



**NANYANG
TECHNOLOGICAL
UNIVERSITY**
SINGAPORE

Student Guide for Taking Qualifying English Test at NTU

25 July 2023



Things to Note

- 1. Instructions & Reminders**
- 2. Attendance Taking**
- 3. Trouble Shooting Tips**
- 4. QET Results Release Date**

Note: We will be recording this examination for audit purposes and the recording will be retained until the release of examination results.



1. Instructions & Reminders



About the Qualifying English Test (QET)

- **Test duration: 1 hour.** You will not be given any additional time.
- **Word limit: 400 words.** Please keep strictly to this word limit. Your essay will be graded based on content, language, and organisation.
- **Save your work regularly.** This is to avoid losing what you have typed in case of any technical glitch, internet connection issue, etc.
- **Submission is only done ONCE, at the end of the test.** Multiple submissions are NOT allowed. The system will upload your answer at the end of the test.



Examination Rules

- **NO TALKING:** You must observe **STRICT SILENCE** throughout the examination.
- **NO BLURRED/VIRTUAL BACKGROUND** in Zoom: Your surroundings must be clearly seen by the invigilator.
- **NO UNAUTHORISED MATERIALS** on your desks: e.g., books, paper, documents, pictures, and electronic devices with communication and/or storage capabilities such as iPad, tablet PCs, headphones etc.
- **NO BREAKS!** You must stay in the Zoom meeting throughout the duration of the exam.

Any student found to display suspicious behaviour may be moved to a breakout room in Zoom for initial inquiries. The university takes a serious view of cheating.



Instructions to students

1. You are to observe **strict silence** throughout the examination.
2. You must be **alone** in your room.
3. **Virtual backgrounds** in Zoom cannot be used as your surrounding environment must be clearly seen by the invigilator.
4. Your desk and working area must be **tidy** and **uncluttered**.
5. Please make sure your computer is **plugged in** (not only running on battery).
6. Make sure your phone is **fully charged**.
7. No **dual monitors**.
8. You are not allowed to take any breaks. You must **stay** in the Zoom meeting throughout the duration of the exam. Once the exam has started, you cannot leave your seat.
9. In the event you are logged out of the Zoom meeting due to connection issues, **re-login** immediately and explain your situation to the invigilator via the **raise hand** tool.
10. Any **unauthorised materials**, such as books, paper, documents, and pictures, and **additional electronic devices**, are not to be brought to your desk.
11. Any student found to display **suspicious behaviour** may be moved to a breakout room in Zoom for initial inquiries. The university takes a serious view of cheating.
12. You are not allowed to communicate with other candidates or anyone other than the invigilator during the e-examination.
13. Use the **chat** or **raise hand tool** in Zoom if you wish to communicate with an invigilator. The invigilator will contact you separately.

You must do the following before the Mock Test

1

Install and test the Respondus Lockdown Browser on your laptop using the Mock Test.

2

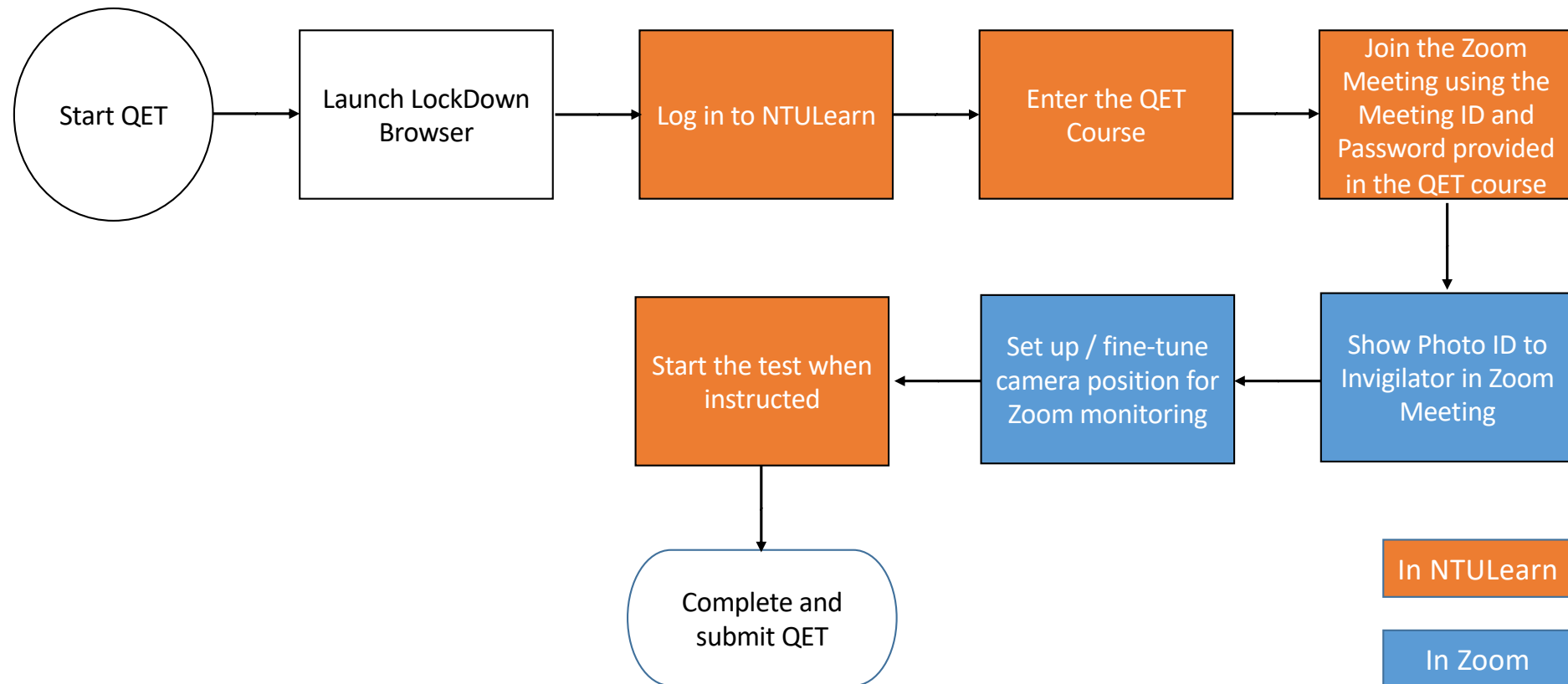
Sign-up for a NTU Zoom account and install the Zoom app on your mobile device.

3

Log on to Zoom 45 minutes before the start of the test for attendance taking.



Student Activities When Taking the QET



Using Respondus Lockdown Browser for QET

- Respondus LockDown Browser MUST be used to access the QET.
- Download the Respondus LockDown Browser from <https://download.respondus.com/lockdown/download.php?id=946716216>
- Install Respondus LockDown Browser on the computer that you are going to use to take the tests. You need to have System Administrator access to the computer when running the LockDown Browser.
- Use the LockDown Browser to log in to NTU Learn to access the QET Course to take the mock test and actual test. The use of wired internet connection is highly recommended.
- If you encounter any problem in using the LockDown Browser to access/complete the mock test, please log a case in the [Student ServiceNow Portal](#) so that we can follow up with you to resolve the issue before the actual test.



Using Zoom for QET

Sign up for a Zoom NTU Account

- Browse to <https://ntu-sg.zoom.us> and select Sign in with SSO to create a NTU Zoom account.

Join Zoom Meeting with a mobile device

- Join the Zoom Meeting shown in your QET Course via your mobile device.

Display your Full Name in the Zoom session

- Check that your display name in Zoom is your official name as shown in the Matriculation Card.

Turn on video, do not use blurred/virtual background

- Turn on the video function on Zoom throughout the test to allow the invigilator to see you at your laptop/desktop computer throughout the session. Do not blur the background or use a virtual background.

Adjust camera angle to show your present

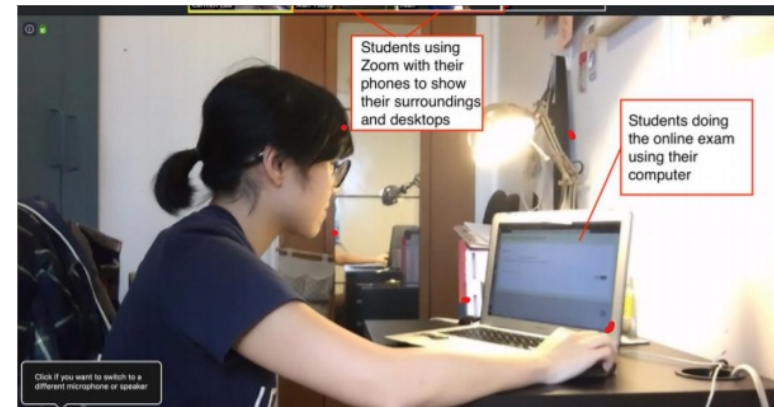
- Adjust the angle of the camera according to the guide provided in the next slide. The invigilator will advise you if any changes are required for effective invigilation via the chat tool.



Camera Angle for Zoom Monitoring

Please ensure that

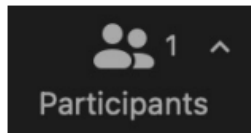
- your surroundings are well lit
- your camera is placed in landscape mode
- your head, upper torso and arms are visible
- you are alone in the work area
- only the notebook/computer that you are using for the QET is on the table



Changing Display Name and Video Background in Zoom

Changing Display Name

- Select **Participants**, located in the bottom toolbar of the meeting window.

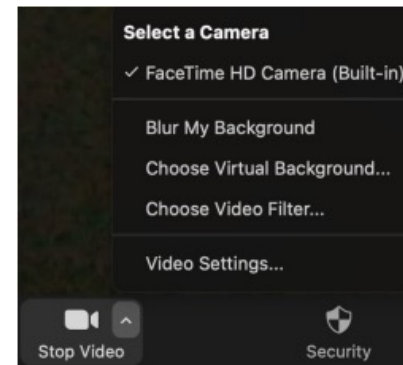


- Hover over your name and choose your name.
- Select **Rename** to change your display name.



Disable Blur and Virtual Backboard

- Click the option menu in **Start/Stop Video**.



- Check that the **Blur My Background** option is unchecked.
- Select **Choose Virtual Background** and check that [None] is selected.

Computers and Mobile Phones



Your computer should be plugged in (not only running on battery).



Your phone should be fully charged and used only for the Zoom meeting or taking photos of any error encountered during the test.



No other electronic devices can be used.



2. Attendance Taking



Attendance Taking

- Show your identification document (such as matric card, identity card, passport or driving licence that bears your photo) and respond when your name is called.
- Your photo documentation must be clear and recent.



3. Troubleshooting Tips



Common Issues When Taking Online Test

	Description	Cause	Resolution
1	Prompted to update Respondus Lockdown Browser after launching it	The Lockdown Browser is not up-to-date.	Run the update, which should not take long and proceed to take the test after the Lockdown Browser has been updated.
2	A Password is required to take the test.	LockDown Browser is not used.	Log out of NTULearn, install LockDown Browser and use it to log in to NTULearn to take the test.
3	The page freezes or shows a blank screen when I save the attempt or move to a new question during the test	There is a momentary loss of internet connection or connection to NTULearn server.	Close the test and relaunch it. You should be able to continue with the test.
4	After losing WiFi connection, I cannot continue with the test.	There is a temporary loss of network.	Close the test and relaunch it. You should be able to continue with the test.
5	A ' Name not in the list ' error occurs during the test.	This is a generic error message that pops up after you have executed any prohibited actions.	Close the browser, clear your browser's cache and relaunch the test.



Common Issues When Taking Online Test

	Description	Cause	Resolution
6	I cannot log into NTULearn despite keying in the correct password.	Loss of network	Reset the WIFI connection before trying it again.
7	A ' Problem with Test Options for this exam ' error occurs when you try to start the test.	There is a problem connecting to Respondus server or the test in NTULearn has not been configured correctly.	Take a picture of the error and the time when the error occurs. Alert the Course Instructor to check the test settings in the Respondus Dashboard. If the Instructor confirms that there is no issue with the test configuration, the problem would be due to your internet, firewall or anti-virus settings. Try connecting to your mobile data to log in to NTULearn using LockDown Browser. Refer to the troubleshooting guide to fix the error.
8	Test does not load well on my tablet.	Not all tablets are supported on Respondus.	Respondus LockDown Browser only works on Apple iPad. But not all tests are enabled for use with iPad. Please check with the course instructor before using iPad to take the test. Please use a device that meets the Respondus requirements listed here . Also, ensure that you have tried the Mock Quiz before the actual test.



4. QET Results



QET Results

- The QET results will be released via StudentLink on Wednesday, 16 Aug 2023 at noon.
- Candidates who do not pass QET have to register for the HW0001 Introduction to Academic Communication. Classes start in Week 3.

