

## FSR questions on online proctoring

### 1. General

- a. Is VU Amsterdam/the programme in question required to ask for students' permission to record them during assessments?

*No. It is no different than the usual invigilation carried out during exams.*

*In cases where VU Amsterdam chooses to use online proctoring during an assessment, the university must:*

- check the identity of the individual taking the assessment;*
- be able to establish that no academic misconduct has been committed during the assessment; and*
- be able to establish that the assessment was completed within the allotted time frame.*

*When an assessment is held at a VU Amsterdam location, these aspects are safeguarded by means of physical invigilation.*

- b. What percentage of the faculty's assessments are proctored online in periods 5 and 6?

*We do not know precisely, but estimate this to be approximately 10-15%.*

- c. Can we draw up a Q&A with the most important information that students need to know in advance (see the questions below)?

*There is already an extensive Q&A on Canvas in English, which is updated regularly. Any additional questions you have can also be added to the Q&A.*

### 2. How do we ensure that students know what to expect?

- a. How do we let students know precisely what online proctoring entails?

See answer to 2c and click on

[file:///C:/Users/slg400/AppData/Local/Packages/Microsoft.MicrosoftEdge\\_8wekyb3d8bbwe/TempState/Downloads/Instructions%20for%20online%20exam\\_def\\_EN%20\(1\).pdf](file:///C:/Users/slg400/AppData/Local/Packages/Microsoft.MicrosoftEdge_8wekyb3d8bbwe/TempState/Downloads/Instructions%20for%20online%20exam_def_EN%20(1).pdf)

- b. How do we tell students what system requirements their networks/Wi-Fi, web browsers and laptops/PCs will have to meet?

See answer to 2c and click on

[file:///C:/Users/slg400/AppData/Local/Packages/Microsoft.MicrosoftEdge\\_8wekyb3d8bbwe/TempState/Downloads/Instructions%20for%20online%20exam\\_def\\_EN%20\(1\).pdf](file:///C:/Users/slg400/AppData/Local/Packages/Microsoft.MicrosoftEdge_8wekyb3d8bbwe/TempState/Downloads/Instructions%20for%20online%20exam_def_EN%20(1).pdf)

- c. Do students know that they can test whether everything works in advance? And, if so, can they test it at least a week beforehand? Are they informed accordingly?

*Students taking assessments that are proctored online are referred to the information published on Canvas by the teaching staff. Attainability and early communication are always taken into account for all assessments. The instructions advise every student to carry out a simulation test as soon as possible. A link is provided.*

<https://canvas.vu.nl/courses/47759/pages/online-proctoring-information-for-students>

- d. Who can students approach for additional support if they need it?  
*ProctorExam and VU Amsterdam support staff are available via an online chat facilities throughout the process.*
- e. Is all the information available in English, too?  
*YES. All the information is available in two languages.*

### 3. Recordings

- a. Do we tell students how long recordings are kept and who can inspect them?  
YES.  
This is described in full in Article 7 of the privacy statement.  
<file:///C:/Users/slg400/Downloads/Privacystatement%20Online%20Proctoring%20EN.pdf>
- b. Can students inspect the recordings themselves – if they are accused of misconduct or want to submit a complaint about an exam, for example?  
*This has yet to be organized in detail, but the objective is to align the procedure as closely as possible with the usual method of inspection/misconduct/objection, etc. The role of the Examination Board will, of course, be as set out in the rules and guidelines.*
- c. Will a student be sent a message if the recording unintentionally fails during the assessment? *Background to this question: a student who only discovered afterwards that her webcam was not turned on and that her exam was therefore not valid. This is unfortunately not possible at the moment. ProctorExam is working hard on this problem but we do not yet know when the function will be available. Fortunately, this does not happen very often. The situation described above is indeed very regrettable for the student concerned. We hope you understand that we are still new to the whole concept of online proctoring and supporting the students involved.*
- d. Are students notified at the end of an exam that recording has stopped so that they can be sure that they are no longer being recorded? *Background to this question: a student who, after an exam, works with confidential information on his laptop for his part-time job. As soon as the assessment is over, the webcam and microphone stop recording. Students are, furthermore, advised to remove the ProctorExam extension after taking their assessment since it is no longer necessary anyway.*

- 4. Do we take into account students who are unable to take online assessments easily or at all due to their circumstances?

- a. Students with disabilities, such as autism, can make an odd impression on screen. Is there some way that this can be taken into account?

*Just as in non-corona times, studying with a disability is a point of attention at VU Amsterdam. Students who receive special provisions will also be granted these provisions for online assessments. Academic advisors at the Faculty of Science (BETA) are already targeting students who receive special provisions, the idea being to facilitate access in the event of questions; they will continue to do so.*

- b. May students who have to work in a noisy environment wear headphones?

*No. The instructions clearly state: In addition, mobile telephones, earphones, smart glasses and smart watches will be regarded as fraudulent equipment. Remove them completely. We will get back to you on your question regarding checks on the above devices and the fact that those checks are not always very easy to implement.*

- c. What help do we offer students who do not have an internet connection or one that is too slow to take their assessment?

*These students will have to take measures themselves, via family or friends, to ensure that they are able to take their assessment. Some municipalities make facilities at libraries or other locations available for purposes of this kind. In very exceptional cases we can organize a room for students but only if there is absolutely no other option available. If you are in this position, please contact student services by mail and include your academic advisor as a cc.*

- d. What help do we offer students who do not have a laptop that meets the system requirements?

*Every student can lease a laptop via Surf for €13*

*<https://www.surfspot.nl/catalogsearch/result/?q=huren+studenten&ts=1585851490>*

5. Alternatives to online assessments with proctoring; what alternatives do we offer to:

- a. International students who have gone home and live in a totally different time zone? Do they have to take the exam in real time or is there an alternative?

*A one-off solution to this problem would be for the student to take the assessment at another time. If there are insurmountable objections to this, we can look for a customized solution in consultation with the Examination Board.*

- b. Students who are unable to take the assessment for personal or technical reasons?

*Students who have problems with online surveillance based on their specific situations always have the right to lodge an objection. Judgements will have to be made, on a case-by-case basis, about whether such objections should and/or can be met (by taking the assessment at a VU Amsterdam location where there is physical invigilation, for example). See also the privacy statement.*

- c. Students who do not wish to participate in online assessments for privacy reasons?

*They will have to wait for the next opportunity to take their assessment. VU Amsterdam privacy lawyers have assured us that this method is safe. We are in a crisis situation that requires solutions and are happy to have found this one. A privacy statement has been drawn up which describes what happens to your personal details*

*and how your privacy is safeguarded if you take an assessment with online proctoring. See also:*

[file:///C:/Users/slg400/Downloads/Privacystatement%20Online%20Proctoring%20EN%20\(1\).pdf](file:///C:/Users/slg400/Downloads/Privacystatement%20Online%20Proctoring%20EN%20(1).pdf)

*The following is also guaranteed (see b):*

*Students who have problems with online surveillance based on their specific situations always have the right to lodge an objection. Judgements will have to be made, on a case-by-case basis, about whether such objections should and/or can be met (by taking the assessment at a VU Amsterdam location where there is physical invigilation, for example).*