Proctoring FAQ

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1. **Do I have to show ID? If so, what type and what if I don’t have it?**
   Before starting your exam, the system will ask you to show your LU card. If you do not have a LU card or have lost your card, request a LU card at least 3 days before your exam. LU cards can also be sent to addresses abroad, but be aware that this may take several days.

   If your LU card does not arrive on time, instead show another card that clearly shows your full name and photo as a temporary solution.

   Due to privacy considerations, we will never ask you to show your passport, driving license or national ID 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.
2. How should I prepare the room where I will take the exam?

- Choose a quiet room.
- Clear your desk of unnecessary items.
- Instruct housemates not to enter the room during your exam.
- Remove all text books, exercise books and notes, other than those that are permitted in the exam.
- Remove any posters with text, to avoid possible misinterpretation by the system. You do not need to remove mirrors.
- Put away other devices such as tablets, phones or additional screens.
- If you share a room and your roommate needs to take an exam at the same time, contact your lecturer or coordinator in advance to ask what steps to take.

3. Which browser and IT facilities do I need, and what if I don’t have them?

You will need the following:

- Laptop or desktop computer
- Google Chrome browser - other browsers do not work!
- Proctorio or ProctorExam plugin, downloaded as an extension to your browser
- Webcam
- Microphone
- When specified for your exam: mobile phone to take/upload photos of handwritten answers

Not permitted/required:

- Headphones and earphones are not permitted.
- You do not need a printer.

If you do not have a suitable computer, first try to obtain one via friends or family. In some circumstances you can borrow a laptop from the university, though be aware that there are a limited number available. If you are unable to obtain all the necessary facilities, contact your lecturer/coordinator well in advance of your exam and together you can look for possible solutions.

4. What are the internet requirements and what if my connection is insufficient?

You will need a stable internet connection, either via Wifi or using an ethernet cable. If you have insufficient internet access, contact your lecturer/coordinator well in advance of your exam and together you can look for possible solutions.
5. What technical checks and preparations should I undertake before my exam?

• If the ProctorExam system is being used, you will receive a Systems Check by email. Make sure to do this check well before your exam.

• Make sure the proctor system can access your webcam and microphone. If you have problems, go to the privacy settings and switch on 'Allow apps to access your microphone/camera'.

• If you are instructed to use a mobile phone to upload items in your exam, make sure your phone is fully charged and set to flight mode.

• Close all other applications and files on your computer, to avoid these being construed as cheating.

• Put away any non-permitted devices.

6. Can I use additional devices in the exam to access materials?

Unless otherwise specified, you cannot use additional devices such as mobile phones, tablets or additional screens during your exam.

For open-book exams, if your books are on an e-reader or tablet, install software on your computer so you can access them during your exam.

If you are permitted to use your mobile phone to take/upload photos, your lecturer will let you know in advance.

7. What other items do I need to have ready for my exam?

Make sure you have the following on your desk for your exam:

• Pens, pencils and ruler

• Blank paper: do not use lined or grid paper unless explicitly told to, as this can confuse the video recording system

• If required, drinks, snacks and medication

• If specified by your lecturer: your mobile phone

8. What are the rules on taking breaks, eating and drinking?

You must be visible in front of the camera for your entire exam. You are therefore not permitted to take toilet breaks. If the exam is very long it will be split into parts of no longer than 90 minutes to allow you to take a break.

If you want to rest for a few moments, stay in front of the camera but try to avoid staring at something outside the camera’s angle for a prolonged period. This might be flagged as suspicious behaviour. Any suspicious behaviour will later be checked by a Leiden
University staff member, so does not automatically mean that you will fail the exam.

Just like during on-campus exams, you are permitted to drink, eat small snacks and take medication. Of course, you shouldn’t obscure the camera’s view by making sandwiches or having large items on your desk.

9. How does the system check for fraud or cheating?
Before the exam, the proctor system will request permission to do a Room Scan. Without the Room Scan your exam results will be invalid, so do not skip this step.

The proctoring system will then monitor your exam and check for any suspicious activity as follows:

- ProctorExam: a qualified proctor at ProctorExam will watch your exam live or view a recording of your exam and flag any suspicious activity. This is sent to Leiden University, where it will be checked by an authorised staff member.
- Proctorio: the software will flag any suspicious activity detected in your exam and send this as an encrypted recording to Leiden University, where it will be checked by an authorised staff member.

Due to privacy considerations, the names of authorised staff members cannot be disclosed.

Suspicious activity might include, for example, another person in your room, the use of headphones/earphones or the presence of books. Of course the materials that were or were not permitted in your exam will be taken into account.

10. What if I have technical problems during exam?
If you have technical issues during your exam:

- Use the chat function in the proctoring system to request help. After your exam, Leiden University will have access to your chat log so will be aware of any problems you experienced.
- Enter details of any problems you encountered in the last question of your exam so your lecturer will be aware of them.
- If you upload a file but do not receive a confirmation message, be assured that in most cases your upload was successful. However, do mention this issue in the last question of the exam, just in case the upload failed.

If you did not report the problem during your exam, contact your lecturer afterwards to inform him/her about it.
11. What if I can’t do the exam due to technical or personal issues?
If you are unable to take the exam for technical reason, report this as soon as possible to your lecturer/coordinator. The university will deal with requests for additional examinations resulting for technical issues on a case by case basis, exercising as much flexibility as possible.

If you are unable to take the exam due to illness or personal issues, the standard procedures as stated in your study programme’s Education and Examination Regulations apply.

12. I have been granted special exam facilities or provisions. Do these also apply for proctored exams?
If you have been granted special exam facilities or provisions, make sure your lecturer is aware of this at least 5 working days before the exam.

If you have been granted extra examination time by your board of examiners, the same entitlement applies for your online exams.

If you have been granted other facilities such as a standing table or a low-stimulus room, you must unfortunately arrange these yourself. If needed, you are permitted to enlarge the font of your computer. For further advice, please contact Fenestra Disability Centre.

13. Can I practice for taking proctored exams?
Before taking your exam, you can view a screencast of an online proctoring exam here.

- Proctorio: https://vimeo.com/413561486/c8b7a0db50
- ProctorExam: https://vimeo.com/413527680/4da0446263

You are also advised to read the ProctorExam manual and Proctorio manual well before your exam.

14. What security and privacy measures are in place?
Before choosing online proctoring, all study programmes have thoroughly investigated every alternative method of assessment. Online proctoring is only selected when there are found to be no viable alternatives.

The recording of your exam is only accessible to authorised Leiden University staff members and, in the case of ProctorExam, to qualified proctors as ProctorExam. Your personal data will only be retained until two weeks after the period in which it is possible for students to lodge an objection with the Examination Appeals Board. Only if you lodge an objection will your data will be kept for a longer period in order to meet the requirements of the objection process.
For further details see Leiden University’s ProctorExam privacy statement and Proctorio privacy statement.

Leiden University’s security and privacy team have thoroughly vetted the Proctorio & ProctorExam systems and approved their use. A data processing agreement is in place and the entire process has been found to be GDPR compliant. All data collected by Proctorio & ProctorExam is encrypted and only sent to servers located in Europe. Proctorio & ProctorExam are based in the US therefore all content is subject to the Cloud Act. However, Leiden University’s privacy officer has performed a risk analysis and considers the risk that the Cloud Act will be used for this content to be very small.

15. What if I have privacy concerns?
We understand that may feel uncomfortable about being filmed in your own home. We therefore encourage you to take any steps you feel necessary to ensure a sense of privacy. For example, you could consider moving your computer to a more neutral location, setting up your work station with a blank wall behind you, or removing all personal belongings from your camera’s view.

If you have insurmountable objections to taking an exam using online proctoring, you may refuse to participate. In this case, inform the data protection officer immediately via privacy@bb.leidenuniv.nl and request an alternative examination. However, please be aware that there may be no online alternatives available and you may have to wait for the next scheduled on-campus exam.