Online Exam of Computer Science Courses (Semester 2, 2019-20): FAQs

Q: If I encounter any technical problem during the examination rendering me unable to join the Zoom meeting for the rest of the examination, what should I do?

A: You should immediately report the problem to the examiner via exam@cs.hku.hk and record the remaining of your examination with another device (e.g. a mobile phone) and send the video to the examiner after the examination.

Q: I am afraid that there may be interruptions and disconnections during the exam when connecting with Zoom, what could I do?

A: You should continue to take the exam as scheduled. After the exam, you could write to us to report your situation and we will handle it on a case-by-case basis.

Q: Could I use my phone to scan my answer scripts for submission to OLEX?

A: Yes, you could use your phone to scan your answer scripts after the end of exam or when you have finished your exam with the permission from the invigilator.

Q: If I cannot put my laptop 65 cm away from me due to space limitation, what should I do?

A: You should try to put your laptop as far away from you as possible so that at least your face and hands can be captured.

Q: If I do not have a laptop webcam or my laptop webcam is not working, could I use my mobile phone to access Zoom during exam?

A: Yes. However, the requirements as set out in the exam guidelines have to be observed.

Q: Can I use my computer keyboard and mouse to enlarge the exam question paper and scroll the exam paper during exam?

A: Yes.

Q: Due to the Coronavirus situation in my country, I cannot go out to print the materials for exam. What could I do?

A: Students are allowed to display open-book materials as permitted by the examiner on their laptop computers. These include lecture notes and books. Cheat sheets, however, have to be either printed or handwritten on paper.

Q: If technical or system problem(s), e.g. computer crashed, accidentally disconnected from Internet, etc. occur during the exam, what should I do?

A: Students are responsible for ensuring they have a working device and correct software ahead of their online exam. If you encounter system issues, you must continue to complete the exam to the best of your ability. You are recommended to keep a log of the issues and the time the problem occurred. Please report to us by email as soon as possible with the date of exam.

Q: Is searching on Internet is permitted during open book exam?

A: No. Information obtained from the Internet is considered unauthorized input and is not allowed UNLESS the course's instructor has given explicit permission in the exam paper for such use.

Q: Are students allowed to access materials on the internet or other materials during the exam?

A: No. All students need to respect the highest standards of academic integrity. Student should not obtain or seek to obtain an unfair advantage by communicating or attempting to communicate with any other person during the examination; and students should not give or attempt to give assistance to another student taking the examination.

Q: Can we use materials or references other than lecturer notes and tutorials?

A: No, unless the course's instructor has given explicit permission in the exam paper for such use.

Q: Can the schedule of the online exam be rearranged if students are not in HK?

A: There will be no rearrangement of the exam timetable.

Q: Can we view the full list of courses we need to take online exams in OLEX?

A: Yes. If you find any missing Computer Science (CS) courses on OLEX, please send email to exam@cs.hku.hk for checking. For non-CS courses, please consult the course offering department or faculty.

Q: If students have questions about the OLEX system, what should they do?

A: Visit the FAQs – For Students by ITS. Students are highly advised to read the FAQs before taking any online exam.