

Student Manual for ProctorExam

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Dear student,

Due to the corona outbreak, very limited educational activities are now allowed on-campus. As such, exams also need to be administered in another way. Every course will organize and administer the exam in such a way that the quality of the exam is guaranteed, and all learning objectives are assessed. This means that you will probably encounter different ways of assessment. One of the options that Leiden University now offers is online proctoring. With online proctoring, it is possible to keep the examination as close as possible to the original way of administrating the exam. In this way, we minimize the study delay for you.

We understand you may have questions and concerns regarding online proctoring. Therefore, this document is created to give you more information on the topics mentioned in the table of contents. The document also contains instructions regarding the preparation of your exam. Please read the document carefully and start preparing for your exam as soon as possible, so you limit unexpected situations and you lower the chance on technical issues during the actual exam.

Please note that this manual has been produced for university-wide use. As such, details may deviate per faculty or institute. Please also carefully study the specific information you will be provided by your institute.

In case you still have questions, please have a look at the FAQ [in Dutch](#) or [in English](#). Has your question not been answered? Please contact your institute's digital teaching team or teacher.

Good luck with your examination!



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What is proctoring?

Online proctoring is a means by which you can be monitored while you take an online exam via an assessment platform. You will be informed by the teacher or institute which assessment platform is used for your exam.

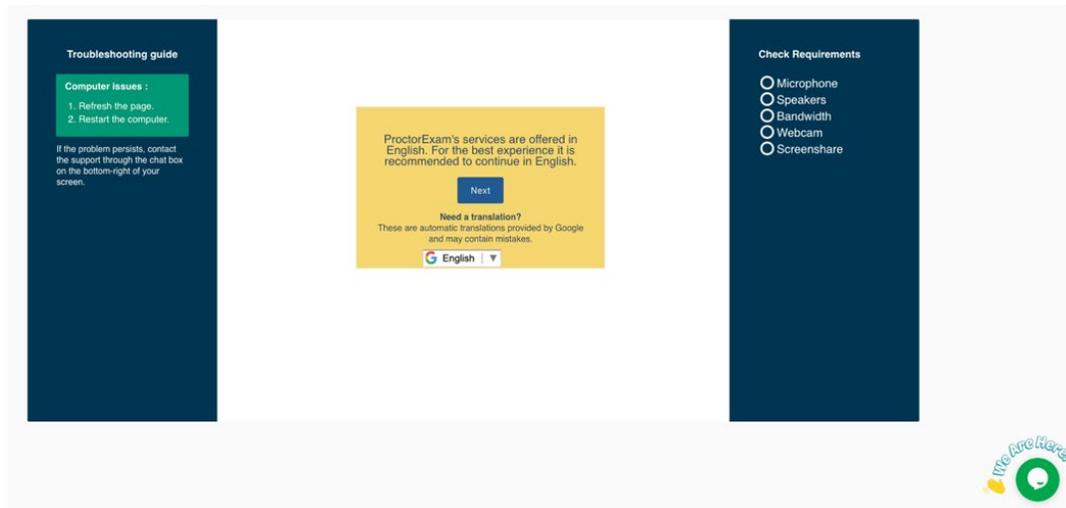
Leiden University may make use of ProctorExam as software for online proctoring, which is a plugin tool for Google Chrome that allows proctoring agents to review students after they have finished their exam and flag any suspicious behaviour. The description below explains how the online proctoring process works:

Summary of the proctoring process in ProctorExam

In the description below, the online proctoring process will be summarized:

1. First install the latest version of Google Chrome on your laptop. Chrome can be downloaded via [this](#) link and you can check which version of Chrome you have [here](#).
2. Ahead of the exam, you will receive an email from ProctorExam titled *“Please register for your exam”* (please keep tabs on the spam folder). You are then asked to:
 - Install the ProctorExam Chrome plug-in via the URL in the email or downloaded [here](#).
 - Complete the System Check via the URL in the email. You will have to approve that the extension may record the screen, microphone and web-traffic during your exam. The extension will check if these approvals and the internet connection are working properly and will close any additional browser tabs and monitors.

This will look as follows:



3. Once you have finished the check, you will receive a second email from ProctorExam titled *"You are now ready to take your exam"*. Here you will find the link to your exam. When you log in to your exam, you will be asked to show a card to identify yourself. This can be a UL campus card or OV card. If you are registered as a student of another Dutch university and are taking the exam as a guest student, instead show your ID from the university at which you are registered. **Please do not show your ID card or passport unless you do not have access to either of these cards, and if so, ONLY with a blocked BSN-number**. You will then enter the secured ProctorExam environment, where further exam instructions await you.
4. You will be provided with the opportunity to communicate technical issues before and during the exam, as well as afterwards. This may be through a comment section in your exam and/or a chat function. You will be informed about the specificities by your institute or teacher.
5. After administering the tests, the collected data will be checked by ProctorExam surveillants for suspicious behavior, and their findings will be reviewed by authorized staff of Leiden University or professional proctors the university has hired for this purpose. If fraud is suspected, the suspicious moments will be viewed on the online platform by the teacher, for the purpose of checking.
6. Reports of any possible fraud will be sent to the Board of Examiners for consideration.
7. If no incidents have occurred, the data is at the latest deleted 2 weeks after the objection period, in which students can lodge an appeal with the Examination Appeals Board (CBE, College van Beroep voor de Examens). Concretely, this is after 8-10 weeks. Please also see our [privacy statement](#) for further information on privacy and lodging appeals.

Functionalities of ProctorExam

ProctorExam is a website-based tool linked to a plugin for Google Chrome. When you receive the first email, you will be asked to navigate to the platform, install the plugin, perform the system checks, get send the second email and be cleared for the exam once it starts.

The functionalities of the ProctorExam plugin can be divided into four topics:

- **Recording options**
 - During the exam, your screen, webcam, microphone and web-traffic are recorded.
 - Additionally, you may be asked to show your room or part of it, to check whether you have a clean desk and you are alone. This depends on the type of exam you are taking, and you will be notified ahead of time if this is the case.
 - You may also be asked to use a second camera via your mobile phone. You will be notified ahead of time. In case you are, please make sure your phone is charged!
- **Lock-down options**
 - The plugin will ask you to close all web browser windows before starting the exam and prevent you from opening new browser windows and tabs until the exam has started, after which it will monitor these.
- **Verification options**
 - The system will execute a check to make sure the webcam, microphone and screen recording are working.
 - You will be asked to identify yourself with a card at the beginning of the exam. This can be your Leiden University campus card, your OV-card or the ID card of the university where you are registered. **Please do not show your ID card or passport unless you do not have access to either of these cards, and if so, ONLY with a blocked BSN-number.**
- **Analysis of the recordings**
 - The collected data will be proctored by ProctorExam agents, who will flag any suspicious behavior and indications of irregularity in a report.
 - This report is then reviewed by trained staff of Leiden University or professional proctors hired for this purpose. If fraud is suspected, the suspicious moments will be viewed on the online platform by the teacher, for the purpose of checking. If it is decided that this could be fraud, these images will be submitted to the Board of Examiners, who will deliver a final judgement on the matter.



- If no incidents have occurred, the data is at the latest deleted 2 weeks after the objection period, in which students can lodge an appeal with the Examination Appeals Board (CBE, College van Beroep voor de Examens). Concretely, this is after 8-10 weeks. Please also see our [privacy statement](#) for further information on privacy and lodging appeals.

Leiden University does not rely singularly on the indications that ProctorExam provides regarding irregularities that might occur during an exam. Therefore, it is important to know:

- That the identifications of possible fraud cases will always be done by a trained employee or professional proctor that handles the recordings. The ProctorExam reviewer will never make the final judgement on whether fraud is committed or not.
- That Leiden University understands that although you prepare yourself to the best of your abilities for the exam, sometimes unwanted disturbances can happen during the exam. Therefore, you will be given the opportunity to indicate unwanted disturbances to your institute. This may be in the form a technical chat or space in your exam. You will be informed about the specificities by your institute or teacher.
- That Leiden University understands that it might feel strange to be recorded during an exam. The most important reason for implementing online proctoring at this time is to minimize the number of students with study delay. Therefore, Leiden University has made sure that footage of the exams can only be viewed by authorized staff. Moreover, nobody will be looking at you as you are making your exam. The only purpose for watching the recordings is to verify whether the exams were taken without fraud. After this judgement has been established, all recordings will at the latest be deleted after 8-10 weeks (2 weeks after the objection period, see [privacy statement](#)).

How do I prepare for an online proctored exam?

You can prepare yourself for an online proctored exam. It is important to start taking these steps **at least 5 days before the exam date**, so you have time to solve possible problems in case they occur. To support you in the preparation of the exam, we have setup a timeline with 5 recommended steps you can take.

Step 1: Get your hardware ready

Why?	To make sure your hardware functions properly during the exam, so you can start without trouble during the real exam.
When?	At least 5 days before the exam.
What?	<p>Make sure your computer meets the following requirements:</p> <ul style="list-style-type: none"> - A working webcam (internal or external), ready for video recording. - A working microphone (internal or external), ready for audio recording. - A working keyboard and mouse (or other compatible pointing device). - An internet connection (advice to have a minimal upload speed of 1MB per second). - Web browser Google Chrome (latest version) - An installed ProctorExam plugin for Google Chrome (see step 2 above in the summary). <p>Potentially: a working and charged phone. Some ProctorExams will include the requirement to scan your room with your phone. You will be notified ahead of time if this the case. It is advised to turn off notifications for programs, to prevent that you get pop-ups during the exam.</p>
What if...?	Leiden University has measures in place to support you in solving hardware problems ahead of time. Due to the strict timeframe and the limited number of spare laptops, we appeal to you to first contact housemates, friends and/or family in supplying a laptop which meets the requirements mentioned above. In case this is not possible, you can contact the Plexus/Wijnhaven here to make a request for a spare laptop. Please note it is your own responsibility to do this well ahead of time.

Step 2: Install the ProctorExam plugin

Why?	To make sure you can take the exam. The plugin is a precondition for the exam
When?	At least 5 days before the exam



How?	You will receive an email from ProctorExam with a link to install the plugin via the Google Chrome browser (latest version). The plugin can also be downloaded here .
What if..?	<p>If you don't have Google Chrome, you can download the browser for free via this website. If you have trouble installing the plugin, please go to the support page of ProctorExam, where you can find an FAQ and start a live chat.</p> <p>Please note that the ProctorExam plugin requires the latest version of Google Chrome. Check your browser here.</p> <p>Please note that the ProctorExam plugin requires: Enabled JavaScripts. Disabled developer tools and proxy servers.</p> <p>If you work with a Mac after the Catalina 10.15 update, see here.</p>

Step 3: Get used to the software

Why?	To get used to the process of an online proctored exam and to the assessment environment.
When?	At least 5 days before the exam
How?	<p>In order to get a quick grasp of what ProctorExam looks like, please watch the following video (note that the mobile phone option may not apply to your specific exam).</p> <p>Here you will also be able find a video how the exam process will go on our exam platforms. Furthermore on there is a FAQ page available for any question about Online Proctoring.</p> <p>Important: It may also be the case that you need to upload handwritten answers in your exam. For example, if you need to solve mathematical questions, make drawings or sketches. You will be informed ahead of time if this is the case. Make sure to show both sides of the blank paper to the webcam before the exam starts, as well as once you are done writing! Then take a picture with your phone, send it to your LU email and upload it onto the exam platform.</p>



	You will be provided with ample opportunity to communicate technical issues before and during the exam, and afterwards in case you want anything to be taken into account when your data is checked for suspicious behavior. This may be through a comment section in your exam and/or a chat function. You will be informed about the specificities by your institute or teacher.
How?	Please also see the FAQ in Dutch or in English .

Step 4: Get ready for the real exam

Why?	To make sure your room is ready and you can start the exam as smoothly as possible.
When?	Start preparing your room approximately 30 minutes before the exam time.
What?	<ul style="list-style-type: none">- The lighting in the room must be bright enough to be considered “daylight” quality. Overhead lighting is preferred. If overhead lighting is not available, the source of light must not be behind you.- You must sit at a desk or table cleared of all objects.- The area (surfaces, walls, ceiling, etc.) around you must not have any writing or cheat sheets.- You must be alone in the room.- Your room must be as quiet as possible. Sounds such as music or television are not permitted.- Make sure that there are no non-permitted examination aids in the room where the exam will be taken. The permitted aids are described to you ahead of the exam as well as at the start.- Keep your workplace as clean as possible: put pencil cases away, limit snacks and drinks. Medication is allowed.- Try to avoid that other people will enter the room while you are taking the exam (for example by hanging up a note at the outside of the door).- Make sure you have your Leiden University campus card/OV-card/ID card of the university where you are registered (<u>with picture</u>) ready for your identification. Please do not show your ID card or passport unless you do not have access to either of these cards, and if so, <u>ONLY with a blocked BSN-number</u>.- Make sure you went to the bathroom before the exam starts.

Step 5: The most important points of attention during your exam

<p>Why?</p>	<p>To make sure you are aware of what you need to do in case something goes not as expected</p>
<p>What?</p>	<ul style="list-style-type: none"> - If you experience technical problems ahead of the exam, you may check ProctorExam's Test Taker Support or ask their chat. Your faculty will also inform you who to contact for other ICT-related problems. - If you experience technical problems or failures during the exam, you can contact ProctorExam via the live chat located at the green button in the down right corner. <div data-bbox="370 674 1414 1188" style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;">  <p>The screenshot shows the ProctorExam interface. On the left, there are sections for 'Exam instructions' and 'Individual Informations'. On the right, an 'Important' message box states: 'You can now start your exam. Please make sure that when you are done: • You first close the exam website(s) and document(s) • You click the 'Finish Exam' button above before closing this tab! After doing this, you can safely close this tab.' In the bottom right corner of the interface, there is a 'We Are Here!' chat button with a green speech bubble icon.</p> </div> <ul style="list-style-type: none"> - It is your own responsibility to execute a proper room scan when the system asks you to do so. - If allowed, all (scratch) paper should be empty at the start of the exam. It is your responsibility to show it at the beginning of the exam to the webcam. This also goes for noise blocking earplugs when you are using them. <u>Please be aware that using earplugs that can transmit sound are not allowed unless otherwise stated!</u> - In case you are entitled to time extension, please make sure the correct people are made aware of this well ahead of time. This differs per faculty, so please inquire with your individual institute how to request and receive time extension.

Exam regulations for online proctored exams

Summary regulations for online proctoring

Below, you will find a summary of the most important points of attention for you as a student during online proctored exams.

Location for taking a proctored exam

You may choose the location where you want to take the proctored exam, under the condition that the location meets several conditions. For example, the room must be sufficiently lit and there may not be a light source behind you. You must be alone in the room and it must be quiet. Your desk must be clean, aside from any permitted materials allowed during the exam as communicated by your teacher. If you are required to use a mobile device as a second camera you will need to scan your room to verify whether you meet the requirements above. Your teacher will have informed you if that will be the case for the exam.

Prerequisites

To participate in a proctored exam, you must have a (laptop) computer. This (laptop) computer must meet certain requirements, such as a working webcam and a microphone. If you do not have such a (laptop) computer, try to borrow a (laptop) computer from someone else. If this is not possible, you can put a request to borrow a notebook in The Hague or Leiden [here](#). Please note it is your own responsibility to do this well ahead of time. You may also be asked to use your smartphone as a second camera, in which case, please make sure it is charged.

Webcam and toilet visits

During the exam you always have to stay in view of the webcam. It is not allowed to visit the toilet, so be sure to go before the exam to the bathroom. If an exam takes over 2 hours, it may include a break. You will be notified if this is the case.

Technical problems, questions and/or remarks

If you experience technical problems ahead of the exam, you may check ProctorExam's [Test Taker Support](#) or use the chat function to contact helpdesk co-workers who can assist you. You will be informed about further specificities for tech support by your institute or teacher.

Provisions in case of functional impairment

If you have a functional impairment, you have (if applicable) two facilities at your disposal: extra time and/or 'large print'. If you need other facilities, please make sure the correct people are

made aware of this well ahead of time. This differs per faculty, so please inquire with your individual institute who to contact.

If you have been granted other facilities such as a standing table or a low-stimulus room, you must arrange this with your coordinator of studies. If needed, you are permitted to enlarge the font of your computer. For further advice, please contact [Fenestra Disability Centre](#). If you cannot arrange these facilities, please contact your institute no later than 5 working days before the start of the examination.

Student rights and obligations

Manual

In this ProctorExam Student Handbook, you have received detailed information about the online proctored test system, containing the rules you must follow when taking the exams, how to prepare yourself and what to do in case of technical problems. However, details may deviate per faculty or institute. As such, please also study the specific information you will be provided by your institute.

Privacy

By taking the online proctored exam, you agree to have your screen, video, audio and web-traffic recorded. An authorized Leiden employee or professional hired proctor has access to this information to identify you and assess whether you have taken the exams according to the rules. Collected data will **only** be used for this purpose. If no fraud is suspected, your data will at the latest be deleted after 8-10 weeks (2 weeks after the objection period, see [privacy statement](#)).

Exam schedule

You must start and finish a proctored exam online within the set deadline. You can still be admitted after the start of the exam. However, you might not be given any extra time.

Login

Log in on the assessment platform with your student account (Leiden University details). Validating your completion of the exam is done based on your e-mail address or student number. If you are unable to take the exam due to technical problems beyond your control (e.g. power failure in your region), you must report this to your teacher and/or institute as soon as possible, after which a re-sit will be considered.

Fraud

Fraud or attempted fraud is understood to be:



- use of someone else's ID.
- (attempted) use of unauthorized sources and resources, such as the internet, or a mobile phone in case this is not a permitted examination aid.
- (attempted) use of unauthorized printed or handwritten texts or cheat sheets.
- the student is no longer in view of the webcam while taking the exam, insofar as this takes place outside the (possible) authorized breaks.
- (attempted) technical modifications that undermine the proctoring system.

Decisions on whether fraud has been committed are made exclusively by the Board of Examiners. The proctoring system does not decide on this; it only provides data.

Fraud means that your exam results will not be assessed and that you have failed the exam.

No (proper) internet connection or sufficient tech

You are responsible for a proper internet connection and working soft- and hardware. If it is plausible that you cannot get a reliable internet connection or sufficient tech, please let your teacher and institute's coordinator know as soon as possible, through whom you can apply to the Board of Examiners for an alternative examination. The university will deal with requests for additional examinations resulting from technical issues on a case by case basis, exercising as much flexibility as possible.

Unable to attend the exam

If you are unable to take the exam due to illness or personal issues, the standard procedures as stated in your study program's [Education and Examination Regulations](#) apply.

Time difference

In case you are in a different time-zone and it is not feasibly possible for you to attend the exam, please let your teacher and institute's coordinator know as soon as possible, through whom you can apply to the Board of Examiners for an alternative examination.

Insurmountable objections

If you have insurmountable objections to taking a proctored examination, you can apply to the Board of Examiners for an alternative examination. You must submit this request no later than 5 working days before the start of the examination. Make sure your teacher and institute are also made aware of this process.

Other instructions for taking a proctored examination

You are required to follow the instructions of the Proctoring Regulations, the Proctoring Agency and exam instructions before, during and immediately after an examination. This includes a procedure to check whether your ICT equipment allows proctoring and that you have provided your own (laptop) computer with properly functioning operating systems and power cables. Furthermore, if applicable, you are responsible for ensuring that the programs you need during the examination have been installed on your (laptop) computer.

Furthermore, you are obliged to establish your identity with the help of your campus or OV card*, to dress as if you were in a public space, not to use headphones, earplugs or any other kind of listening equipment (unless otherwise stated) and you are not allowed to communicate in any way with other persons during the examination (except with the helpdesk through its facility).

* Please do not show your ID card or passport unless you do not have access to either of these cards, and if so, **ONLY with a blocked BSN-number.**

For certain questions, you may need to upload a handwritten answer to the test system using your phone. For this purpose, specific instructions are described that will be shared if this applies to your exam.

The exam may be declared invalid if you have not followed the instructions.