

RVO PROCTORING UM

Section 1 General provisions

Article 1

Applicability

These Rules of Procedure apply to all written examinations administered by means of online proctoring through a service. Where applicable, supplementary or different regulations may be appended for examinations administered in computer labs or faculty rooms and for exams conducted with proctoring light.

In exceptional circumstances – such as the COVID-19 crisis – additional or modified regulations may apply.

Article 2

Definitions

- a. Board of Examiners: the Board of Examiners of a faculty or school;
- b. Examination Coordinator: the person responsible for scheduling and organising a written examination on the Board of Examiners' behalf;
- c. UM reviewer: the person who monitors compliance with the Rules of Procedure at the examination location on the Board of Examiners' or Faculty Board's behalf and the person responsible for reviewing material provided by the service using criteria specified by the BoE
- d. Examiner: the teacher designated by the Board of Examiners to administer the examination and determine the results.
- e. Proctoring service: the designated proctoring service for online proctoring chosen by UM: Proctorio
- f. Proctoring light: proctoring using UM means and UM people
- g. Examination System: The exams are conducted in TestVision or CanVas

Article 3

Validity of proctored exams

Proctored exams can only be valid if the chain of custody for the exam is intact, meaning

1. that it is established that the student that is on record making the exam is also actually the student in the proctoring session (proof of identity);
2. that it was witnessed by the proctoring service or a UM reviewer that it is the student making the exam for the whole duration of the exam and that no irregularities occur;

3. that the proctoring service or a UM reviewer can establish that the exam the student handed in, is actually the exam s/he witnessed the student making;
4. the student adheres to the requirements and regulations that apply for the proctored exam.

Hence, a proctored exam can only be valid after it is established that these conditions are met. It is the responsibility of the student to ensure that the proctoring service / UM reviewer can properly witness this, by complying with the procedure for proctored exams. The student should also take all possible precautions to ensure a stable and adequate internet connection and devices.

To establish the chain of custody, the UM reviewer can fill out a report about what happened during the exam, such that the validity of the exam can be assessed. If it is found that the exam cannot be considered valid, the student will be informed about this. The student is given one week time to respond to this, and based on the report of the UM reviewer and the substantiated response of the student, a decision will be made on the validity of the exam.

In case there is a suspicion of fraud, the Board of Examiners will review the evidence, will make a judgement and if fraud was committed sanction the student.

Article 4

Participation in the examination

- 4.1 Students must be able to prove their identity by means of their UM student card at the start of the online proctored exam. The student may also use a passport, identity card of driving licence as an alternative, as long as the full name and photograph are clearly visible. In such a case, it is recommended that the SSN/BSN [citizen service number/social security number] and other sections should be covered up.
- 4.2 The online proctored exam is conducted at a location of the student's choice, provided that the following conditions are met at the exam location:
 - a. The lighting in the room must be bright enough to be regarded as "daylight" quality. Overhead lighting is preferable. If overhead lighting is not available, the light source should not be located behind the student.
 - b. The student must be alone in the room.
 - c. The room must be as quiet as possible. Noises such as music or television are not permitted.
 - d. The student must sit at an empty desk or table, unless expressly specified otherwise on the cover page of the exam.
 - e. In the area (the surfaces) around the student there must be no screens other than those used for the exam; no writing paper or scrap paper and no posters with legible text, unless expressly specified otherwise on the cover page of the exam.
 - f. The student may not have access to texts or other (internet) sources with comparable features or functions, the consultation or use of which during the exam is not explicitly permitted.
 - g. The student may not have any 'wearables', such as watches, smart watches and/or health-check devices, other than those which are explicitly permitted on an individual

- basis.
- h. The student may not have access to a telephone, tablet or other equipment with comparable features or functions, the consultation or use of which during the exam is not explicitly permitted, other than the equipment which is used for proctoring. This also covers books and e-readers.
 - i. There must be no virtual machine on the equipment used for proctoring.
 - j. In addition, the Rules and Guidelines of the relevant examination committee are applicable.
- 4.3 A mandatory webcam scan of the desk/table where the student is taking the exam may form part of the procedure on several occasions during the exam.
- 4.4 The student must take the exam in the same room that is scanned for the proctoring set-up, as specified in Article 4.2.

Article 5

Other conditions for exams organised with online proctoring

- 5.1 Online proctored exams may only be taken in rooms which comply with the criteria set out in Article 4.
- 5.2 An online proctored exam is conducted using the student's hardware, which must fulfil the requirements as specified on <https://umlib.nl/proctoring>.
- 5.3 Students must follow the instructions in Article 4.2 when, after an exam assignment, they have to upload a photograph of an answer written on paper, using a mobile phone/camera.
- 5.4 During the exam, the student must at all times remain in the view of the webcam. The student is not permitted to visit the toilet unless breaks are incorporated for this purpose or permission is given on an individual basis.
- 5.5 Help-desk staff of the Proctoring Agency can be contacted via the chat function of the Proctoring Agency in order to assist students in the event of technical problems. The chat function is available for students up to half an hour after the planned end time of the exam.
- 5.6 An online proctored exam lasting for 120 minutes or less shall not include any inserted breaks. If an online proctored exam lasts for longer than 120 minutes, the exam setup may provide for an inserted break. Students are informed of this on the cover page. The part of the online proctored exam before an inserted break must be completed within the set time and may not be re-opened when the inserted break begins. Students may start the new part of the online proctored exam when the inserted break is over. The time for authentication and uploading of the answers for pen & paper exams (see Article 5.10) is not included in the duration of the exam.
- 5.7 When the student wants to resume the online proctored exam after an inserted or otherwise permitted break, a webcam scan as referred to in Article 4.3 may be required.

- 5.8 Exam results are not final until it has been established that the exam is valid. This may result in a delayed publication date.
- 5.9 Every proctored exam is covered by a profile, and the guidelines for this are communicated to the students.
- 5.10 In case of pen and paper proctored exams there will be 20 minutes of time available after the official duration of the exam to submit the answers or solutions. Students need to keep track of exam duration themselves, and changes to the examination after the official duration will be reported to the BoE as possible fraud. An additional proctoring profile for these exams will be made available
- 5.11 The only refreshments permitted during online examinations are: Drinks: coffee, tea and water. Food: no meals, only light refreshments or snacks, which do not cause noise. In case of a medical necessity to deviate from the above restriction on refreshments during examinations, the student in question must communicate this fact in advance.

Article 6

Rights and obligations students

- 6.1 Students shall be given appropriate 'Instructions for online proctored exams' and a summary of the requirements for participation in an online proctored exam.
- 6.2 After each online proctored exam, a comments box will be available for students. Students may put their observations in this comments box. If necessary, these observations may be included in the assessment.
- 6.3 If students experience technical problems, they can contact the Proctoring Agency for assistance via the chat function, and report this in detail and, if possible, with evidence in the comments box as referred to in Article 6.2, which is available in the Examination System.
- 6.4 The student is required to follow the instructions in [Articles 4.2, 5.9 and 6.1](#). These include a procedure for checking whether their ICT equipment allows for proctoring.
- 6.5 The online proctored exam must be started and completed online within the specified period. The official duration of the exam commences at the time that the first question is opened. In the case of pen & paper exams, students must keep track of the time themselves (see Article 5.10).
- 6.6 Students must use their UM log-in data in order to log in to the Examination System.
- 6.7 The Examination System or the Proctoring Agency does not decide on possible fraud or irregularities; it simply provides proctored data to the UM Reviewer and the examination committee.
- 6.8 Students who think that they do not comply with the technical requirements which are specified on <https://umlib.nl/proctoring> may contact the faculty/school at the time of registration or not later than 5 working days before the exam. In consultation with the student, UM will try – within the government measures and what is feasible in practice – to find a possible technical or other

practical solution for participation in the planned exam. In view of the aforementioned restrictions, however, the possibilities are limited and a solution is not available (in time) in all cases.

- 6.9 Students who indicate at the time of registration at the latest or at least 5 working days before the exam that they have insurmountable privacy objections with regard to an online proctored exam cannot be obliged to take part in an online proctored exam in the forthcoming examination period. They are referred to the next opportunity for the examination. If a subject can only be offered with an online proctored exam, it is possible that anyone who does not want to participate for that reason will be subject to a delay in their studies.

Article 7

UM reviewers

- 7.1 After the exam, the recordings are analysed by the UM Reviewers to detect possible irregularities and fraud by students.
- 7.2 If the UM Reviewers identify a case of suspected fraud or an irregularity which gives cause for suspicion, he/she draws up an official report on the irregularity detected. The student is given a copy of the report.

Article 8

Changes

Since proctoring is still being developed, there may be errata and additions in this document in the meantime.