



UNIVERSITY OF
TORONTO
MISSISSAUGA

Examining Examinations: Would your institution get an A+?

ARUCC 2010

University of Toronto Mississauga, Office of the Registrar

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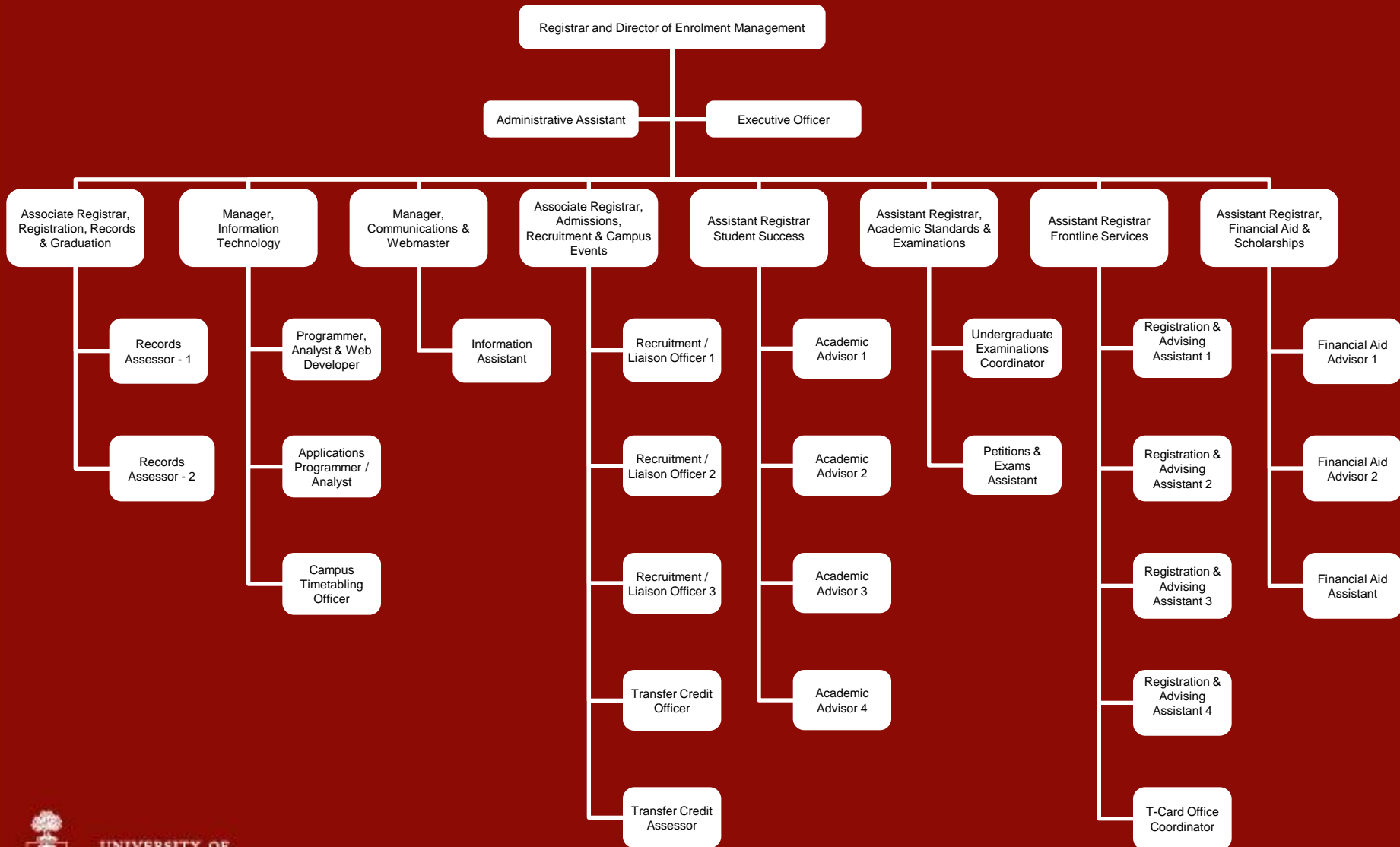
Overview

- Who we are and what we do
- Our need for changes
 - Final exam scheduling
 - Supervision and fairness
 - Recording of student attendance
 - Deferred exam scheduling
- Impact of changes
- Future plans

- Established in 1967, UTM is UofT's second largest division – home to 11,000 undergraduate students, over 400 graduate students, and 700 faculty and staff
- 33 km west of the St. George campus, situated along the Credit River on 225 acres of protected green belt
- HBA, HBSoc, BCom, BBA, BEd, MA, MSc, MBioTech, MMPA, MMI, MScBMC, DIFA, PhD



Office of the Registrar Organization Chart



Information Technology Team

- Offers IT services and support for the Office of the Registrar. Develops and maintains all the Registrarial WEB applications for students, staff and faculty at UTM related to student records
- Supports and manages all hardware and software used by all staff at the Office of the Registrar

Petitions & Examinations Team

- Administers all final exam periods (April, June, August and December) and all special deferred exam periods (April/May, June/July, August, Reading Week in February) and offers Outside Examination Centre service to non-U of T students
- Assesses and processes between 3,000-4,000 petition requests annually (deferred exams, late withdrawal without academic penalty, suspension lifts, extensions of time for term work, late enrolment, exception to degree requirements)

Final exam scheduling

- Exams Coordinator works with Campus Timetabling Officer to produce a conflict free schedule that promotes student success
- Growing problems:
 - Increase in enrolment
 - Shortage of suitable space
 - Longer exam periods extending well into May
- Solution (beginning in December 2005):
 - 8-10/11 am, 12-2/3 pm, 4-6/7 pm, 8-10 pm, Monday to Saturday

Supervision and fairness

- Instructor led examinations with UTM exam policy and procedures as guideline
- Growing problems:
 - Unequal application of rules and regulations between exam rooms
 - Inconsistent announcements
 - Signature lists not accurate
 - Often understaffed
 - Academic offences left undisciplined
- Solution (beginning in December 2005):
 - Chief Presiding Officers

Recording of student attendance

	Course	Lecture	Student #	Surname	Given name	Signature
1	ANT102H5	L6001	990000000	Banner	David	
2	ANT102H5	L6001	990000001	Blaze	Johnny	
3	ANT102H5	L6001	990000002	Grimm	Ben	
4	ANT102H5	L6001	990000003	Kent	Clark	
5	ANT102H5	L6001	990000004	Parker	Peter	
6	ANT102H5	L6001	990000005	Richards	Reed	
7	ANT102H5	L6001	990000006	Stark	Tony	
8	ANT102H5	L6001	990000007	Storm	Johnny	
9	ANT102H5	L6001	990000008	Wayne	Bruce	

Why it no longer worked for us

- Campus “Grow Smart, Grow Green” philosophy
- Office of the Registrar “Paperless Office”
- SATS and the petitions module
- Freedom of Information and Protection of Privacy Act (FIPPA)

Freedom of Information and Protection of Privacy Act (FIPPA)

- June 2006, Ontario universities were now covered by the Act, which supports access to University records and protection of privacy
 - To provide the public a right of access to university information subject to limited exemptions; and
 - To protect the privacy of individuals with respect to personal information about themselves held by universities and to provide individuals with a right of access to that information

Temporary Fix

- Individual signature sheets attached to exam paper
- Master class list for attendance

Temporary exam signature sheets



August 2007 Final Exam Signature Sheet

Student: Please complete this form at the beginning of the exam, tear it away from the exam paper and place it beside your student card on the desk. **DO NOT SIGN THE FORM UNTIL IT IS COLLECTED FROM YOU.** Thank you.

PRINT Last Name

Course

PRINT First Name

Section

Student Number

Instructor

Signature
(SIGN ONLY AT TIME OF COLLECTION)

Temporary attendance checklists

	COURSE	TERM	PERSON ID	SURNAME	GIVEN NAME(S)
1	ANT102H5	F	990000000	Banner	David
2	ANT102H5	F	990000001	Blaze	Johnny
3	ANT102H5	F	990000002	Grimm	Ben
4	ANT102H5	F	990000003	Kent	Clark
5	ANT102H5	F	990000004	Parker	Peter
6	ANT102H5	F	990000005	Richards	Reed
7	ANT102H5	F	990000006	Stark	Tony
8	ANT102H5	F	990000007	Storm	Johnny
9	ANT102H5	F	990000008	Wayne	Bruce

Results

- More paper – over 30,000 half sheets for April exam period alone
- Increased time to take attendance at exams
- Increased time to cross reference and check individual sheets against master attendance list
- Although more efficient to check master attendance list for petition decisions, overall a very inefficient process

Permanent Fix Criteria

- Electronic
- Portable
- Sophisticated
- Synchronized
- Secure
- Low cost
- FIPPA compliant
- Pilot in August 2007 and run full version in December 2007

Software - Buy versus Build

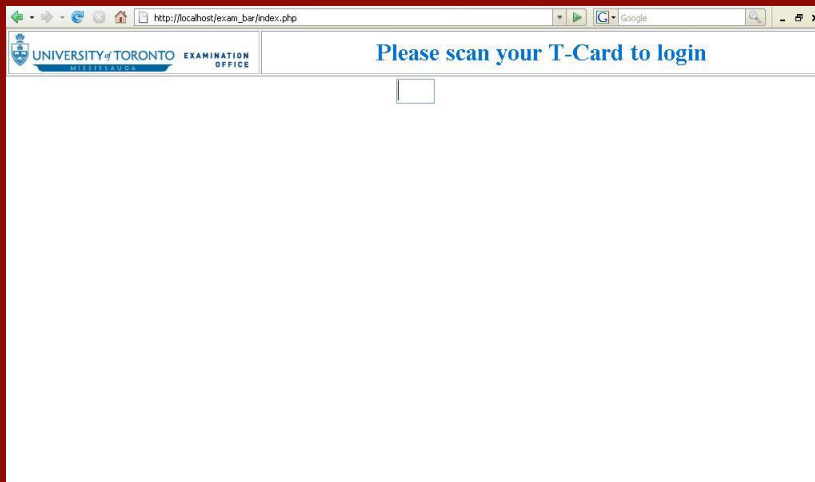
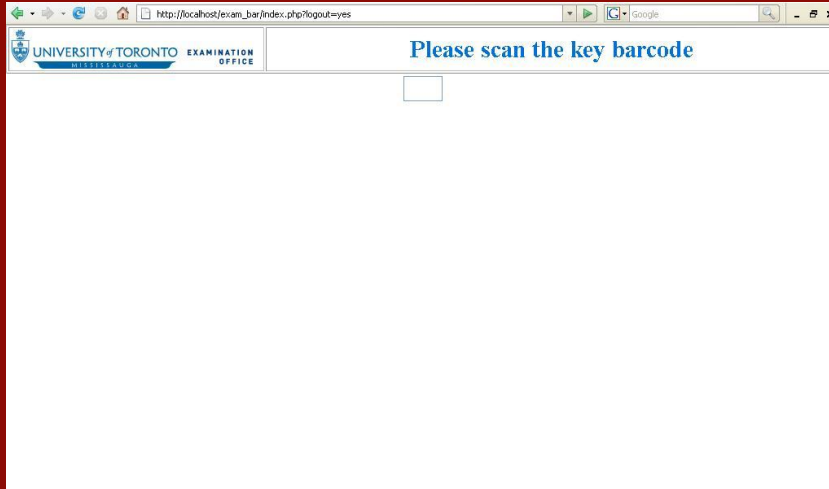
- **Price**
- **Time**
- **Resources**
- **Flexibility**
- **Price**

The Solution

- Samsung tablet PC unit weighing 1.52 lbs.
- Application developed in PHP with a MySQL database back end
- Attendance data synchronized with main database server after each exam time slot which then populates SATS
- AES encryption
- In-house application allows ability to change and add functionalities as needed
- 10 units at \$1325 each



Logging in



- Turn on the unit
- Enter the hard drive password
- Scan key barcode (on back of CPO nametag)
- Scan CPO's T-card
- After 5 failed attempts, lock-down mode

Main Menu

http://localhost/exam_bar/index.php

UNIVERSITY of TORONTO EXAMINATION OFFICE
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Please select an option

Scan

Start scanning students into exams

Report

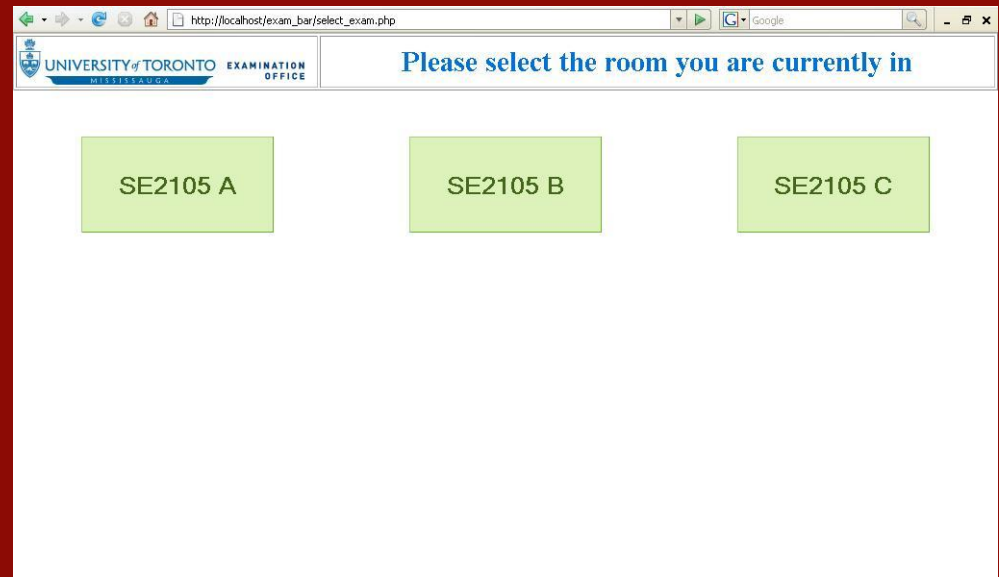
View scanned reports

Logout

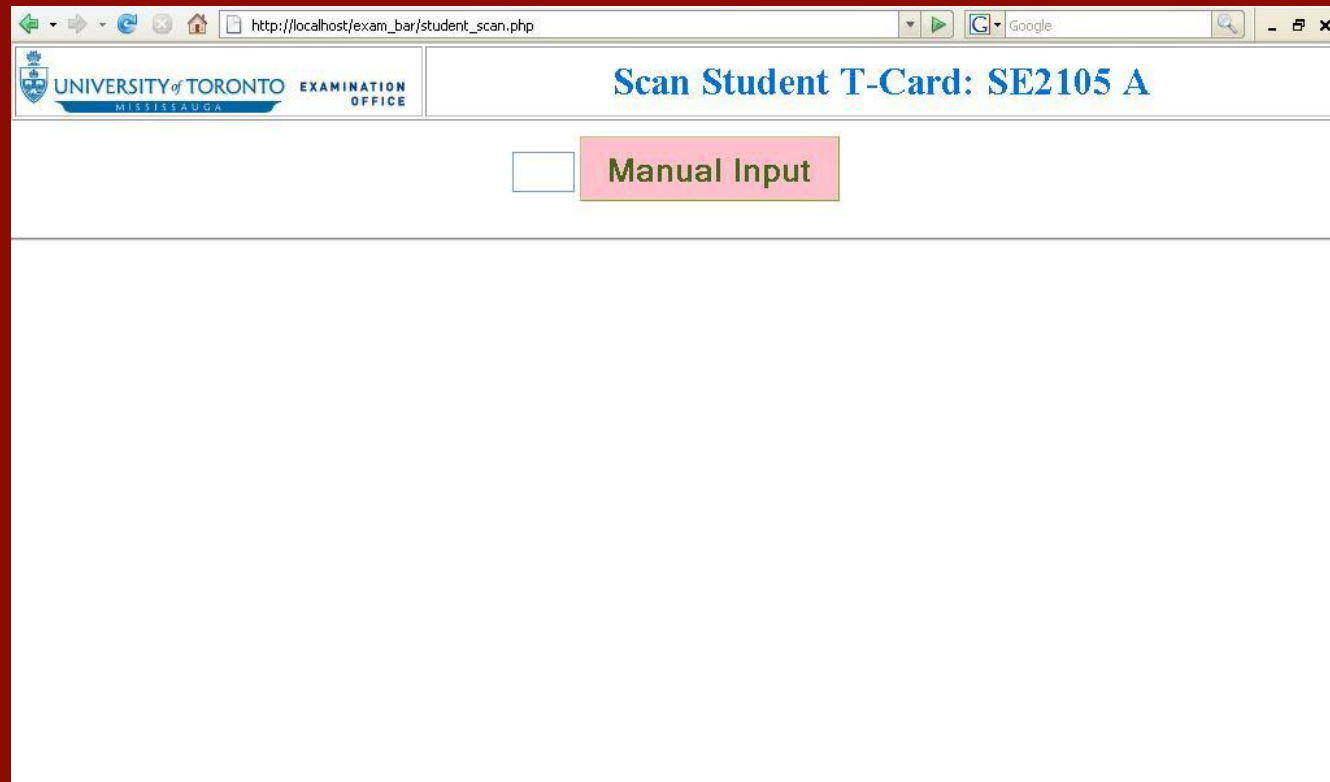
Logout of the system completely

Scan Menu

- More than one exam in a room is possible therefore Chief Presiding Officers select a room, not an exam
- Menu shows only the exam rooms in use during the specific exam time at log in



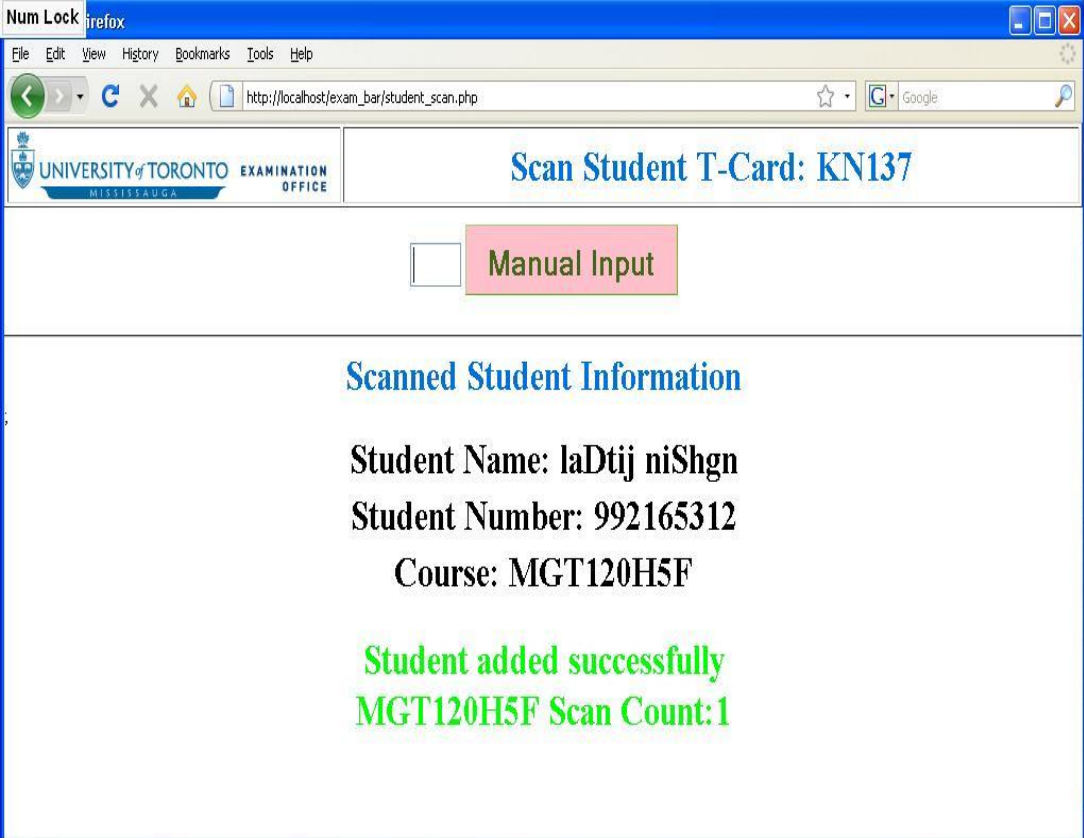
- CPO compares student T-card ID photo to student writing exam and then scans the barcode
- If student has forgotten T-card, CPO enters student ID number manually



The screenshot shows a web browser window with the address bar displaying `http://localhost/exam_bar/student_scan.php`. The page header includes the University of Toronto Mississauga Examination Office logo on the left and the title "Scan Student T-Card: SE2105 A" on the right. Below the header, there is a checkbox and a pink button labeled "Manual Input".

Upon a successful scan, SEAT displays...

- Student name
- Student number
- Exam attended
- “Student added successfully” message

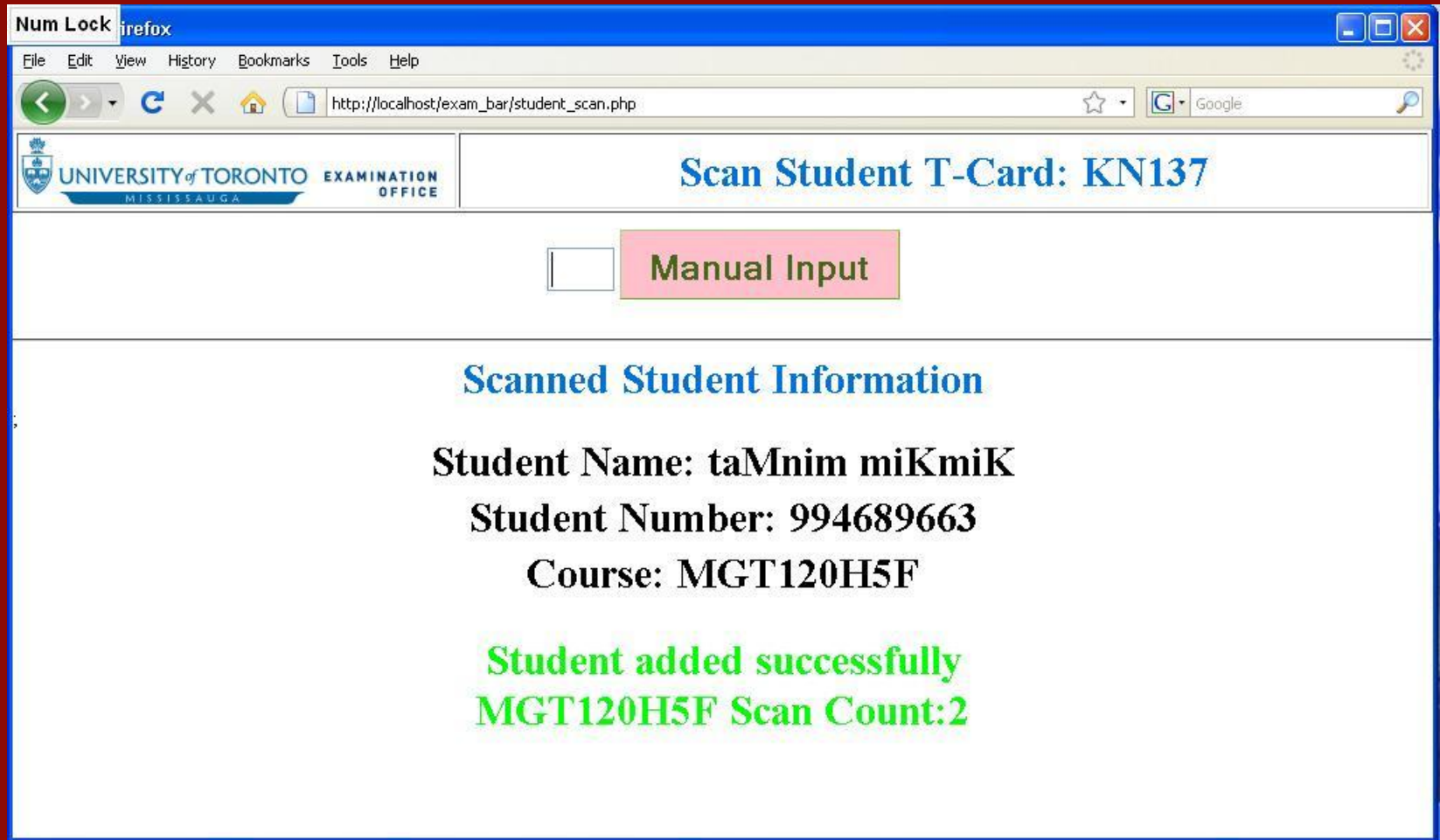


The screenshot shows a Firefox browser window with the address bar displaying `http://localhost/exam_bar/student_scan.php`. The page header includes the University of Toronto Mississauga Examination Office logo and the title "Scan Student T-Card: KN137". Below the header is a "Manual Input" button. The main content area displays the following information:

Scanned Student Information
Student Name: laDtij niShgn
Student Number: 992165312
Course: MGT120H5F

Student added successfully
MGT120H5F Scan Count: 1

Upon a successful scan, SEAT displays...



The screenshot shows a Firefox browser window with the address bar displaying `http://localhost/exam_bar/student_scan.php`. The page header includes the University of Toronto Mississauga Examination Office logo and the title "Scan Student T-Card: KN137". Below the header is a "Manual Input" button. The main content area displays the scanned student information:

Scanned Student Information

Student Name: taMnim miKmiK
Student Number: 994689663
Course: MGT120H5F

Student added successfully
MGT120H5F Scan Count:2

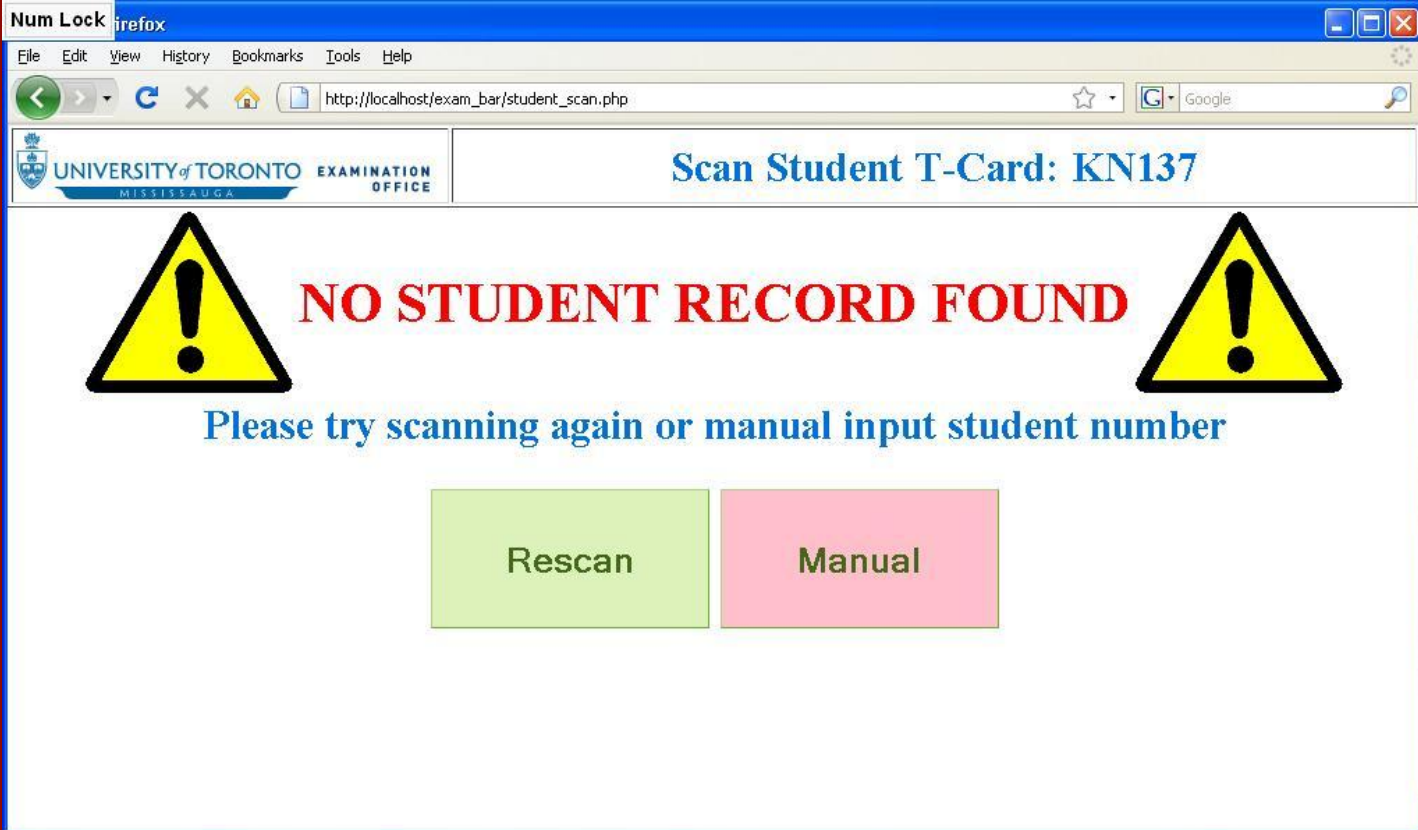
Manual input option

A screenshot of a web browser displaying the 'Manually Enter Student Number' form. The browser address bar shows 'http://localhost/exam_bar/manual_input.php'. The page header includes the University of Toronto Examination Office logo and the text 'Manually Enter Student Number: SE2105 A'. Below the header is an empty text input field. To the left of the input field is a numeric keypad with buttons for digits 7, 8, 9, 4, 5, 6, 1, 2, 3, Del, and 0. To the right of the input field are four buttons: 'Bad T-Card', 'Other ID', 'No ID At All', and 'Cancel'.

- Enter 9 digit student ID number using number key pad
- A reason for the manual entry is selected
- If 'other ID' selected, list of options appears and type of ID used is entered

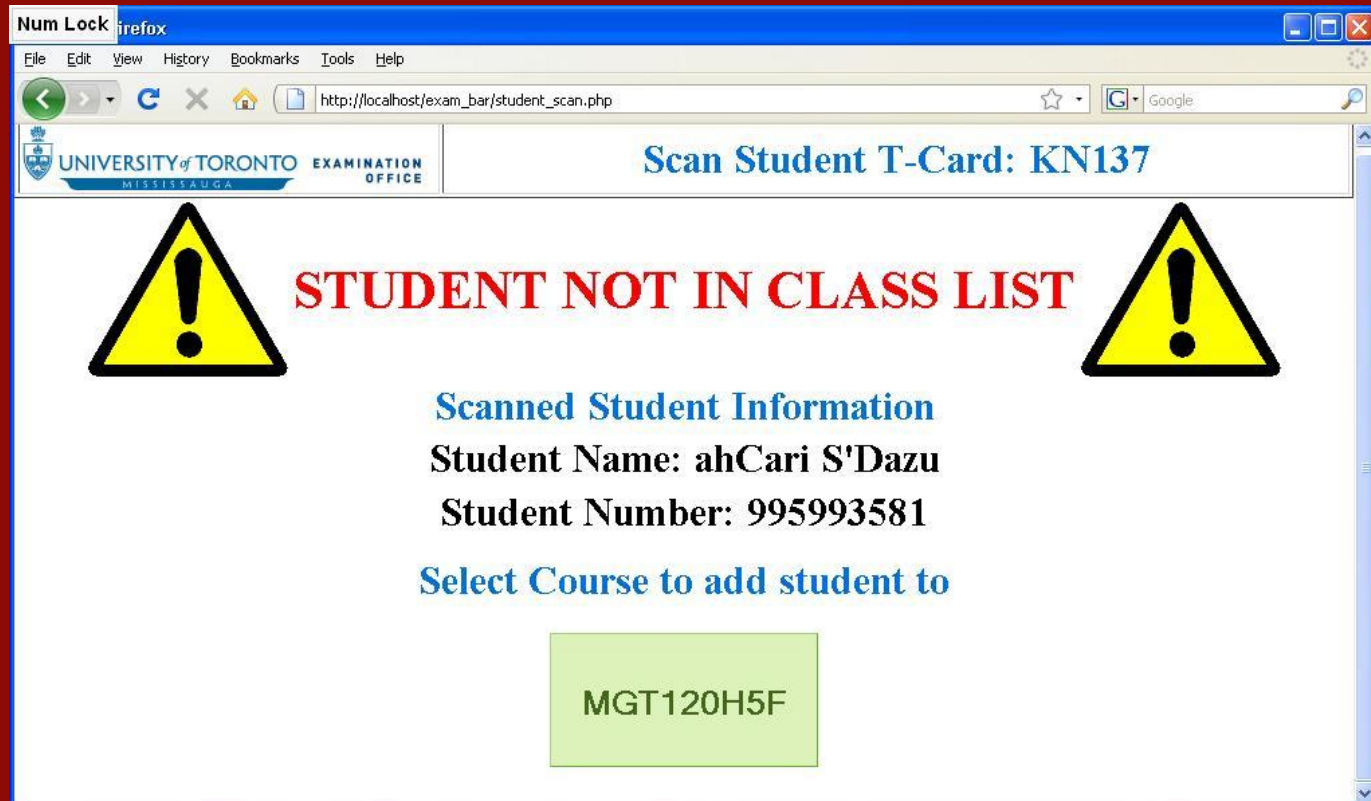
A screenshot of a web browser displaying the 'Select ID Student Provided' form. The browser address bar shows 'http://localhost/exam_bar/manual_input.php'. The page header includes the University of Toronto Examination Office logo and the text 'Manually Enter Student Number: SE2105 A'. Below the header is the title 'Select ID Student Provided'. Below the title are six buttons arranged in two columns: 'Driver's Licence', 'Health Card', 'Passport', 'PR Card', 'Citizenship', and 'Old T-Card'. At the bottom center is a 'Cancel' button.

Errors with student attendance input



The screenshot shows a Firefox browser window with the address bar set to `http://localhost/exam_bar/student_scan.php`. The page header includes the University of Toronto Mississauga Examination Office logo and the title "Scan Student T-Card: KN137". The main content area features two yellow warning triangles with black exclamation marks, flanking the text "NO STUDENT RECORD FOUND" in red. Below this, a blue instruction reads "Please try scanning again or manual input student number". At the bottom, there are two buttons: a green "Rescan" button and a pink "Manual" button.

Errors with student attendance input continued



The screenshot shows a Firefox browser window with the address bar displaying `http://localhost/exam_bar/student_scan.php`. The page header includes the University of Toronto Mississauga Examination Office logo and the title "Scan Student T-Card: KN137". The main content area features a large red error message "STUDENT NOT IN CLASS LIST" flanked by two yellow warning triangles. Below the error message, the scanned student information is displayed: "Scanned Student Information", "Student Name: ahCari S'Dazu", and "Student Number: 995993581". A section titled "Select Course to add student to" contains a single green button labeled "MGT120H5F".

Num Lock Firefox

File Edit View History Bookmarks Tools Help

http://localhost/exam_bar/student_scan.php

UNIVERSITY of TORONTO EXAMINATION OFFICE
MISSISSAUGA

Scan Student T-Card: KN137

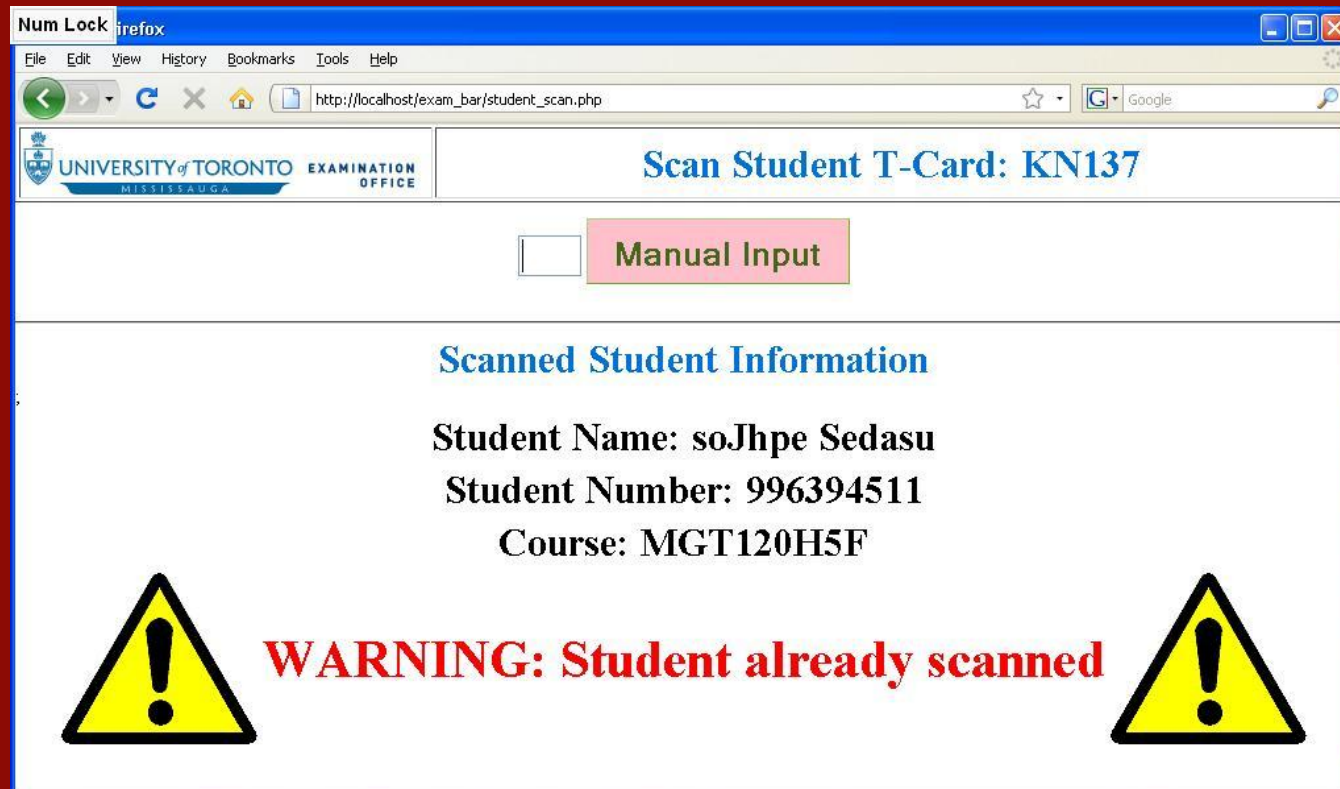
STUDENT NOT IN CLASS LIST

Scanned Student Information
Student Name: ahCari S'Dazu
Student Number: 995993581

Select Course to add student to

MGT120H5F

Errors with student attendance input continued

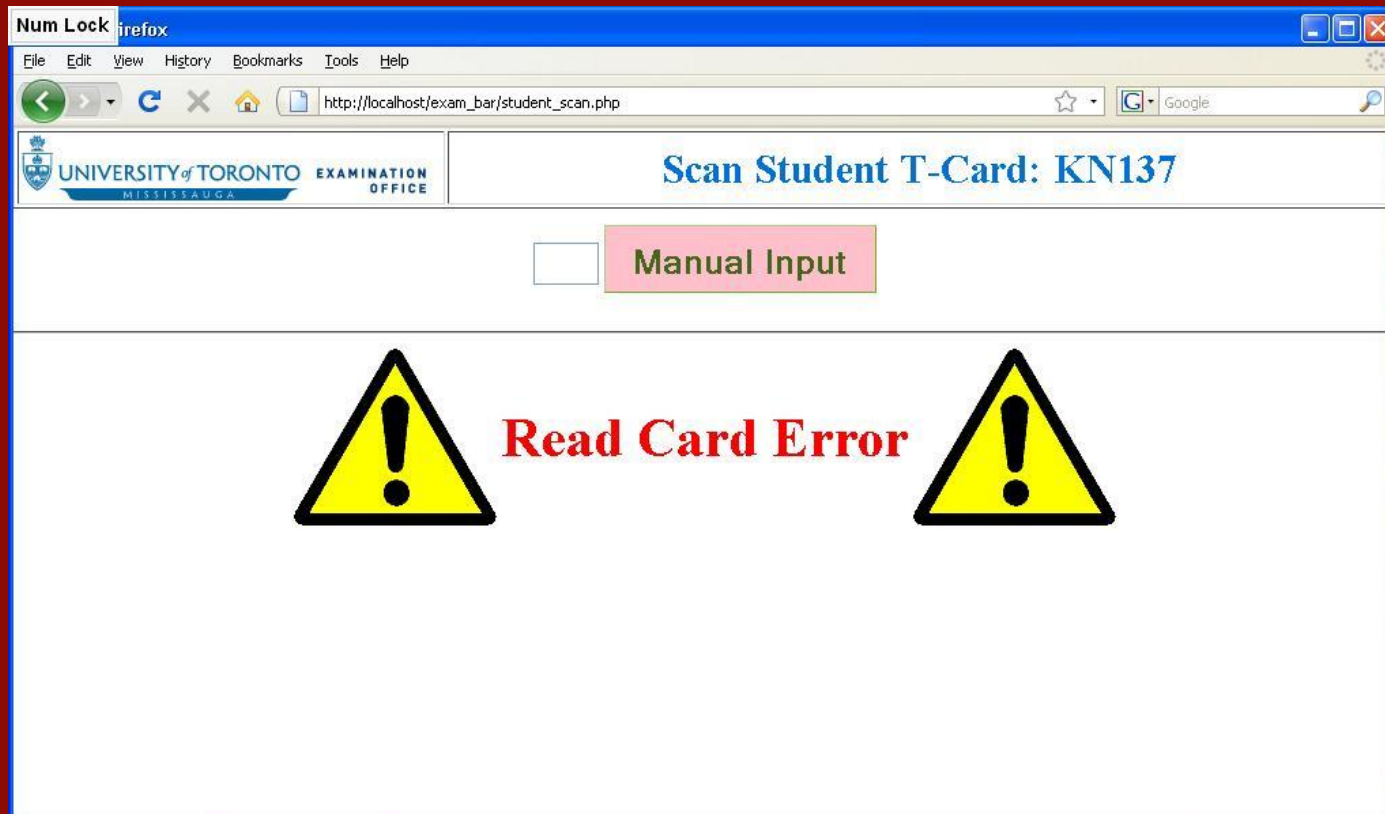


The screenshot shows a Firefox browser window with the address bar at `http://localhost/exam_bar/student_scan.php`. The page header includes the University of Toronto Mississauga Examination Office logo and the title "Scan Student T-Card: KN137". Below the header is a "Manual Input" button. The main content area displays "Scanned Student Information" with the following details:

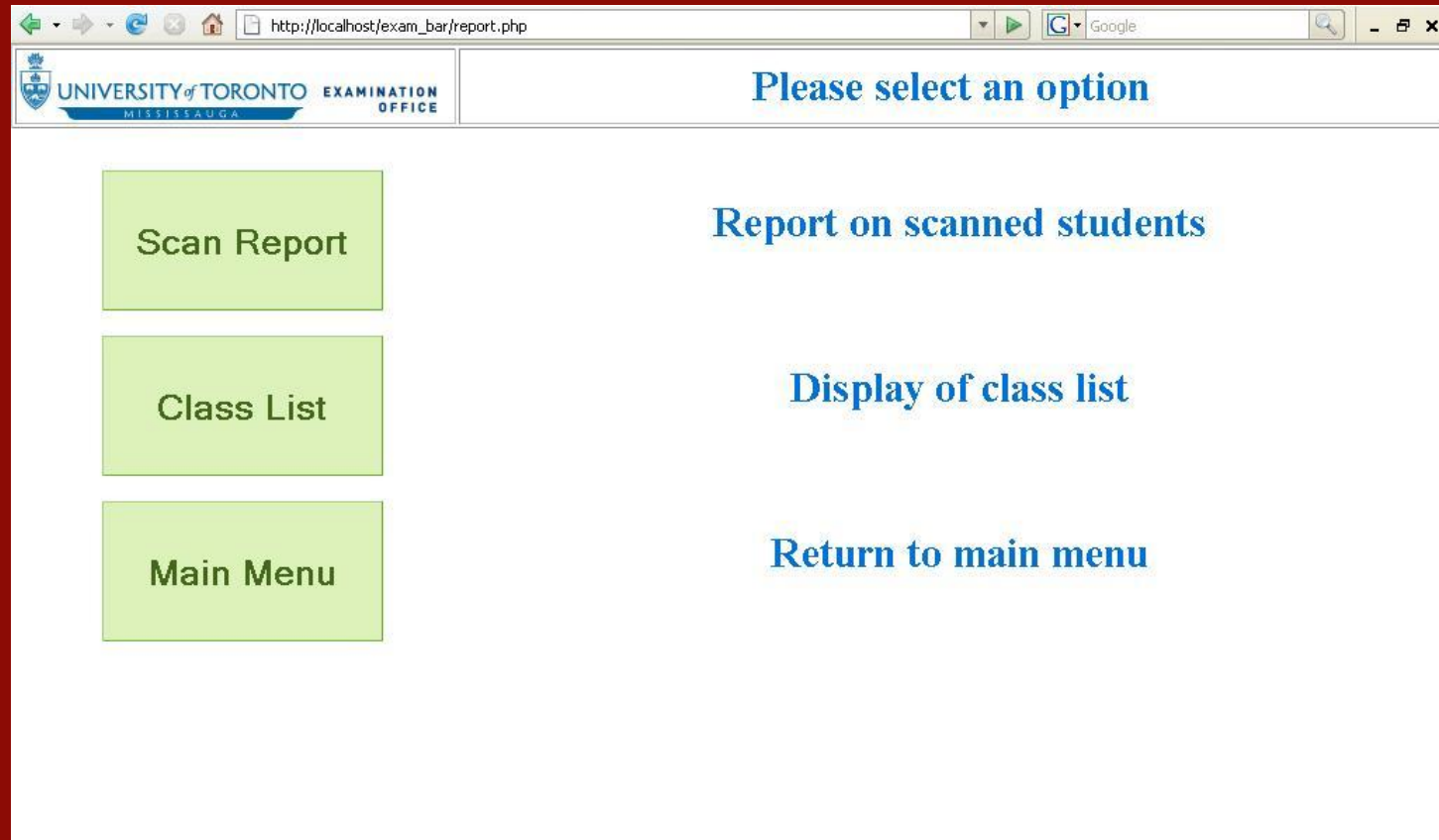
- Student Name: soJhpe Sedasu
- Student Number: 996394511
- Course: MGT120H5F

At the bottom of the page, a red warning message "WARNING: Student already scanned" is displayed between two yellow warning icons (triangles with exclamation marks).

Errors with student attendance input continued



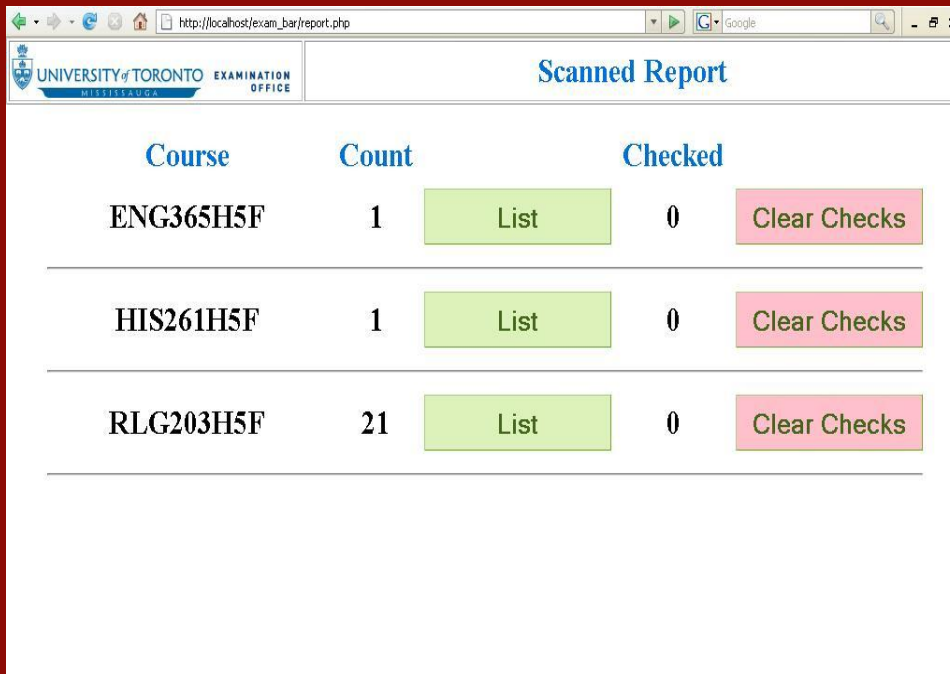
Report Menu



The screenshot shows a web browser window with the URL `http://localhost/exam_bar/report.php`. The page header includes the University of Toronto Mississauga Examination Office logo and the text "Please select an option". The main content area features three green buttons on the left: "Scan Report", "Class List", and "Main Menu". To the right of each button is a corresponding blue text label: "Report on scanned students", "Display of class list", and "Return to main menu".

Button Label	Text Description
Scan Report	Report on scanned students
Class List	Display of class list
Main Menu	Return to main menu

Scan Report Menu

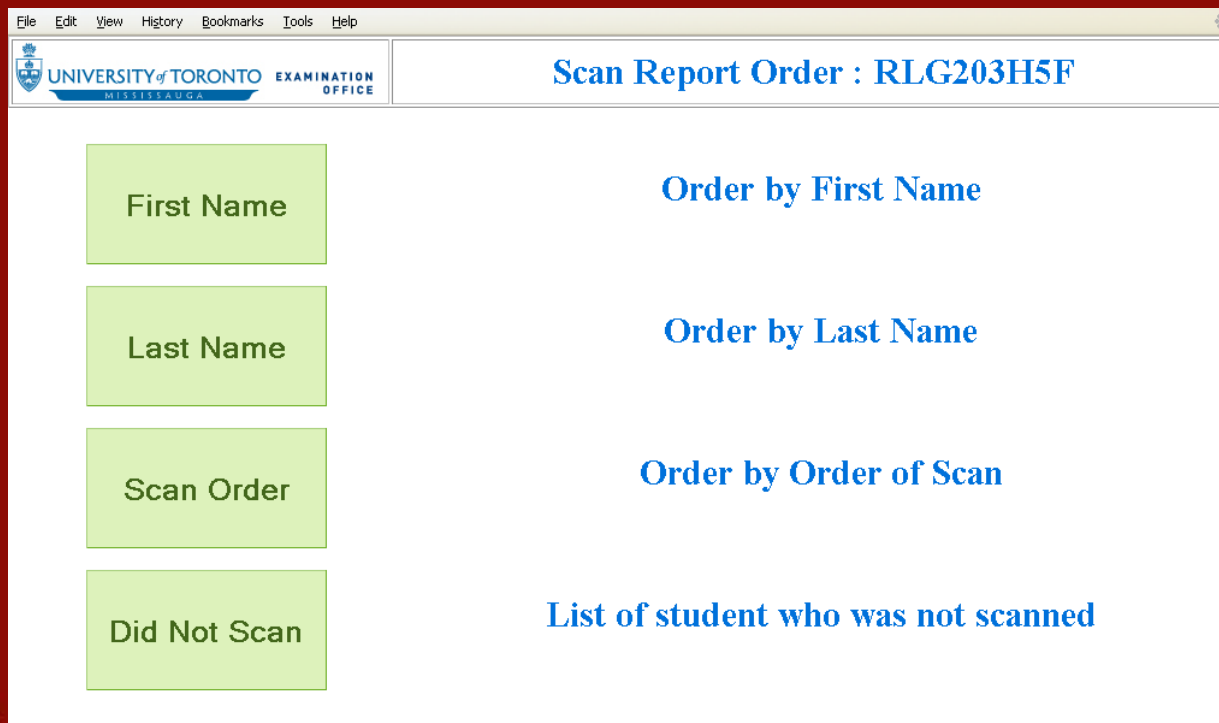


Course	Count		Checked	
ENG365H5F	1	List	0	Clear Checks
HIS261H5F	1	List	0	Clear Checks
RLG203H5F	21	List	0	Clear Checks

- Lists courses scanned in current exam time slot
- Displays number of students scanned
- Displays number of students checked

After selecting course...

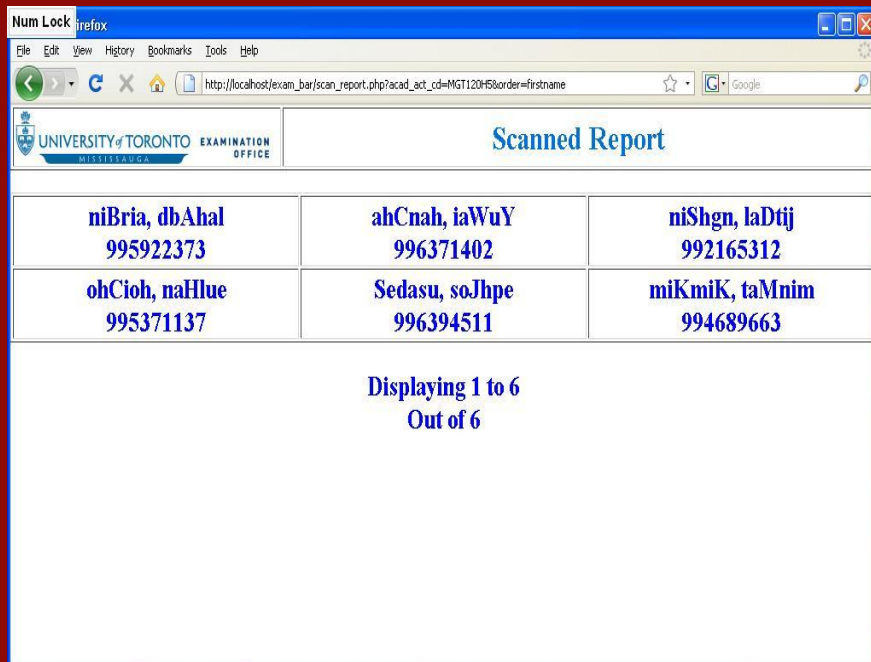
- Select order you wish the scan list to be in
- Or select “did not scan” for a list of students who were not scanned



The screenshot shows a web browser window with a menu bar (File, Edit, View, History, Bookmarks, Tools, Help) and a title bar. The page header includes the University of Toronto Mississauga Examination Office logo and the text "Scan Report Order : RLG203H5F". The main content area features four green buttons on the left and corresponding text on the right:

First Name	Order by First Name
Last Name	Order by Last Name
Scan Order	Order by Order of Scan
Did Not Scan	List of student who was not scanned

List of students scanned



Num Lock Firefox

File Edit View History Bookmarks Tools Help

http://localhost/exam_bar/scan_report.php?acad_act=MGT120#5&order=firstname

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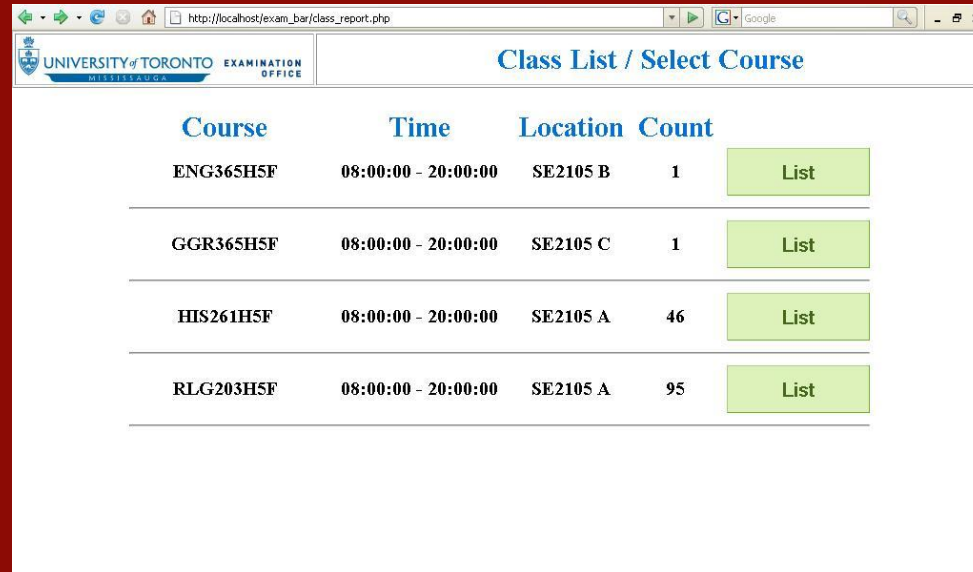
Scanned Report

niBria, dbAhal 995922373	ahCnah, iaWuY 996371402	niShgn, laDtij 992165312
ohCioh, naHlue 995371137	Sedasu, soJhpe 996394511	miKmiK, taMnim 994689663

Displaying 1 to 6
Out of 6

- An interactive report
- Clicking on name marks it in **red** and indicates that the student has been “checked”
- Feature used to cross check exam papers with students scanned
- If CPO wishes to clear the checked off students, can return to Scan Menu and select “clear checks”

Class List Menu



The screenshot shows a web browser window with the URL `http://localhost/exam_bar/class_report.php`. The page title is "Class List / Select Course" and it features the University of Toronto Examination Office logo. The main content is a table with the following data:

Course	Time	Location	Count	
ENG365H5F	08:00:00 - 20:00:00	SE2105 B	1	List
GGR365H5F	08:00:00 - 20:00:00	SE2105 C	1	List
HIS261H5F	08:00:00 - 20:00:00	SE2105 A	46	List
RLG203H5F	08:00:00 - 20:00:00	SE2105 A	95	List

- Last known class list
- Updated daily from our Student Information system
- Will only lists course exams being written during that time period

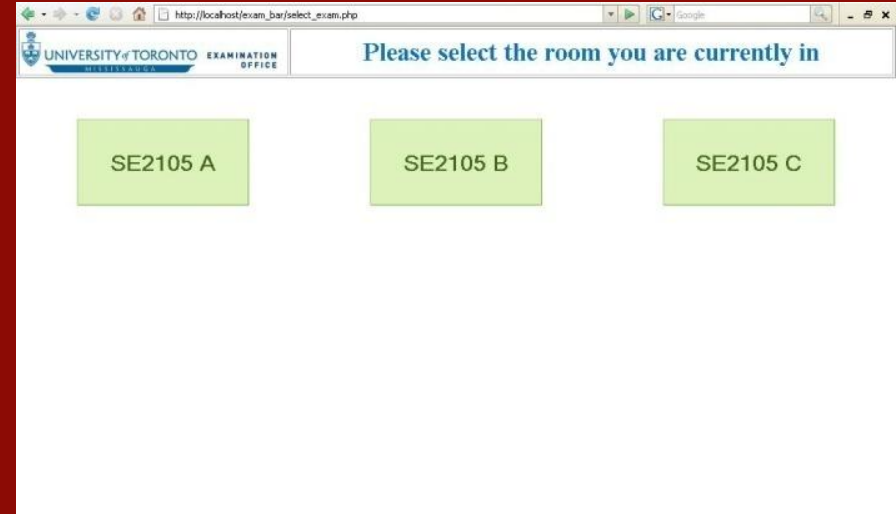
Rescan Menu

The screenshot shows a web browser window with the URL http://localhost/exam_bar/rescan_report.php. The page header includes the University of Toronto logo and the text 'UNIVERSITY of TORONTO EXAMINATION OFFICE MISSISSAUGA'. The main content area is titled 'Rescan Menu' and contains a table with the following data:

Course	Original	Rescan	Action
HIS261H5F	1	0	List
RLG203H5F	4	0	List

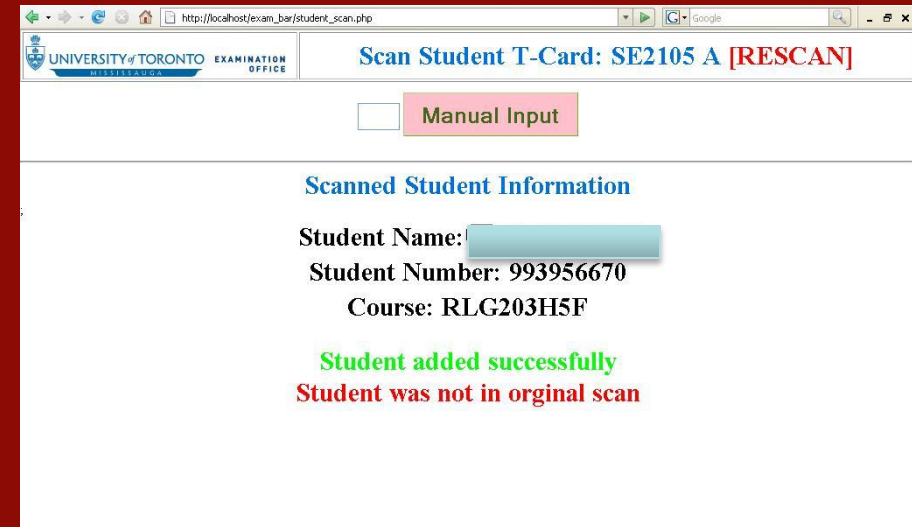
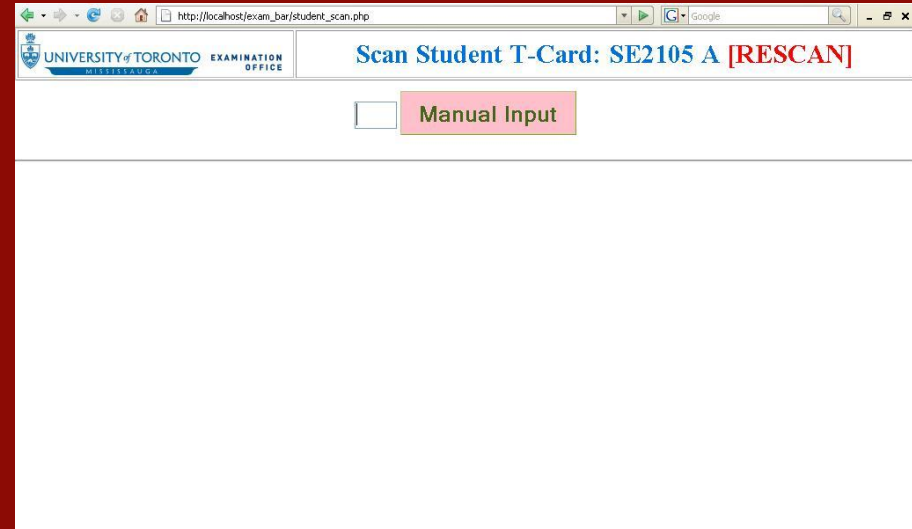
Below the table, there are two buttons: 'Main Menu' and 'Rescan'.

- Provides student count in original scan and count in re-scan
- Click on re-scan to initialize second scan



- SEAT will ask user to confirm that they want to re-scan and bring them to the room select screen

- Same procedure as first scan but “rescan” is noted in title bar
- SEAT will note in red if student was not in original scan
- Exit by clicking on logo in upper left



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Rescan Menu

Course	Original	Rescan	
HIS261H5F	1	0	List
RLG203H5F	4	3	List

Main Menu Rescan

- Brings user back to rescan menu and original scan and rescan numbers are compared
- Click on “list” to get a detailed report of the difference between scans

- Report lists who was not scanned in rescan and who was not scanned in the original scan
- Perfect match shown on screen as “All students accounted for” and “No new student scanned”

The screenshot shows a web browser window with the URL `http://localhost/exam_bar/rescan_report.php?acad_act_cd=RLG203H5F`. The page header includes the University of Toronto Mississauga Examination Office logo and the title "Rescan Menu: RLG203H5F". The main content area displays two sections: "Not in rescan" with a count of 13 (partially obscured by a blue bar) and "Not in original scan" with a count of 0 (partially obscured by a blue bar). At the bottom, there are two green buttons labeled "Rescan Menu" and "Main Menu".

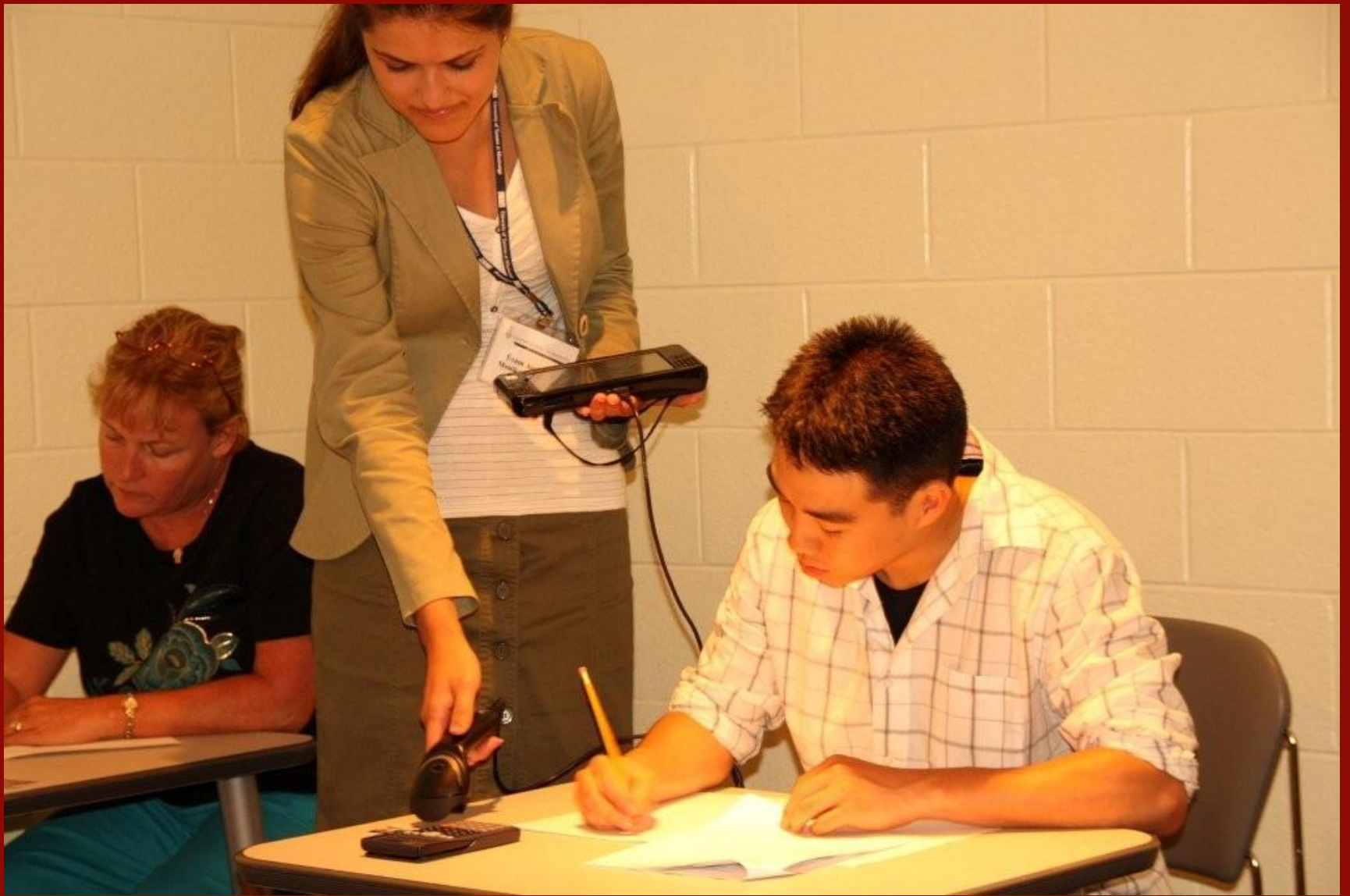
The screenshot shows the same web browser window and URL as the previous one. The page header is identical. The main content area displays two sections: "Not in rescan" with the text "All student accounted for" and "Not in original scan" with the text "No new student scanned". At the bottom, there are two green buttons labeled "Rescan Menu" and "Main Menu".

SEAT Results

- Allows us to
 - Identify a student
 - Scan a student T-card
 - Ensure student is registered in course
 - Determine if student is sitting correct exam
- Ability to add student to exam attendance file if not currently registered (e.g., if they are sitting a deferred exam from a previous session)
- Can scan students writing in alternate locations (AccessAbility, Conflict Room, Outside Centre)

SEAT Results continued

- Provides highly accurate exam attendance records
- Integrates with SATS
- Reduced costs (paper and time)
- FIPPA-rific!!!
- Petitions staff have now doubled their efficiency
- Reduces complexity, logistics, disruption, and time required to take attendance during exams



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Exam attendance in SATS

https://registrar.utm.utoronto.ca/adminPro/adminTool/exam_attd.php

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Examination StepONE

- Exam Reproduction
- Exam Attendance
- Exam Timetable
- ARC Scanning
- Deferred Exam

Exam Attendance - Search

Student ID Exam Period

Course Flag

Course	Count	Enrollment	Date	Location	Time
ACT239H5S	23	27	2008-04-28	SE2105 A	20:00:00 - 22:00:00
ANT101H5S	218	229	2008-04-17	SE2105 A	20:00:00 - 22:00:00
ANT204Y5Y	105	105	2008-04-23	SE2105 C	16:00:00 - 19:00:00
ANT322H5S	32	33	2008-04-16	SE Gym	16:00:00 - 19:00:00
ANT458H5S	14	14	2008-04-17	SE2105 C	12:00:00 - 15:00:00
AST110H5S	11	12	2008-04-18	SE2105 B	12:00:00 - 15:00:00
AST201H5S	168	178	2008-04-17	SE Gym	12:00:00 - 15:00:00
BIO153H5S	658	676	2008-04-25	SE2105 C	12:00:00 - 15:00:00
BIO201H5S	127	135	2008-04-22	SE Gym	12:00:00 - 15:00:00
BIO207H5S	443	457	2008-04-22	SE2105 B	12:00:00 - 15:00:00
BIO210H5S	367	388	2008-04-24	SE2105 B	20:00:00 - 22:00:00
BIO215H5S	266	267	2008-04-17	SE2105 A	12:00:00 - 14:00:00
BIO304H5S	65	70	2008-04-28	SE2105 C	20:00:00 - 22:00:00
BIO318Y5Y	35	35	2008-04-19	SE Gym	08:00:00 - 10:00:00
BIO325H5S	71	73	2008-04-22	SE2105 C	12:00:00 - 15:00:00
BIO328H5Y	39	40	2008-04-19	SE Gym	08:00:00 - 10:00:00
BIO332Y5Y	12	15	2008-04-23	SE1080	12:00:00 - 15:00:00
BIO337H5Y	24	26	2008-04-28	SE Cafe	12:00:00 - 15:00:00
BIO361H5S	47	49	2008-04-30	SE2105 A	16:00:00 - 18:00:00
BIO370Y5Y	59	64	2008-04-16	SE2105 B	12:00:00 - 15:00:00
BIO371H5Y	23	27	2008-04-16	SE2105 B	12:00:00 - 15:00:00
BIO372H5S	91	111	2008-04-25	SE Cafe	12:00:00 - 15:00:00
BIO403H5S	51	52	2008-04-28	SE Gym	08:00:00 - 10:00:00
BIO442H5S	23	25	2008-04-23	SE2105 C	16:00:00 - 19:00:00
CCT101H5S	347	362	2008-04-28	SE2105 B	16:00:00 - 19:00:00
CCT206H5S	122	137	2008-04-30	SE Gym	12:00:00 - 15:00:00
CCT220H5S	90	93	2008-04-26	SE Cafe	12:00:00 - 15:00:00
CCT314H5S	33	34	2008-04-17	SE Gym	20:00:00 - 22:00:00
CCT316H5S	53	55	2008-04-28	SE Gym	08:00:00 - 10:00:00
CCT321H5S	54	56	2008-04-16	SE2105 C	16:00:00 - 19:00:00
CCT322H5S	57	57	2008-04-21	SE Gym	16:00:00 - 19:00:00

By course

Exam Attendance - Search

Student ID Exam Period

Course Flag

Attendance List for BIO153H5
Count : 658

Student ID	Name	Barcode	Course	Room	Period	Scan Time	Exam Time	CPO	Flag
9953		2176101088864400	BIO153H5S	SE2105 A	200804REG	2008-04-25 12:44:06	2008-04-25 12:00:00 - 15:00:00	Jessica Sara	
9954		2176101087666402	BIO153H5S	SE2105 A	200804REG	2008-04-25 12:47:34	2008-04-25 12:00:00 - 15:00:00	Jaime Kristen	
9960		2176101114842800	BIO153H5S	SE2105 A	200804REG	2008-04-25 12:47:30	2008-04-25 12:00:00 - 15:00:00	Jaime Kristen	
9960		2176101106056500	BIO153H5S	SE2105 A	200804REG	2008-04-25 12:48:51	2008-04-25 12:00:00 - 15:00:00	Jaime Kristen	
9962		2176101112668900	BIO153H5S	SE2105 A	200804REG	2008-04-25 12:53:57	2008-04-25 12:00:00 - 15:00:00	Jessica Sara	
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By Student ID

[Student Details](#) | [General Notes](#) | [Seminars](#) | [Exam Repr](#)
[eCabinet Documents](#) | [Walkin Advising](#) | [Petitions\(0\)](#) | [CGPA Tool](#)

Exam Attendance - Search

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Course	<input type="text" value="All"/>	Flag	<input type="text" value="All"/>
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Attendance List for All
Count : 4

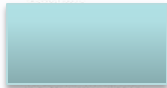
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996		2176101123813800	CHM140Y5Y	SE2105 C	200804REG	2008-04-21 12:56:25	2008-04-21 12:00:00 - 15:00:00	Krystin	
996		2176101123813800	ENV100Y5Y	SE2105 A	200804REG	2008-04-16 16:44:30	2008-04-16 16:00:00 - 19:00:00	Robert	
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Petitions Assessment

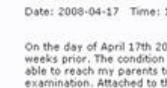
Petition Form
Deferral of unwritten final exam


[Edit Request](#) [Send Email](#)

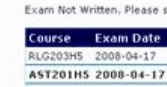
Tracking Number: 13653

Student Number: 

Student Name: 

Email: 

Phone: 

Cell Phone: 

Submitted on: 2008-04-29 15:51:00

When course was originally taken: 20081

Course: AST201H5S

Section: LEC0101

Instructor: Lester, John

Exam Details: Date: 2008-04-17 Time: 12:00:00 - 15:00:00

Requested graduation:

Reason: On the day of April 17th 2008 I woke up to write my AST201 12:00 pm exam but could barely get out of bed. I had a severe headache, sore throat and nausea. This was the product of a cold I had been sick with weeks prior. The condition made it too difficult to write the exam and perform successfully. Fearful of jeopardizing my academics I contacted my professor and he advised me to do the following deferral. I was able to reach my parents to escort me to a physician. The doctor diagnosed me with a severe headache and sore throat. He also tested me for strep throat and agreed that I was in no condition to write the examination. Attached to this statement is the University of Toronto medical note I had obtained from the doctor. I wish to defer this exam and write it at a later date because I believe that I was not in a healthy condition to write it on April 17th 2008. I could not carry myself to the examination place and if I attempted to write the examination I would've jeopardize my academics as well as hurt my university career. Thank you for your consideration and understanding.

Number of documents:

Type of documents:

Exam Not Written. Please see below for exam schedule, attendance record & petition request

Course	Exam Date	Start Time	End Time	Exam Attendance	Petition Type	Petition Sub Date	Petition Decision
RLG203H5	2008-04-17	08:00	10:00	2008-04-17 09:01:57			
AST201H5	2008-04-17	12:00	15:00		Exam Deferral	2008-04-29 15:51:00	In Progress (13653)
ECC220Y5	2008-04-25	08:00	10:00	2008-04-25 08:09:44			

Decision:

Deferred Exam Period:

Tracking Notes:

ROS'ed:

[Close](#) [Save](#)

Deferred exam scheduling

- Traditionally held up to four months after the final exam (or the next time the course was offered)
- Growing concerns:
 - Ability of students to succeed after such a long time
 - Delay in true academic status being assessed
- Solution (beginning in April 2009):
 - Deferred exams to be held in week following regular exam period

How it works

- Instructors prepare two scripts prior to the regular exam period, one regular and one deferred
- 11 pm each night of exams
 - Absent students sent an e-mail with instructions on how to request a deferred exam
 - P&E office staff receive absentee report
- Within 72 hours of missed exam, students must petition online, provide supporting documentation, and pay deferred exam fee receiving e-mail after each step
- P&E office staff verifies documentation and sends any necessary warnings if petition/docs not appropriate

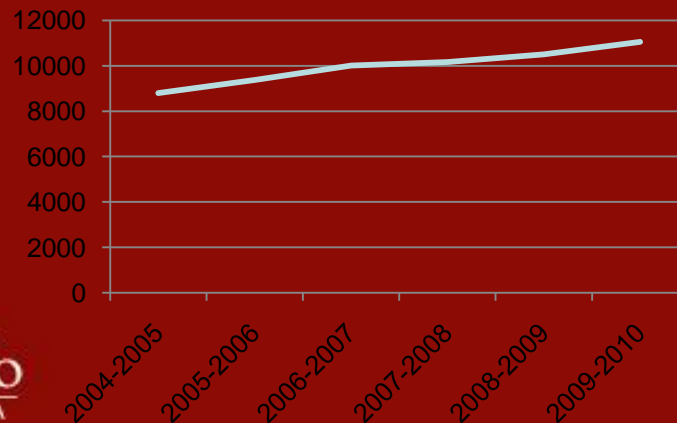
Impact of four changes

- Final exam scheduling maximizes student success
- A fair and equitable environment has been created with Chief Presiding Officers in each exam room
- Attendance collection complies with FIPPA policy and electronic data provides numerous benefits
- Students are writing exams when they are back to good health and already prepared, and students can graduate as planned
- Grades and academic status (academic probation, suspension, etc.) are now resolved within days/weeks as compared to months in past

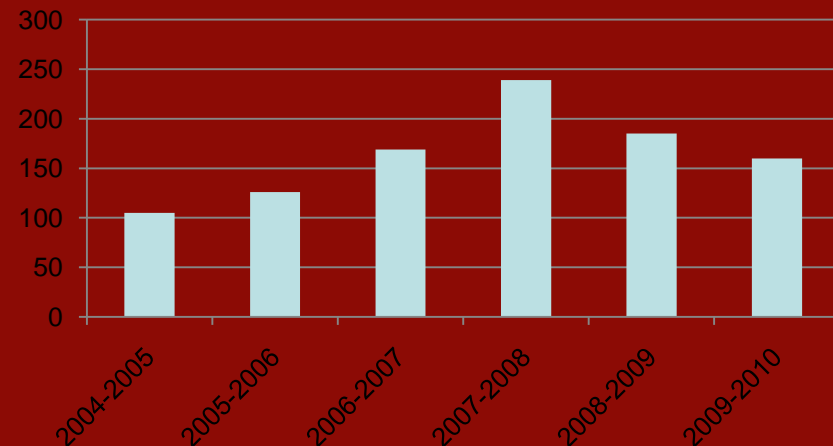
Impact of four changes continued

- No show rates to deferred exams have decreased by half
 - Previous 5 years, average no-show rate: 30.5%
 - April no-show rate: 14.5% (2009) and 13.7% (2010)
- Further deferred exam requests have also decreased markedly

Enrolment by academic year



Further deferred exams by academic year



Future plans

- Washroom breaks
- Cell phones
- Computer based examinations

- What are you doing that works well for your institution?

Questions?

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