



Testing regulations

**Centrally organised tests: written tests, digital tests
administered on dedicated HU PCs, online tests
administered on a student's personal laptop at the
HU and online proctored (home) tests**

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Introduction

These regulations cover the rules with regard to the procedure before, during and after all centrally organised tests as organised by the Test Centre (TC, *Toetscentrum*) of the HU. They concern:¹

- written tests administered at the HU;
- digital tests administered on dedicated HU PCs;
- online tests administered on a student's personal laptop at the HU;
- online proctored (home) tests;

Written tests administered at the HU

A written test is a test administered on paper at one of the HU locations.

Digital tests administered on dedicated HU PCs

A digital test is a test administered in the digital test system TestVision on a dedicated HU PC at a designated HU location (for example in the digital test rooms at location PL97).

Online tests administered on a student's personal laptop at the HU

An online test administered on a student's personal laptop at a HU location is also called a BYOD (Bring Your Own Device) test. With this way of testing, test administration takes place in the online TestVision environment on a student's personal laptop at an HU location with an invigilator physically present. The HU uses proctoring software (a plug-in) from Proctorio (for more information, to <https://proctorio.com>²). During tests administered on a student's personal laptop at the HU, the proctoring software does not record audio or video featuring the student or the student's proof of ID. However, it does record the screen of the student's laptop and for example their browser activity.

Online proctored (home) tests

Online proctoring is a way of online testing, that enables students to participate in an online test at any location that provides an internet connection. With this way of testing, test administration takes place in the online TestVision environment on a student's personal laptop or PC outside an HU location (usually at home). The proctoring software (a plug-in from Proctorio) records audio or video featuring the student and takes a screen shot of the student's proof of ID.

¹ In the event of national knowledge tests, such as at ITT and IA, national rules and conditions apply. For these national rules and conditions, students are referred to the responsible authority (go to Article 1.1 EER-HU for more information).

² The American terms and conditions applying to Proctorio can be found on this website. The HU has entered into a processing agreement with Proctorio in accordance with the General Data Protection Regulation, GDPR (AVG).

National agreements about (knowledge) tests organised centrally at the HU

Some tests are the result of nationally applicable agreements, such as the national knowledge tests for teacher-training programmes and the online tests for the bachelor's degree programme in Nursing.

Live online invigilation for the bachelor's degree programme in Nursing

For the bachelor's degree programme in Nursing (hereinafter abbreviated and referred to as: BVK, *Bachelor Verpleegkunde van de HU*), online tests are administered by means of testing programme iQualify. A different proctoring method is deployed here, live proctoring to be precise, where an invigilator keeps an eye on proceedings during the test and may intervene if necessary. In accordance with national agreements between various nursing degree programmes, the BVK uses testing programme iQualify for knowledge tests with closed questions. This programme is not supported by Proctorio (the proctoring application used HU-wide). Therefore, another proctoring system was selected, called ProctorVIEW (for more information on ProctorVIEW, go to <https://proctorview.io/digitaal-toetsen-voor-het-onderwijs/>). Students are not required to install special software on their computer for these tests. By means of a secure connection, students grant permission to the software to access their webcams and smartphone cameras. That way, invigilation can take place live, online.

Non-centrally organised tests

If an institute itself chooses to organise the test (for example in the case of performance tests), the general rules of the OER-HU and the Higher Education and Research Act (WHW, *Wet hoger onderwijs en wetenschappelijk onderzoek*) apply, plus any additional requirements of the examination board. The rules for non-centrally organised tests within the institute should not contradict the rules as expressed in these testing regulations.

Chapter 1 General provisions

Article 1 Scope of regulations

- 1.1** These regulations cover the procedure before, during and after all centrally-organised tests as organised by the Test Centre (TC) of the HU:
- written tests administered at the HU;
 - digital tests administered on dedicated HU PCs;
 - online tests administered on a student's personal laptop at the HU;
 - online proctored (home) tests.

For the online tests administered by the BVK, these regulations relate to online proctored (home) tests administered through iQualify and ProctorVIEW. If the provisions of these regulations are deviated from for these tests, it will be explicitly stated.

These regulations apply for a period of one year as of 1 September 2022 and will be updated after the current academic year.

- 1.2** During the test, in addition to the rules stated in these regulations, the rules as specified in the OER-HU, the study guide and the invigilator protocol also apply.

Article 2 Definitions

BVK	HU bachelor's degree programme in Nursing (HU Bachelor Verpleegkunde)
BYOD	BYOD stands for Bring Your Own Device. This type of test administration takes place at a designated HU location for which a student uses their personal laptop (so not a tablet or smartphone). For this purpose, the student is required to download and install the Proctorio software. This proctoring software does not record any audio or video featuring the student or the student's proof of ID. However, it does record the screen of the student's laptop and for example their browser activity.
Chat function	With the Olark chat function in Proctorio, students can submit requests for help to the proctoring software supplier helpdesk during the test administration and report any issues with the administration of the test. BVK students can contact the invigilator via the chat function in ProctorVIEW if they experience problems.
Co-browsing	This is a way to share a browser (screen), camera and sound at the same time, real-time. This option is only used by the BVK.
Configuration table	A collection of administration settings in Proctorio, to set what the software does and does not do during a test.
HU Committee of examination boards (CvE-HU)	The CvE-HU is a consultation body consisting of the chairpersons of all examination boards.
Digital tests	A test administered in the digital testing system TestVision on a dedicated HU PC at a designated HU location (for example in the digital test rooms at location PL97).
E-invigilator	An HU employee checking all the images recorded during tests administered on a student's personal laptop, as coordinated by staff of the Test Centre.
OER-HU	HU Education and Examination Regulations.
Test	A test of the knowledge, insight and skills of a student, including the corresponding grade/final evaluation. Every course is concluded with a test. There are various types of tests, such as written or digital tests, verbal tests, and oral tests. The WHW also refers to interim examinations (<i>tentamens</i>). (OER-HU Appendix 1 Concepts under 41)
Test Centre	The Test Centre supports the administration of the centrally-organised tests, including written tests, digital tests on dedicated HU PCs, online tests administered on a student's personal laptop

	at the HU and online proctored tests. The Test Centre can be contacted by students who are experiencing problems during online tests with use of their personal laptops at the HU and during online proctored tests. The Test Centre can be contacted by sending an email to onlinetoetsing@hu.nl .
Examination board	A board set up in accordance with Article 7.12 of the WHW for the purpose of administering, organising, coordinating and guaranteeing the quality of tests and examinations of one or more degree programmes. The board's tasks, capacities, composition and appointment are described in the Examination Board Regulations.
Examiner	A lecturer appointed by the examination board, charged with administering tests and determining their results (Appendix 1 B Definitions OER-HU). The examiner is legally responsible for the test administration.
Helpdesk employees	Employees of the HU Helpdesk for technical support during the test administration and shortly before and after the test administration.
HUKAS	The digital request system of the HU's examination boards. This is where the student or the lecturer can submit a request to the examination board. An examiner can also use it to report suspicions of irregularities.
Executive Board	The Executive Board (CvB) is responsible for the Education and Examination Regulations (OER) and for the HU-wide organisation and procedures regarding tests and examinations to which these regulations apply.
Invigilator	A person appointed by the Test Centre checking the identity of students prior to centrally administered tests at an HU site, by means of a valid proof of ID. This person also checks whether the student is registered on the attendance list. During the test, the invigilator monitors proceedings in the test room. The invigilator of the relevant test is not the reviewer. ³ With regard to the BVK, the invigilator checks the identity of the student during the test based on a picture of the proof of ID. The invigilator for the BVK also monitors proceedings during the test with use of the browser and cameras.
iQualify	A digital testing system for closed questions for the administration of BVK tests. The system can be accessed via www.hu.igualify.nl.
Irregularities	If a student commits plagiarism or fraud, or if they do or don't do something, as a result of which the examiner is not able to give a fair and accurate test of the student's or a fellow student's performance in the test, then the test will be rendered invalid. The collective term for such actions (or failure to act) is 'irregularities'. For more information, go to Article 4.12 OER-HU.
Live invigilation	Live monitoring during an online-proctored test during which co-browsing and two cameras (including audio) are used to monitor the student during the test for the purpose of preventing and/or detecting fraud. This option is only used for the BVK.

³ Depending on the type of test administration, an invigilator may or may not be necessary.

Online-proctored test	<p>An online-proctored test is an online digital (home) test where the software of the proctoring provider is used for invigilation during the test to prevent irregularities. This proctoring software makes of audio and video recordings of the student and the student's proof of ID.</p> <p>In the case of the BVK, co-browsing performed by the proctoring provider is used for invigilation during the test to prevent irregularities.</p>
Online-proctoring system	A digital monitoring system for online tests administered at an HU location or elsewhere, which can be used to prevent and/or investigate irregularities during online test administration.
Online test administered through a student's personal laptop (BYOD)	An online test administered on a student's personal laptop at an HU location is also called a BYOD (Bring Your Own Device) test. This type of test takes place at a designated HU location during which the student uses their personal laptop (so not a tablet or smartphone). For this purpose, the student is required to download and install the Proctorio software. This proctoring software does not record any audio or video featuring the student or the student's proof of ID. However, it does record the student's screen, such as browser activity.
Proctoring helpdesk	Proctorio's helpdesk employees who can be contacted by students through the chat function during online tests administered on a personal laptop at the HU or during online-proctored tests.
Proctoring company	<p>The software company (Proctorio) providing the proctoring tool for online tests administered on a personal laptop at the HU and the HU's online-proctored tests.</p> <p>Applying to the BVK: the software company (ProctorVIEW) providing the proctoring tool for the BVK's online tests.</p>
Proctoring tool	<p>The proctoring system (Proctorio) as used by the HU for online tests administered on a personal laptop at the HU and the online-proctored tests.</p> <p>Applying to the BVK: the proctoring system as used by the BVK for online-proctored tests (ProctorVIEW).</p>
Official report	The reviewer's or invigilator's official report in which the arguments for suspicion of irregularities are outlined and sent to the examination board.
Reviewer	The reviewer checks the recorded material of the online test administered on a student's personal laptop at the HU or the material of the online-proctored (home) test. If the reviewer is not the examiner of the test, then the reviewer will report to the examiner. Based on the reviewer's report, the examiner decides whether there is reason to suspect any irregularities and reports this to the examination board and the implicated student(s). The reviewer is a lecturer or an examiner. A designated employee (the e-invigilator) of the Test Centre may also assist the examiner with the review. They will then always report to the examiner.
Review report	A report on every online test where a student used their personal laptop at the HU and on every online-proctored test is available, together with the observation details. This report is used by the reviewer when reviewing the (screen) recordings. A distinction is made between a general test report with entries linked to the

	configuration and an individual report with entries linked to the screenshots, to give the reviewer insight in what the student is doing at a particular time.
Student	A person, in accordance with Article 7.32ff. of the WHW or other legal regulations, who is enrolled as a student at the HU in either a full-time, part-time or work-study programme.
Test Centre (TC)	The Test Centre (TC) provides support during the administration of centrally organised tests: the written test, the digital tests administered on stationary PC's at the HU, the online tests administered on a student's personal laptop at the HU and the online proctored test. In the event of problems with a student's personal laptop at the HU and online proctored tests, the TC can be contacted via onlinetoetsing@hu.nl .
TestVision	A digital testing system for the administration of tests within the HU.
Test Experts Group (TEG)	The Test Experts Group is a group of lecturers who jointly consult and support the examiner in creating, organising, preparing and administering a test within their own degree programme or institute. The TEG does not have the authority to assess tests. The TEG reports to the management of the degree programme and not to the examination board. Not all institutes have a TEG in place.
Written test	A test administered on paper at a HU location.

Article 3 Registration during digital testing

The following rules apply to data registration for online tests administered on a student's personal laptop at the HU:

- 3.1** During the test, the student's laptop is locked by means of a plug-in with proctoring software. The student's personal data (as referred to in Article 3, paragraph 2) are stored in order to prevent and detect fraud.
- 3.2** The student's keystrokes and activities on the computer during the test are registered and recorded with an 'artificial intelligence' system. IP address, online searches and screenshots are recorded. (For more information, go to *Privacy statement regarding the new central testing on Digital HU*: <https://husite.nl/digitalehu/en/distance-education/digital-exams>).
- 3.3** The proctoring tool subsequently records the activities of the student during the test administration. Unusual behaviour detected by the proctoring system is marked.
- 3.4** The types of behaviours that are being marked are specified in advance in a configuration table (for more information, go to *Manual Digital Testing for Lecturers* on Digital HU: <https://husite.nl/digitalehu/en/distance-education/digital-exams>). The proctoring system indicates the moment, the

number of times and the nature of the activities in the registration of the test. All this is described in a review report.

For online-proctored (home) tests, the following rules apply to the registration of data:

- 3.5** For online-proctored (home) tests, the personal data of the student are stored for the purpose of determining the identity of the student and to prevent and detect fraud. The data captured for the identity check are personal data such as name, student number and a valid proof of ID as shown.

For online-proctored BVK-tests, shown proof of ID will only be stored during the test administration and is only visible to the invigilator during the administration. All data stored are erased as soon as the session ends.

- 3.6** During the administration of an online-proctored (home) test, a video and audio recording are made of the student and their surroundings. Activities involving the keyboard, on the computer and (eye) movements of the student are registered and captured with use of an 'artificial intelligence' system. A screenshot is made of the proof of ID. IP address and online searches are recorded. The room in which the test administration is taking place is also (partially) visible.

- 3.7** The proctoring tool subsequently records behaviours of the student during the test administration. The system also marks changes in the behaviour of the student, such as posture and movement, and in the sounds and movements within the room in which the test is being administered, the use of the keyboard and programmes on the computer.

- 3.8** The types of behaviours that are marked are specified in advance in a configuration table (for more information, go to *Manual Digital Testing for Lecturers* on [Digital HU](#)). The proctoring system indicates the moment, the number of times and the nature of the activities during the registration of the test administration ('ranking'). All this is described in an individual report per student.

- 3.9** Articles 3.6 to 3.8 of these regulations do not apply to the BVK.

- 3.10** With online-proctored tests for the BVK, the invigilator supervises proceedings in real-time via co-browsing and cameras. The camera of the computer is aimed on the student's face. The camera of the smartphone is aimed from 1.5 meters diagonally behind the student at an angle of 30 degrees to the screen and the working environment. In addition, the invigilator can contact the student via sound and chat and vice versa. No image or sound recordings are made. No software that needs to be installed is used.

Article 4 Review

- 4.1** A review will be carried out for online tests administered on a student's personal laptop at the HU and online-proctored (home) tests. This review is carried out by a reviewer. The recorded and collected data are looked at, analysed and assessed for irregularities by a reviewer after the test administration has taken place. This is done with or without consulting the markers as placed by the proctoring system in the information stored. This information is visible onscreen during the reviewing of the video footage or screenshots.
- 4.2** How many and which recordings are reviewed is determined by the administration settings of the test (for more information, go to *Manual Digital Testing for Lecturers* on [Digital HU](#)). The behaviours detected by the system are reviewed. This may depend on the number of students that took the test or of a previously-agreed number or percentage of the tests (sample), and the type of behaviours detected by the system.
- 4.3** If a reviewer suspects any irregularities an official report will be drawn up. The examiner will subsequently report its suspicion of irregularities to the examination board through HUKAS, including a printout of the review report. For a definition of 'reviewer' and an explanation about the division of roles between the examiner and reviewer, we refer you to the list of definitions in Article 2 of these regulations.
- 4.4** [Articles 4.1 to 4.3 of these regulations do not apply to the BVK. With the BVK, there is only live invigilation during the test administration.](#)

Chapter 2 Test administration

Article 5 Test participation

- 5.1** A student can only participate in a test if they have registered for that test. If a student does not take the test - or in the case of an online test does not log on and does not partake in the test - the test is registered in OSIRIS with an 'NA' (Not Present, *Niet Aanwezig*). The student will then have used one of their test opportunities.
- 5.2** In order to participate in a test, the student needs to show valid proof of ID.
- 5.3** Only the following documents are regarded as valid proof of ID:
- a valid passport
 - a valid European identity card

- a valid Dutch residence permit⁴
- a valid Dutch or international driving licence (*according to the regulations, an international driving permit is not a driving licence issued by a different country, but a translation of the Dutch driving licence that is recognised by other countries*).

A scan or photo of the student's proof of ID will not be accepted.

- 5.4** For **online-proctored (home) tests**, for privacy reasons the student is advised to make the Citizen Service Number on the proof of ID illegible.

Article 6 Before the start of the test

The following rules apply to the test administration at a HU location before the test starts:

- 6.1** Coats, bags and any devices able to connect to the internet or with storage capacity (such as watches, mobile phones, cameras) must be switched off. The student follows the invigilator's instructions as to where their property must be placed in the room.
- 6.2** With each centrally-organised written test, digital test on a dedicated PC at the HU, or an online test with the student's personal laptop at the HU, an attendance register is available in the room that needs to be signed by the student or invigilator.⁵ The student is required to show the invigilator a valid proof of ID upon entrance of the test room. If applicable, the student must also fill in all the requested personal data on each worksheet.
- 6.3** Before the test starts, the student must place their proof of ID in the top right corner of the desk. The invigilator may want to see it again.
- 6.4** The test starts exactly on time. All starting times can be found in OSIRIS. Once the test has started, students are no longer admitted to the test. The test location is open for entrance as of 30 minutes before the start of a written or digital test at the HU. This is to prevent any disturbance once the test administration is in progress.
- 6.5** The examiner is legally responsible for the test administration (Section 7.12 c WHW). If the test is administered by the Test Centre, some of the tasks and responsibilities of the examiner are transferred to the employees of the Test Centre or the invigilators. This concerns the authority to admit students to tests that are centrally organised by the Test Centre, during which the examiner does not have to be present. This pertains to situations in which the examiner is not an invigilator for the relevant test

⁴ Students that do not have a valid residence permit, but are nevertheless legally enrolled, may submit a request to the examination board to issue a statement with which they (in combination with the relevant residence permit) may be permitted to partake in the test.

⁵ In the case of digital testing, registration on the attendance list can also take place digitally via a scanning method for which the student uses their (digital) student card or student number.

and is not conducting an oral test. In case of tests during which the examiner is the invigilator or administers the oral test, the examiner is held responsible for admission to the test room.

- 6.6** For online test administration on a student's personal laptop at the HU there is an additional requirement, i.e. the student must bring a laptop to the site where the test is being administered. Prior to the test, the student must have installed Google Chrome or Microsoft Edge as well as the Proctorio plug-in. The student him-/herself is responsible for a properly working laptop, charger and any other accessories. For all requirements regarding the laptop and the necessary software, we refer you to the *Manual Digital Testing for Students* on [Digital HU](#).

Online proctored (home) tests are subject to the following rule before the test starts:

- 6.7** The identity of each student partaking in an **online proctored (home) test** will be determined by the reviewer after the test, based on the video recording of the proof of ID.

For the BVK, no video recordings are made during the online-proctored (home) tests. A screenshot is made of the proof of ID instead. During the test, the invigilator will check the identity of the students. The screenshot of the proof of ID is only visible during the test and will not be stored.

- 6.8** To participate in an online proctored (home) test, the student needs a computer with a functioning webcam and microphone. Prior to the test, the student must download the software on their computer and use the webcam and microphone during the test administration. Google Chrome or Microsoft Edge and the Proctorio plug-in must be installed on the laptop and authorisation must be given for access to various data. For all requirements regarding the laptop and the necessary software, we refer you to the *Manual Digital Testing for Students* on [Digital HU](#). To be able to participate in the online-proctored (home) test, the student will need a stable internet connection.

To participate in an online-proctored (home) test for the BVK, students need a smartphone with a functioning camera and a computer with both a functioning webcam and microphone. Google Chrome or Microsoft Edge must be installed on the laptop. For all laptop and camera requirements, we refer you to the document "At Home Testing with Live Invigilation" (go to *Preparing for at home testing with live invigilation* on <https://hu.iqualify.nl>). In order to partake in the online-proctored (home) test, a stable internet connection is required.

Article 7 Conditions for participation in online tests

- 7.1 The conditions for test administration are detailed in the [*Manual Digital Testing for Students*](#).

The conditions for test administration for the BVK can be found in the [*Manual Live Invigilation*](#) on the slb-site of the BVK on Canvas: <https://canvas.hu.nl/courses/16075>.

- 7.2 With an online-proctored (home) test, students with a recognised disability are allowed to make use of the following facilities upon approval of the examination board: extra time and/or ClaroRead, eating during the test administration, taking medication during the test administration or the use of a digital offline dictionary. Other required facilities, such as a quiet room offering little distraction, must be arranged by the students themselves. If a student has permission to use ClaroRead, it can be downloaded prior to the test. For available test facilities for online-proctored (home) tests, please check out the Testing Facilities Overview Card 'Digital testing outside the HU' on [Ask HU](#).

To the BVK it applies that the only test facilities offered during online proctored tests are extra time, permission to eat during the test and taking medication. Other required facilities, such as a quiet room offering little distraction, must be arranged for by the students themselves. If the IVS examination board has approved a student's use of the facilities ClaroRead, use of dictionary and permission to go to the bathroom during the test, students that want to make use of these facilities will participate in the test at the HU.

Article 8 During the test administration

Digital tests administered on a dedicated HU PC, online tests on a student's personal laptop at the HU and online-proctored (home) tests are subject to the following rules during the test administration:

- 8.1 Before the student starts with the test, they must log on to TestVision with their own HU login details.

To the BVK it applies that students must log on to iQualify with their personal HU login details in order to participate in the test. A detailed description of the login procedure can be found in the [*Manual Live Invigilation*](#) on the slb-site on Canvas: <https://canvas.hu.nl/courses/16075>.

- 8.2 Making screenshots is not allowed.

- 8.3 An online test administered on a student's personal laptop at the HU and an online-proctored (home) test must be started and completed within the allotted time.

Once a test (or part thereof) has been submitted/completed, it can no longer be reopened or resumed.

Tests administered at a HU location (written tests, digital tests on a dedicated HU PC as well as online tests administered on a student's personal laptop at the HU) are subject to the following rules:

- 8.4** Students must take the test in the HU test room that has been designated for this specific test at that time.
- 8.5** Students are not allowed to leave the test room after (digitally) registering on the attendance list with the intention to return and resuming the test.
- 8.6** Students are not allowed to leave the test room during the first 15 minutes after completion of the test.
- 8.7** Eating is not allowed during the test administration, unless there is a decision from the examination board explicitly granting this facility to the student concerned. Transparent water bottles on the desk are allowed.
- 8.8** Going to the bathroom is not allowed during the first 2 hours of the test administration, unless there is a decision from the examination board explicitly granting this facility to the student concerned. Going to the bathroom during a test lasting longer than 2 hours is only possible with the permission of the invigilator and under his/her supervision.
- 8.9** Only the tools or resources listed on the test or question sheet, and/or those permitted by the examination board (facilities in connection with disabilities or chronic conditions) may be used during the test administration. These tools or resources must not contain any notes, unless the test sheet states that the use of notes is permitted during the test.
- 8.10** Instructions by employees of the Test Centre / invigilator / examiner, issued either before, during or immediately after the test, must be adhered to by the student.
- 8.11** The use of unauthorized resources and misappropriating paper and/or test information will be regarded as irregularities.

Online proctored (home) tests are subject to the following rules during the test administration:

- 8.12** Conditions apply to the room in which the student takes the test (for more information, go to the *Manual Digital Testing for Students* on [Digital HU](#)). The student may not leave the room in which the test is administered for the duration of the test.

The terms and conditions for the BVK can be found under “Preparation home tests with live invigilation” on <https://hu.igualify.nl>).

- 8.13** The student must be alone in the room where the test is administered and is required to remain in front of the webcam and remain audible via the microphone for the duration of the entire test. Talking out loud and mouth movements suggesting talking are not allowed. The student may also not cover their mouth in any way.
- 8.14** The desk must be free from irrelevant or unauthorised objects.
- 8.15** Eating is not permitted during the test administration, unless there is a decision from the examination board explicitly granting this facility to the student concerned. A transparent bottle or glass of water on the desk is allowed.
- 8.16** Going to the bathroom is not allowed.
- 8.17** Only the tools or resources as listed on the test or question sheet, and/or those permitted by the examination board (facilities in connection with disabilities or chronic conditions) may be used during the test. These tools or resources must not contain any notes, unless the test sheet states that the use of notes is permitted during the test.

For a BVK test it applies that only those resources are allowed for use as listed on Canvas for the relevant test.

- 8.18** The use of unauthorised resources and misappropriating test information will be regarded as irregularities.
- 8.19** The use of a (mobile) phones, an extra camera, tablet, smartwatch, extra screen, Xbox Live and similar devices during the test administration is not permitted. To prevent the use of information from devices during the test administration, degree programme management may stipulate that certain devices must be in plain sight during the test.
- 8.20** Technical issues or malfunctions are reported by the student through the online chat function and/or sent per email to onlinetoetsing@hu.nl. This applies not only for technical system issues (Wi-Fi or computer), but also for disruptions such as persons entering the room, pets requiring attention, ambient noise, etc.

For BVK tests, students must report technical issues to the invigilator using the microphone or the chat function.

Article 9 Completion of the test

All tests administered at a HU location (written tests, digital tests on a dedicated HU PC, as well as online tests administered on a student's personal laptop at the HU) are subject to the following rule regarding test completion:

- 9.1** Students are not allowed to interact with fellow students and/or to exchange any personal belongings as long as not all tests have been submitted or completed.

Written tests are subject to the following additional rules regarding completion of the test:

- 9.2** If a student finishes their written test at the HU before the end of the allotted test time, the student lets the invigilator know by raising their hand. The invigilator will then indicate if and when the student can hand in the test materials.
- 9.3** Students hand in both the test materials plus any notes they made to the invigilator, together with the test question sheets. No paper or test materials may be taken from the test room, with the exception of the carbon copy of the results form. Before leaving, the student must sign out on the attendance list, as proof of participation in and submission of the test.
- 9.4** After the test time has expired, the invigilator will ask the remaining students to come hand in their test results, notes they made and test question sheets one by one.

Online tests administered on a student's personal laptop at the HU are subject to the following additional rules regarding completion of the test:

- 9.5** After completion of **online test administered on a student's personal laptop at the HU**, the time the student leaves the room must be recorded.
- 9.6** In the case of **online tests administered on a student's personal laptop at the HU**, the software may be removed from the laptop after the test. More information on the procedure can be found in Appendix 2 of the *Manual Digital Testing for Students* on [Digital HU](#).

Online-proctored (home) tests are subject to the following additional rules regarding completion of the test:

- 9.7** An online-proctored (partial) (home) test is started and finished within the allotted time. Once a test (or part thereof) has been submitted/completed, it can no longer be reopened or resumed.

- 9.8 After completion of the test, the software may be removed from the computer. More information on the procedure can be found in Appendix 2 of the *Manual Digital Testing for Students* on [Digital HU](#).

Chapter 3 Rights and obligations of the student

Article 10 Rights

- 10.1 In relation to **online tests administered on a student's personal laptop at the HU (BYOD)** and **online proctored (home) tests** it applies that students who do not have the required hardware and software or access to a suitable room to participate in the test, may submit a request to the Test Centre prior to the test to partake in the test at an HU location, using an HU computer or laptop. Students who wish to make use of this opportunity must submit a request in a timely manner to the Test Centre using the following link: <https://askhu.sharepoint.hu.nl/informatie-items/Paginas/Loan-laptop-for-digital-exams-via-BYOD.aspx>.

In cases like these, BVK students must submit a request to toetsingbvk@hu.nl to participate in the test at the HU.

- 10.2 Students with insurmountable objections to the use of Proctorio ([ProctorVIEW for the BVK](#)) during their participation in an **online proctored (home) test** or an online test administered on their personal laptop, have the right to refuse to participate in the test on those grounds. If the educational institution cannot prove that the compelling legitimate interests of the institution outweigh the interests, rights and freedoms of the student, a suitable alternative form of the test must be offered which sufficiently assuages the student's privacy concerns. Attempts must be made to prevent the student from falling behind in their studies as much as possible.⁶
- 10.3 Students objecting to the **use of Proctorio ([ProctorVIEW for the BVK](#)) on their personal laptop** and who do not deem an HU laptop a suitable alternative in view of their privacy concerns, may communicate and discuss this with the Data Protection Officer (FG, *Functionaris Gegevensbescherming*). Students can make an appointment via askprivacy@hu.nl or they can fill out the complaints form available at the Student Information Point (STIP). During a meeting, the FG will provide information about the measures to safeguard privacy with respect to proctoring and check whether the student's concerns can be addressed satisfactorily. In the case of insufficient capacity, the HU Privacy Organisation will assist the FG in this matter.
- 10.4 Students who do not want to participate in an online-proctored (home) test or an online test administered on their personal laptop, may ask the examination board

⁶ With reference to *Service Document HO 2020-2021 no. 10*, Ministry of Education, Culture and Science, 7 April 2021)

to be deregistered from the proctored test (by way of derogation from Article 4.7 OER-HU) if the deadline for registration has lapsed before it was announced that the test was going to be administered through online proctoring. That way, students will not lose a testing opportunity and may still use this opportunity in the running academic year if the degree programme schedules another time for the test. However, the degree programme is under no obligation to do so.

- 10.5** If the student submits a request to the examination board, the rules from the OER-HU will apply in full force with regard to the possibility of an appeal and the request for a temporary facility.

Article 11 Obligations

- 11.1** For **online-proctored (home) tests and online tests administered on a student's personal laptop at the HU** a [privacy statement](#) has been drawn up. Before taking part in the test, the student must have read this privacy statement.

The BVK's privacy statement can be found on the slb-site on Canvas: <https://canvas.hu.nl/courses/16075>).

Chapter 4 Privacy and data protection

As of 25 May 2018, the same privacy legislation applies in the entire EU: the General Data Protection Regulation (GDPR). This regulation is known in the Netherlands as *Algemene Verordening Gegevensbescherming* (AVG). These rules also apply to the storage and retention of personal data of the proctored tests. The contract drawn up by the HU with the company providing Proctorio, meets the requirements of this European legislation. The agreement describes the desired level of protection for the processing of the subject's personal data and the responsibilities of the controller and processor. A data protection impact test has also been carried out.

The above also applies to the contract with the company providing the BVK with ProctorVIEW.

Article 12 Data storage

- 12.1** If the student participates in an **online proctored (home) test or a digital test administered on their personal laptop at the HU**, data will be temporarily stored by Proctorio (see [Privacy Statement](#) on Digital HU).

BVK data are temporarily stored by ProctorVIEW.

- 12.2** The data collected are exclusively used for detecting potential irregularities and (only for online proctored (home) tests) for identification purposes.
- 12.3** In the event of online proctored (home) tests and digital tests administered on a student's personal laptop at the HU, the review report is stored for a fixed number of days, after which it will be deleted. This storage period is described in the [manual](#) and [privacy statement](#). Within this storage period, a selected number of files in which deviations have been detected will be subjected to a review. If further investigation is required, the examiner or reviewer may print the review report within this period, the hard copy of which will be kept until the moment that the evaluation of the test has become final. This may take more than the fixed storage period, if, for example, an objection procedure or investigation involving the examination board is pending due to suspicion of irregularities. The printout of the review report will be retained as long as is necessary for further investigations and to make a decision about the validity and legitimacy of the result of a test (this also covers any related legal procedures).

There is no review report for the BVK. Certain data, such as the IP address, the picture of the proof of ID and the chat history are stored during the test administration and are permanently removed once disconnected from the co-browser. All data stored are erased immediately upon completion of the session. The camera and webcam images are not stored in the case of the BVK.

- 12.4** The review report is also covered by the GDPR, since it contains data from which the identity of the person(s) can be derived.
- 12.5** The GDPR applies to data processing within online proctoring and the online test administration on a student's personal laptop (BYOD). The Data Protection Officer monitors compliance with the GDPR. Data-processing agreements have been entered into with Proctorio and by virtue of the GDPR and these agreements, Proctorio is bound to the GDPR.
- For the BVK, a data-processing agreement has been entered into with ProctorVIEW and by virtue of the GDPR and these agreements, ProctorVIEW is bound to the GDPR.
- 12.6** The HU is responsible for providing clear and transparent information to the students about online proctoring and online tests where students use their personal laptops at the HU, such as the processing of personal data, the purpose of the processing and the manner in which the processing takes place.
- 12.7** If a suspicion of any irregularities has been reported to the examination board, a printout of the review report will also be submitted to the examination board. The examination board will keep the review report until their investigation into the suspected irregularities has been completed. The examination board will see to the destruction of the review report in HUKAS within 14 days after the investigation (following any appeal as the case may be) has become final. For the BVK and for

written and digital tests on dedicated HU PCs, [no review reports are used](#). The [invigilator reports a suspicion of irregularities to the examination board by means of an official report-form](#).

Article 13 Access to personal data

- 13.1** Students have the right to access all their personal data that have been processed, to rectify incorrect personal data, have their personal data erased, to limit the processing of their personal data, or to limit the transferability of their personal data. This concerns all personal data that have been processed for the administration of the test and have been recorded for the purposes of testing.
- 13.2** If the student wishes to exercise these privacy rights, they can notify the HU Data Protection Officer accordingly via: askprivacy@HU.nl.
- 13.3** The student will be asked to provide proof of ID before the request can be processed. This is necessary to ensure that the correct person is submitting the request. If a student is not happy with how the HU handled or is handling their personal data, they also have the right to lodge a complaint with the Dutch Data Protection Authority (*Autoriteit Persoonsgegevens*).
- 13.4** Reviewers and the examination board have access to the student's personal data as referred to under Article 12 paragraph 1 and paragraph 7 of these regulations, in order to assess whether the test was administered in accordance with the rules.

[For the BVK, invigilators and the Test Experts Group \(TEG\) also have access to these data.](#)

- 13.5** If a student initiates an appeal procedure, the reports will be supplied to the HU Legal Protection for Students Office, if necessary and if requested. In the event of an appeal procedure, the Examinations Board of Appeal (CBE, *College van Beroep voor de Examens*) and where applicable the Appeals Tribunal for Higher Education (CBHO, *College van Beroep voor het Hoger Onderwijs*) will also be granted access to the review report.
- 13.6** [Article 13.5 of these regulations do not apply to the BVK.](#)

Chapter 5 Irregularities and technical malfunctions

Article 14 Irregularities

- 14.1** An invigilator or examiner who suspects that a student may be guilty of any irregular behaviour during the test will file a report. This report will be sent to the examination board. The student has the right to complete the test without hindrance.
- 14.2** The examination board will investigate the reported irregularity and renders a decision. The test will only be graded when the examination board has given permission to do so.
- 14.3** In addition to the provisions from the OER-HU with regard to irregularities, the following provisions apply to **online tests administered on a student's personal laptop at the HU and to online-proctored (home) tests**:
- a.** For online-proctored (home) tests and online tests administered on a student's personal laptop at the HU, the reviewer will check the test administration. To this end, the reviewer will evaluate the information that was recorded and saved. This is therefore not so much a grading of the test itself, as a review of what exactly occurred during the test administration.
- For the BVK, this means that the invigilator monitors the student and their behaviour during the test administration.
- b.** The reviewer will base their review on the data recorded by camera and microphone, and the logged use of the Clipboard feature, mouse, browser, Windows, screenshots, all websites visited and any other open applications and screens connected with the student's computer. (See the *Manual Digital Testing for Lecturers* on [Digital HU](#)).
- For the BVK, this means that the invigilator reviews these same things based on the recordings of the two cameras and the communication with the student.
- c.** Any suspicion of irregularities will be reported by the examiner (for the BVK: the invigilator) in an official report submitted to the examination board via HUKAS. The examination board will investigate the report.
- d.** If the examiner determines during their review of the test or after the test that the student has not complied with the rules, they are obliged to report this to the examination board. The examination board will then initiate an investigation.
- e.** If any irregularities have been proven, the test will be declared invalid by the examination board and the status Not Valid (NG, *Niet Geldig*) will be registered in OSIRIS. An NG-registration means the loss of a testing opportunity. The examination board may impose an additional sanction.
- f.** In all cases, irregularities are understood to include:
- taking the test outside the test room that is reserved for the relevant test (this does not apply to online-proctored (home) tests.)

- the use of another person's identity (someone else's proof of ID)
- the (attempted) use of unauthorised sources and tools, such as using Internet (by phone/smartphone, Apple watch, other devices etc.), the use of books and/or the help of people in order to influence the examination result
- the (attempted) use of unauthorised stored, projected, printed or handwritten texts, images or crib sheets ("cheat sheets"), in order to influence the examination result
- the student who during the test is no longer within sight of the webcam ([applying to the BVK: and the smartphone camera](#)) and/or who has turned off the microphone, insofar as this happens outside (possible) authorised breaks
- (any attempt aimed at) making any unauthorised images or copies of the test
- (any attempt aimed at) carrying out technical modifications that subvert and undermine the proctoring system.

Article 15 Support and technical malfunctions

- 15.1** In the event of technical malfunctions with devices or Wi-Fi that the student is unable to fix, the HU helpdesk provides assistance (helpdesk@hu.nl). In the event of any problems during the test, the student participating in an online test on their personal laptop at the HU can approach the invigilator in the test room. In urgent situations, standard contingency facilities are available during testing periods (e.g. spare HU laptops). The invigilator can refer the student to these facilities. In the event of problems during an online-proctored (home) test, the student can contact the proctor organisation via Proctorio's English chat support function.

For all other problems during the test, or if Proctorio's chat support cannot help, the student needs to report this as soon as possible during the test, via onlinetoetsing@hu.nl (for more information, go to the *Manual Digital Testing for Students* on [Digital HU](#)).

[BVK students may contact the invigilator during the test by means of the camera, microphone and the chat function. If no contact is possible \(due to Internet problems\), students may dial an emergency number to get in touch with one of the TEG members present during the invigilation. This emergency number is stated in the TEG-email that the students will have received about the test concerned.](#)

- 15.2** If the test is disrupted because of problems that are demonstrably beyond the control of the student, the student may submit a request to the examination board to be granted another attempt to take the test (Article 4.4 OER-HU). The student must have reported this situation during the test via the chat software in Proctorio or via an email sent to onlinetoetsing@hu.nl.

BVK students must report this situation during the test via ProctorVIEW's chat function, by speaking with the invigilator, or by reporting the situation via email to toetsingbvk@hu.nl.

- 15.3** In the event of technical problems (for example a power outage within the HU or the proctoring company, or a fault in the Wi-Fi network), as a result of which one or more students are unable to participate in or complete or even login and start the test, this test may be declared 'invalid' by the examination board, meaning that the test opportunity for the student is preserved.
- 15.4** When an online test is administered on a student's personal laptop at the HU or an online-proctored (home) test is administered without the proctoring software activated, the examination board will launch an investigation (Article 4.12 OER-HU) and the test may also be declared 'invalid' if in this case the reliability of the administration of the test cannot be guaranteed. The student will first be heard before the examination board declares a test invalid.
- 15.5** In the event of force majeure (calamities such as a total power outage, a failure of the test system, disasters), the Contingency Protocol for HU Tests (CvB, 2020) will apply. If during and after the test calamities affecting the test are found to have taken place, the institute-wide examination board(s) and/or the CvE-HU may decide to cancel the test and/or schedule a new test. The students' test opportunities will be retained in that case.

Chapter 6 Final provisions

Article 16 Examination board

- 16.1** In individual and compelling cases of unfairness or unreasonableness, the examination board has the discretion to deviate from these regulations in favour of the student.
- 16.2** Any cases not covered by the regulations will be decided upon by the examination board.

Article 17 In conclusion

- 17.1** These regulations may be referred to as Testing Regulations.
- 17.2** These regulations will be reviewed in the academic year 2022-2023. Subsequently, these regulations will be reviewed annually and updated if necessary.