Proctoring FAQ

- First read the Proctorio manual carefully.
- Be aware that procedures and rules can vary depending on your study programme. Make sure to also read the information provided by your institute or faculty.

Contents

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 identify yourself. You can do this by showing your LU card or OV card.

No LU card or OV card?

- [Request a LU card](#) at least 3 days before your exam. Note that LU cards can currently only be sent to addresses in The Netherlands.
- If you don't have an OV card or LU card, you can instead show an EU ID card or passport. Make sure to cover your ID number (i.e. your citizen service number or passport number) to prevent any risk of identity theft. [Read more about how you can avoid identity theft](#).

Guest student

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. We recommend hanging a 'do not disturb' sign on your door.
- 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](#) plugin, downloaded as an extension to your browser
- Webcam
- Microphone
- When specified for your exam: mobile phone to take/upload photos of handwritten answers or to use as a second camera.

Not permitted/required:

- Headphones and earphones (unless otherwise specified for your exam)
- Phones, a second monitor, other devices (unless otherwise specified for your exam)
- A printer is not required.

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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 Wi-Fi 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?
It is important that you undertake a number of preparations and checks about 5 days before your exam. Read exactly what you have to do in the [Proctorio manual]().

6. Can I use additional devices in the exam to access materials?
Unless otherwise specified, you are not allowed to 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 epub or PDF-reading software on your computer well in advance, so you can access the materials 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?
- If permission has been given by your lecturer: your mobile phone
- Pens, pencils and ruler
- Blank paper
- A limited amount of snacks and drinks
- Any medication you need to take during your exam

8. What are the rules on taking breaks, eating and drinking?
No toilet breaks
You must be visible in front of the camera for your entire exam. You are therefore not permitted to take toilet breaks, so make sure to go before the exam starts. Lecturers are requested to take this into consideration and not make exams too long.

Mental break
If you want to take a mental break, 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.

Food, drink and medication
Just like during on-campus exams, you are permitted to drink, eat 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 may 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. Analytical 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. The software does not decide whether fraud or cheating has taken place. This is done by your study programme's Board of Examiners.

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?

Follow your lecturer's instructions
Your lecturer will let you know before the exam what you should do in case of technical problems. The method for reporting technical problems can vary per study programme or exam (i.e. via chat, in the last open question, or by other methods).

Chat
The proctor system has a chat function that you can use to request help. This can be found at the top right of your screen, in your Chrome browser. Click on the shield icon of the extension/plug-in. But remember to always report any technical problems that may affect your results using the method explained to you by your lecturer before the exam.

Problems uploading documents
If you upload a file but do not receive a confirmation message, be assured that in most cases your upload was successful. However, always report the issue using the method explained by your lecturer before the exam (i.e. chat, final question or other method).

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 reasons, report this as soon as possible to your lecturer/coordinator. Via him/her you can submit a request to the Board of Examiners for a replacement exam. The university will deal with requests for replacement exams 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.

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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 make use of other facilities, such as a standing table or a low-stimulus room, discuss this in advance with your study coordinator. If needed, you are permitted to enlarge the font of your computer. For further advice, please contact [Fenestra Disability Centre](#).

13. Can I practice taking proctored exams?

Before taking your exam, you can view a screencast of an online proctoring exam here.

- https://vimeo.com/413561486/c8b7a0db50

You are also advised to read the [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 staff or qualified proctors at Leiden University. Personal data will only be retained until four 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 [Proctorio privacy statement](#).

Leiden University's security and privacy team have thoroughly vetted the Proctorio system and approved its use. A data processing agreement is in place and the entire process has been found to be GDPR compliant. All data collected by Proctorio is encrypted and only sent to servers located in Europe. Proctorio is 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 you 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.

Also read the information about online assessment on the [student website](). Here you can find the Proctorio privacy statement, as well as a video that explains digital proctoring.

Your rights
If the information above does not sufficiently reassure you, please be aware that as a student, you have many rights under the European General Data Protection Regulations (GDPR). You have the right to access, amend, remove and restrict the use of your data. You can read more in the [Proctorio]() a privacy statement.

Questions
If you have questions or concerns about your privacy, please contact the university's data protection officer via: [privacy@bb.leidenuniv.nl]().

Objections
You are also entitled to submit an objection to the processing of your personal data, in accordance with article 21 of the GDPR. This means that you may refuse to take an exam that makes use of online proctoring. If you wish to do so, please submit your objection to the Executive Board's Legal Affairs department via [secretariaat-jz@bb.leidenuniv.nl](), with your lecturer/faculty in cc.

Be aware that if you refuse to take an exam, there may be no online alternatives available and you may have to wait some time for the next scheduled on-campus exam.