Foundation Document: Examination Protocol for written and online examinations taken on site

Scope of the protocol

This university examination protocol sets out the procedure for large-scale written and online examinations which take place at examination locations such as the University Sports Centre (USC) and the Pieterskerk, which host examinations for multiple faculties. This protocol sets out a uniform procedure for all the different users: students, examiners, invigilators, faculty support staff and managers of the examination locations. Where a distinction is made between written and online examinations, this will be noted. The examination protocol is intended to facilitate a uniform approach in the buildings used by the various faculties/programmes.

This protocol does not govern methods used for remote examinations; the Manual for Digital Assessment should be consulted in relation to remote examinations.

Definitions

Examiner	the person designated by the Board of Examiners for the purpose of conducting examinations, in accordance with Article 7.12c of the Higher Education and Academic Research Act (WHW);
Invigilator	the person who is charged by the Faculty Board, whether directly or indirectly, with the actual supervision of order, both in person and online, during an examination.
E-invigilator	the person who is charged by the Faculty Board, whether directly or indirectly, with providing support while online examinations are taken.
Faculty support officer	the person who is charged by the Faculty Board, whether directly or indirectly, with providing technical support for online examinations.

1. Presence of the examiner

In addition to the required number of invigilators, at least one examiner must be present at regular examinations for the duration of the examination. In the case of students who have special provisions, such as extra time, and who take their examination at a different location, an examiner must be available on call.

2. Time of arrival at the examination room

General

Students must arrive at least 15 minutes before the examination begins. Students may be permitted to enter the examination room up to 45 minutes after the examination begins. Different rules may apply to examinations lasting up to one hour. The examination time the student has missed cannot be made up after the examination time is up.

Online examinations

Students can log in and download the examination as soon as they enter the room. Any student who experiences technical issues or problems logging in should report this to the invigilator or, if applicable, the faculty support officer. The invigilator contacts the faculty support officer, who can work remotely to help resolve technical or login problems such as not being able to find the examination.

3. Identity verification

General

In the case of participation in written and online examinations, the invigilator/examiner verifies whether the student is registered for the examination in question. The validity of the student's registration at Leiden University and the student's identity document are also verified. Students must show a valid identity document (i.e. passport, proof of identity or driving licence) and their LU-Card. If an attendance register is used, the invigilator must sign off on this register.

Written examinations

For written examinations, the student's correct name and student number must also be visible on all examination papers. The invigilators check this when they collect the examination papers.

Online examinations

For online examinations, the registration must also be verified before the examination is made available to the student. Invigilators use the examination application to verify the student's name and student number and to verify that those details align with the student's valid identity document and LU-Card.

4. Examinations for students with a disability

Students with a disability that makes them eligible for extra provisions (and who requested these provisions no later than ten calendar days before the examination date) must give their proof of eligibility to the invigilator at the examination location. Such students will be provided with the allocated provisions and support.

5. Examination preparation

General

As far as possible, all examination question sheets, any additional sheets, notepaper, extra texts, evaluation forms and, where provided, a cover sheet including instructions for the students must be placed on the examination tables in advance. The examiner must have the participant list and enough copies of this list to provide to all invigilators.
The examiners and invigilators must arrive no later than 30 minutes before the examination begins; if documents need to be placed on tables, they must arrive 45–60 minutes in advance.

Online examinations

For online examinations, the examination laptops must be placed on the tables and the invigilator must power them up before the students arrive. Every table must be provided with instructions for online testing. Examiners and invigilators must arrive no later than 60 minutes before the examination begins in order to prepare the laptops.

6. Start of the examination

General
- The examination begins at the stated time.
- The doors open 15 minutes before the start time. From that moment, students can log in so that any technical problems can be resolved before the examination begins.
- Once students enter the room, they may not leave during the first 45 minutes of the examination.
- Once students are seated: Emergency Response Teams recording with safety instructions (in USC)
- Instructions: no more than 5 minutes after the examination begins.
- Any additional information for examination questions (formula sheet, etc.) is distributed.
- On the instruction of the examiner: signal to start the examination.
- The examination must begin on time. In the USC, the last examination of the day must end no later than 16:00 to accommodate sporting activities that begin after that time.

7. Communication equipment and media storage devices

General
Communication equipment and media storage devices, including mobile phones, smartphones, smartwatches, earphones, etc., are prohibited during examinations and must be switched off. Students are not permitted to wear digital watches or use other equipment. The use of other electronic equipment, other than communication equipment, is only permitted with the prior permission of the examiner.

Online examinations
Passwords are reset before the examination begins. An employee from the helpdesk ensures that the new password is printed on paper so it can be provided to the student.

8. Use of the toilet

General
- Students may not go to the toilet in the first 45 minutes of the examination (provided that the students' attendance has been fully verified).
- Students may not go to the toilet during the last 30 minutes of the examination (calculated using the official end time).
- Students who wish to go to the toilet must raise a hand and are then escorted to the toilet by an invigilator in the room.
- One invigilator is present for each toilet block (men/women). If these invigilators are situated in, close to or immediately adjacent to the toilets, as in the USC, multiple toilets may be used simultaneously to prevent a queue from forming.
- Invigilators must ensure that students return to the examination room in an orderly manner.

    Online examinations
    For online examinations, the additional rule applies that the invigilator must hang a designated cover over the laptop screen, to show that the student is expected to return (has not entirely left) and to prevent others from reading the student's screen.

9. Instructions for invigilators

The examiner is responsible for supervising the invigilators.
In the case of online examinations, at least one extra invigilator is assigned. All invigilators must be made aware of how to act in the event of a technical problem with the laptop (instructions for e-invigilators).

10. Suspicion of fraud

If an invigilator notices an irregularity, fraud or a breach of good order during the examination, that invigilator must report this to the examiner immediately. The examiner then determines which measures should be taken, in compliance with the Rules and Regulations of the Board of Examiners. The examiner must always inform the student immediately if there is a suspicion of an irregularity or fraud. The student is permitted to complete the examination. After the examination has ended, the examiner and the student complete the official record form. The completed form is immediately brought to the attention of the Board of Examiners. The student receives a copy. The examiner may confiscate items on the student's person which could be relevant to the assessment of the irregularity or fraud. The examiner may also take photographs or make photocopies. The examiner makes these items, photographs and/or photocopies available to the Board of Examiners. Alternatively, the examiner may submit an official record of the suspected irregularity or fraud, signed by two examiners/invigilators, to the Board of Examiners. The official record must contain the student's name and student number and the nature of the irregularity. Ideally, the student should sign the description of the irregularity to confirm that the nature of the irregularity has been communicated to the student.

11. Submitting or ending examinations

General
The examiner warns students that the end of the examination is approaching. The students submit all documents which must be submitted at (one of) the collection point(s). The collection invigilator signs off on the submission of the documents and checks students' names and student

numbers. The invigilator verifies that students have stated their student number on every page. Different regulations may apply to short examinations lasting up to one hour.

Online examinations
For online examinations, students power off the laptops and, depending on the layout of the examination room, take them to (one of) the collection point(s), together with notepaper and any other texts associated with the examination. The collection invigilator signs off on the return of the laptop and documents and checks students' names and student numbers.

12. Leaving the examination room

Students are not permitted to go to the toilet in the first 45 minutes of the examination, unless the examiner gives them permission and the students' attendance has been fully verified.

13. Fire alarm during examination

No fire drills are planned on days on which examinations are scheduled. Should the fire alarm go off, invigilators and students must therefore always leave the building immediately. The examination ends at that moment. All examination materials must remain in the room. The Board of Examiners will take a decision later about the validity of the examination and whether students should be given an extra opportunity to complete the examination.

Explanatory notes on the Foundation Document: Examination Protocol for written and online examinations taken on site

Where necessary, these notes provide extra explanation of sections of the foundation document: examination protocol.

Time of entry, latest possible admission time

In the case of longer examinations, for example those which last two hours or more, students may be admitted to the examination up to 45 minutes after the examination begins.
In their communication to students, the programme departments must make it clear that students are expected to arrive on time for the examination. In the case of online examinations, students may power up the laptop, log in and open the examination as soon as they enter the room. This makes it possible to resolve as many technical problems as possible before the examination begins.

The LUMC conducts very short examinations (up to one hour). A different rule applies to these examinations, namely that students may not leave after 45 minutes but must stay until the end of the examination.

Allocating seats

It is possible to allocate specific seats to students when the examination room is set up. In such a case, the following two methods are used to allocate seats:
1. Not allocating seats, with compulsory registration
2. Allocating seats, with compulsory registration

Allocation:
*   Each table is provided with a note showing the student's name and student number. These notes are printed in advance on the basis of the examination participant list. The notes are placed on the tables in alphabetical order, starting with the first table in the leftmost column and continuing towards the rear of the room. This order is followed for all the other columns. A sheet of A4 paper must be placed at the front of each column of tables stating which candidates (surnames) should take their seats in that column.
*   Students are informed in advance of the area where they must sit. If the examination is being taken at multiple locations, this information must be clearly communicated in advance in Brightspace. Students are aware of the alphabetical seat allocation and are directed to the A4 sheets on the front tables so they can find the right seat quickly. If any students cannot find their named tables, they are not registered for the examination and must leave the room.
*   This method enables invigilators to complete their attendance register in alphabetical order.

Identity verification

The Model Rules and Regulations states that students are required to identify themselves with a valid identity document and a LU-Card. Students must place these documents on the examination table. The invigilators can verify students' identities. The name and student number on the examination paper must correspond with the details on the valid proof of identity and the LU-Card.
If any student fails to show the required documents, the examiner must be warned of this. In principle, the examiner should ask the student to leave the room; however, this is left to the examiner's discretion.

Examination preparation

The decision about whether or not to distribute examinations in advance depends on the way in which the examination is to take place: written or online. Another relevant factor is whether

students are allocated specific seats (see above).

If seats are allocated and different versions of the examination are used, it is most efficient to place the examinations, extra sheets and evaluation forms on the tables in advance.

In view of concerns about fraud and discussion of examination questions, if students are not allocated specific seats, it is preferable to distribute the examinations once the students have taken their places. Extra sheets, answer sheets, note paper, etc., can be distributed beforehand. If examinations are distributed once the students have taken their seats, this must be arranged so that all students receive their examination papers within five minutes and can begin the examination. The use of different versions of the examination, which must be distributed to every other student, can cause difficulties. In such a case (and in other cases when the examiner suspects that the distribution of papers may not be completed within five minutes), the examination papers must be distributed in advance. It is always important for the examination to begin on time. If examination papers are distributed in advance, the invigilators and the examiner must ensure that students do not begin the examination until they are instructed to do so.

Start of the examination

All examinations must begin on time. This means that invigilators and examiners must arrive on time: at least 30 minutes before the examination begins. If documents need to be distributed in advance, invigilators and examiners must arrive 45–60 minutes before the start time. For online examinations, the invigilators must be present 60 minutes before the examination begins to make preparations, including distributing and powering up the laptops.

Use of the toilet

From the perspective of examination fraud, toilet visits are the highest-risk moments. It is important to observe the proper procedure. Students who wish to go to the toilet must raise a hand and are then escorted to the toilet by an invigilator in the room. If the examination is being taken online, the invigilator must place a cover over the laptop screen to ensure that invigilators know that the student is expected to return to the laptop and that other candidates cannot read the open laptop screen.

Instructions for invigilators

The examiner is responsible for supervising the invigilators. In terms of the number of invigilators, the generally accepted ratio is 1:50. Especially for large-scale examinations, it is preferable to have two or three extra invigilators who may be divided between the programmes. Job Motion assigns a coordinating invigilator for each group of five invigilators.

To guarantee that there are enough toilet invigilators (one per toilet block), it is recommended to have one additional toilet invigilator present at all times. During the last 30 minutes of the examination (when students are no longer permitted to go to the toilet), the toilet invigilators can collect examination papers.

The table in Appendix 1 gives an indication of the consequences for the deployment of invigilators. It is possible to deviate from this table depending on the situation and the number of teachers present. To ensure proper scheduling, as Job Motion indicates, the USC timetable must match the actual examination situation.

Submitting or ending examinations

Staff at the collection point organise examination papers, note paper and evaluation forms and check names and student numbers. The collection invigilators sign to confirm that all documents or devices which must be submitted were in fact submitted. This minimises the possibility of lost documents.

For short examinations (up to one hour), it is more efficient for all students to remain seated until the examination ends and for the invigilators to collect the examination papers and any other documents from the tables at the end of the examination.

Leaving the examination room, and how long students must remain in the room

Students are permitted to leave the room 45 minutes after the examination begins, provided that the students' attendance has been fully verified.

Appendix 1

Number of students	Number of invigilators	E-invigilator
50	1 + 1 extra	+1
100	2 + 1 extra	+1
150	3 + 1 extra	+1
200	4 + 1 extra	+1
250	5 + 1, including 1 coordinator	+1
300	6 + 2, including 1 coordinator	+1
350	7 + 2, including 1 coordinator	+2-3
400	8 + 2, including 1 coordinator	+2-3
450	9 + 2, including 1 coordinator	+2-3
500	10 + 3, including 1 coordinator	+2-3
550	11 + 3, including 1 coordinator	+2-3
600	12 + 3, including 1 coordinator	+2-3
650	13 + 3, including 1 coordinator	+2-3
700	14 + 3, including 2 coordinators	+2-3
750	15 + 3, including 2 coordinators	+2-3
800	16 + 3, including 2 coordinators	+2-3
850	17 + 3, including 2 coordinators	+2-3
900	18 + 3, including 2 coordinators	+2-3
950	19 + 3, including 2 coordinators	+2-3