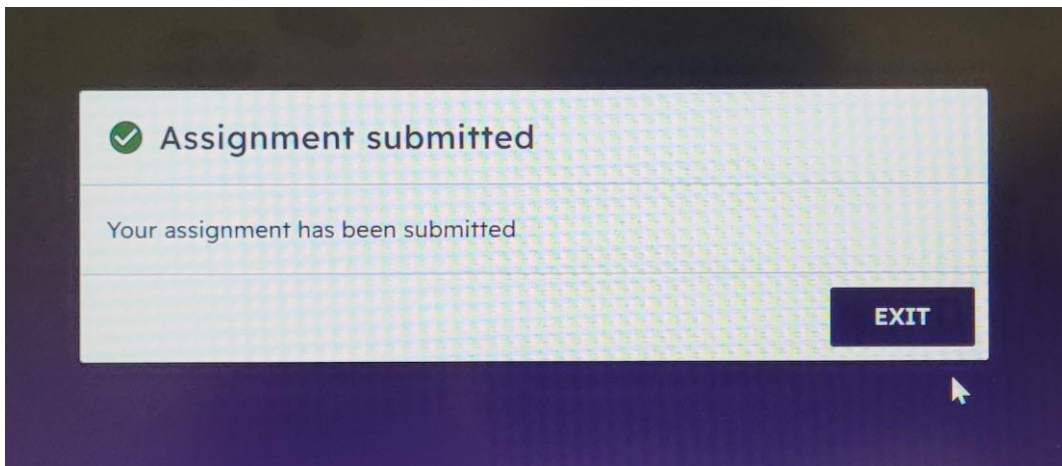Exam takers should follow these guidelines for a smooth and successful exam experience:

i. You must join the Google Meet exam room at least 10 minutes before the start of the exam. This will allow the invigilator to give you the exam rules and make important announcements.

ii. If you do not join the Google Meet exam room after 15 minutes from the start of the exam, you will not be allowed to write the exam.

iii. Make sure your computer is constantly connected to the Internet.

iv. Make sure you are constantly checking the taskbar of Safe Exam Browser which displays the battery life, internet connectivity, speaker volume and time.

v. If your computer disconnects from the Internet, you leave the Google Meet exam room for **more than five minutes** and you have not informed the exam office, you will be disqualified from the exam.

vi. Take the exam in a well-lit room with **front-facing lighting** so that your face can be clearly seen

vii. Make sure your webcam lens is clear and free of dirt or debris

viii. **Remain seated** for the entire exam

ix. Keep your **eyes on the screen**

x. **Stay quiet** throughout the exam

xi. **Keep your laptop active** (not in sleep mode or with lid closed) throughout the exam

b) What Not to Do During the Exam

i. **No Speaking, Background Noise, or Other People in the Room**

Do not talk, read out-loud, or have any devices turned on in the background (e.g. TV, radio, music, etc.). No one else should be in the room with you during the exam.

ii. **No Unusual or Excessive Movement**

The invigilator will monitor your movement patterns and will make announcement if notices unusual movements and gestures.

iii. **Breach of exam regulation**

If the invigilator observes breach of exam regulations, you will be removed from the exam and you will not be able to continue writing the exam.

iv. **No Leaving the View of the Camera**

Do not move from your seat or leave the view of the computer's camera. Do not attempt to block the view of the camera.

v. **No Unauthorized Materials**

Unless allowed by your instructor, external resources are strictly prohibited during an exam. Looking away from the screen to read a textbook or write notes will be considered as cheating.

vi. **No Using External Devices**

Turn off all external devices before an exam. No mobile phones, tablets, or other electronics of any kind are permitted. Only electronic device providing internet connection must be left on.

vii. **No Wearing Hats or Headphones**

Do not use earphones/headphones and make sure your ears are always uncovered.

NOTE: Failure to adhere to any of the regulations above will result in your exam nullified and your name forwarded to the disciplinary committee for possible further actions.