Dear student,

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 Q&A in Dutch or in English. Do you have another question? Send a mail to your teacher.

Good luck with your examination!
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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
- Remindo (soon)

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

Leiden University will make use of Proctorio as software for online proctoring, which is a plugin tool for Google Chrome that allows proctoring agents to administer students as they make their exam, and flag any suspicious behavior. In the description below, it will be explained how the online proctoring process works:

Summary of the proctoring process in Proctorio

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. Navigate and log in to the assessment tool. Could be ANS and soon Remindo.
3. When an exam that is configured as a Proctorio exam is selected, the Chrome extension of Proctorio is installed on the browser.
4. The student approves that the extension may record the keyboard, mouse, screen and microphone of the laptop. The extension will check these approvals, the internet connection, any open browser screens and extra monitors.
5. When starting the 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. During the exam, the student 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.
6. 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.

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

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

**Functionalities of Proctorio**

Proctorio is a plugin for Google Chrome. When you navigate to your assessment platform, you’ll login and after you’ve installed the plugin, you can start the exam. The functionalities of the Proctorio 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’ll be asked to show your room, to check whether you have a clean desk and you are alone.

- **Lock-down options**
  - The plugin can ask you to close all web browser windows before starting the exam and prevent you from opening new browser windows and tabs.
  - The plugin will detect second screens and will prevent you from taking the exam in case you have a second screen attached.
  - Additional lock-down options which might be turned on for your exam are, amongst others, disabling clipboard functionality, disabling right-mouse clicks and disabling printing functionality.

- **Verification options**
  - The system will execute a check to make sure the webcam, microphone and screen recording are working.
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**
  - The system will provide a report per exam which includes indications of irregularities.
  - Also, statistical analyses will be included to support manual reviewing afterwards.

Leiden University does not rely singularly on the indications that Proctorio 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 (version 10 or higher).</td>
</tr>
<tr>
<td></td>
<td>- An installed Proctorio plugin for Google Chrome (see step 2 above in the summary).</td>
</tr>
<tr>
<td></td>
<td>Also, make sure you can move your webcam freely, so you can show your desk and room during the room scan. It is advised to turn off notifications for programs, to prevent that you get pop-ups during the exam.</td>
</tr>
<tr>
<td>What if...?</td>
<td>Leiden University has measures in place to support you in solving hardware problems. 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 <a href="#">here</a> to make a request for a spare laptop.</td>
</tr>
</tbody>
</table>
**Step 2: Install the Proctorio 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 can download the Proctorio plugin via the Google Chrome browser (version 10 or higher). The plugin can be downloaded <a href="#">here</a>. Instructions will follow via the web browser. System requirements of the Proctorio plugin can be found <a href="#">here</a>.</td>
</tr>
<tr>
<td>What if..?</td>
<td>If you don’t have Google Chrome, you can download the browser for free via <a href="#">this website</a>. If you have trouble installing the plugin, please go to the <a href="#">support page</a> of Proctorio, where you can start a live chat. Please note that the Proctorio plugin requires: Enabled JavaScripts. Disabled developer tools and proxy servers.</td>
</tr>
</tbody>
</table>

**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>
</tbody>
</table>
| How?            | [Here](#) you will be able to see how the exam process will go on our exam platforms. Further on there is a Q&A page available for any question about Online Proctoring. **Important:**  
- Ask your teacher which system is being used for your exam.  
- 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 Proctorio 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. |
| How?            | Proctorio & ANS: [https://vimeo.com/413561486/c8b7a0db50](https://vimeo.com/413561486/c8b7a0db50)  
FAQ [in Dutch](#) and [in English](#) |
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 go to the support page of Proctorio, where you can start a live chat. In case you have</td>
</tr>
</tbody>
</table>
other ICT-related problems, please contact your faculty’s ICTO-coordinator or teacher.

- If you experience technical problems or failures during the exam, you can contact Proctorio via the live chat.
- In case you must upload files or pictures during your exam, please use the last 10 minutes of the exam for this! Carefully take the instructions into account to handle the uploading of files.
- 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.
- 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 will possibly be split into two different parts. You can use this break to go to the bathroom. During the exam time, you’re not allowed to leave the exam room.
- If you are entitled to have an exam with enlarged font size, you can adjust the font size within the assessment platform and Proctorio.
- 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 setup regulations for online proctored exams which are effective during the examination periods of at least Q3 and Q4 of the academic year 2019/2020. Online 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 Proctorio

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, unless there is a break for this. An exam that lasts less than 90 minutes does not include breaks. If an exam lasts longer than 90 minutes, breaks will be inserted every 90 minutes. Each part of the examination that lasts 90 minutes will be completed by you. This means that when the break starts, you will no longer be able to change your answers for that part of the exam. If you wish to resume the exam after the break you will have execute all required checks that Proctorio executes.

Technical problems, questions and/or remarks
- If you experience technical problems ahead of the exam, you can use the chat function of the Proctoring Agency to contact helpdesk co-workers who can assist you.
- For questions and remarks during the proctored exam you can contact the helpdesk of the Proctoring Agency. These 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 Proctorio 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 (ANS/Remindo/Brightspace/Blackboard). The teacher will announce before which platform will be used for the exam. 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 in any case 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 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.
Instructions for ANS Delft

Step 1: Log in

1. Go to https://www.ans-delft.nl/.
2. In the top right corner, click on ‘Sign in’.
3. In the screen that appears (screenshot right), select ‘Universiteit Leiden’.
4. Enter your UCLN credentials in the next screen that appears.
5. If you login for the first time with SurfContext, you’ll be asked to share your login credentials. This is remembered for any future logins you’ll do.

Step 2: Preparation to take the assessment

You will see the assignment page containing the list of assignments that are addressed to you: both available and not available ones.

✓ The course to be taken will be labeled ‘available’.

✓ Click on ‘view descriptions’ to see the instructions for before starting the exam.
✓ Click on ‘start test’ to start it. The image below appears. By clicking on ‘Start Proctorio session’, you’ll start the hardware tests.

**Step 3: Execute Proctorio prechecks**

Follow the proctoring instructions:
1. If you don’t have installed the Proctorio chrome extension yet, you are required to install the extension. You can find the extension at: https://getproctorio.com/. Please note that this is only possible if you are using Google Chrome as web browser.
2. Read the ‘before you begin’ page carefully.
3. Perform the system diagnostics test. Make sure you allow to use your webcam and microphone. *Note: this might take a while.*

![System Diagnostics Test](image)

4. If the system diagnostic test identifies a problem, instructions will appear to you. Follow the instructions and click on ‘re-test’.

![System Diagnostics Test](image)
5. Click on the screen that you are going to use and click on ‘Share’

6. When you pass the initial system checks, you will see the screen below. Click ‘Next’ if you are
7. The system will ask to take a picture of you and your Leiden University campus card/OV card with picture. Follow the instructions.

8. You'll be asked to test your webcam to verify if this is working correctly.

9. You will be asked to execute a room scan to show your exam environment. You are responsible to execute this room scan properly, so the reviewer later can see the whole room.
10. Finally, you will be asked to agree with the terms of Proctorio. After that, you can start the exam.
Step 4: Take the exam

On the first page of the exam, you will see a description (if the teacher has added it) and the first question. On the top-right of the screen you will see the ‘time remaining’, the ‘test settings’ button and your position in the exam. E.g. 1/6 means you are in the 1st page of 6.

Test Settings
You can adjust some options as showed in the picture below:

- If you want the font to be larger, you can use the dropdown box to enlarge the text. Also, high contrast mode is available.
- In case you have right on extra time, this will automatically be arranged for you.
- You can choose to turn off the option that gives you a notification as soon as you have 15 minutes left, but we advise you to leave this box CHECKED. By doing so, you are reminded when you should finish answering questions and start uploading files.

Answering Questions:
- Please note that on the cover page, the teacher gives instructions which aids are permitted, and which aids you can use to answer questions. Sometimes, you’re allowed to use your phone to take a picture of your solution on paper.
Navigation

- On the left side of the question, you will see the **value of the question** (e.g. points) and a **flag**.
- Use the flag to mark a question you want to review later. It will turn red when you select it.
- Click ‘NEXT’ to go to the next question.
- Click ‘PREVIOUS’ to go to the previous question.
- Click ‘EXIT TEST’ to finish the exam.

**Step 5: Finish the exam and logout**

Before finishing your exam, make sure that you:

- Uploaded all files for questions that require you to do so in your exam
- Made use of the final question where you are given the opportunity to ask questions or remarks for the lecturer regarding the exam(questions) or for the reviewer regarding unwanted disturbances that occurred during the exam. Your remarks will be taken into account.
- Make sure to do this **before** the end of the time of your exam!

When you’ve finished all the questions click on ‘**EXIT TEST**’, the following screen will appear:
• **SUBMIT EXAM**: to submit your exam
• **CLOSE**: to go back to the questions
• Make sure you answer all the questions before you confirm it.
• Click on ‘**SUBMIT EXAM**’ to confirm it.
• A message will pop-up informing that your exam was successfully submitted, and the following screen will appear to you: