

# TU Delft Online Proctored Examination Regulation<sup>1</sup>

The Executive Board of Delft University of Technology hereby adopts,

in accordance with Section 7.10, third Section, of the Higher Education and Research Act,

and following consultations with the Boards of Examiners and after receiving advice from the Central Student Council,

the TU Delft online proctored examination regulation,

which reads as follows:

## Chapter 1 General provisions

### Article 1 Scope of regulation

This regulation relates to centrally organised or scheduled online proctored examinations. For the purpose of this regulation, 'examination' refers to an online proctored examination.

The regulation concerns the way in which online proctored examinations are held at TU Delft.

The choice of whether to do so remains with the relevant programme and/or Board of Examiners.

### Article 2 Definition of terms

The definitions of terms contained in Article 1.1 of the Higher Education and Research Act and Article 2 of the Teaching and Examination Regulations (OER) that have been adopted for the programme in question shall apply to this regulation. The remaining terms that occur in this regulation shall have the meaning ascribed to them by law.

Digital Exam Desk:	The ESA department responsible for organisation of examinations.
Proctoring agency:	The software company that facilitates online proctored examinations for TU Delft.
Assessment system:	A digital system used for holding examinations.
Online proctoring:	A method for enabling the remote invigilation of examinations, with the aim of preventing and detecting fraud.
Online proctoring system:	A digital system for detecting fraud during online proctored examinations.
Online proctored examination:	An examination taken by a student on a laptop/computer while proctoring software monitors the video, audio, keystrokes, and clicking behaviour on the laptop/computer. The data are sent to a proctoring agency to be checked for possible fraud.
Online proctored session:	An examination monitored by the online proctoring system.

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<sup>1</sup> This is a translation of the Dutch version of the Regulation. In case of a conflict between the English and Dutch version of the Regulation, the Dutch version will prevail and will be binding

This could be the whole examination or part of an examination.

**Reviewer:** The person who, during or after an examination, analyses the examination data monitored for any irregularities and who reports any suspicions of fraud. This could be a proctoring agency employee or the Digital Exam Desk.

## Chapter 2 Types of online proctored examination

### Article 3 Types of online proctored examination

1. There are four assessment systems for online proctoring: MapleTA, GraspLe (only for mathematics), ANS Delft and WebLab.
2. There are two ways to hold examinations:
  - a. Examinations that use an assessment system in which the exam questions and answers are given using the same system and the use of pen and paper is not allowed.
  - b. Examinations that use an assessment system in which the exam questions and answers are given using the same system and where the use of pen and paper is allowed. In this case, students may use a pen and paper to work out their answers, but these papers do not have to be handed in.
3. The proctoring can be done in three ways:
  - a. Live proctoring: an online invigilator from the proctoring agency watches one or more students live, and may intervene directly if necessary.
  - b. Record and review proctoring: the session is recorded and subsequently viewed by at least two reviewers who flag up any irregularities that must then be looked at by the examiner. The examiner looks at the irregularities and decides whether fraud may have taken place.
  - c. Auto proctoring: an intelligent system analyses the recorded data and flags up any moments that should be viewed by a reviewer. The reviewer flags up any irregularities that should be watched by the examiner. The examiner looks at the irregularities and decides whether there is a suspicion of fraud.
4. Online proctoring without the use of a proctoring agency, known as poor man's proctoring, is not permitted.

## Chapter 3 The Digital Exam Desk, examiner, and review process

### Article 4 The Digital Exam Desk

1. There is a Digital Exam Desk that coordinates online proctored examinations for TU Delft.
2. The Digital Exam Desk is responsible for:
  - a. Advising the examiners about the process of holding examinations using an online proctoring system.
  - b. Assisting examiners in holding examinations with an online proctoring system.
  - c. Granting enrolled students access to the assessment system.
  - d. General monitoring during examinations.
  - e. Maintaining an overview of online proctored examinations.
  - f. Resolving technical problems during examinations in collaboration with the proctoring agency.
  - g. Ensuring that any irregularities are reported promptly by the proctoring agency.
3. If there are any technical problems with the online proctoring system or assessment system while an examination is taking place, this should immediately be communicated by the student and/or examiner to the Digital Exam Desk using the email address or telephone number listed in the manual.

## Article 5 The examiner

1. The examiner is responsible for drawing up the examination questions in the assessment system and for providing the information to the Digital Exam Desk that students need in order to take the examination.
2. The examiner shall remain available by telephone and/or email to the Digital Exam Desk for the duration of the whole examination.

## Article 6 Review process

1. Within five days of the examination taking place, the examiner shall receive a report on any irregularities from the proctoring agency or from the reviewers.
2. The examiner shall not confirm any results until all the examinations have been analysed.
3. The examiner shall assess whether the irregularities reported by the reviewer give any rise to suspicion of fraud.
4. If fraud is suspected, the examiner shall report the fact to the Board of Examiners and inform the student concerned.
5. Any subsequent action shall be taken in accordance with the Rules and Guidelines of the Board of Examiners of the degree programme of which the student is enrolled.

## Chapter 4 Conditions for online proctored examinations

### Article 7 Examination location

Examinations may be taken at a location of the student's own choosing, provided the following conditions are met:

1. The lighting in the room must be sufficiently bright to be considered 'daylight' quality. Overhead lighting should preferably be used. If no overhead lighting is available, the light source may not be located behind the student.
2. The student must sit at an empty desk or empty table.
3. There must be no printed matter or written texts in the area around the student (floor, ceiling, etc.), unless the examiner has determined otherwise.
4. The student must be alone in the room.
5. The room must be as quiet as possible. Sounds caused by music or a television, for example, are not permitted.
6. The following materials may not be present on the student's desk and may not be used during the examination, unless specifically stated otherwise:
  - a. Books, including textbooks
  - b. Blank paper
  - c. Pens
  - d. Calculators
  - e. Textbooks
  - f. Laptops/Computers, with the exception of the one being used for taking the examination
  - g. Any type of mobile device, such as smartphones, smartwatches, and tablets.
7. At the start of every online proctored session, the student must carry out a webcam scan of the room where he or she is going to take the examination. Students may also be asked to make another webcam scan at any time during the examination.

### Article 8 Advance registration of examinations

1. No later than five working days before the date on which an examination is to take place, the examiner shall enter the examination into the assessment system and notify the Digital Exam Desk of the fact.
2. Each examination must include a cover page completed by the examiner.
3. Each examination must end with a question for students in which they have the opportunity to state whether there were any problems or disruption during the

examination that could be designated as an irregularity.

#### Article 9 Other preconditions and provisions

1. Each student is responsible for arranging a laptop/computer for taking the examination on and for ensuring it meets the requirements stated in Appendix 2 to this Regulation.
2. Any student who does not have a laptop/computer that meets the aforementioned requirements should attempt to borrow a laptop/computer from someone else, such as a family member, friend, or housemate.
3. Online proctored sessions last no more than 90 minutes, apart from the extra time described in Section 7, and do not include any breaks.
4. Examinations that take longer than 90 minutes shall be divided into multiple online proctored sessions, none of which shall be longer than 90 minutes. There should be at least 30 minutes between each session, so students are able to leave the room.
5. Throughout each session, students must remain visible at all times and not move out of the line of vision of the webcam. Students are not permitted to stand up or leave the room during an examination.
6. Starting half an hour before the examination, support from the Digital Exam Desk and proctoring agency is available to help students who have technical problems.
7. During examinations, extra time shall be given to students who have a recognised functional impairment. Any other facilities, such as a space without any external stimuli, should be arranged by the student themselves. Any student unable to do so should contact the academic counsellor no later than ten working days before the start of the examination.
8. In the case of any students who are entitled to extra time on top of the maximum duration of an examination, the Digital Exam Desk will ensure that the system is programmed to that effect.
9. Whenever a student resumes an examination after an official break, he or she must make another webcam scan of the room before starting the next session.
10. Each student is responsible for having an adequate internet connection throughout each examination.

## Chapter 5 Student responsibilities

#### Article 10 Student

1. Examinations are proctored, which means that students are 'followed' online to check that the examinations are taking place in the right conditions.
2. Students must take a practice test before each actual examination. For this, students will receive an invitation and the *Manual: Online proctored exam*. The manual describes the conditions that students must meet when taking an examination. Students should use the manual to take the practice test. The practice tests ensure that:
  - Students have tested the system (operating system, browser, camera, microphone, internet connection, and so on).
  - Students have gone through every stage in the process at least once.
  - Students are familiar with the assessment system (if that was not already the case).
3. If a student does not log in because of technical problems and does not take the examination, it will be registered as ONG (invalid) in Osiris and will not count towards the student's annual examination attempts.
4. If a student encounters technical problems because of circumstances beyond his or her control (such as a regional power cut) and is consequently unable to take or complete an examination, he or she must inform the examiner and/or Digital Exam Desk as quickly as possible and collect relevant evidence.
5. Each examination must be started and completed within the designated period of time.

6. Students may use only their TU Delft NetID to log into the assessment system.
7. The Board of Examiners may declare an examination invalid if a student does not comply with the instructions in Article 3 of Appendix 1.
8. No result will be recorded for students who have committed fraud, apart from exceptional cases. Decisions on whether fraud has been committed and on what sanction is to be imposed shall be taken by the Board of Examiners. This is not decided on by the proctoring system or assessment system – they only provide the data. In the event of serious fraud, the Board of Examiners may decide to propose to the Executive Board that the student's enrolment in the degree programme be permanently terminated.
9. Students are not permitted to do the following:
  - Use, or attempt to use, unauthorised sources and tools such as the internet, mobile phones, or other devices when taking an examination.
  - Share answers with others while taking an examination.
  - Call in the help of third parties during an examination.
  - Be outside the range of vision of the webcam during the examination or turn off the microphone, except during any authorised breaks.
  - Carry out, or attempt to carry out, technical alterations that undermine the proctoring system or assessment system.

## Chapter 6 Privacy

### Article 11 Privacy

1. When an examination is taken, the personal data shown on the privacy statement are recorded. Completed examinations are added to the designated teaching and examination administrative systems.
2. Data are processed in accordance with the General Data Protection Regulation (GDPR). The TU Delft Executive Board is the controller, as defined by the GDPR. Processing agreements have been concluded with processors such as the proctoring agencies.
3. Personal data that have been collected shall be used solely for detecting fraud committed during examinations.
4. Students shall be informed of the privacy aspects of the use and the operation of the proctoring software by means of a privacy statement.
5. Using the method shown in the privacy statement, students may invoke the rights of the data subject, as meant in Articles 15 to 19 of the GDPR.

## Chapter 7 Final provisions

### Article 12 Force majeure

In cases of force majeure or any situation not provided for in this Regulation (such as a complete power cut, a failure of the assessment system), the Board of Examiners shall take a decision on the matter that is as compatible with this Regulation as possible.

### Article 13 Conclusion

This Regulation may be referred to as the TU Delft online proctored examination regulation and enters into force on 29 May 2020.

Thus adopted by the Executive Board during its meeting of 19 May 2020.

## Appendix 1: Instructions for examiners, reviewers, and students during examinations

of the TU Delft online proctored examination regulation.

### Article 1 Duties of the examiners

The examiner

- a. is responsible for supplying and approving each online proctored examination in the assessment system at least five working days before the examination, and for adding a question at the end for students in which they have the opportunity to state whether there were any problems or disruption during the examination that could be designated as an irregularity;
- b. communicates via Brightspace:
  - That the examination will be held using online proctoring software.
  - In doing so, gives the specific instructions that apply to the examination – what may students have on their desks, for example? What may students use their computers for? Do they have to upload their notes and calculations at the end?
  - That students must do a practice test so that they know:
    - 1) whether their system is sufficient;
    - 2) how the process works;
    - 3) how the assessment system works.
  - That the students will receive their invitation for the practice test no later than two working days before the examination, from [remote-examsupport@tudelft.nl](mailto:remote-examsupport@tudelft.nl). The lecturer receives the same invitation.
  - That the students will receive a manual in English with the same email.
  - That the students should perform the practice test as soon as possible – the first time, it takes around 30 minutes.
  - That the examination contains a question at the end where students can report any problems or disruption during the examination. Students may also report this to the examiner immediately after the examination.
  - Please note: DigitalExams is unable to verify who has carried out a practice test before an examination. However, it is able to do so afterwards.
- c. should be available by telephone or email during the whole of the examination.
- d. appoints a deputy examiner as a point of contact in case the examiner is unable to be available when the examination is being held.
- e. can, if necessary, be replaced by a deputy examiner and shall ensure in such cases that the appointed deputy is familiar with the relevant regulations and duties;
- f. assesses the report referred to in Article 2b below.
- g. ensures that any suspicions of fraud or any irregularities are passed on to the Board of Examiners.

### Article 2 Duties and obligations of the reviewers

The reviewer

- a. assesses the recordings during or after each examination session in order to detect any possible irregularities;
- b. ensures that any reports of fraud or any irregularities are passed on to the examiner;
- c. observes all the rules that apply to these recordings.

## Article 3 Instructions for students

### Students

- a. must organise their own laptop/computer (with a properly functioning operating system), internet connection, and power cable.
- b. are responsible for ensuring, if applicable, that the programs they will need during the examination have been installed on their laptop/computer.
- c. are obliged, during and immediately after an examination, to follow any instructions given by the proctoring agency and the examiner.
- d. are responsible for having the required equipment during the examination, as described in the *Manual: Online proctored exam*.
- e. must use their campus card to prove their identity.
- f. must dress as if they are in an examination room.
- g. must complete the examination in the room where they have carried out the webcam scan.
- h. may not use headphones, earpieces or any other kind of listening equipment. Disposable earpieces are only permitted if they are shown to the webcam before the start of the examination. The only exception is for contacting the Digital Exam Desk or examiner in the event of a technical problem.
- i. may not communicate in any way with any other person during the examination except the helpdesk, which should be done using the helpdesk functionality. Students may not use mobile phones while taking an examination for whatever reason, unless they have received specific instructions to the contrary. These instructions will be communicated by the examiner.
- j. may not be out of the line of vision of the webcam for any reason whatsoever.
- k. may still be admitted to an online proctored examination up to 15 minutes after the start of the examination. The student concerned will not be granted any additional time in such cases.
- l. may consult or use only the papers, books, calculators, etc. that have been permitted by the examiner.
- m. may only visit the toilet during the official breaks between two online proctored sessions.
- n. should answer the question at the end of the examination relating to any unexpected problems or disruption that could be regarded as an irregularity.

## Article 4 Final provisions

For any matters not covered by these instructions, the examiner should contact the Digital Exam Desk.

## Appendix 2: Laptop/Computer requirements

For the purpose of taking an examination, the laptop/computer used by the student must meet certain hardware and software requirements. These requirements are listed below.

The requirements that a laptop/computer must meet:

- A sufficiently powerful laptop/computer for running the required software on one screen; any additional screens must be disconnected.
- A working webcam (internal or external), ready for recording videos.
- A working microphone (internal or external), ready for recording sound.
- A working keyboard and mouse (or another suitable device for indicating purposes).
- A stable internet connection (an upload speed of 1MB per second is advised), preferably non-wireless.
- The most recent versions of Google Chrome or Mozilla Firefox.

## Appendix 3 Privacy Statement