Online proctoring

TestVision
toetst wijzer

HOGESCHOOL
UTRECHT

proctorio

Are you experiencing problems during your exam?
Click here for FAQs about technical faults or go to

Online proctoring

Everything about exams by means of proctoring

Table of contents

What is proctoring, what is Proctorio and when is it used?

Proctoring is remote digital invigilation. This can be achieved in different ways using different software. This manual specifically deals with the Proctorio software, used in combination with an exam via the TestVision exam application. HU University of Applied Sciences Utrecht selected the proctoring system of Proctorio.

This Proctorio software also works with automated review support and stores images among other things. This means that reviewers are not watching what you are doing in real time, they will retrospectively only review moments at which the software detected 'abnormal behaviour'. In configuring the software, abnormal behaviour will be pre-defined for each exam. For example, is the student allowed to use reference works during the exam or start other software? An example of abnormal behaviour is when the student walks away or looks away or when somebody else is seen in the room. The reviewer will receive notification via a report which is automatically generated on the basis of behaviour that has been defined in advance as 'abnormal'. The reviewer can watch those specific incidents and decide whether there is reason to 'suspect irregularities'. For example, this will prevent drinking a glass of water from being seen as a case of 'suspect irregularities'. The proctoring data (such as the images) will be retained for a month, they are encrypted and are not seen by the supplier and its employees. These are subsequently automatically deleted, unless the Examination Board needs more time to see the footage because of a suspicion of irregularities.

Proctorio is software that:

- Can record things during the exam, such as webcam images, your screen itself and sounds.
- Detects eye movements to see if you look away from your screen. Analyses the manner in which you use the keyboard, so as to check that the exam is being sat by you.
- Ensures that we can check that you are who you say you are, by recording proof of ID and by having you take a picture of yourself*. It is also possible that you are asked to make a room scan, so that you can prove that there are no unauthorized items in your environment.
- Ensures that you cannot do certain things during the exam, such as opening new tabs or printing (this depends on the actual exam).
- Provides access to a number of tools during the exam, for example a calculator. Again, this depends on the exam settings set by your lecturer.

Prevent study delay

HU University of Applied Sciences Utrecht sets great store by your privacy and the ethical aspects with regard to proctoring. It goes without saying that we have done our utmost to limit the risks with respect to your privacy. Proctoring is a last resort, when no alternatives can be found for a specific exam. The decision to go for proctoring was made to prevent the situation where many students would fall behind in their studies. The situation was considered from various perspectives: the student, examiner, invigilator/reviewer, organization, degree programme (managers) and support services, also in respect of multiple values: equal treatment, well-being, reputation, autonomy, privacy, study progress and success, and reliability. We recognize that not everyone is capable of participating in this kind of examination, we are looking for support and alternatives for those people.

A few facts about the use of Proctorio by HU University of Applied Sciences Utrecht

- The system itself can only "mark" moments of abnormal behaviour, the software does not actually make any judgments. If the software detects behaviour that might be abnormal, the moments marked by the system as abnormal behaviour can be assessed by a reviewer. A reviewer is usually a lecturer in your degree programme. If the reviewer qualifies marked behaviour as a suspicion of irregularities and forwards it to the Examination Board, then one of the members of the Examination Board may also access the proctoring data (including the footage). The Examination Board will mount a thorough investigation in which of course each party will be able to put forward its point of view.

- **Do not worry**, you will not be branded a cheat just like that. We are aware of the fact that many students are worried that the software will wrongly label them as 'cheats'. The fact is that the software does not detect fraud, the footage with conspicuous behaviour will be watched by HU staff members. And you will not immediately be branded a fraud if you just look away briefly to think for a moment! The best thing to do is to behave in a way during the exam as you would normally do during any other exam. Therefore, just try to focus on the contents of your exam. A neighbour ringing your doorbell and you looking away from your screen momentarily, or your little sister walking into the room and you sending her immediately on her way again are obviously not cases of fraud.

- The footage is not sold to or seen by third parties. Only designated staff members of the HU will see this footage. If there is no reason to investigate further, the footage will automatically be removed after a month.

More information about the use of proctoring software at home: your rights and obligations

Questions or more information about privacy?
Read the FAQs and the Privacy Statement on Digital HU or email your question to askprivacy@hu.nl.

Is there an alternative if I object to the processing of my personal data?
First of all, we will ask you to read the entire Privacy Statement and the FAQs on Digital HU.
If your concerns or comment are then not sufficiently addressed, or if you have any objections, please send an email to that effect to askprivacy@hu.nl. For personal or confidential questions, you can contact the Data Protection Officer: roos.roodnat@hu.nl.

Is there an alternative if I object for other reasons/principles?
Send your request to the relevant Examination Board via http://HUKAS.hu.nl.

What if from a technical point of view I do not have the opportunity to take part in one of these exams? Requesting a HU loan lap top:
Are you (currently) without your own (suitable) laptop? First of all, we will ask you to do your best and to look for alternatives in your surroundings. If such alternatives are absent, please contact the relevant Examination Board via http://HUKAS.hu.nl for a possible substitute arrangement.

Do you have questions or are you concerned about (incorrectly marked sections that could be construed as) fraud?
Read the FAQs, you can find them on Digital HU.

Would you like to know more about Proctorio?
Please visit https://proctorio.com.

Do you have a problem with your HU account, for example because you have forgotten your password?
Visit https://inloggen.hu.nl/smsstartpage/. For other questions about your account, please call the Help Desk: *088-481-6666 Option 5, available between 08:00 - 17:00 local time*

General preparation

If you want to be sure that you are not going to be unpleasantly surprised at the start of your proctored exam, we advise you to check the following points about one week before the exam:

1; Please read this entire instruction carefully

If you have any queries, comments or objections after reading this instruction, please follow the steps that apply to you, which can be found in '**More information about the use of proctoring software at home: your rights and obligations**' on page 5 of this manual. You can also read the Privacy Notice.

2; Find yourself a quiet, well-lit room with stable internet connection

If possible, use a network cable. Make sure your face will be well lit, so the camera can see your face clearly. Also make sure your clothing or hair doesn't block your face.

3; Get yourself a properly working laptop or PC

Make sure you have a properly working laptop or PC, but we would prefer you not to use a Chromebook. Check whether the webcam and microphone are in good working order. You can use Windows or Mac. If that doesn't work, Follow the steps in '**More information about the use of proctoring software at home: your rights and obligations**' on page 5 of this manual.

Limited help or support is available from the help desk *(088-481-6666 Option 5, between 08:00 - 17:00)*, the reason being that your PC is not a device issued by the HU. Make sure you have first carried out tests to the best of your ability, or have tried to borrow a laptop, before you contact the help desk.

4; Make sure you have a valid proof of ID at hand

You will be asked to show your (valid!) proof of ID. A student card is not a valid form of ID! **Make sure the citizen service number (BSN) is not visible**, you can do that by masking it with tape or by crossing it out with a dark ink marker pen (NOT waterproof). You will find this number on the back of a driving licence or identity card. On a passport, it can be found on the front and the back (it may be incorporated into a longer code). See 'OER' on wegwijs.hu.nl for information about what constitutes a valid ID.

5; Install MS Edge or the Chrome as the browser

If you don't have Edge or Google Chrome installed on the device yet, please install it now. The exam will be administered via one of these browsers. If you are about to start a (test) exam, Proctorio will ask you to download the plug-in and to install it. A plug-in is an extension of the possibilities of your browser. Instructions for the installation of the plug-in can be found in **Appendix 1**.

6; (Where applicable) Check your facilities for unimpeded study

There are limited facilities for tests that are subject to proctoring. Have you been assigned a facility by the Examination Board and do you wish to use it during the exam? Read the section on '**Facilities'** on page 9.

7; If possible, take a trial test with Proctorio

You will be taken through the Proctorio system check and you can ask your questions in time.

Before the exam (+/- 1 hour before start):

Step 1: General checks

To ensure you are ready to start with your exam, check the following things:

1; Ask your housemates or flatmates to be considerate during your exam
Agree that the use of shared Internet data is minimized.

2; Make sure you are alone, in a quiet environment where you cannot be interrupted at the drop of a hat
Sounds like music or television are not allowed. A small amount of ambient noise, for example a scooter passing by outside, is no problem.

3; Keep your (valid!) proof of ID at hand for verification and make sure you know your HU email address and password. A student card is not a valid form of ID!
Make sure the citizen service number (BSN) is not visible, you can do that by masking it with tape or by crossing it out with a dark ink marker pen (NOT waterproof). You will find this number on the back of a driving licence or identity card. On a passport, it can be found on the front and the back (it may be incorporated into a longer code). See 'OER' on wegwijs.hu.nl for information about what constitutes a valid ID.

4; Make sure that your desk/environment is empty and your face is clearly visible
Apart from your laptop/pc, you are **only** allowed to have things (books, scrap paper, calculator and so on) on your desk or use these when prior to the test or in the introductory text this has explicitly been **permitted**. In other words, this may change from exam to exam. No earphones, headphones and no smart phone. Also take off your cap or any other headwear. You are allowed to have bottled water on your desk. Make sure your desk and immediate environment are clearly in view if a room scan has to be made. Make sure your face will be well lit, so the camera can see your face clearly. Also make sure your clothing or hair doesn't block your face.

5; Make sure that no personal information can be displayed on screen that you do not wish to be recorded
This also applies to your monitor. Ensure that you are comfortable with what may come into view. Be aware that you may have to make a scan of your environment with your laptop before you start.

6; Take off your glasses for the ID check
The system works best when you remove your glasses for the ID check. Afterwards, you may then of course put your glasses on again for the exam.

7; The area (floor, ceiling, desk etc.) around you must not contain written texts or crib sheets ("cheat sheets")
This is self-explanatory, unless there is an exception as referred to under point 4.

8; Do not press the 'Stop screensharing' button during the exam
If a pop-up dialogue appears with the prompt to stop screensharing, do not press 'Stop screensharing'. You can use the 'Hide' option though.

9; Make sure you have been to the toilet before you start.

Before the exam (+/- 1 hour before start):

Step 2: Technical checks

To make sure that you do not incur an unpleasant delay when you want to start with your exam, because things are not working, check the following things before you start:

1; Your camera is on and working

You can test this by going to https://www.onlinemictest.com/. Pay attention to this during the exam to make sure that the camera keeps working. You can check this by looking at your camera image that Proctorio always shows in the small screen that opens when you start. If the screen is black, please get in touch, see '**Technical fault or question during the exam?**' on page 10.

2; Your microphone on your device is working

You can test this by going to https://www.onlinemictest.com/.

3; Your device has enough power or is connected to the grid

4; Your Internet connection is working

If possible, use a network cable, Wi-Fi can be a bit unstable sometimes.

5; Make sure MS Edge or Chrome has been installed as the browser

6; Read what you must do in case of technical problems (page 10)

Proctorio will carry out part of these checks as well before you start with your exam. If you experience (technical) problems in the days before your exam, follow the steps under '**More information about the use of proctoring software at home: your rights and obligations**' on page 5 of this manual. For communication immediately before or during the exam, there are other channels, see '**Technical fault or question during the exam?**' on page 10 of this manual.

Facilities

Facilities are available for taking an exam at home with proctoring. Below, you can see the facilities in question.

- Extra time
- Concentration (earplugs)
- ClaroRead*/Readspeaker (text-to-speech software)
- Medication
- Food
- Digital dictionary (downloaded before the exam)

The use of a facility will be discussed with a student counsellor and granted by the Examination Board. In OSIRIS, you can see whether you have been granted a facility. Extra time will be automatically set to On in TestVision if you have been granted this facility.

* ClaroRead can be downloaded free of charge via the following link: https://wegwijs.hu.nl/support/study-optimally/request-extra-accommodations/claroread-reading-software Note: in order to use ClaroRead, the facility must have been granted to you by the Examination Board.

Technical fault or question during the exam?

Of course, it may happen that you find yourself unable to start Proctorio or your exam or that a fault occurs halfway through the session. Don't panic!

Click here for a quick answer to your questions in the FAQs about technical faults or urgent questions, or click below in the blue screen on the button to go to a live chat with Proctorio directly (this works if the plug-in has been installed). The language used for this contact is English.

Chat support Proctorio

In the event of technical problems and questions regarding the use of Proctorio, please contact the English-language chat support of Proctorio. Support is available in Google Chrome after the installation of the Proctorio plug-in.

Start live support chat →

During the exam, you can directly access the Proctorio chat feature under your web cam image with this button:

Is Proctorio chat support unable to help you?
In that case, please send an email to onlinetoetsing@hu.nl. This support option is quickly available during your exam.

Starting **and completing** the exam

If all checks have been successful, you are ready to start your exam. Take the following steps:

1; **Go to http://hu.testvision.nl/online/kandidaten**
If Chrome is your default browser, this works immediately, otherwise you will first have to start Chrome and paste this link.

2; **Log in with your HU email address and your own password.**
If you have forgotten your password: please go to https://inloggen.hu.nl/smsstartpage/ to change your password.

3; **Click on Toets Maken (Sit an exam).**
As indicated under Technical checks, you will need the browser Chrome or Microsoft Edge to start your exam. On entering the Proctorio environment for the first time, you will be asked to download and install a plug-in (this will take a minute or two). If you want to know how to do this, see **Appendix 1**. Make sure no other applications or Internet pages are open, they may slow down the plug-in or cause it to crash.

4; **Start the exam (click on the blue arrow next to the name of the exam).**
The clock does not start running until you have started the exam. Please make sure that you start on time after all (start of exam), as with some exams a limited start period has been set!

5; **Go through the pre-exam checks of Proctorio.**
When you have completed these checks, the Proctorio screen will open and your webcam is switched on. Here you can open the live chat, or hide the camera by pressing the button '**Collapse'**. You can also drag this window to another place on the screen that is more convenient for you.
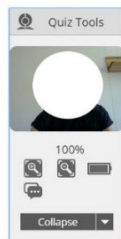
Standard Proctorio screen   **Collapsed Proctorio screen**

6; **Take the exam.**
If the exam or the plug-in crashes or closes unexpectedly, close all web pages and log in immediately afterwards. The clock is stopped for as long as you are not "in the loop" of the exam. Please note that an end time has been set for the exam, so do not wait too long with taking action.

7; **Ready with the exam? Complete the exam and close your browser, that way you will also close Proctorio.**

Good luck!

After the exam

- Do you have any content related questions or comments about the exam after you finished it? Please ask your question in an email to your lecturer.

- Do you want to uninstall the software? See **Appendix 2: Uninstalling Proctorio plug-in**

- For technical questions or experiences that you want to share about the exam, please email your question or comment to onlinetoetsing@hu.nl.

Do you have any other questions or objections? Follow the steps mentioned under '**More information about the use of proctoring software at home: your rights and obligations**' on page 5 of this manual.

Downloading and installing Proctorio plug-in

A plug-in is an extension of the possibilities of your browser. You will need this plug-in to start your proctored exam. The system requirements can be found at https://proctorio.com/support. This manual is available in a version for Windows and a version for Mac.

For Windows users:

1; Start TestVision in Chrome or MS Edge as your browser; if you do not have it yet, install it.

2; When you login to TestVision, click on 'Toets maken' (Sit an exam).

3; You will be taken to a screen where you can start your exam. Press on the arrow next to the exam. You can see an example below:


4; If you use Chrome or MS Edge as your browser, you will be directed to the screen shown below. Click on 'Click here' under 'Install Proctorio Chrome Extension'.

5; A second screen appears, click on 'Add to Chrome' here.

13

6; A pop-up screen prompts you to add the extension, click on 'Extensie toevoegen' (Add extension).

7; After a short installation, a message appears saying that the extension has been added.
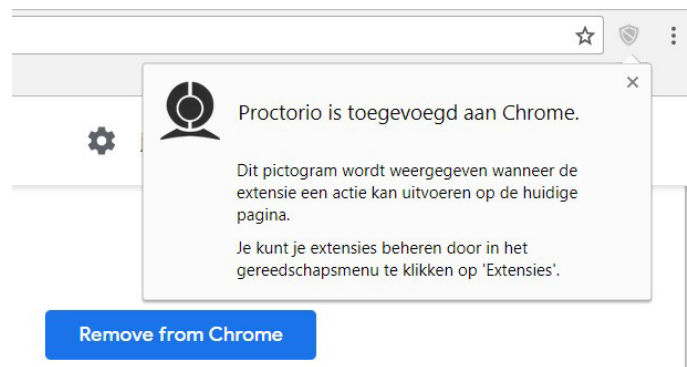
8; It is possible that the extension has not been enabled by default. In Google Chrome go to 'More tools' to find and manage the extension.

9; You can now return to the TestVision screen. Proctorio will start with an introduction. Carry out the pre-checks and start with your exam. Good luck!

For Mac users:

1; Start TestVision in the Google Chrome browser; if you do not have it yet, install it.

2; When you login to TestVision, click on 'Toets maken' (Sit an exam).

3; You will be taken to a screen where you can start your exam. Press on the arrow next to the exam. You can see an example below:

4; If Google Chrome is your default browser, you will be directed to the screen shown below. Click on 'Click here' under 'Install Proctorio Chrome Extension'.
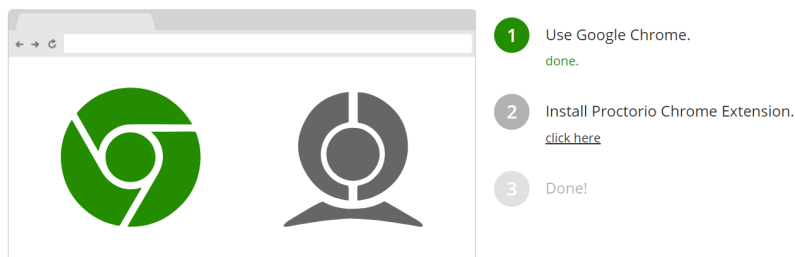
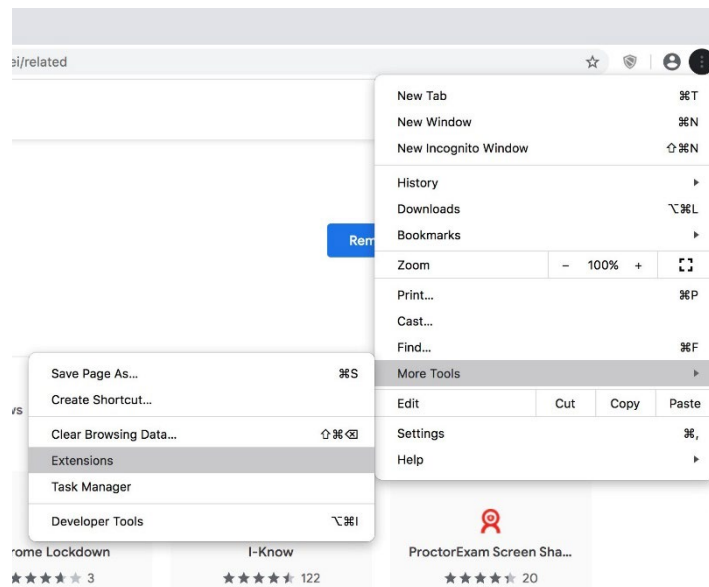5; A second screen appears, click on 'Add to Chrome' here.
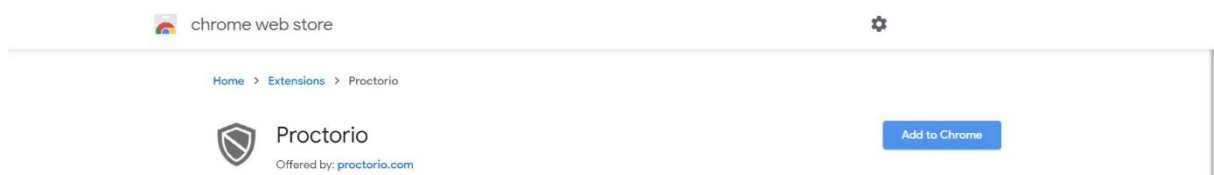
6; A pop-up screen prompts you to add the extension, click on 'Add extension'.
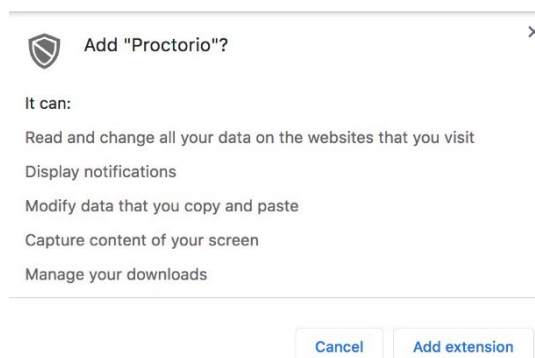
7; After a short installation, a message appears saying that the extension has been added. Click on 'Turn on sync'.
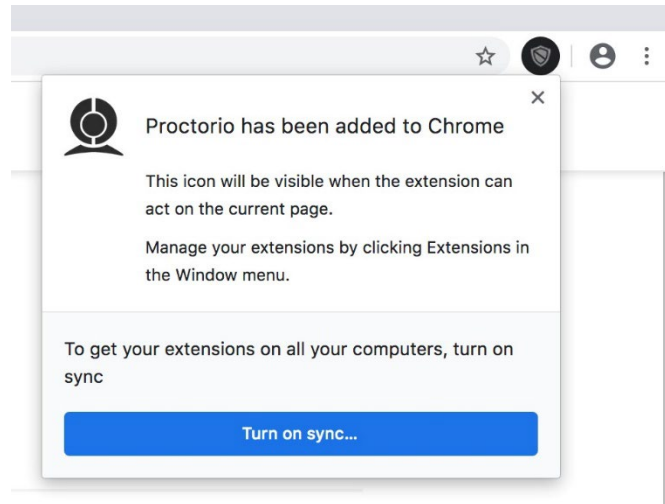
8; It is possible that the plug-in is not allowed for use by default. Go to Extension Management in Google Chrome via 'More Tools'.

9; When you have accessed Extension Management, you will see the Proctorio extension listed. Click on 'Details'. A screen will appear in which you can indicate when the Proctorio plug-in must be allowed. Make sure that this option is set to 'On all sites'.
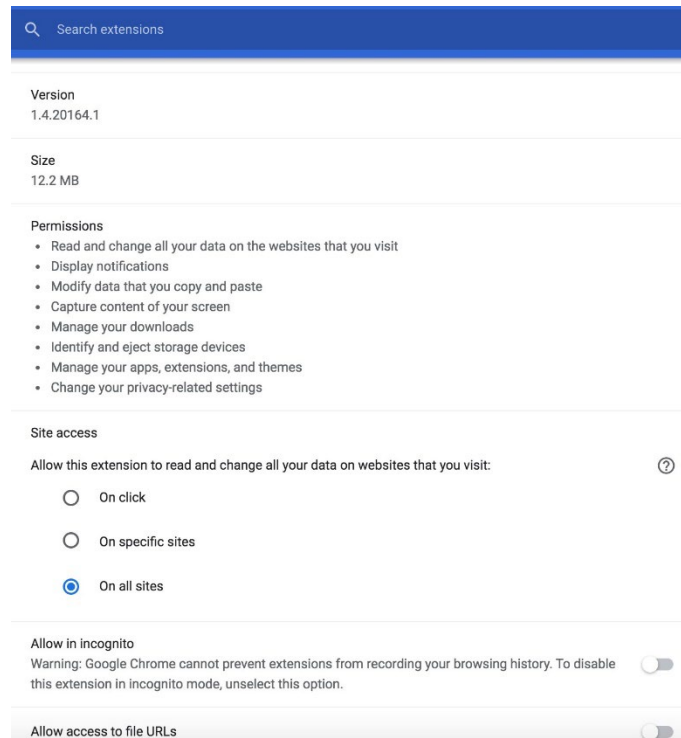
10; You are now ready to begin. Log in again and start the exam. Proctorio will start with an introduction. Carry out the pre-checks and start with your exam. Good luck! Is the plug-in still blocked or are you stuck with a screen that takes a long time to load? If so, proceed to the next step.

11; It is possible that the plug-in is still blocked, this depends on the version of your IOS. If this is the case, go to 'Systeemvoorkeuren' ('System preferences') under the Apple settings. Go to 'Security and privacy' (Beveiliging en privacy) and search for 'Screenshot' (Schermopname) in the left-hand column.

17
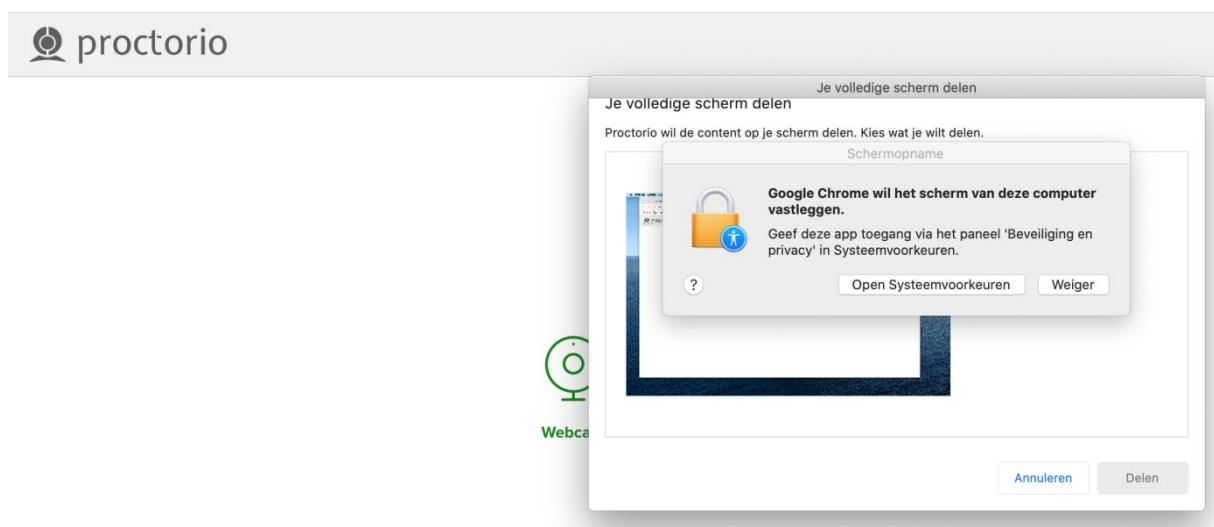
12; Select the option Google Chrome to enable screenshots:

13; At this point you must stop the Chrome session and start the program again.

14; Log in again and start the exam. Proctorio will start with an introduction. Carry out the pre-
   checks and start with your exam.

Uninstalling Proctorio plug-in

If you do not need or wish to use the plug-in again, you can uninstall it after your exam(s).

1; Start Google Chrome.

2; On the right of the search bar you will see the logo of the Proctorio plug-in (an image of a shield), and click on it. The following screen will be displayed, in which you need to select 'Remove from Chrome…' (Verwijderen uit Chrome…).
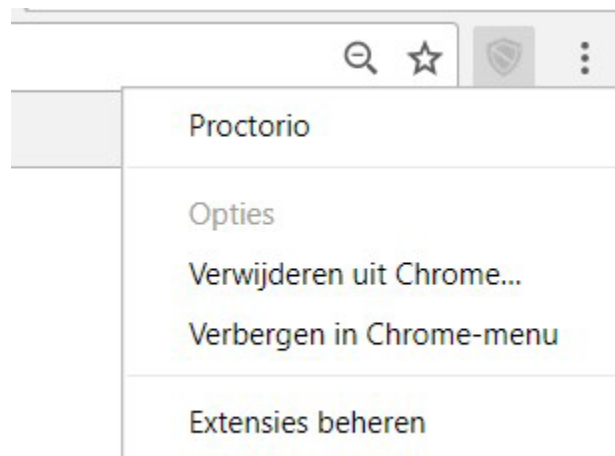
3; A pop-up will prompt you to uninstall Proctorio. If you click on 'Remove' (Verwijderen), the plug-in will be uninstalled.

Version: 25/08/2023