

Unisa clarifies its position with regard to dealing with students who have violated the rules for the usage of the Invigilator App

Date: 01 December 2023

On 23 November 2023, the University of South Africa (Unisa) sent a message to students reminding them of its implementation of one of the provisions pertaining to students who have been out of the Invigilator App for more than ten minutes during their respective examination sittings, as set out in its online examination rules.

Recent news reports by SABC News, www.sabc.com and Lotus FM have shown that there is a need to provide further clarity on the above process so that all students and stakeholders have the correct interpretation of this decision.

The following points are therefore emphasised:

- The Invigilator App is a critical proctoring tool used by the university for the invigilation of online examinations. The usage of the App and the attendant rules are very important and necessary to uphold the credibility of our examinations and protect the integrity of our qualifications. It is one of the aspects of the assessment process that the university cannot compromise on.
- Prior to the commencement of the examinations, the rules about of the usage of the Invigilator App were clearly communicated to all students as part of our online examination rules and guidelines through various communication channels, including email, myUnisa announcements, SMS, and social media.
- In particular, students were clearly advised that any student who spends a cumulative total of 10 minutes outside of the Invigilator App during the examination session will be considered to have breached the university's examination rules.
- A number of students were found to have exited or minimised the Invigilator App for a period exceeding 10 minutes during their respective assessments and were therefore found to have violated the mandatory usage of the App as per the rules.
- The following interventions were accordingly put in place for the affected students:
 - i. Students writing in their first examination opportunity who have been identified to have been out of the Invigilator App for more than 10 minutes have had their marks withheld. **NB : These students are eligible to rewrite during their next module examination sitting. They do not need to re-register for the affected modules.**

Page 1



- ii. Students writing in their second examination opportunity who have been identified to have been out of the Invigilator App for more than 10 minutes have also had their marks withheld. **However, these students will have to re-register for the module(s) concerned as the University does not provide third examination opportunities.**

Scheduling of the second examination opportunities is dependent on Senate approved examination sittings. Final year students meeting concessionary criteria are eligible to write in their second examination opportunities prior to the May/June examination period. Reports that final year students have been scheduled to sit for the May-June 2024 supplementary exams are therefore false and misleading.

The university also notes the concern mentioned in the news reports, purportedly raised by students, that they experienced technical glitches with the Invigilator App, including not being able to load their scripts within the allocated time. It is further clarified that students who could not upload their scripts are not affected by the implementation of the “Out of App” rule.

Students have been informed via the communique issued on 23 November 2023 about the appeal process that has been put in place for students to raise objections or make their case. They are once again urged to use this process to have their cases heard ([See attached form](#)). Each case will be dealt with on its own merits.

Meanwhile, the marking and releasing of the rest of the modules is continuing according to plan. The examination results are being audited and released on a staggered basis as and when they are finalised, with the final release date for all examination results set for 14 December 2023.

/Ends.

