Best Practices for Students Taking Online Exams

Follow the checklist and use the resources linked below while preparing for and taking an online exam using OWL Tests and Quizzes.

Checklist:
- ☐ Restart your computer and complete any software updates before your exam
- ☐ Review the OWL Help page for Tests and Quizzes
  (https://owlhelp.uwo.ca/students/tools/testsquizzes/index.html)
- ☐ Review your exam information and instructions
- ☐ Log into your OWL course site at least 5 minutes before your exam
- ☐ Have a reliable internet connection (use a wired ethernet connection if possible)
- ☐ Close non-essential apps that may take up bandwidth
- ☐ Use an up-to-date and supported browser (e.g. Google Chrome, Mozilla Firefox)
- ☐ Confirm your submission was successful – check your Western email for a confirmation

Tips while taking an online exam:
- Do not open OWL in multiple browser tabs or windows
- Save frequently as you answer questions
- Use the navigation buttons in OWL rather than your web browser's back and forward buttons
- If you experience connectivity problems or an error, close your browser, log back into OWL, and resume your exam

Technical Help Resources for Students:
- For OWL, Zoom, general computer problems – WTS Helpdesk
  (https://wts.uwo.ca/helpdesk/index.html)
- For Proctortrack – Western Exam Support Chat in OWL
  (https://remoteproctoring.uwo.ca/support)
- For other exam platforms (e.g. Gradescope) - your instructor
- For exam content – your instructor

Academic Help Resources for Students:
- Learning Development and Success
  (https://www.uwo.ca/sdc/learning/)
- Digital Student Experience - Academic and Learning Support
  (https://www.uwo.ca/se/digital/types/academic-and-learning-support.html)
- Tips and Strategies for Taking Online Exams
  (https://www.uwo.ca/se/digital/docs/Strategies%20for%20On%20Line%20Exams%20Western%20Fall%202020.pdf)