Due to the corona outbreak, the examination periods of Q3 and Q4 of the academic year 2019/2020 are going to be organized differently compared to a normal examination period. As there are no educational activities allowed on-campus, all exams 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’ll probably encounter different ways of assessment in the upcoming examination period. One of the options that Leiden University has been investigating during the past few weeks, is online proctoring. With online proctoring, it’s 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 all of you.

We understand that there are questions and concerns regarding online proctoring. Therefore, this document is meant to give you more information on the topics mentioned in the table of contents. Also, the document 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 real exam.

In case you still have questions, please take a look at the FAQ’s.
Do you have another question? Send a mail to your faculty ICTO-coordinator or teacher.
Good luck with your examination!
Table of contents

Manual student instruction proctoring for online proctored exam........................................ 1
What is proctoring?.................................................................................................................. 3
  Summary of the proctoring process in ProctorExam......................................................... 3
  Functionalities of ProctorExam.......................................................................................... 5
How do I prepare for an online proctored exam?.............................................................. 7
  Step 1: Get your hardware ready...................................................................................... 7
  Step 2: Install the ProctorExam plugin............................................................................ 8
  Step 3: Get used to the software..................................................................................... 9
  Step 4: Get ready for the real exam................................................................................. 10
  Step 5: The most important points of attention during your exam.............................. 11
Exam regulations for online proctored exams................................................................. 12
  Summary regulations for online proctoring.................................................................... 13
  Student rights and obligations.......................................................................................... 15
What is proctoring?

Online proctoring is a means by which students can be administered while they take their exams in an online form via an assessment platform. Leiden University supports the following assessment platforms for proctoring:

- ANS Delft
- Blackboard
- Brightspace
- Remindo

You will be informed by the teacher which assessment platform is used for your exam.

Leiden University will make use of ProctorExam as software for online proctoring, which allows proctoring agents to administer students as they make their exam and flag any suspicious behavior.

Summary of the proctoring process in ProctorExam

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

1. Student installs the latest version of Google Chrome on their laptop. Chrome be downloaded via this link and students can check which version of Chrome they have here.

2. Ahead of the exam, the student receives an email from ProctorExam titled “Please register for your exam” (please keep tabs on the spam folder). The student is 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. The student approves that the extension may record the keyboard, mouse, screen and microphone of the computer. The extension will check these approvals, the internet connection, any open browser screens and extra monitors. This looks as follows:

3. On the day of the exam, the student receives a second email from ProctorExam titled “You are now ready to take your exam”. The student is asked to show a card to identify themselves (UL campus card or OV card, or any card clearly showing picture and name – NOT ID card or passport) to identify themselves.

4. The student will either find their exam PDF on ProctorExam or they are guided to the assessment tool (ANS, Blackboard, Brightspace or Remindo) via a link in the ProctorExam, where they will find their exam PDF and upload their answers. In the case of any technical issues, they can ask for assistance via the chat function, and they may report any technical failures or remarks to the teacher at the end of their exam. These will be taken into consideration.
5. After administration of the tests, the teacher will receive a report per student per exam with flagged suspicious behavior, which they will manually assess alongside any remarks the students may have made.

6. Reports of any possible fraud will be sent to the Exam Board for consideration.

7. Data of the examination is destroyed as soon as grades have been recorded in uSis. (Also see our Privacy Statement.)

Functionalities of ProctorExam

ProctorExam is a website-based tool linked to a plugin for Google Chrome. When the student receives the first email, they will navigate to the platform, install the plugin, perform the system checks and will 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 webcam, microphone, web traffic, screen, mouse- and keyboard activity are continuously monitored.
  - Additionally, you may be asked to show your room via your phone, 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.

- **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**
  
  o The system will execute a check to make sure the webcam, microphone and screen recording are working.
  
  o You’ll be asked to identify yourself with a card at the beginning of the exam. This can be your Leiden University campus card or your OV-card, as long as there is a picture and a full name visible on the card. **NOTE**: it can NOT be your ID card or passport, as these contain privacy details.

• **Analysis of the recordings**
  
  o The collected data will be proctored by ProctorExam’s system, which will flag any suspicious behavior and indications of irregularity in a report per student.

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

• That the identifications of possible fraud cases will always be done by a trained employee of our university that handles the recordings. The system will never make the final judgement on whether fraud is committed or not. Also, the system will never stop you from taking the exam in case it registers suspicious behavior.

• 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, after the last question of each online proctored exam, you have the possibility to indicate unwanted disturbances if applicable. Your remarks will be considered by the reviewer.

• 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 employees such as the reviewer. 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 be deleted.

How do I prepare for an online proctored exam?

You can prepare yourself for an online proctored exam. It’s 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’ve setup a timeline with 5 recommended steps you can take.

Step 1: Get your hardware ready

<table>
<thead>
<tr>
<th>Why?</th>
<th>To make sure your hardware functions properly during the exam, so you can start without trouble during the real exam.</th>
</tr>
</thead>
<tbody>
<tr>
<td>When?</td>
<td>At least 5 days before the exam.</td>
</tr>
<tr>
<td>What?</td>
<td>Make sure your computer meets the following requirements:</td>
</tr>
<tr>
<td></td>
<td>- A working webcam (internal or external), ready for video recording.</td>
</tr>
<tr>
<td></td>
<td>- A working microphone (internal or external), ready for audio recording.</td>
</tr>
<tr>
<td></td>
<td>- A working keyboard and mouse (or other compatible pointing device).</td>
</tr>
<tr>
<td></td>
<td>- An internet connection (advice to have a minimal upload speed of 1MB per second).</td>
</tr>
<tr>
<td></td>
<td>- Web browser Google Chrome (latest version)</td>
</tr>
<tr>
<td></td>
<td>- An installed ProctorExam plugin for Google Chrome (see step 2 above in the summary).</td>
</tr>
</tbody>
</table>

**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.

| 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. |

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**Step 2: Install the ProctorExam plugin**

<table>
<thead>
<tr>
<th>Why?</th>
<th>To make sure you can take the exam. The plugin is a precondition for the exam</th>
</tr>
</thead>
<tbody>
<tr>
<td>When?</td>
<td>At least 5 days before the exam</td>
</tr>
<tr>
<td>How?</td>
<td>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.</td>
</tr>
<tr>
<td>What if..?</td>
<td>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. Please note that the ProctorExam plugin requires the latest version of Google Chrome. Check your browser here. Enabled JavaScripts. Disabled developer tools and proxy servers.</td>
</tr>
</tbody>
</table>

If you work with a Mac after the Catalina 10.15 update, see here.
# Step 3: Get used to the software

<table>
<thead>
<tr>
<th>Why?</th>
<th>To get used to the process of an online proctored exam and to the assessment environment.</th>
</tr>
</thead>
<tbody>
<tr>
<td>When?</td>
<td>At least 5 days before the exam</td>
</tr>
<tr>
<td>How?</td>
<td>In order to get a quick grasp of what ProctorExam looks like, please <a href="https://vimeo.com/413527680/4da0446263">watch the following video</a> (note that the mobile phone option may not apply to your specific exam). Here you will also be able find a video how the exam process will go on our exam platforms. Further on there is a <a href="https://www.example.com/faq-online-proctoring">FAQ page</a> available for any question about Online Proctoring.</td>
</tr>
</tbody>
</table>

**Important:**
- If your teacher has not specified, make sure to enquire whether your exam will include the use of the phone-scan, so you know if you need to prepare your phone.
- 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. Please see the separate ‘File upload instruction for students’ for more information.

In case you experience problems with the ProctorExam environment, a live chat is available to give you support when you are logged in. In case you have other ICT-related problems, please contact your faculty ICTO-coordinator.

- FAQ Online Proctoring |


**Step 4: Get ready for the real exam**

<table>
<thead>
<tr>
<th>Why?</th>
<th>To make sure your room is ready and you can start the exam as smoothly as possible.</th>
</tr>
</thead>
<tbody>
<tr>
<td>When?</td>
<td>Start preparing your room approximately 30 minutes before the exam time.</td>
</tr>
</tbody>
</table>
| What? | - 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. On the cover page of your exam, the permitted aids are described.  
- Keep your workplace as clean as possible: put pencil cases away, limit snacks and drinks.  
- 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 (with picture) ready for your identification.  
- Make sure you went to the bathroom before the exam starts. |
Step 5: The most important points of attention during your exam

<table>
<thead>
<tr>
<th>Why?</th>
<th>To make sure you are aware of what you need to do in case something goes not as expected</th>
</tr>
</thead>
<tbody>
<tr>
<td>What?</td>
<td>- If you experience technical problems ahead of the exam, please check ProctorExam’s <a href="#">Test Taker Support</a> or ask their chat. In case you have other ICT-related problems, please contact your faculty’s ICTO-coordinator or teacher.</td>
</tr>
<tr>
<td></td>
<td>- If you experience technical problems or failures during the exam, you can contact ProctorExam via the live chat located at <a href="#">the green button</a> in the down right corner.</td>
</tr>
<tr>
<td></td>
<td>- In case you have questions or remarks, or if you experienced any unwanted disturbances or technical failure during the exam, please make note these at the end of your exam. The teacher will have provided a final question for you to do so. Your remarks will always be taken into account.</td>
</tr>
</tbody>
</table>
- It is your own responsibility to execute a proper room scan when the system asks you to do so.

- All (scratch) paper that will be used, should be empty. It’s 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. **Please be aware that using earplugs that can transmit sound are not allowed!**

- The exam cannot be split into two different parts. During the exam time, you’re not allowed to leave the exam room. Go to the bathroom before the exam.

- In case you are entitled to have time extension, this will be arranged for you for both time slots. Please make sure your teacher is aware of this ahead of time.
Exam regulations for online proctored exams

Leiden University has set up regulations for online proctored exams which are effective during the examination periods of at least Q3 and Q4 of the academic year 2019/2020. Below you can find the adopted documents regarding online proctoring.

- Appendix 1: Instructions for examiners, reviewers and students during examinations
- Appendix 2: Cover page instruction for online proctored exams
- Appendix 3: Official report for online proctored examinations
- Appendix 4: Requirements for the (laptop) computer
- Appendix 5: Privacy statement Leiden University for ProctorExam

The whole set of regulations including appendixes can soon be found on the website.

Summary regulations for online proctoring

Below, you can 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, unless there are permitted examination aids are allowed for your exam. In order to check whether your location meets the above conditions, you must make a webcam scan of the room where you are taking your exam every time you take a proctored 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.

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.

Technical problems, questions and/or remarks
- If you experience technical problems ahead of the exam, you can check ProctorExam’s Test Taker Support or use the chat function on that page to contact helpdesk co-workers who can assist you. In case you have other ICT-related problems, please contact your faculty ICTO-coordinator or teacher.
- For questions and remarks during the proctored exam you can contact ProctorExam’s helpdesk via the live chat located at the green button in the down right corner.

Questions and/or remarks will be handed over to the examiner and, if they turn out to be correct, will be included in the assessment of the exam.

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'. In principle, other facilities (such as a low-stimulus environment) must
be arranged by yourself. If you cannot arrange these facilities, please contact the Examination Committee 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.

Privacy
By taking the online proctored exam, you agree to create and continuously record your video, audio, keystroke and mouse activity, as well as your screen. An examiner has access to this information to assess whether you have taken the exams according to the rules. Collected data will only be used for this purpose. Your data will be destroyed as soon as the result of the exam has been recorded in uSis and the result has become legally inviolable (for more detailed information, please see our Privacy Statement).

Exam schedule
You must start and finish a proctored exam online within the set deadline. You can still be admitted during the first 15 minutes after the start of the exam. However, you will not be given any extra time.

Login
Using your Leiden University login details, you can log in to the test application. Validating your completion of the exam is done based on your e-mail address or student number.
If you do not log in and do not take the exam, your exam with an NV (no show) will be recorded in uSis. However, 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 the Proctoring Agency via the chat function and you can ask the Examination Committee for an extra resit.

**Fraud**

Fraud or attempted fraud is understood to be:

- use of someone else’s ID evidence/campus card.
- (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 Examination Committee. 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**

You are responsible for a proper internet connection. If it is plausible that you cannot get a reliable internet connection, you can apply to the Examination Committee for an alternative examination. You must submit this request no later than 3 working days before the start of the examination.

**Insurmountable objections**

If you have insurmountable objections to taking a proctored examination, you can apply to the Examination Committee for an alternative examination. You must submit this request no later than 5 working days before the start of the examination.
Other instructions for taking a proctored examination
You are required to follow the instructions of the Proctoring Regulations, the Proctoring Agency and the cover page 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 and you are not allowed to communicate in any way with other persons during the examination (except with the helpdesk through its facility).

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.