

Don't Worry Surrey!

Exam Planner

Hello everyone, my name is Sam (she/her), and I'm your VP Support for 2024-25. The Support Zone team and I wanted to wish you the best with your exams and assignments. We understand this can be a challenging time of year, so please don't hesitate to reach out for support. You can find more about available support services at surreyunion.org



| Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
|--|--|--|--|--|-------------|-------------|
| 23 December <i>Union Closure Day</i> | 24 December <i>University Closure Day</i> | 25 December <i>University Closure Day</i> | 26 December <i>University Closure Day</i> | 27 December <i>University Closure Day</i> | 28 December | 29 December |
| 30 December <i>University Closure Day</i> | 31 December <i>University Closure Day</i> | 1 January <i>University Closure Day</i> | 2 January Samaritans on campus 12:00-14:00 Stag Hill Hive | 3 January | 4 January | 5 January |
| 6 January | 7 January Samaritans on campus 12:00-14:00 GSA Talk Together 18:00-20:00 | 8 January Samaritans on campus 12:00-14:00 Vet School | 9 January Samaritans on campus 12:00-14:00 Stag Hill Hive | 10 January | 11 January | 12 January |
| 13 January | 14 January Samaritans on campus 12:00-14:00 GSA Talk Together 18:00-20:00 | 15 January Samaritans on campus 12:00-14:00 Vet School | 16 January Samaritans on campus 12:00-14:00 Stag Hill Hive | 17 January | 18 January | 19 January |
| 20 January Brew Monday | 21 January Samaritans on campus 12:00-14:00 GSA Talk Together 18:00-20:00 | 22 January Samaritans on campus 12:00-14:00 Vet School | 23 January Samaritans on campus 12:00-14:00 Stag Hill Hive | 24 January | 25 January | 26 January |

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 throughout exams to support you

Academic Advice Information

The Students' Union's advice team are here to support you. Email: 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 – 7:00 throughout exams. Please log on to the Union website to access the lines.

Talk Together

Talk Together is a peer support service that is supported and overseen by the Surrey Students' Union. The aim of Talk Together is to help create an environment where Surrey students can learn coping skills to help support them throughout their studies.



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Visit our Academic Support Hub



Preparing to Take Your Exam

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 2 hour MCQs which can be taken in an hour. Make sure you know which type of exam yours is and plan ahead.

SET UP A WORKSPACE

Make sure you have a dedicated, quiet space that has good wifi, to complete your online exam. 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.

DO NOT USE AI TOOLS

Whilst it can be tempting to check your work through things like ChatGPT, do not be tempted. The University have ways of detecting AI use in your work and if you are suspected, the University could fail you on your work and cap your module. If your assessment allows you to use AI, then you must read the assessment guidelines carefully to make sure you are not mis-using the tool. You should also ensure you disclose that you have used it to support your work, otherwise you risk plagiarising. If you are using text books and journals, mark key pages or highlight but remember to paraphrase into your work.

During your exam...

AVOID PLAGIARISM

The University has software to help detect plagiarism, 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!

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. If you are more than 30min late you won't be let in. 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.

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. Take photos, screenshots and videos of the error at the time that it happens and send an email to your module leader at the time to let them know
2. Before your submission deadline, or as soon after the deadline as possible, email your work to your module leader AND raise a question through MySurrey Help – add your work as an attachment.
3. After your exam or deadline, if you believe the error impacted your work then you can submit an EC with evidence. You should add the emails and photos/ screenshots etc as your evidence.
4. ECs for an exam will normally mean that you retake in August (with the exception of some final years) so you should be prepared for this as an outcome
5. For coursework, you should submit your work when you can (or submit through MySurrey Help) and then submit ECs to remove any late penalty at the time.
6. Remember, submitting too close to your deadline can cause technical errors and is NOT counted as an EC. So, make sure you give yourself plenty of time to submit your work.
7. Remember, submitting too close to the deadline can risk technical difficulties in the submission timing out – this is not a reason to EC.

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/

If you are unsure about applying for ECs, you can always contact ussu.advice@surrey.ac.uk with questions or to book an appointment with one of the Students' Union Advisors.

It is important that you take time to read the University's regulations before you apply. You can find them here: 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

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 up to 30 credits in semester one to retake in semester two without impacting on their graduation. Final years who EC more than 30 credits, or who need ECs in semester two will risk their graduation ceremony in the summer. They will receive their degree on September results day instead. 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 MySurrey Help 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 MySurrey Help/ 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.



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