

Important persons and administration

Function	Person	Office	Phone	Email-address
Examinations Office	Peter Bencze	HG F 18	+41 44 632 20 68	exams@ethz.ch
Vice Rector Study Pr.	Prof. Dr. Markus Bambach	---	---	prst@ethz.ch
LET: Contact person computer-based examinations	Tobias Halbherr	HCH C 11	---	online-pruefungen@let.ethz.ch
Administration of Academic Legal Cases	Mirjam Wirth / Franziska Schmid-Lanter	---	---	rechtsfaellelehre@akd.ethz.ch
Special study situations / Disability Advisory Service	Regula Cinelli	HG F 67.3	+41 44 632 73 24	regula.cinelli@sts.ethz.ch

Good to know

Legal Basis and Guidelines

- Legal basis for performance assessments:
[Ordinance on Course Units and Performance Assessments at ETH Zurich \(VLK\)](#)
[ETHZ Ordinance on Performance Assessments: Implementation stipulations determined by the Rector](#)
- The examiners are responsible for ensuring that the examinations are held correctly and without any disturbances, even if they entrust the examination supervision to another staff member knowledgeable in the field. This applies from the opening of the exam location until the candidates have left it.
- Dishonest behavior can entail disciplinary measure. The [ETH Zurich Ordinance on Disciplinary Measures](#), in particular Art. 2, 4 and 6, is applicable. See also section 2 and 4 of this exam information.
- Please note that non-native speakers (students whose native language is not the language of the examination) must be granted the right to use **a subject-neutral dictionary** (language of the examination - native language) during the examinations. This dictionary does not have to be explicitly listed in the written aids, but may generally be used for all performance assessments at ETH.
- The [Guidelines on Grading Written Examinations at ETH Zurich](#) support examiners in the process of examination corrections and grading procedures.
- Due to quality assurance reasons, it is recommended to systematically implement the four-eye-principle during all phases of the exam process. During the correction of exams as well as during the submission of grades mistakes are reoccurring that could have been avoided resp. made highly improbable by using the four-eye-principle.
- At ETH Zurich, we treat each other professionally and with mutual respect and are committed to the [Respect Code of Conduct – ETH Zurich](#).

Exam Mode and Duration

- **The mode of examination and written aids/authorised materials cannot be changed! The examination schedule is binding for both examiners and students.**
- The exam mode, written/oral, and the exam duration are determined by the Department Conference in accordance with the “Ordinance on Course Units and Performance Assessments at ETH Zurich” (VLK), provided that the departmental programme regulations do not specify otherwise. Therefore, changing the exam mode and duration does not lie in the exclusive competence of the examiner. If you wish to change the exam mode and/or its duration, please send a written request to the Study Administration Office to be deliberated by the Teaching Committee (UK– acronym in German) and approved by the Department Conference (DK– acronym in German). Any approved changes will not become effective before the next examination session at the earliest.

1. Changing an Examination Date / Illness of the examiner

Concerns, questions, problems	Measures to be taken by the examiner
<p>Changing an examination date</p> <ul style="list-style-type: none"> • The date(s) of written exams cannot be changed or postponed to other dates. • Rescheduling oral exams is only possible during the examination session. It is not necessary to inform the Examinations Office, if the oral exam is rescheduled to a different time on the same day indicated in the examination schedule. • Any such changes to the examination schedules are not organized by the Examinations Office. • Oral examinations can be conducted remotely (via videoconference) or be held in presence. 	
<p>The examiner wants to change the date of an oral exam.</p>	<ul style="list-style-type: none"> • The examiner gets the consent of all the registered exam candidates. • Once the exam candidates confirm their agreement, the examiner informs the Examinations Office either by email or by using the “Rescheduling Form for Examiners” in eDoz (“Examination schedule”).
<p>The Examiner would like to conduct the oral examinations online via videoconference</p>	<ul style="list-style-type: none"> • The examiner informs all registered candidates about this change with a copy to the Examinations Office, which then adjusts the information in the examination schedule, i.e., replaces the originally booked room in the examination schedule with the reference to online execution.
<p>The candidate wants to change the date of an oral exam.</p>	<ul style="list-style-type: none"> • Once the candidate obtains the consent of the examiners, he/she informs the Examinations Office by using the "Rescheduling Form for oral Session Examinations" in <i>myStudies</i>.
<p>The examiner is ill and cannot conduct examinations</p>	<ul style="list-style-type: none"> • Please immediately contact the Examinations Office by phone (+41 44 632 20 68) to clarify and organize all necessary steps. • Oral session examinations may be conducted remotely or otherwise postponed to later dates within the examination session. • For a written session examination you do not have the obligation to be present personally. You can entrust other persons with it. • Alternatively, a substitute examiner can be appointed by the Director of Studies for both oral and written session examinations.

2. Conducting Examinations

Concerns, questions, problems	Measures to be taken by the examiner
<p>Responsibility of the examiners</p>	<p>The responsibility of the examiners for an orderly and regulated examination process begins with the opening of the examination venue (30 minutes before the start of the examination). This responsibility ends only after all candidates have left the examination room. If possible, please ensure that there are no crowds outside the entrance to the examination room.</p>
<p>Admission to the exam room (written examinations)</p>	<p>Ensure that the examination rooms are open and accessible to students at the latest 30 minutes before the start of the examination so that students can continuously enter the room and take their places.</p>
<p>Are all candidates present and can they identify themselves?</p>	<p>Remember to check the candidates, using the updated list of candidates (see section 3) from <i>eDoz</i> (→ <i>Communication/Lists: Performance assessments – Registrations & Results</i>) and the candidates' ETH card for identification.</p> <p>Please note that an examination may only be taken if a valid examination registration exists, i.e. the student is listed on the list of candidates in eDoz.</p> <p>Students without a valid examination registration may not write the examination and must be expelled from the room.</p> <p>If an exam is taken without a registration, it is invalid.</p> <p>A late registration (after the exam) is not possible.</p> <p>In such cases or if you are uncertain, please contact the Examinations Office by phone (+41 44 632 20 68).</p>
<p>Do the candidates know what aids/materials are authorised?</p>	<ul style="list-style-type: none"> • Clearly mention permitted aids at the beginning of the examination - in particular, mention, for example, that a subject-neutral dictionary may be used by non-native speakers (students whose native language is not the language of the examination). • All devices that can be used for communication, that are programmable and/or may be used to save data (e.g. smartphones, smartwatches, etc.) are not allowed during examinations, unless the use of such devices is explicitly authorized. Students should switch them off completely before the start of the examination and store them in the bags they have brought with them. They are not allowed to carry these devices on them (especially in case of possible toilet breaks). This also applies for oral examinations. • Authorized materials are published in the course catalogue and in the examination schedule and are, therefore, binding → changes at short notice are not permitted. • In any case, the specifications of authorized materials in the examination schedule do apply, and not any information possibly published on a website created/managed by the examiner. • On the tables of the candidates there may only be the explicitly allowed aids, especially no bags and jackets. • The inspection of the authorized materials before or during the exam should be planned beforehand and carried out as trouble-free as possible.

<p>The candidate is unsure whether the materials he/she has are authorised</p>	<ul style="list-style-type: none"> • Give the students the opportunity to check if the materials they brought with them are authorized.
<p>Warning about dishonest behaviour; answer sheets missing/taken along inadvertently</p>	<p>Make students aware that</p> <ul style="list-style-type: none"> • dishonest behavior can entail disciplinary measures according to ETH Zurich Ordinance on Disciplinary Measures. See point 4. • particularly in the case of written examinations she/he is responsible that all answer sheets have to be handed in. After candidates have left the examination room no further answer sheets – even “taken along inadvertently” - will be accepted. If all exam materials are missing the examination will be graded with a ‘1.0’.
<p>Toilet breaks during written exams</p>	<p>There are no regulations, but please note the following:</p> <ul style="list-style-type: none"> • Are toilet breaks allowed or not? It depends on the length of the exam, but they should remain an exception. • It has to be clear that the toilet break counts as exam time. • In order to prevent students from exchanging information on the toilet, there should be: <ul style="list-style-type: none"> ○ only 1 candidate at a time allowed to take a toilet break ○ only in the company of an exam assistant ○ please make sure that no electronic communication devices (mobile phones) are carried to the toilet. If in doubt, ask students to empty their (trouser) pockets.
<p>Toilet breaks during oral exams</p>	<ul style="list-style-type: none"> • As a general rule, in case of oral examinations they are not allowed.
<p>Oral examination: The examiner or co-examiner must leave the examination room/the remote examination urgently for a brief period</p>	<ul style="list-style-type: none"> • If the examiner or co-examiner needs to leave the room/the remote examination e.g. due to sudden nausea, the examination may not continue to be conducted by one person alone but must be interrupted until the second person returns. Disobeying this rule is a procedural offence in the examination context which may be brought to bear in an appeal.
<p>Written examinations: handing in of all examination sheets at the end of the examination</p>	<p>At the end of the examination the examiner is responsible to make sure that</p> <ul style="list-style-type: none"> • all students hand in all examination sheets in an organized manner • an appropriate double-check is conducted. If all the examination papers are not handed in, the examination in question will be marked with the grade ‘1.0’ and counts as failed.

<p>Grade notification by the responsible examiner</p>	<p>Once the correction has been completed (four-eyes-principle), the grade is bindingly determined and reported to the respective Student Administration Office:</p> <ul style="list-style-type: none"> • Subjects/grades, that are discussed at the Grading Conference, as a proposal to the Grading Conference • Single subjects (including those that may lead to exclusion, such as e.g. additional requirements) as definite single grades
<p>Announcement of the result, e.g. after an oral exam</p>	<p>Examiners are not allowed to announce results until these have been decreed by the department/study administration and announced to the student accordingly.</p>
<p>Deadline for timely submission of grades to the study administration offices</p>	<p>The grades of the examinations taken in the winter session 2023/24 must be communicated to the students by Friday, 23rd February 2024, at the latest, i.e. they must be decreed by the respective study administration offices.</p> <p>In the case of examinations from examination blocks or depending on the category of an examination (core subject, compulsory subject, elective subject, etc.), the grades must be discussed in any case within the grading conference. These will mainly take place between 19 and 23 February 2024. In order to prepare them, the study administration offices need the grades a few days earlier. Please contact the respective study administration office if you need a specific date for the delivery of grades.</p>

3. Delay, Deregistration, No-Shows, Illness

Concerns, questions, problems	Measures to be taken by the examiner
<p>Display in eDoz (→Communication/Lists: Performance Assessments – Registrations & Results) updated list of candidates resp. updated examination schedule:</p> <ul style="list-style-type: none"> • A change(s) of dates received in writing is (are) constantly updated. • The names of deregistered candidates and candidates who cannot take the exam due to illness appear on the deregistration list (examination schedule > deregistration). • Please print out the list of candidates shortly before the examination in order to have an up-to-date-version. 	
<p>The candidate deregisters personally via the examiner</p>	<ul style="list-style-type: none"> • Refer the candidate to the Examinations Office (+41 44 632 20 68). In order to withdraw from an examination without consequences, timely notification to the Examination Office in accordance with the Directive on the Examination Schedule is mandatory!
<p>New procedure: A candidate fails to appear for the exam (no-show).</p>	<ul style="list-style-type: none"> • Please note: It is no longer necessary to notify the examinations office directly. Please mark the no-show for candidates who did not appear when inputting the grades in eDoz by yourself. This is done by ticking the checkbox "" on the far right in the last column for the respective student(s).
<p>A candidate arrives late at the examination</p>	<p>There are no strict regulations; but please note the following:</p> <ul style="list-style-type: none"> • A candidate being late is no longer allowed to take the examination if another person has already left the examination room (because of possible collusion).

	<ul style="list-style-type: none"> • It is up to the examiner's discretion if full examination time is granted to the candidate in question; the candidate does not have the right to it. • In case of plausible, reasonable reasons the following is recommended: Full examination time should be granted. • In any case, the Examinations Office has to be informed.
<p>Procedure in case of sudden illness during an examination</p>	<ul style="list-style-type: none"> • A sudden illness has to be signaled explicitly to the examination proctors – in addition it is imperative as well that the student communicates directly that she/he is not able to finish the examination due to medical reasons. • If an examination that has been started is being aborted before the end of the regular examination time, the examination is evaluated and remains valid, even if the student brings forward health reasons. (The only exceptions are medical emergencies that require immediate medical treatment.)
<p>Students show general symptoms of disease</p>	<ul style="list-style-type: none"> • Should there be any disturbances during an examination (e.g., student coughs heavily, is visibly ill, etc...), an appropriate solution should be sought to enable the examination to be carried out without disturbance: <ul style="list-style-type: none"> ◦ If possible, place the student in a seat a little further away • If the situation cannot be resolved in this way (and even seems to escalate), then the examiner can expel the affected student from the room but should first contact the Examinations Office (+41 44 632 20 68).
<p>Remark on the absence of students due to illness:</p> <p>Health reasons that prevent students from taking single examinations do not have to be documented by a medical certificate. However, in the case of reasons for being prevented from taking exams from an examination block, a corresponding certificate (e.g., a medical certificate) must be provided.</p> <p>Furthermore, it is still important that students contact the Examinations Office at least 1 hour before the start of the exam. A deregistration via the examiners or other authorities (e.g. the Study Administration Office) is not valid. (Deregistering is possible by phone +41 44 632 20 68 or by e-mail).</p>	

4. Dishonest Behavior, Special Situations

Concerns, questions, problems	Measures to be taken by the examiner
<p>The candidate behaves dishonestly.</p>	<p>If you discover unauthorized material (crib sheet, calculator, etc...) you should proceed as follows:</p> <ul style="list-style-type: none"> ○ Confront the student with it and confiscate the unauthorized material immediately. ○ Let the student finish the exam nevertheless. ○ Protocol the incident as detailed as possible (what material was used, when did you confiscate it, at which question, etc...) ○ After the exam, you have to report this dishonest conduct according to the ETH Zurich Ordinance on Disciplinary Measures electronically, using this form. Please add all documents (resp. copies) when submitting it.
<p>Other irregular occurrences and special situations, such as: answer sheets/documents not handed in; construction noise; disturbances during computer-based exams.</p>	<ul style="list-style-type: none"> • Please contact the Examinations Office in any case (+41 44 632 20 68). • Computer-based examinations: Local assistance from LET- or ID-persons; Internal ETH information sheet "Reporting of problems during online examinations", available from LET.
<p>A candidate wants to see his/her corrected examination paper(s).</p>	<ul style="list-style-type: none"> • Permit the candidate to inspect his/her corrected examination paper(s), but only after the Grading Conference has taken place, or once the grades have been officially decreed. • The exam review may also take place partially or completely by electronic means. • According to art. 2 and 5 of the Directive on Viewing and transfer of performance assessment records there are generally two possibilities for viewing performance assessment records. • If a student applies for the possibility to view his performance assessment records, it is specified, that this has to be conducted within three weeks. • Computer-based exams: Students are not allowed to view digital screen recordings. Only LET can view such records (without the student's consent).
<p>The candidate wants to negotiate with the examiner about improving his/her grade.</p>	<ul style="list-style-type: none"> • A basic principle applies: Only what is legible can be graded. It is not allowed to let students "translate" illegible examination answers subsequently in order to get better grades. • After the Grading Conference resp. after grades have been decreed and are thus visible in myStudies, grades are binding and may neither be changed nor may grade changes be promised. See next point for exceptions.
<p>The examiner notices an obvious correction mistake and wants to change the grade (i.e. overlooked parts that have not been corrected, points wrongly added up, etc.)</p>	<ul style="list-style-type: none"> • Correction mistakes with resulting grade alterations must be immediately reported to the Study Administration Office in question (the corresponding form requires the signature of the Study Director; the decision lies with the Vice Rector for Study Programmes). Important: This is only possible in cases of correction mistakes. Grade alterations due to reasons of discretion are inadmissible.