



# Don't Worry Surrey!

Hey Everyone I am Liam, your VP Support. I wanted to wish you all good luck from myself and the Support Zone, in your exams and we hope you all smash them! It's been a tough year so just do the best you can. Remember you are not alone and you can always reach out for support whether that is a friend, a family member, or us at in the Support Zone. Find out more at [surreyunion.org](http://surreyunion.org)

**Plus:** Join our SurreyMoves challenge to help keep you moving **and** claim some prizes... [teamsurrey.co.uk/sport-activity/surreymoves](http://teamsurrey.co.uk/sport-activity/surreymoves)

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
13 May	14 May <i>EC Drop-In, 13:00 – 15:00, MySurrey Hive</i>	15 May	16 May <i>EC Drop-In, 13:00 – 15:00, MySurrey Hive</i>	17 May	18 May	19 May
20 May	21 May <i>HITting the Books: De-Stress through Exercise 13:00-13:30, Rubix EC Drop-In, 13:00 – 15:00, MySurrey Hive</i>	22 May	23 May <i>Activities Day, 10:00-15:00, AP Plaza EC Drop-In, 13:00 – 15:00, MySurrey Hive Board Game Night, 18:00-21:00, Front Room</i>	24 May	25 May	26 May
27 May <b>Bank Holiday</b> <i>University Closure Day</i>	28 May <i>Crafternoon, 14:00 - 17:00, Hari's Bar EC Drop-In, 13:00 – 15:00, MySurrey Hive</i>	29 May	30 May <i>EC Drop-In, 13:00 – 15:00, MySurrey Hive</i>	31 May	1 June	2 June
3 June	4 June	5 June	6 June	7 June	8 June	9 June
10 June	11 June	12 June	13 June	14 June	15 June	16 June

### Support

If you want to have a confidential and anonymous chat, please call Samaritans at any time on **116 123**. Samaritans are also on campus in the MySurrey Hive on Thursdays from 12:00 – 14:00

### Academic Advice Information

The Students' Union's advice team are here to support you. Email: [ussu.advice@surrey.ac.uk](mailto:ussu.advice@surrey.ac.uk) to get in touch if you need advice.

### Nightline

Nightline is here to you throughout exams. You can call or IM our student volunteers Monday – Friday 19:00 – 07:00 throughout exams. Please log on to the Union website to access the lines.



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## Preparing to Take Your Exam

### The Do's and Don'ts!

So, you've got your revision timetable under control and you've set aside time to take breaks – now it's time to prepare to take your exam. Here are some things you need to remember about examinations –

### Before your exam...

#### CHECK YOUR EXAM

Then check it again and make sure you know which type of exam you are taking. Online exams come in different styles from 24 hour essay questions to 2hour MCQs which can be taken in an hour. Make sure you know which type of exam yours is and plan ahead so you can be as prepared as possible.

#### SET UP A WORKSPACE

Online exams mean you can do them in the comfort of your own home, but try not to get too comfortable. Make sure you have a dedicated, quiet space to complete your exam that has good wifi. If you live with other people, make sure that they know when your exam is to remain quiet and stay off the internet for you. A dedicated work space puts you in the right working mindset.

#### PREPARE YOUR NOTES

Most online exams are open-book, which means you can refer back to your notes to help you. Use revision time to prepare your notes and write down key ideas/theories/concepts. Making concise and ordered notes means that you can access them quickly. Remember, too many notes may cause you confusion on the day.

If you are using text books and journals, mark key pages or highlight but remember to paraphrase into your work.

### During your exam...

#### IN PERSON EXAM?

Make sure you check where the exam is and plan ahead to make sure you are there in good time to find your seat. Being late means you risk not being allowed to take the exam, and isn't a good reason to EC. Make sure your water bottles have no labels, that your pencil case is see-through and that you have your Student ID on you.

#### AVOID PLAGIARISM

The University has software to help detect plagiarism, including in online exams, so take extra care on the following:

Don't talk or communicate with your course mates/ other people about the exam. Don't be tempted to join a group chat, or talk to your housemates if they are taking the same exam as you could be questioned for collusion which could mean that you get zero for the assessment.

Don't copy directly from your source or lecture notes – remember to paraphrase or write in your own words. Check your notes, and then check them again to make sure that they are your own words. If you have been asked to reference, then make sure you do so!

#### TAKE BREAKS

24 hour exams aren't designed for you to stay awake for 24 hours! Make sure you are getting restful sleep, regular breaks, food and exercise. We recommend you plan your 24 hours before the exam starts!

If you are in the UK it might be a good idea to sleep on your final draft and give it a fresh read in the morning before submission.

#### SAVE YOUR WORK

Make sure you save your work as you go along, ideally on an external device like a memory stick. For 2 hour exams, you can submit your work on Surrey Learn as many times as you want – each new save will override the last. This way, if something happens, you know you have submitted your last draft! - Finally, remember to submit your work in good time – submitting too close to the deadline risks it not uploading in good time, risking your submission.

#### TECHNICAL DIFFICULTIES IN AN EXAM?

During online exams, we know that technical difficulties can happen and when they do, you need to be prepared:

1. At the time that it happens, take a photo on your phone or screenshot the issue with a time stamp.
2. Email your module leader and your faculty hive – you might find out that this is a whole cohort issue.
3. Once the exam is over, and if you have been impacted by the issue, then apply for ECs with evidence. You can use the screenshots, photos, and emails to staff as evidence. An EC means you may need to repeat in August, so make sure that you really need it first.
4. Remember, submitting too close to the deadline can risk technical difficulties in the submission timing out – this is not a reason to EC.

**Visit:** [surreyunion.org/support/academic-advice/technical-errors](https://surreyunion.org/support/academic-advice/technical-errors)

## Thinking of Applying for ECs?

If you are thinking about applying for Extenuating Circumstances (ECs) over the exam period, it is really important that you understand what the process is, how to apply and also what impact this might have on your studies.

You can find information on making an application through the Students' Union Academic Advice pages, here: [surreyunion.org/support/academic-advice/extenuating-circumstances/](https://surreyunion.org/support/academic-advice/extenuating-circumstances/)

If you are unsure about anything when it comes to applying for ECs, you can always contact [ussu.advice@surrey.ac.uk](mailto:ussu.advice@surrey.ac.uk) with questions or to book an appointment with one of the Students' Union Advisors.

It is really important that you take time to read the University's regulations before you apply. You can find them on the website below: [surrey.ac.uk/currentstudents/study/complaints\\_appeals/](https://surrey.ac.uk/currentstudents/study/complaints_appeals/)

## Here are some important points to note about ECs:

The list below is NOT exhaustive and focuses on exams - any questions can be directed to the Students' Union Advice Team on - [ussu.advice@surrey.ac.uk](mailto:ussu.advice@surrey.ac.uk)

1. A successful EC application for an online exam will defer your assessment until the next appropriate exam period. This may mean that you have to come back in August and sit the exam again. For final years, this could have implications on your graduation
2. Final years can EC one semester one module (15 credits) to semester two without impacting graduation. Final years who EC more than 15 credits, or EC in semester two, will risk their graduation ceremony and unable to attend your ceremony in the summer. They will receive their degree on September results day instead. **Final years who have accepted ECs in their second semester, for exams, are very likely to miss their graduation.**

If you are in doubt, check with your assessments team.

3. ECs will never get you more marks. The likely outcome is that you will be given an opportunity to take the assessment again.
4. You must have valid evidence, unless you are applying for self-certified ECs.
5. If your ECs application is received AFTER a deadline or exam, you will have to provide valid evidence and valid evidence to explain why you could not apply beforehand. You cannot self-certify once the deadline has passed or the exam has started.
6. If you can obtain evidence but don't have it now, then you can submit a normal EC application (instead of self-certified) and then add evidence at a later date. You have up to 5 working days from the date of your application to submit evidence.
7. Unfortunately there are no guarantees that an EC application will be accepted. If you have not received an outcome before your exam, we would suggest you attend if you can but email your personal tutor

and module lead to let them know you have applied.

8. If your internet crashes during an online exam, or you have technology issues then we would suggest emailing your faculty and module leader at the time, with evidence (i.e. a screenshot) if you can. We would suggest that you wait until after the exam to apply for ECs. That way you will be able to see how much it has impacted your academic ability. You can use your emails to your faculty/module leader as additional evidence.
9. If you do become unwell immediately before or during an exam, you should email your personal tutor and module leader, and follow up with an ECs application with evidence. If your exam is in person, you should make sure you complete the green not fit to sit form, which you can get from an invigilator.

## EC Advice and Guidance throughout Summer 2024

Your Union academic advisors are on hand throughout May/June to chat through ECs, if you are eligible and the outcomes available to you.

- o Quick Queries online via Teams 10:00 – 12:00 everyday from 13 May – 7 June AND 17:00 – 18:00 Tuesdays and Fridays. Book via [surreyunion.org](https://surreyunion.org)
- o Drop-ins in the MySurrey Hive: Tuesdays and Thursdays, 13:00 – 15:00, 14-30 May
- o Via emails: [ussu.advice@surrey.ac.uk](mailto:ussu.advice@surrey.ac.uk)



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