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NOTIFICATION

Subject: Standard Operating Procedure for Online Examination Module

With the approval of the Vice Chancellor, the Standard Operating Procedure for Online Examination Module is hereby notified to all concerned for information and strict compliance with immediate effect.

Dr. Ashar Afaq
Registrar

Copy to:

1. All Heads of constituent Institutions of DUHS.
2. All Heads of affiliated Institutions of DUHS.
3. The Director, Digital Learning Centre, DUHS.
4. The Director, QEC, DUHS.
5. The Director, Q-Bank, DUHS.
6. The Director, ICT, DUHS.
7. The Deputy Director, Digital Learning Centre, DUHS.
8. The Advisor to the Vice Chancellor, DUHS.
9. The Controller of Examinations, DUHS.
10. The Incharge Coord & Protocols to the Vice-Chancellor, DUHS.
11. The P.A. to the Pro-Vice Chancellor, DUHS.
12. Office Record File.

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DOW UNIVERSITY OF HEALTH SCIENCES



STANDARD OPERATING PROCEDURE For Online Examination Module

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DISTRIBUTION LIST

The following personnel are on the controlled distribution list:

- Vice Chancellor
- Pro-Vice Chancellor(s)
- Registrar
- Controller Examination
- Director ICT
- Chairperson, Dow Assessment System Software Committee
- Members Dow Assessment System Software Committee



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LIST OF ABBREVIATIONS

API	Application Programming Interface
CMS	Campus Management System
CoE	Controller of Examinations
DAS	Dow Assessment System
DUHS	Dow University of Health Sciences
HEC	Higher Education Commission
ICT	Information and Communication Technology
ID	Student Identity
PC	Personal Computer
POC	Point of Contact
SMS	Short Message Service
SSC	Student Support Cell

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1. PURPOSE

This standard operating procedure (SOP) defines the framework for conducting secure, fair, and transparent online and onsite computer-based examinations at Dow University of Health Sciences (DUHS). It ensures alignment with the guidelines for digital education laid down by DUHS and the Higher Education Commission (HEC) as mentioned in the Open and Distance Learning (ODL) HEC's Policy and DUHS's Policy for Digital Learning Centre and Smart Classroom and Policy for Examinations and Online Assessment.

This SOP does not replace any of the pre-approved rules and regulations of DUHS, but it is being prepared to give an additional mechanism towards the start and use of a new era of in-house developed e-assessment that can be effectively implemented and managed for quality digital education at DUHS.

2. SCOPE

- 2.1 This SOP applies to all online examinations conducted by DUHS including undergraduate, postgraduate, and continuing education programs.
- 2.2 Covers the responsibilities of academic, administrative, technical, and support personnel engaged in online examinations.
- 2.3 Extends to students appearing in any form of online assessment, whether onsite (in dedicated computer labs or smart classrooms) or from an approved remote location, if applicable.
- 2.4 This SOP extends to all the faculties, colleges, institutes, departments, and hospitals that are under the umbrella of Dow University of Health Sciences and to the personnel including faculty, staff, and students working therein as full-time, part-time, on a contractual basis or on an honorary basis.

3. RESPONSIBILITIES

- 3.1. The ICT Directorate of DUHS will deploy, maintain, and update Online Examination System module with the approval of Controller of Examinations/CoE.
- 3.2. The examination department will facilitate training (faculty, staff, proctors, and administrative



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users) on using the Online Examination Module.

3.3. CoE/Examination Department will approve examination schedules, including start and end times.

3.4. CoE will monitor eligibility lists and oversee corrections/updates as required.

3.5. The ICT Directorate will ensure cybersecurity measures are in place to protect the Online Examination Module from external threats and unauthorized access. The cybersecurity protocols will be updated on a timely basis.

3.6. The ICT Directorate will provide infrastructure support (servers, connectivity, and secure integration with other DUHS systems).

3.7. The respective Institutes/Colleges/Schools of DUHS will coordinate with the Examination Department for the final list of examinees.

3.8 Responsibilities of Institutes / Colleges / Schools

3.8.1 Ensure timely dissemination of examination instructions and SOPs to all students.

3.8.2 Ensure students report to the designated examination venue at least **30 minutes** before the examination.

3.8.3 Provide the list of nominated invigilators, including names and contact details, to the Examination Department and the Digital Learning Team before the examination.

3.8.4 Ensure the required number of invigilators are available.

3.8.5 Issue examination notifications through the existing Examination Department process.

3.8.6 Issue the official attendance sheets for students and invigilators.

3.8.7 Nominate one or two representatives from the college administration or Student Coordination Cell for examination-day coordination.

3.8.8 Coordinate student logistics for onsite examinations.

3.8.9 Arrange advance booking of computer laboratories or Digital Libraries *Examination Hall* where applicable.

3.9 The examination department will facilitate onsite exam venues when students appear physically on campus.

3.10 Students must strictly abide by the online exam schedule, instructions, code of conduct, and technology requirements (device, and internet connectivity).

3.11 Students are responsible for verifying correct login credentials and maintaining academic

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integrity throughout the exam as outlined in the DUHS's Policy of Academic Integrity.

4 PROCEDURE

General Requirements

- 4.1.1 The Examination Department, in coordination with ICT, will ensure the Online Examination Module is updated, tested, and ready before each exam session.
- 4.1.2 A uniform approach to user login (via examination provided credentials) must be enforced to ensure only eligible students can attempt the exam.
- 4.1.3 The examination schedule, question papers, and candidate lists must be approved by the Controller of Examinations/Additional Controller.
- 4.1.4 Any modifications to student eligibility will require official approval, such as last-minute additions or changes in eligibility status.
- 4.1.5 Faculty and relevant staff must undergo *basic orientation* on uploading questions (if applicable), invigilation procedures, and real-time monitoring tools.

4.2 Preparation and Setup for Online Exams

- 4.2.1 The module will fetch exam paper details (questions, and time limits) from the DAS Paper Generation Module or an equivalent system.
- 4.2.2 Integration shall be performed via secure API or file upload, ensuring minimal data entry errors.
- 4.1.1 The official list of exam-eligible students will be fetched from the examination department.
- 4.1.2 Students will be provided credentials (username/password) on the examination day.
- 4.1.3 For onsite exams, the designated computer labs must be checked by ICT staff for stable connectivity, functional PCs, and adequate seating.
- 4.1.4 Proctors/invigilators must have a clear seating plan and guidelines on how to handle system failures.
- 4.1.5 All details (date, start time, exam duration, special instructions) must be conveyed to students well in advance through official communication channels that include DUHS website announcements, notice-boards and official email.

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4.2 Online Examination Process

Principal / Institute Responsibilities Prior to Examination

- 4.2.1 Examination instructions shall be communicated well before the examination.
- 4.2.2 Attendance sheets for students and invigilators shall be prepared before commencement.
- 4.2.3 Seating plans shall be finalized and verified.
- 4.2.4 Invigilators shall receive examination briefings.
- 4.2.5 Technical support personnel shall remain available throughout the examination.

Reporting Requirements

- 4.2.6 All invigilators shall report to the designated examination venue at least 20 minutes before the scheduled commencement of the examination.
- 4.2.7 All invigilators shall attend the pre-examination briefing conducted by the Examination Department, ICT Directorate, or Digital Learning Centre before the examination session.
- 4.2.8 Invigilators shall receive and review the approved seating plan and student allocation before candidates enter the examination venue.
- 4.2.9 Invigilators shall familiarize themselves with emergency procedures, examination incident reporting procedures, and contingency plans before the commencement of the examination.
- 4.2.10 Invigilators shall review the technical support procedures and communication protocols for reporting technical issues during the examination.

Pre-Examination Responsibilities

- 4.2.11 Invigilators shall verify that all assigned computer systems are operational and ready before students are permitted to enter the examination venue.
- 4.2.12 Invigilators shall verify the identity of every student before permitting entry into the examination venue.
- 4.2.13 Student identity shall be verified using the original DUHS Student Identity Card together with the original CNIC, Smart Card, or B-Form, where applicable.



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- 4.2.14** Attendance shall only be marked after successful verification of the student's identity.
- 4.2.15** Invigilators shall ensure that every student occupies only the workstation assigned according to the approved seating plan.
- 4.2.16** Before commencement of the examination, invigilators shall announce that the use of mobile phones and other unauthorized electronic devices is strictly prohibited.
- 4.2.17** Invigilators shall ensure that all students have switched off their mobile phones before the examination begins.
- 4.2.18** Invigilators shall remain vigilant for the possession or use of unauthorized electronic devices, including smart watches, wireless earbuds, tablets, Bluetooth devices, and multiple mobile phones.
- 4.2.19** Invigilators shall continuously supervise all candidates throughout the examination.
- 4.2.20** Invigilators shall actively monitor for any attempt to take screenshots, use mobile phones, switch browsers, communicate with other candidates, access unauthorized websites or applications, photograph examination content, or use multiple electronic devices.
- 4.2.21** Closed Circuit Television (CCTV) surveillance shall supplement invigilation activities but shall not replace continuous physical supervision by invigilators.
- 4.2.22** Where a student is found committing examination misconduct involving unauthorized electronic devices or examination security breaches, the invigilator shall immediately confiscate the device, where permitted under DUHS regulations.
- 4.2.23** The invigilator shall document the student's name, enrollment number, examination details, and nature of the alleged misconduct.
- 4.2.24** The Chief Invigilator shall be informed immediately of any suspected examination misconduct.
- 4.2.25** The Examination Department shall be notified without delay regarding all incidents of suspected examination misconduct.

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4.2.26 The ICT Directorate or Digital Learning Centre shall be informed immediately where the misconduct involves the Online Examination Module or any technical breach of examination security.

4.2.27 An official Incident Report Form shall be completed and submitted to the Examination Department immediately after the examination.

4.2.28 The exam will not commence before the scheduled time.

4.2.29 Students must log in with credentials provided by examination department. The system will validate eligibility in real-time.

4.2.30 Once the "Start Exam" button is clicked, the timer begins.

4.2.31 No back navigation: By default, students can move forward (Next) and skip questions but cannot revisit them unless the system's design includes a "Review Mark" feature.

4.2.32 Mark for Review (if enabled): Students can flag questions they wish to revisit before final submission (subject to system configuration).

4.2.33 Timing and Grace Period : A live countdown timer will be visible. Auto-submission occurs once the timer expires.

4.2.34 Students may submit any time before the timer ends; a confirmation pop-up ensures accidental submissions are avoided.

4.2.35 An exam summary displays attempted, unattempted, and flagged questions upon final submission.

4.2.36 If applicable, online proctoring tools (camera monitoring, browser lock, safe exam browser) or onsite invigilation measures ensure compliance.

4.2.37 Any suspicious activity (multiple logins, switching browsers, forced attempts to copy data) may lead to **automatic** or **manual** intervention.

4.2.38 Students lose access upon submission or once the time is up.

4.2.39 All responses will be recorded securely in the system's database, ready for evaluation.

4.2.40 After all students have submitted or timed out, the system will generate post-hoc analyses accessible only to authorized academic staff (CoE or nominated faculty).

4.2.41 Post-hoc analysis of the online examination module ensures continuous quality improvement of question banks.

4.2.42 Post-hoc analysis reveals potential flaws or ambiguities in question design and maintains transparency and accountability in the examination process.

4.2.43 The workflow diagram is shown in Appendix B.

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4.3 Code of Conduct

- 4.3.1 Faculty/Invigilators must maintain professional decorum and be vigilant in detecting exam misconduct.
- 4.3.2 Faculty/Invigilators are responsible for documenting incidents of cheating or technical failures during the exam.
- 4.3.3 Students must only use approved devices/browsers for the exam.
- 4.3.4 Students should turn off external communication tools (messaging, and other social media).
- 4.3.5 Suspected cheating or violation of exam rules may result in immediate exam termination, or referral to the Unfair Means Committee as outlined in the policy for student code of conduct and academic integrity policy.
- 4.3.6 Invigilators shall immediately report all technical problems to the ICT Directorate or Digital Learning Centre.
- 4.3.7 For every technical incident, the invigilator shall document the student's name, enrollment number, time of occurrence, description of the problem, and the corrective action or resolution provided.
- 4.3.8 Invigilators shall ensure that every student has successfully submitted the examination before leaving the examination venue.
- 4.3.9 Invigilators shall submit all student attendance sheets to the Examination Department immediately after the examination.
- 4.3.10 All completed Incident Report Forms shall be submitted to the Examination Department before the invigilator leaves the examination venue.
- 4.3.11 All technical issue logs and related documentation shall be submitted to the Examination Department and the ICT Directorate.
- 4.3.12 Invigilators shall maintain impartiality, professionalism, and integrity throughout the examination process.
- 4.3.13 Invigilators shall maintain complete confidentiality regarding all examination materials, student information, and examination proceedings.
- 4.3.14 Invigilators shall not provide hints, suggestions, clues, or assistance that may influence a student's response and shall not explain, interpret, or elaborate on the meaning of any examination question or answer option.
- 4.3.15 Where a student requests clarification regarding a question, the invigilator may only read the question exactly as displayed on the examination screen and shall advise the student to interpret the question independently.
- 4.3.16 Invigilators shall immediately report all breaches of examination security, academic integrity, suspected misconduct, or technical failures to the Invigilator/ Supervisor for onward transmission to the Examination Department.
- 4.3.17 Invigilators shall ensure that all examination rules are applied fairly, consistently, and uniformly to every candidate throughout the examination.
- 4.3.18 Failure by an invigilator to comply with this Standard Operating Procedure or any related DUHS examination policy shall be reported to the appropriate authority for

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investigation and appropriate administrative or disciplinary action in accordance with applicable DUHS regulations.

- 4.3.19** Students should strictly follow instructions regarding permissible breaks, device usage, and camera/mic policies

4.4 Online Student Support Cell

- 4.4.1** The Principals of the respective institutes shall form an online Student Support Cell (SSC).
- 4.4.2** The SSC will act as a centralized help desk for student queries on login issues, page-loading errors, or system glitches.
- 4.4.3** The purpose of this SSC would be to act as a point of contact (POC) and manage the issues and complaints (if any) being received from students and take the necessary actions for the solution.
- 4.4.4** SSC will collaborate with ICT to troubleshoot real-time problems.

4.5 Contingency Plans and Grace Periods

- 4.5.1** If a student's PC or device malfunctions, the exam can be paused or extended by the admin once the student shifts to another workstation.
- 4.5.2** Students facing sudden legitimate emergencies may apply for special consideration (with proper evidence).
- 4.5.3** The final decision lies with the Controller of Examinations and relevant academic committees.

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5 **RELATED DOCUMENTS:**

- Annexure A (Online Examination Checklist)
- Annexure B (Workflow Diagram)

Annexure A (Online Examination Checklist)

S.NO	PARAMETER	STATUS (Yes/No)
1	Question paper fetched from the DAS/Paper Generation Module securely	
2	Eligible student list confirmed from Examination Department	
3	Authentication credentials announced to students	
4	System (LMS / Online Exam Module) tested, including timer & submission flow	
5	Exam instructions circulated to students	
6	Cybersecurity checks (e.g., single-browser lock, firewall checks) completed	
7	Backup/Redundancy plan in place (server or local system)	
8	Onsite labs / Smart Classroom(s) readiness verified (PCs, seating, microphones, etc.)	
9	Contingency protocols for individual or system-wide failure established	
10	Code of conduct and disciplinary policy communicated to faculty and students	
11	Post-hoc Analysis configured for exam administrators (Difficulty Index, Discrimination Index, Cronbach's Alpha)	