

Guide for online tests with online proctoring (using Test Vision and Proctor Exam)

Version 1.0

Determined by: Taskforce Fontys Online

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Introduction

This guide contains the guidelines that apply to tests in which Proctoring is used for surveillance. The tests are proctored, which means that students are supervised online remotely to check whether the test is taken under the right conditions. This guide contains guidelines for the Fontys institute and student.

If necessary, the guidelines will be determined by the management of the Fontys institute after consultation with the “Examencommissie” and will be published for students and teachers at least 10 working days prior to the scheduled examination time.

Guidelines for the Fontys institute

Designing the test

1. The Fontys institute determines the duration of the test. Please note that the student cannot go to the toilet during the test.
2. During the test, the following three facilities can be offered to students with a recognized disability: extra time, reading function (by ReadSpeaker) and the choice of a specific skin (layout choice of: use of color, background, font and font size). Other facilities (such as a low-stimulus room) must be arranged by the students themselves.
3. Students who do not have the necessary equipment can submit an application to the ‘Examencommissie’ for an alternative test. This application must be submitted no later than five working days before the start of the test.
4. If necessary, the guidelines will be determined by the management of the Fontys institute after consulting the ‘Examencommissie’ and will be published for students and teachers at least 10 working days prior to the scheduled examination time.

During the test

1. Before each test, the student is explicitly informed of the guidelines, which contain instructions, the requirements and the rules of conduct.
2. A test must be started and completed within the set period of time.
3. Make sure to indicate clearly which aids are allowed for the student; also think of pen and paper.

Make clear which support is available for staff and student. This can be found at fontys.nl/online.

Employee : [link](#) and student : [link](#)

Analysis of the test and determination of scores

1. Students' comments about any irregularities, as stated by them in TestVision at the end of the test, are considered by the test coordinator. If justified, questions and / or comments are included in the analysis of the test before determining the final pass mark and scores.
2. If the supervisor observes an irregularity or possible fraud during the test, he or she will draw up a report of the irregularity found and transfer it to the test coordinator.
3. Irregularities are submitted to the ‘Examencommissie’, which investigates reports of possible fraud, if necessary (see Article 37 of the OER for AD and Bachelor and Article 34 in the OER for Master).
4. After analyzing by the test coordinator, the final pass mark is determined and the figures will be determined, in accordance with OER. In the event of irregularities, the ‘Examencommissie’ is informed before determining the grades.

5. The recorded images are kept until the grades of the test have been determined and the options for objecting have expired. After this, all test images will be removed by Fontys. After the images have been removed, they can no longer be retrieved or restored.

Requirements for the student

1. Laptop or computer. A (different) mobile device is excluded. The laptop or computer must be equipped with a properly functioning operating system and connected to a power cable.
 - a. working webcam (internal or external), ready to record videos
 - b. working microphone (internal or external), ready to record audio
 - c. working keyboard and mouse (or another suitable device for pointing)
 - d. An internet connection (the advice is to have an upload speed of 1MB per second)
 - e. Web browser Google Chrome (version 10 or more recent)
 - f. Proctor Exam plugin for Google Chrome. The student installs this by clicking on the link in the 1st email. See [step-by-step plan](#)
2. Second device (smartphone / Ipad / tablet) on which the Proctor Exam app is installed. This is necessary for scanning and filming the room in which the student takes the test. This device must be able to be in flight mode. The second device is positioned in such a way that the entire room is visible.
3. A digital copy of the ID, made using the "Copy ID App". See [step-by-step plan](#)
4. The room must meet the following requirements:
 - a. The space (floor, ceiling, etc.) around the student does not contain any written texts.
 - b. The room should be as quiet as possible. Noises such as music or television are not allowed.
 - c. The lighting in the room must be bright enough to be considered "daylight" quality. Preference is given to overhead lighting; if that is not available, the light source must not be behind the student.

Regulations for the student

1. Every time a student takes an online proctored test, the student must make a room scan with the second device of the room in which the test is taken.
2. The student:
 - a. takes the test in the room scanned with the second device.
 - b. logs in via the Fontys / SurfConext link in the test application TestVision (with the exception of external candidates, for example in the case of a deficiency test).
 - c. must identify himself with the ID card (not with the Fontys card). The student makes a copy of the ID card using the "copy ID app", with everything being erased except the name and photo.
3. If this has been set up by the Fontys institute, students can report substantive questions and comments during the online proctored test by giving a response to a question or to the entire test in TestVision. After the test, this information is handed over to the test coordinator (one of the Fontys examiners). If justified, questions and / or comments are included in the analysis of the test before determining the final pass mark and scores.
4. If a student does not log in due to technical problems (situation that cannot be influenced by the student) and does not take the test, the student must report this to the test coordinator of the Fontys institute. This person can be reached by telephone during the test. See contact at fontys.nl/online. In that case, the 'Examencommissie' decides whether a new test option can be granted.
5. If there is a major situation that cannot be influenced by the student (for example, a power failure in the region or TestVision malfunction) and all students cannot take the test, the 'Examencommissie' may decide that the test will be canceled and postponed.
6. If a student does not log in for other reasons (student negligent) and does not take the test, the test is registered as not assessable in Progress.

7. The student conducts according to the following rules. The student:
- a) follows the instructions of Proctor Exam and the cover page before, during and immediately after the test;
 - b) is alone in the room;
 - c) should remain in view of the webcam of both the laptop / computer and the second device at all times during the test.
 - d) is dressed as if he / she is in a public place.
 - e) does not use headphones, earplugs or other listening devices. Disposable earplugs are only allowed if they are shown on the webcam before the start of the test;
 - f) does not communicate in any way with other persons, except with the helpdesk via the helpdesk functionality.
 - g) will only use the 2nd device (smartphone / Ipad / tablet) for the room scan of the room; second device may not be used during the test for any other purpose and may not turn off this second device
 - h) does not turn off the microphone of the computer or laptop;
 - i) does not go to the toilet during the test;
 - j) works at an empty desk or table and will have / consult the same material on the table as stated on the test sheet and in the invitation email.
 - k) can still be admitted to the online proctored test during the first 15 minutes after the start of the test; the student is not given extra time;
8. Fraud is: any act (including committing plagiarism), or omission, of which the person involved knew or should have known that this act or omission makes it impossible to completely assess this person's knowledge, insight, skills, competences, (professional) attitude, reflection, etc. or make the assessment partially impossible. In any case, (attempted) fraud is understood as
- ❖ use of someone else's identity card;
 - ❖ (attempted) use of unauthorized materials, sources and aids, such as the internet;
 - ❖ use of the 2nd device for purposes other than the room scan;
 - ❖ switching off the 2nd device or webcam;
 - ❖ (attempted) use of unauthorized printed or handwritten texts or cheat sheets.
 - ❖ Not being in sight of the webcam and / or have the microphone turned off while taking the test
 - ❖ (attempt) to make technical adjustments that undermine the proctor system.
 - ❖ any action contrary to these regulations.

As a result of fraud, the test results of the student concerned are not assessed. The Examination Board decides whether fraud is involved. The Online Proctor system does not decide on this; it only provides data.

Students will find the step-by-step plan that they must complete in preparation for an online test at fontys.nl/online

By organizing online tests in this way, Fontys tries to avoid as much study delay as possible for students. In these guidelines you read that we take all possible measures for online testing to guarantee your privacy. The Fontys Data Protection Officer also took a look at this and a Privacy Statement was drawn up specifically for online testing.

The privacy statement and more information about the GDPR i.r.t. online testing can be found at fontys.nl/online

If you nevertheless have serious objections to taking the online test in combination with proctoring in your own environment, you can make this known to the 'Examencommissie' of your Fontys institute. It will be assessed on an individual basis whether there is an opportunity to meet your request, for example by taking the test at a Fontys location, possibly at a later time.