Manual student instruction proctoring for online proctored exams

In this manual you’ll find everything you need to know to start using Proctorio. Please read this 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.

For an overview of the Frequently Asked Questions about online proctoring, take a look at the FAQ on our website.

Do you have another question? Mail to info@tue.nl (subject: coronavirus) of contact us via WhatsApp (06-41683406). Good luck with your examination!
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What is proctoring?

Online proctoring is possible when the exam is administered in an online assessment platform. The TU/e supports the following assessment platforms for proctoring:

- Ans Delft (the online assessment version)
- Cirrus
- OnCourse

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

The TU/e will make use of Proctorio as software for online proctoring, which is a plugin tool for Google Chrome. In the picture below, you can see how the online proctoring process works:
As you can see, 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 to take 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 as supposed.
  - Also, you’ll be asked to scan your TU/e campus card at the beginning of the exam.

- **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.

Of course, for the TU/e it’s very important not to rely on the indications that Proctorio provides regarding irregularities that might occur during an exam only. Therefore, it’s important to know:

- That the identifications of possible fraud cases will always be done by a trained employee of the TU/e that handles the recordings. The system will never make the judgement whether fraud is committed or not. Also, the system will never stop you from taking the exam in case it registers suspicious behavior.
- That the TU/e understands that although you prepare yourself as good as possible for the exam, sometimes unwanted disturbances can happen during the exam. Therefore, after the last question of each proctored exam, you have the possibility to indicate unwanted disturbances if applicable. Your remarks will be considered by the reviewer.
- That the TU/e understand that it might feel strange to be recorded during an exam. The most important reason to choose for online proctoring as an alternative, is to minimize the number of students with study delay. Therefore, the TU/e made sure that the footages of the exams can only be viewed by authorized employees such as the reviewer. The only purpose to watch 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 the 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 4 recommended steps you can take.

Step 1: Get your hardware ready

<table>
<thead>
<tr>
<th>Why?</th>
<th>To make sure your hardware functions good enough for the exam, so can start fast during the real exam.</th>
</tr>
</thead>
<tbody>
<tr>
<td>When?</td>
<td>At least 5 days before the examvod</td>
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</table>
| What? | Make sure your computer meets the requirements:  
- 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 (version 10 or higher)  
- An installed Proctorio plugin for Google Chrome (see step 2)  
Also, make sure you can move your webcam freely, so you can show your desk & room during the room scan.  
Also, it’s advised to turn off notifications for programs, to prevent that you get pop-ups during the exam. |
| What if.? | The TU/e 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 IMS Service Desk to make a request for a spare laptop.  
Of course, you can always contact the IMS Service Desk to fix hardware problems. Broken webcams and microphones may be fixed by them.  
You can call them on 040-247 8888. |

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>
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</table>
| How? | You can download the Proctorio plugin via the Google Chrome browser (version 10 or higher). The plugin can be downloaded here. Instructions will follow via the web browser.  
System requirements of the Proctorio plugin can be found here. |
| What if.? | If you don’t have Google Chrome, you can download the browser for free via this website.  
If you have troubles with installing the plugin, please go to the support page of Proctorio, where you can start a live chat.  
In case you have other ICT-related problems, please call the IMS Service Desk on 040 247 8888.  
Please note that the Proctorio plugin requires:  
- Enabled JavaScripts  
- Disabled developer tools and proxy servers |
Step 3: Execute a practice exam

<table>
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<tr>
<th>Why?</th>
<th>To get used to the process of a proctored exam and to the assessment environment.</th>
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<tbody>
<tr>
<td>When?</td>
<td>In each assessment platform (Ans Delft, Cirrus and OnCourse), a practice exam will be available so you can practice with both the process of the Proctorio plugin as with the assessment platform itself. The practice environments will be up and running from 5 days before the first exam of the examination period up until the last day of the examination period. The practice exams in Ans Delft and Cirrus will be available for all students of the TU/e. The OnCourse practice exam will only be available for students that have a real exam in OnCourse. The students that have an exam in OnCourse will receive separate communication about the practice exam in OnCourse. You can. You can take the practice exams multiple times.</td>
</tr>
</tbody>
</table>
| Important: | - Ask your teacher which system is being used for your real exam, so you choose the right practice exam.  
- Also, it might be possible that you need to upload handwritten answers in your exam. For example, when 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 call the IMS Service Desk on 040 247 8888. |

<table>
<thead>
<tr>
<th>How?</th>
<th>The exam will be ready in the assessment platform. You can navigate to the assessment platform and login into the system.</th>
</tr>
</thead>
</table>
|       | - Ans Delft: [https://www.ans-delft.nl/](https://www.ans-delft.nl/)  
- Cirrus: [https://cirrus.tue.nl/](https://cirrus.tue.nl/)  
- OnCourse: [https://exam.oncourse.tue.nl/](https://exam.oncourse.tue.nl/) |

Step 4: Get ready for the real exam

<table>
<thead>
<tr>
<th>Why?</th>
<th>To make sure your room is ready and can start the exam as smooth 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 front 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 TU/e campus card ready for your identification.  
- Make sure you went to the bathroom before the exam start.  
- If you use the same internet connection with more than one person, make sure that you are the only one using the internet connection during the exam. This way you can be sure that there is enough bandwidth available. |
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>
</table>
| What? | • If you have technical problems and you’re in the exam: contact Proctorio via the live chat  
• If you have technical problems and you’re not yet in the exam: contact IMS Service Desk (040 247 8888)  
• If you must use Proctorio in combination with another software tool, you are to first boot Proctorio and then the other tool.  
• 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 the upload function in Proctorio doesn’t work, please upload your files via the method communicated by the teacher.  
• In case you have questions or remarks for the teacher regarding the exam(questions) or for the reviewer regarding unwanted disturbances that occurred during the exam, please use the last question of the exam to indicate this. Your remarks will be taken into account.  
• It’s 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 without any writing or symbols. 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 beware 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 have right on an exam with enlarged font size, you can use adjust the font size within the assessment platform and Proctorio. Please try this out during the trial exam.  
• In case you have right on time extension (10 minutes per 60 minutes), this will be arranged for you for both time slots.  
• In case you have right on more time extension than 10 minutes per 60 minutes or if you have right on other special facilities, please consult your examination committee to discuss the alternatives for you. |
Exam regulations for online proctored exams
The TU/e 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. Below you can find the adopted documents regarding online proctoring.

- TU/e Examination Regulations for Online Proctored Exams with an online Proctoring System (effective from 1 April 2020)
- 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 TU/e ‘Exams with online proctoring’

The whole set of regulations including appendixes can be found [here](#).

Time schedule for online proctored exams will be as shown below. In this schedule is taken into account that online proctored exams will never last longer than 90 minutes per part due to the need for a bathroom break. An online proctored exam will standard be prolonged for 10 minutes per part due to technical time for starting the exam and uploading files in case this is required.

<table>
<thead>
<tr>
<th>Start morning</th>
<th>9.00 (start part 1, 90 min + 10 min technical time)</th>
</tr>
</thead>
<tbody>
<tr>
<td>End part 1</td>
<td>10.40</td>
</tr>
<tr>
<td>End part 1 with extension</td>
<td>10.55</td>
</tr>
<tr>
<td>Start part 2 (all)</td>
<td>11.05 (start part 2, 90 min + 10 min technical time)</td>
</tr>
<tr>
<td>End morning</td>
<td>12.45</td>
</tr>
<tr>
<td>End morning with extension</td>
<td>13.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Start afternoon</th>
<th>13.30 (start part 1, 90 min + 10 min technical time)</th>
</tr>
</thead>
<tbody>
<tr>
<td>End part 1</td>
<td>15.10</td>
</tr>
<tr>
<td>End part 1 with extension</td>
<td>15.25</td>
</tr>
<tr>
<td>Start part 2 (all)</td>
<td>15.35 (start part 2, 90 min + 10 min technical time)</td>
</tr>
<tr>
<td>End afternoon</td>
<td>17:15</td>
</tr>
<tr>
<td>End afternoon with extension</td>
<td>17.30</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Start evening</th>
<th>18.00 (start part 1, 90 min + 10 min technical time)</th>
</tr>
</thead>
<tbody>
<tr>
<td>End part 1</td>
<td>19.40</td>
</tr>
<tr>
<td>End part 1 with extension</td>
<td>19.55</td>
</tr>
<tr>
<td>Start part 2 (all)</td>
<td>20.05 (start part 2, 90 min + 10 min technical time)</td>
</tr>
<tr>
<td>End afternoon</td>
<td>21.45</td>
</tr>
<tr>
<td>End evening with extension</td>
<td>22.00</td>
</tr>
</tbody>
</table>

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 submit a request to the IMS service desk to borrow a notebook (040-247 8888).

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 have technical problems, 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, can 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 this does not work out, you must contact the Examination Committee no later than 5 working days before the start of the examination.

Manual
You will receive the Student Proctoring Instruction Manual about the online proctored tests. This contains the rules you must follow when taking the exams.

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 Osiris and the result has become legally inviolable (see also 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 TU/e 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 Osiris. 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.
File upload instructions

Some exams of the TU/e include questions where students are asked to upload a file to the assessment platform. This can be important, because the way you arrived at the outcome is as relevant as the outcome itself. As it can be difficult to type out long equations or mathematical calculations, the TU/e provides a standard process to facilitate students in uploading handwritten answers to the exam questions in the digital assessment platform. The instructions are also stated in the exam.

**Caution:** these instructions have been designed to limit fraud. Follow these instructions carefully to avoid suspicion of fraud.

1. Hold up all papers that you will be using to answer the questions of the exam in front of the webcam (both sides) before the exam starts. All papers must be completely blank.
2. Answer all questions of the exam. For questions where you are asked to upload a file with a handwritten solution, you can answer the question on paper. Remember to write down your student ID on each page. **Do not upload anything before you have finished answering all the questions! You can start uploading when you are ready with answering your questions, latest in the final minutes of your exam.**

Once you have finished answering all the questions, please continue with step 3. You are not allowed to adjust answers after you have taken photos of the answers. This will be checked afterwards by a reviewer. It will be considered fraud if you adjust any question after having taken photos with your phone. Take at least 10 minutes for the last steps to complete the whole process.

In this phase of the exam you can switch your phone from flight modus to normal modus.

3. Show all your worked-out solutions to the webcam. Make sure they are visible for at least 2 seconds.
4. Take a picture of all your worked-out solutions with your mobile phone. Send these pictures to your personal TU/e email.
5. Go to your TU/e email on your laptop and download the files that you have just sent to yourself. You can check the quality of the images and adjust the name of the file, so you know where to upload which picture in your assessment (i.e. the worked-out answer to a particular question).
6. Navigate to the right question and upload the pictures in the corresponding answer box.