UNIVERSITY OF DAR ES SALAAM

QUALITY ASSURANCE BUREAU (QAB)

REPORT ON MONITORING THE CONDUCT OF UNIVERSITY EXAMINATIONS

SEMESTER I&II-2014/15

TABLE OF CONTENTS

EXECUTIVE SUMMARY

For Semester I, a total of 1299 examinations were analyzed. Out of these 1294 (99.6%) were conducted as single examinations and 5 (0.4%) as multiple examinations across units. The percentage of examinations assessed ranged from 2.2 to 16.6; DUCE (16.6%), CoET (14.2%), MUCE (12.7%), CoNAS (10.5%), CoSS (10.2%) and other remaining colleges/Schools/Institutes were less than 9% of the examinations. For Semester II, a total of 959 examinations were analyzed and 957 (99.8%) were conducted as a single examinations and 2 (0.2%) multiple examinations across inits. The percentage of examinations assessed ranged from 0.1% to 18.0%; CoET (18.0%), CoSS (16.7%), CoNAS (14.9%), SoED (9.3%) and other colleges/Schools/Institutes were less than 9% of the examinations. The majority of the examinations conducted were closed book examinations (91.4% in Semester I; 93.2% Semester II) and the remaining (8.6% in Semester I; 6.8% in Semester II) were semi-open, practical and open book.

The findings indicate that 99.6 percent of the examinations were conducted as scheduled and 0.4 percent was rescheduled to another time/room in Semester I while for Semester II, 98.2 percent of the examinations were conducted as scheduled and 1.8 percent was rescheduled to another time/room. In general, 99.6 percent of Semester I examinations were conducted on time while 98.2 percent of examinations in Semester II were conducted on time.

On room capacity, 6.6 percent of the examinations were conducted in small rooms (overcrowded rooms) in Semester I and 6.9 percent in Semester II. This implies that instructors did not adequately check the capacity of the rooms against the actual number of students prior to examinations. The conditions of examination rooms were generally good.

The number of invigilators ranged from 1-5 in Semester I and 1-6 in Semester II. All units practiced single invigilation except DUCE, IKS and UDBS in Semester I and IKS, SoED, SJMC, CI and CCCS in Semester II. IKS performed well in this case. It was further observed that Assistant Lecturers invigilate more than other academic staff by ranks. In other words, staff members in this rank have heavier invigilation load than others.

On students' identification, there are still cases where students tend to attempt to sit for examinations without valid IDs. Four (4) students were noted without IDs in Semester I and 3 in Semester II. The actions taken include expelling from examinations, allowing them to sit for examinations and sorting out the problem later or advising them to pick new IDs. Otherwise, general examination rules and regulations were well-observed by invigilators in both semesters.

In assessing the practices on the conduct of university examination, invigilators performed well in punctuality; good in cooperation between invigilators and students as well as QA officers; good in number in examination rooms; and good in reminding students on examination rules and regulation before exams. The bad practices noted include lack of a mix of senior and junior invigilators and deficiency of chairs for invigilators and tables for examination materials.

Matters which need immediate actions were identified to be the following:

(1) Departments should strictly coordinate the moderation process in order to review examination papers prior to examinations to avoid obvious mistakes (e.g. MK 324, MK 101, LE 103)

(2) Examiners should assess the timetable based on the actual number of students and room allocation and use an updated version of the timetable to avoid overcrowding of students in examination rooms.

(3) The University should arrange for repair and maintenance of lighting systems, air conditioners and fans; emphasize on cleanliness of the examination rooms and toilets; and plan for replacement of broken chairs and tables.

(4) Most of Masters and taught PhD examinations are not yet in the examination master timetable.

(5) There are still cases of course instructors invigilating their own examinations. According to rules and regulations, the invigilator should be other than the course instructor.

(6) The problem of late starting of examination still recurs (e.g. LW 470, MG 445, LW 478/LE 100). It was noted that Examiners were not aware of the actual number of students.

(7) Cases of lack of adherence to examination format were observed (e.g. DS 102)

1.   INTRODUCTION

Quality Assurance Bureau (QAB) at the University of Dar es Salaam (UDSM) is charged with the mission to (i) constantly monitor and evaluates quality assurance (QA) processes; (ii) support strategic initiatives aimed at enhancing quality and relevance of academic and administrative activities; and (iii) promote the adoption of quality assurance culture in university activities. The monitoring of quality assurance processes include the monitoring of the conduct of University examinations aimed at assessing whether examinations are organised and conducted in accordance with the University examination rules and regulations. This report presents the findings on the monitoring of University examinations conducted in Semester I and II (2014/15) which assessed examination modality, time management, capacity and condition of examination rooms, invigilation and student identification process, cases of examination irregularities, commitment of invigilators and handling of end of examinations.

2.   METHODOLOGY

The assessment of the conduct of University examinations was conducted using the questionnaire. Examinations were assessed by quality assurance (QA) officers who visited the examination venues as per the University master timetable. The venues were divided into four zones and QA officers were scattered in the zones for observation and recording. The questionnaire included information on time management; examination venues and conditions of facilities; particulars of the invigilators; identification and admission procedures; presence of unauthorized materials; commitment of the invigilators; handling of end of examination paper; and measures related to good and bad practices. Matters which need immediate/special attention were also to be identified. The frequency and percentage of cases are reported in tables and figures to explain the situation according to the areas identified in the questionnaire.

3.   GENERAL FINDINGS

Section 1 of the monitoring instrument was intended to provide general information on the evaluators, date of examination, course code; hosting Colleges/Schools/Institutes and types of

examination. Semester I examination were conducted from 30th January - 13th February 2015 and semester II from 22nd June - 3rd July 2015. Quality Assurance (QA) officers conducted the evaluation of 1299 examinations hosted by 13 colleges/schools/institutes in Semester I and 959 examinations hosted by 11 colleges/schools/institutes in Semester II. MUCE and DUCE conducted the evaluation of Semester II examinations independently.

3.1 Distribution of examinations

Table 1a presents Colleges, Schools and Institutes involved in examination evaluation, number of examinations assessed and their percentage in Semester I. As noted, a total of 1299 examinations were analyzed. Out of these 1294 (99.6%) were conducted as a single examination and 5 (0.4%) multiple examinations across Colleges/Schools/Institutes. The percentage of examinations assessed ranged from 2.2 to 16.6; DUCE (16.6%), CoET (14.2%), MUCE (12.7%), CoNAS (10.5%), CoSS (10.2%) and other colleges/Schools/Institutes were less than 9% of the examinations. In addition, some examinations from different units were assessed together as they were conducted in the same rooms.

Table 1a: Distribution of Examination by College/School/Institute in Semester I

Hosting College/School/Institute	Frequency	Percentage
Single Examination		
CoET	185	14.2
CoHU	106	8.2
CoICT	45	3.5
CoNAS	136	10.5
CoSS	132	10.2
DUCE	216	16.6
IDS	46	3.5
IKS	28	2.2
MUCE	165	12.7
SJMC	32	2.5
SoED	84	6.5
UDBS	77	5.9
UDSoL	42	3.2
Sub total	**1294**	**99.6**
Multiple Examinations		
CoHU/CoSS	1	0.1

Hosting College/School/Institute	Frequency	Percentage
IKS/CoHU	1	0.1
IKS/CoSS	2	0.2
SoED/IKS	1	0.1
Sub total	**5**	**0.4**
Total	**1299**	

Table 1b presents Colleges, Schools and Institutes involved except MUCE and DUCE, number of examinations assessed and their percentage in Semester II. A total of 964 examinations were analyzed. Out of these examinations, 957 (99.8%) were conducted as a single examination and 2 (0.2%) multiple examinations across Colleges/Schools/Institutes. The percentage of examinations assessed ranged from 0.1% to 18.0%; CoET (18.0%), CoSS (16.7%), CoNAS (14.9%), SoED (9.3%) and other colleges/Schools/Institutes were less than 9% of the examinations. Also some examinations from different units were assessed together as they were conducted in the same rooms.

Table 1b: Distribution of Examination by College/School/Institute

Hosting College/School/Institute	Frequency	Percentage
Single Examination		
CoET	173	18.0
CoHU	114	11.9
CoICT	45	4.7
CoNAS	143	14.9
CoSS	160	16.7
IDS	52	5.4
IKS	33	3.4
SJMC	26	2.7
SoED	89	9.3
UDBS	74	7.7
UDSoL	46	4.8
Others (CI and CCCS)	2	.2
Total	957	99.8
Multiple Examinations		
CoNAS, CoET	1	.1
SoED, CoSS	1	.1
Sub total	2	.2
Total	**959**	

3.2   Types of examination

The majority of the examinations conducted were closed book examinations for both Semester I and II. Figure 1a shows that 97.2 percent of the examinations were closed, 2.2 percent were open book and 0.6 percent were semi-open book in Semester I while Figure 1b shows that 93.2 percent of the examinations were closed, 1.5 percent was and 5.1 percent were semi-open book in Semester II.
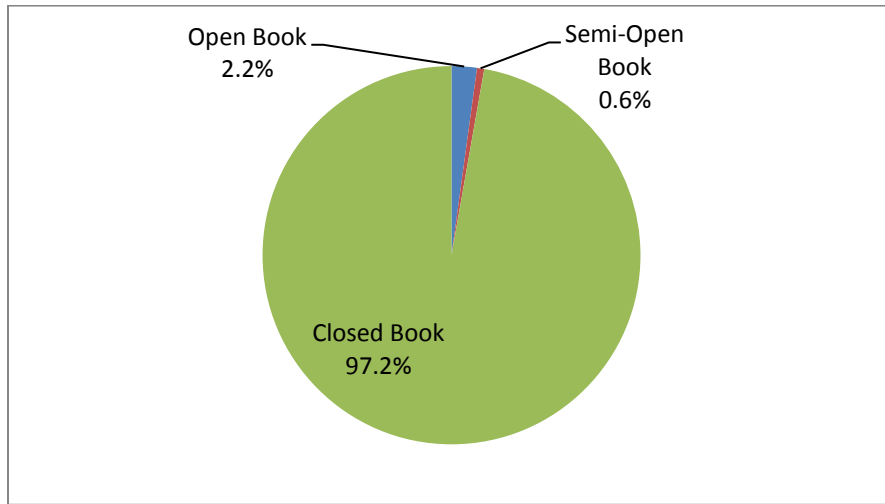

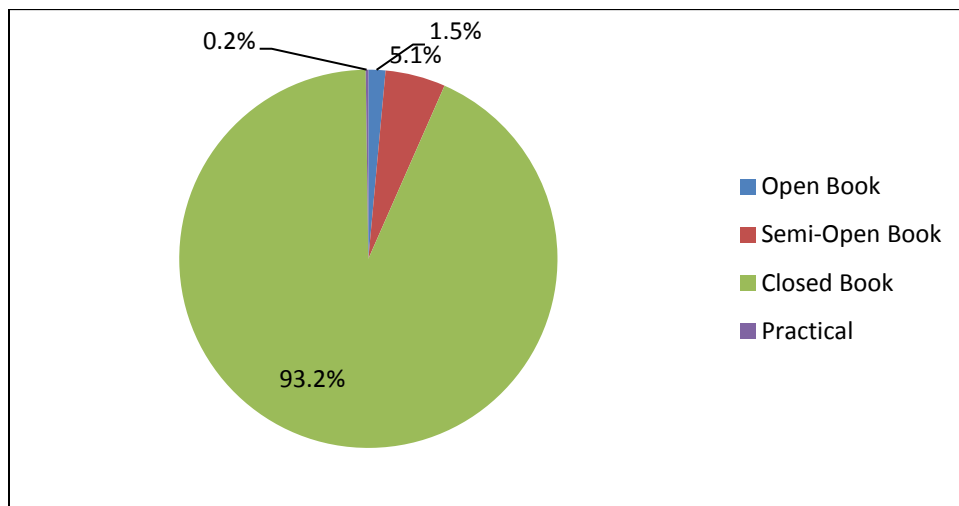**Figure 1a: Type of Examination in Semester I**

Figure 1b: Type of Examination in Semester II

4

The distribution by college/school/institute are presented in Table 2a and Table 2b for Semester I and Semester II respectively.

Table 2a: Type of examination by College/School/Institute in Semester I

Hosting College/School/Institute	Open Book	Semi-Open Book	Closed Book	Total
Single examination				
CoET	0 (0%)	0 (0%)	181 (100%)	181
CoHU	5 (4.76%)	0 (0%)	100 (95.23%)	105
CoICT	0 (0%)	0 (0%)	46 (100%)	46
CoNAS	3 (2.17%)	3 (2.17%)	132 (95.65%)	138
CoSS	4 (3%)	0 (0%)	129 (96.99%)	133
DUCE	0 (0%)	0 (0%)	211 (100%)	211
IDS	10 (21.73%)	0 (0%)	36 (78.26%)	46
IKS	1 (3.57%)	0 (0%)	27 (96.42%)	28
MUCE	0 (0%)	1 (0.62%)	159 (99.37%)	160
SJMC	0 (0%)	1 (3.12%)	31 (96.87%)	32
SoED	1 (1.21%)	0 (0%)	81 (98.78%)	82
UDBS	1 (1.33%)	0 (0%)	74 (98.66%)	75
UDSoL	3 (7.31%)	3 (7.31%)	35 (85.36%)	41
Multiple Examination				
CoHU/CoSS	0 (0%)	0 (0%)	1 (100%)	1
IKS/CoHU	0 (0%)	0 (0%)	1 (100%)	1
IKS/CoSS	0 (0%)	0 (0%)	2 (100%)	2
Total	**28 (2.18%)**	**8 (0.62%)**	**1246 (97.19%)**	**1282**

Table 2b: Type of examination by College/School/Institute in Semester II

Hosting College/School/Institute	Open Book	Semi-Open Book	Closed Book	Total
Single examination				
CoET	2(1.3%)	8(5.2%)	142(92.2%)	2(1.3%)
CoHU	4(3.8%)	3(2.9%)	98(93.3%)	0(0%)
CoICT	0(0%)	0(0%)	42(100%)	0(0%)
CoNAS	1(0.7%)	2(1.5%)	133(97.8%)	0(0%)
CoSS	0(0%)	1(0.7%)	144(99.3%)	0(0%)
IDS	0(0.0%)	0(0.0%)	51(100%)	0(0.0%)
IKS	5(16.7%)	4(13.3%)	21(70.0%)	0(0.0%)
SJMC	0(0.0%)	0(0.0%)	25(100.0%)	0(0.0%)
SoED	0(0.0%)	0(0.0%)	85(100%)	0(0.0%)
UDBS	0(0.0%)	3(4.3%)	66(95.7%)	0(0.0%)
UDSoL	1(2.3%)	25(56.8%)	18(40.9%)	0(0.0%)
Others	0(0.0%)	0(0.0%)	2(100.0%)	(0.0%)0

Total	13(1.5%)	46(5.2%)	829(93.1%)	2(0.2%)
Multiple Examination				
CoNAS, CoET	0(0.0%)	0(0.0%)	1(100.0%)	0(0.0%)
SoED, CoSS	0(0.0%)	0(0.0%)	1(100.0%)	0
Total	**13(1.5%)**	**46(5.2%)**	**829(93.1%)**	**959**

4.   SPECIFIC FINDINGS

Sections 2-10 of the monitoring instrument were planned for providing specific findings on examination time management, examination venues and their conditions, particulars of invigilators, identification and admission of students, issues of unauthorized materials, commitment of invigilators, handling of the end of examinations, good and bad practices, and finally matters of special attention.

4.1   Time Management

All invigilators and students are responsible for abiding to the University examination timetable. In evaluating the time management, QA officers compared the scheduled timetable and examination starting time. In cases of delays, reasons were reported. Figure 2a shows that 99.6 percent of the examinations were conducted as scheduled and 0.4 percent was rescheduled to another time or rooms in Semester I while 98.2 percent of the examinations were conducted as scheduled and 1.8 percent were not conducted as per scheduled indicated in the time table (Figure 2b). The major reasons for rescheduled examination was timetable mismatch and under-capacity of examination rooms due to broken chairs and chairs.

6
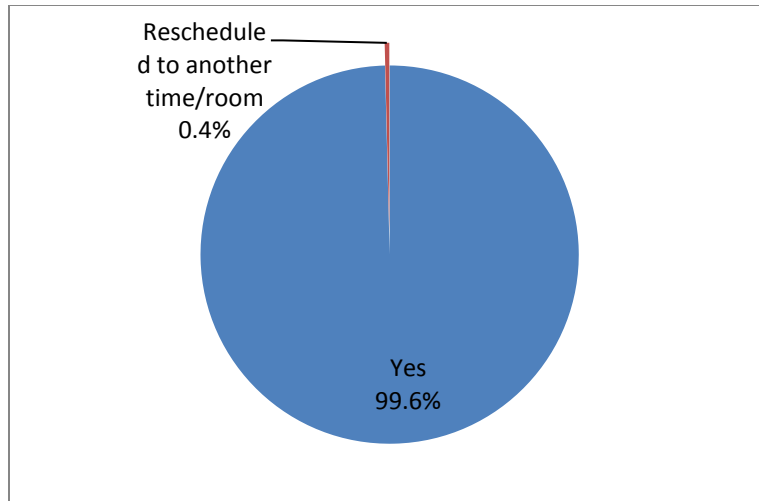
Figure 2a: Examination conducted as scheduled in Semester I
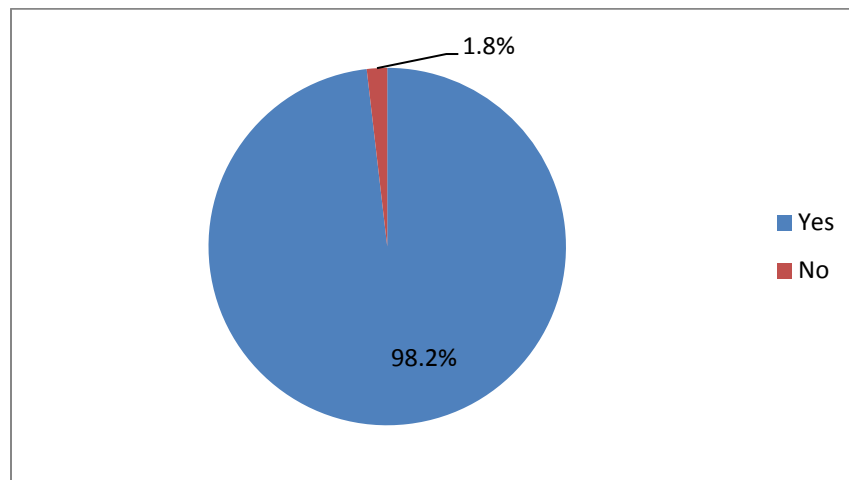
Figure 2b: Examination conducted as scheduled in Semester II

In addition to scheduling it was observed that 1177 (93.3 %) of examinations started on time and 75 (6.0%) started late between 1 to 15 minutes in Semester I and that 765 (85.2%) of examinations started on time and 119(13.3%) started late between 1 to 15 minutes in Semester II, see Tables 3a and 3b. The percentage of exams started late for more than 16 minutes was 0.7 percent and 1.5 percent in Semester II.

Table 3a: Examination by Actual Starting Time in Semester I

Examination starting time	Frequency	Percentage
Started on time	1177	93.3
Started late between 1 to 15min	75	6.0
Started late between 16 to 30 min	8	0.6
Started late for more than 30 min	1	0.1
Total	**1261**	**100.0**

Table 3b: Examination by Actual Starting Time in Semester II

Examination starting time	Frequency	Percentage
Started on time	765	85.2
Started late between 1 to 15min	119	13.3
Started late between 16 to 30 min	13	1.4
Started late for more than 30 min	1	.1
Total	**898**	**100.0**

Table 4a shows examination starting times by Colleges/Schools/Institutes in Semester I and Table 4b in Semester II.

Table 4a: Exam Starting Time by College/School/Institute in Semester I

Hosting College/School/Institute	Started on time	Started late between 1 to 15min	Started late between 16 to 30 min	Started late for more than 30 min	Total
Single examination					
CoET	155 (87.57%)	21 (11.86%)	1 (0.56%)	0 (0%)	177
CoHU	97 (97%)	2 (2%)	1 (1%)	0 (0%)	100
CoICT	42 (93.33%)	3 (6.66%)	0 (0%)	0 (0%)	45
CoNAS	125 (95.41%)	5 (3.81%)	1 (0.76%)	0 (0%)	131
CoSS	119 (92.24%)	8 (6.2%)	2 (1.55%)	0 (0%)	129
DUCE	184 (93.4%)	12 (6.09%)	1 (0.5%)	0 (0%)	197
IDS	38 (88.37%)	4 (9.3%)	1 (2.32%)	0 (0%)	43
IKS	27 (96.42%)	1 (3.57%)	0 (0%)	0 (0%)	28
MUCE	160 (100%)	0 (0%)	0 (0%)	0 (0%)	160
SJMC	27 (87.09%)	4 (12.9%)	0 (0%)	0 (0%)	31
SoED	81 (96.42%)	1 (1.19%)	1 (1.19%)	1 (1.19%)	84
UDBS	62 (84.93%)	11 (15.06%)	0 (0%)	0 (0%)	73
UDSoL	39 (92.85%)	3 (7.14%)	0 (0%)	0 (0%)	42

Multiple examination					
CoHU/CoSS	1 (100%)	0 (0%)	0 (0%)	0 (0%)	1
IKS/CoHU	1 (100%)	0 (0%)	0 (0%)	0 (0%)	1
IKS/CoSS	2 (100%)	0 (0%)	0 (0%)	0 (0%)	2
SoED/IKS	1 (100%)	0 (0%)	0 (0%)	0 (0%)	1
Total	**1161 (93.25%)**	**75 (6.0%)**	**8 (0.6%)**	**1 (0.1%)**	**1245**

Table 4b: Exam Starting Time by College/School/Institute in Semester II

Hosting College/School/Institute	Started on time	Started late between 1 to 15min	Started late between 16 to 30 min	Started late for more than 30 min	Total
Single examination					
CoET	138(82.6%)	26(15.6%)	2(1.2%)	1(0.6%)	167
CoHU	102(94.4%)	6(5.6%)	0(0.0%)	0(0.0%)	108
CoICT	38(88.4%)	5(11.6%)	0(0.0%)	0(0.0%)	43
CoNAS	117(88.0%)	16(12.0%)	0(0.0%)	0(0.0%)	133
CoSS	122(84.1%)	19(13.1%)	4(2.8%)	0(0.0%)	145
IDS	43(89.6%)	5(10.4%)	0(0.0%)	0(0.0%0	48
IKS	25(83.3%)	5(16.7%)	0(0.0%)	0(0.0%)	30
SJMC	22(84.6%)	4(15.4%)	0(0.0%)	0(0.0%)	26
SoED	67(82.7)	14(17.3%)	0(0.0%)	0(0.0%)	81
UDBS	58(82.9%)	12(17.1%)	0(0.0%)	0(0.0%)	70
UDSoL	30(69.8%)	6(14.0%)	7(16.3%)	0(0.0%)	43
Others	1(50.0%)	1(50.0%)	0(0.0%)	0(0.0%)	2
Multiple examination					
CoNAS, CoET	1(100.0%)	0(0.0%)	0(0.0%)	0(0.0%)	1
SoED, CoSS	1(100.0%)	0(0.0%)	0(0.0%)	0(0.0%)	1
Total	**765(85.2%)**	**119(13.3%)**	**13(1.4%)**	**1(0.1%)**	**898**

The most likely causes of late starting of examinations in both semesters include identification of students especially for larger classes; arranging sitting arrangement of students; insufficient examination materials and late coming of students in examination rooms. .

4.2   Examination Venues and their Conditions

The examination venues and their conditions were assessed based on the room capacity, sitting arrangement and infrastructure.

4.2.1 Capacity of the Rooms and Number of Students Admitted

Tables 5a and 5b present the summary statistics of admitted students and room capacity. The number of admitted students ranged from 1 to 490 while the room capacity ranged from 4 to 1000 in Semester I. The number of admitted students ranged from 1 to 547 while the room capacity ranged from 30 to 490 in Semester II.

Table 5a: Number of Students Admitted and Room Capacity in Semester I

Descriptive Statistics	N	Minimum	Maximum
Number of admitted students	1275	1	490
Room capacity	1149	4	1000

Table 5b: Number of Students Admitted and Room Capacity in Semester II

Descriptive Statistics	N	Minimum	Maximum
Number of admitted students	939	1	547
Room capacity	845	30	490

The distribution of the examination by the number of students admitted and room capacity are categorized in Table 6a and 7a for Semester I and in Table 6b and Table 7b for Semester II respectively.

Table 6a: Number of Students Admitted in Semester I

Number of students admitted	Frequency	Percent	Cumulative Percentage
1-10	130	10.2	10.2
11-50	434	34.0	44.2
51-100	363	28.5	72.7
101-200	184	14.4	87.1
More than 200	164	12.9	100
Total	**1275**	**100.0**	

Table 6b: Number of Students Admitted in Semester II

Number of students admitted	Frequency	Percent	Cumulative Percentage
1-10	127	13.6	13.6
11-50	366	39.2	52.8
51-100	246	26.3	79.1
101-200	94	10.1	89.2
More than 200	101	10.8	100.0
Total	**934**	**100.0**	

As noted in Table 7a, out of 1149 examinations, 627 (54.6%) had room capacity of less than 101; 246 (21.4%) had capacity of more than 101 to 200 and 276 (24.0%) had capacity of more than 200 students in Semester I. In Semester II, out of 841 examinations, 602 (71.6%) had room capacity of less than 101; 93 (11.1%) had capacity of more than 101 to 200 and 146 (17.4%) had capacity of more than 200 students as shown in Table 7b.

Table 7a: Category of room capacity in Semester I

Room Capacity	Frequency	Percent	Cumulative Percent
1-10	20	1.7	1.7
11-50	312	27.2	28.9
51-100	295	25.7	54.6
101-200	246	21.4	76.0
More than 200	276	24.0	100.0
Total	**1149**	**100.0**	

Table 7b: Category of room capacity in Semester II

Room Capacity	Frequency	Percent	Cumulative Percent
1-10	12	1.4	1.4
11-50	305	36.3	37.7

51-100	285	33.9	71.6
101-200	93	11.1	82.6
More than 200	146	17.4	100.0
Total	**841**	**100.0**	

Table 8 indicates that 93.4 percent of the examinations in semester I were conducted in recommended rooms while in Semester II, 93.1 percent were conducted in recommended rooms compared to the number of students admitted. As can be noted, the recommended rooms in percentage did not change much and therefore there was no significant improvement in this case.

Table 8: Comparison between the Room Capacity and Students Admitted

	Semester I		Semester II	
Criteria	**Frequency**	**Percent**	**Frequency**	**Percent**
Overcrowded room (Capacity<admitted)	75	6.6	58	6.9
Recommended room (capacity>admitted)	1061	93.4	777	93.1
Total	**1136**	**100.0**	**835**	**100.0**

4.2.2   Condition of Examination Rooms

The conditions of examination room are reflected by the sitting arrangement and infrastructure (lighting, availability of chairs and tables and room ventilation). The availability of chairs and table in the room has a direct implication on the room capacity. Broken (unused) chairs and tables tend to reduce the capacity of the room.

Tables 9a and 9b present the conditions of facilities and examination rooms. It generally indicates that about 98.5% of the rooms were in good condition in both Semester I and II. It means that the university should work on the remaining 1.5% of the rooms for a more effective conduct of examinations.

Table 9a: Conditions of the Examination Venue in Semester I

Facility/Condition	Very poor	Poor	Good	Very good	Excellent	n
Sitting arrangement	2 (0.16%)	18 (1.44%)	253 (20.28%)	497 (39.85%)	477 (38.25%)	1247
Lighting	54 (4.35%)	81 (6.53%)	335 (27.01%)	459 (37.01%)	311 (25.08%)	1240
Chairs and tables	3 (0.24%)	42 (3.36%)	318 (25.46%)	494 (39.55%)	392 (31.38%)	1249
Room ventilation	8 (0.64%)	69 (5.54%)	309 (24.81%)	518 (41.6%)	341 (27.38%)	1245
General conditions of the examination room	1 (0.08%)	17 (1.43%)	258 (21.77%)	623 (52.57%)	286 (24.13%)	1185

Table 9b: Conditions of the Examination Venue in Semester II

Facility/Condition	Very poor	Poor	Good	Very good	Excellent	n
Sitting arrangement	5(0.6%)	15(1.7%)	212(24.6%)	227(26.4%)	402(46.7%)	861
Lighting	3(0.4%)	50(5.9%)	287(33.6%)	304(35.6%)	209(24.5%)	853
Chairs and tables	3(0.4%)	56(6.6%)	259(30.4%)	257(30.2%)	277(32.5%)	852
Room ventilation	4(0.5%)	25(2.9%)	258(30.3%)	331(38.9%)	233(27.4%)	851
General conditions of the examination room	6(0.7%)	7(0.8%)	253(30.0%)	355(42.1%)	222(26.3%)	843

4.3   Particulars of Invigilators

Particulars of invigilators were assessed through the number of invigilators and their composition. Table 10 shows that the number of invigilators ranged from 1 to 5 in Semester I and from 1 to 6 in Semester II. It is observed that 4.3 percent of examinations practiced single invigilation in Semester I and 5.1 percent in Semester II. Although single invigilation is quite prohibited, the problem still recurs. For example in Semester I, with exception of DUCE, IKS and UDBS as well as IKS, SJMC and SoED in Semester II, all other Colleges/Schools/Institutes practiced single invigilation. Based on these findings, IKS has committed the responsibility to avoid single invigilation.

Table 10: Number of Invigilators in Examinations

	Semester I		Semester II	
Number of Invigilators	**No. of Exams**	**Percent**	**No. of Exams**	**Percent**
1	56	4.3	48	5.1
2	929	72.0	739	78.1
3	210	16.3	101	10.7
4	71	5.5	46	4.9
5	25	1.9	8	.8
6			4	.4
Total	**1291**	**100.0**	**946**	**100.0**

For the composition of invigilators, it was interesting to assess the invigilators by their ranking. Table 11a and Table 11b present the number and percentage of invigilators by their ranks in Semester I and II respectively. It indicates that 34.5 percent of the examinations were invigilated by senior staff i.e. Professors, Senior Lecturers and Lecturers in Semester I and 45 percent in Semester II; 46.9 percent were invigilated by Assistant Lecturers and 16.8 percent by Tutorial Assistants in Semester I and 39 percent were invigilated by Assistant Lecturers and 13.1 percent by Tutorial Assistants in Semester II. This implies that Assistant Lecturers invigilated more times than other academic staff in both semesters. Furthermore, it can be seen that non-academic staff invigilated examinations in both semesters.

Table 11a: Invigilation by Academic Posts in Semester I

Posts	Frequency	Percent	Cumulative Percent
Professor	137	4.6	4.6
Senior Lecturer	304	10.3	14.9
Lecturer	577	19.6	34.5
Assistant Lecturer	1386	46.9	81.4
Tutorial Assistant	497	16.8	98.2
Non-Academics	52	1.8	100.0
Total	**2953**	**100.0**	

14

Table 11b: Invigilation by Academic Posts in Semester II

Posts	Frequency	Percent	Cumulative Percent
Professor	151	7.4	7.4
Senior Lecturer	256	12.5	20.0
Lecturer	511	25.0	45.0
Assistant Lecturer	796	39.0	84.0
Tutorial Assistant	267	13.1	97.1
Non-Academics	59	2.9	100.0
Total	**2040**	**100.0**	

4.4   Identification and Admission of Students into Examination Rooms

Only registered students are eligible to sit for examinations. Therefore all students should be verified as legitimate by showing their identity cards (IDs) during entry to the examination venues. The majority of students sitting for examinations had valid IDs both in Semester I and II. Few of them did not have valid IDs. Table 12a shows the number of students with identification problems and action taken in Semester I for examinations in CH 243, EE 171, HI 270 and MK 336. Table 12b indicates students without IDs for examinations in CO 203 and DS 102. The action taken to these students by the invigilators included students being expelled from examinations, students allowed to sit for examination and students advised to pick a new ID.

Table 12a: Number of students found without valid Identifications in Semester I

Course code	Action taken			Total
	Expelled from sitting the exam	**Allowed to sit for exam**	**Advised to pick a new ID**	
CH 243	0	1	0	1
EE 171	1	0	0	1
HI 270	0	1	0	1
MK 336	0	0	1	1
Total	**1**	**2**	**1**	**4**

Table 12b: Number of students found without valid Identifications in Semester II

Course code	Action taken			Total
	Expelled from sitting the exam	Allowed to sit for exam	Advised to pick a new ID	
CO 203	0	1	0	1
DS 102	0	2	0	2
Total	**0**	**3**	**0**	**3**

4.5   Restriction of Unauthorized Materials

Both invigilators and students are required to observe and abide to examination rules and regulations as stipulated in the University prospectus. Students are prohibited from entering into the examination rooms with unauthorized materials. The identified unauthorized materials include books, manuscripts, laptops, written notes, bags and mobile phones. Moreover, prior to any examination, invigilators are supposed to check and remind the examinees on the regulations.

In Semester I, it is only one examination (LL 332) where bags were found in the room while in Semester II, three examinations (AY 101, DS 627 and FN 307) were found with bags. This implies that there is still laxity among invigilators in prohibiting students to enter into examination rooms with bags.

4.6   Commitment of Invigilators

QA officers also observed the level of commitment among the invigilators to adhere to examination regulations. The commitment was assessed if invigilators were found reading newspapers, working with laptops, marking scripts or chatting inside exam room. Out of 980 examinations in Semester I, 99.4 percent of examinations reported that invigilators were observing examination regulations while 6 (0.6 percent) examinations indicated that invigilators were relaxed. These findings are summarized in Table 13a. In Semester II, about 83.6 percent of examinations reported that invigilators were observing examination regulations while 16.4 percent of examinations indicated that invigilators were relaxed (refer to Table 13b).

Table 13a: Commitment of Invigilators in Semester I

	n=980	
Commitment of Invigilators	**Yes**	**Course Code**
Invigilators observed examination regulations	974 (99.4%)	
Invigilators found working with Laptop	1 (0.1%)	DP 602
Invigilators standing outside the exam room	3 (0.3%)	AE 202, PS 232, PS 332
Invigilators found chatting inside exam room	2 (0.2%)	CT 604, PS 332

Table 13b: Commitment of Invigilators in Semester II

	n=964	
Commitment of Invigilators	**Yes**	**Course Code**
Invigilators observed examination regulations	806 (83.6%)	
Invigilators found marking scripts	3(0.3%)	HI 265, JO103
Invigilators found reading book/newspaper	4 (0.4%)	AY 224, LE 205, PS 351 and MN 222
Invigilators found working with Laptop	2 (0.2%)	AR 132, LE 414
Invigilators standing outside the exam room	6 (0.6%)	AS 221, LE 100, LE 414, LW 474, SC 222 and TH 304
Invigilators found chatting inside exam room	2 (0.2%)	AR 132, LW 405

4.7   Handling of End of Examination

There is a possibility of students committing examination irregularities at the end of examinations. It was therefore important to assess on how invigilators conclude the conduct of examinations. In handling end of examination in Semester I, about 82.7 percent of examinations, students were not allowed to leave the exam room 20 minutes before the end of exam to avoid disturbances to the examination process; 97.2 percent of the examinations, students were not allowed to collect papers themselves while the invigilators just observing; 97.57 percent of examinations, students were not allowed to make movement during the end of examination; 99.45 percent of examinations, students had no discussions during the end of examination; and 99.61 percent of the examinations, unused booklets were not taken out by students. The lowest percentage is 66.17 of examinations invigilators announcing the remaining time towards the end of examination. The percentage of examinations that students were allowed to leave the exam

room 20 minutes before the end of exam ranged from 0% (IKS) to 15.1% (UDBS); student allowed to collect papers themselves while the invigilators were just observing ranged from 0.5% (DUCE) to 9.3% (CoICT); students allowed to make movements during the end of examination ranged from 0% (IDS, IKS, SoED) to 6.5% (SJMC); invigilators announced the remaining time towards the end of examination ranged from 59% (DUCE) to 86% (UDSoL).

In Semester II, 97.8 percent of examinations, students were not allowed to leave the exam room 20 minutes before the end of exam; 98.3 percent of the examinations, students were not allowed to collect papers themselves while the invigilators just observing; 97.2 percent of examinations, students were not allowed to make movement during the end of examination; 99.3 percent of examinations students had no discussions during the end of examination. Only 0.1 percent of invigilators did not announce the remaining time towards the end of examination. The percentage of students who were allowed to leave the exam room 20 minutes before the end of exam ranged from 0% (CoICT) to 27.8% (CoET); student were allowed to collect papers themselves while the invigilators were just observing ranged from 0% (CoICT, IKS, UDBS and UDSoL) to 21.4% (SJMC, CoSS and CoET); students were allowed to make movements during the end of examination ranged from 0% (CoICT, IKS and UDBS) to 26.1% (CoET); invigilators announced the remaining time towards the end of examination ranged from 0.2% (CCCS and CI) to 18% (CoET). In many units, students had no discussion at the end of examinations except in CoET, CoHU and CoSS perceived to have larger classes.

4.8   Practices on Conduct of University Examinations

Good and bad practices observed during examinations were also recorded during the monitoring of examinations. Invigilators proved to perform good practice in the following attributes in both Semester I and II:
  (i)   High punctuality of inviglators
  (ii)   Good cooperation between invigilators and students
  (iii)   Good cooperation between invigilators and QA officers
  (iv)   Sufficient number of invigilators in examination rooms though some examinations had single invigilation

(v)   Invigilators reminding students on examination rules and regulation before exams

Notable bad practice for both semesters includes where all invigilators in the examination room were junior staff. It appears that large variations existed for examinations invigilated by junior staff; the percentage ranged from 8.6 in SoED to 83.5 in MUCE in Semester I while the percentage ranged from 7.9 in CoNAS to 92 in SJMC in Semester II. The best practice is to have a mix of senior and junior invigilators in the examination room. Another challenge is the absence of chairs for invigilators and tables for examination materials in some examination rooms.

4.9   Matters which Need Immediate Attention

The QA monitoring team captured the following matters which need immediate actions at different level of authority:

(1)   Departments should strictly coordinate the moderation process in order to review examination papers prior to examinations to avoid obvious mistakes (e.g. MK 324, MK 101, LE 103)

(2)   Examiners should assess the timetable based on the actual number of students and room allocation and use an updated version of the timetable to avoid overcrowding of students in examination rooms.

(3)   The University should arrange for repair and maintenance of lighting systems, air conditioners and fans; emphasize on cleanliness of the examination rooms and toilets; and plan for replacement of broken chairs and tables.

(4)   Most of Masters and taught PhD examinations are not yet in the examination master timetable.

(5)   There are still cases of course instructors invigilating their own examinations. According to rules and regulations, the invigilator should be other than the course instructor.

(6)   The problem of late starting of examination still recurs (e.g. LW 470, MG 445, LW 478/LE 100). It was noted that Examiners were not aware of the actual number of students.

(7)   Cases of lack of adherence to University examination format were observed (e.g. DS 102)

5.   CONCLUSIONS

A total of 1299 examinations were assessed in Semester I and 959 in Semester II. 99.7% percent of examinations were single examinations and 0.3% combined in Semester I while 99.8% were single examinations and 0.2% combined in Semester II. The majority of the examinations conducted were closed book examinations (91.4% in Semester I; 93.2% Semester II) and the remaining (8.6% in Semester I; 6.8% in Semester II) were semi-open, practical and open book.

The findings indicate that 99.6 percent of the examinations were conducted as scheduled and 0.4 percent was rescheduled to another time/room in Semester I. For Semester II, 98.2 percent of the examinations were conducted as scheduled and 1.8 percent was rescheduled to another time/room. In general, 99.6 percent of Semester I examinations were conducted on time while 98.2 percent in Semester II were conducted on time.

On room capacity, 6.6 percent of the examinations were conducted in small rooms i.e. overcrowded rooms in Semester I and 6.9 percent in Semester II. This implies that invigilators or/and instructors do not check the capacity of the rooms and their number of registered students prior to examinations. The issue can be solved earlier if there are clear communications between instructors, invigilators and master timetable. The conditions of examination rooms were generally good.

The number of invigilators ranged from 1 to 5 in Semester I and 1 to 6 in Semester II. All units practiced single invigilation except DUCE, IKS and UDBS in Semester I and IKS, SoED, SJMC, CI and CCCS in Semester II. It was observed that Assistant Lecturers invigilate more than other academic staff by ranks.

On students' identification, there are still cases where students tend to attempt to sit for examinations without valid IDs. Four (4) were noted without IDs in Semester I and 3 in Semester II. The action taken to such students include being expelled from examinations, allowed to sit for examination and sort out the problem later or advised to pick new IDs. Otherwise, general examination rules and regulations were well-observed by invigilators in both semesters.

In assessing good practices on the conduct of university examination, invigilators performed well in punctuality; good in cooperation between invigilators and students as well as QA officers; their adequacy in number in examination rooms; and by reminding students on examination rules and regulation before exams. The bad practices noted include lack of a mix of senior and junior invigilators and deficiency of chairs for invigilators and tables for examination materials.

On matters that need special attention, QA officers recorded the following: Improvement of the moderation process; avoidance of overcrowding of students in examination rooms; arrangement for repair and maintenance of lighting systems, air conditioners and fans, broken chairs and tables; emphasize on cleanliness of the examination rooms and toilets; and inclusion of all Masters and taught PhD examinations in the master timetable; adherence to examination rules and format; and averting to late starting of examination.