

RULES OF PROCEDURE FOR (COURSE) EXAMS AT MAASTRICHT UNIVERSITY

2023-2024

This document addresses the rules of procedures for exams at the central assessment facilities used by the UM and outside UM facilities in case of online exams (with or without online surveillance). The document comprises four parts. Part 1 focuses on general provisions, part 2 on provisions for onsite exams, part 3 on provisions for exams with online proctoring, and part 4 on provisions for exams without proctoring. In part 1, the general provisions that are only applicable for exams with online proctoring, are written in grey. These Rules of Procedure were adopted by the chairs of the Board of Examiners UM on October 11th, 2023 and takes effect on October 30th 2023, and replace any other existing Rules of Procedure that were published earlier.

PART 1 GENERAL PROVISIONS

Article 1 Applicability

These Rules of Procedure apply to all written exams administered on site at a central assessment facility, online, or by means of online proctoring through a service whether or not at a facility of the UM. In exceptional circumstances, additional or modified regulations may apply.

Article 2 Definitions

- a. Board of Examiners: the Board of Examiners of a faculty or school;
- b. Exam Coordinator: the person responsible for scheduling and organising a written exam on behalf of the management;
- c. Head (or other) Invigilator: the person who monitors compliance with the Rules of Procedure at the exam location
- d. Examiner: the teacher assigned by the Board of Examiners to administer the exam and determine the results;
- e. UM reviewer: the person who monitors compliance with the Rules of Procedure for online proctored exams by reviewing material provided by the service using criteria specified by the BoE;
- f. Proctoring service: the designated proctoring service for online proctoring chosen by UM;
- g. Proctoring light: proctoring using UM hardware, UM licenced software and UM people, not using the designated proctoring service;
- h. Exam System: The exams are conducted in TestVision or Canvas;
- i. Instruction(s): the instructions provided on the rules and course of events during the exam, as communicated on the student portal and/or the cover sheet.

Article 3 Proof of identity

1

Only students who are officially enrolled at UM at the time of the exam are permitted to participate in the exam. Students must provide proof of their identity during onsite exams and exams with online proctoring, by a clearly legible UM Card with an undamaged, recent passport photo bearing a clear resemblance to the holder and which complies with the Digital Passport Photo Guidelines for the UM Card (see Annex 1).

In cases where students cannot provide a UM Card, students can identify themselves by an original, legal ID in the form of a valid:

- passport
- state-issued driving license or identity card ONLY for students from EU/EEA countries
- Dutch residence permit or if approved, EU residence permit.

At the start of the exam, the UM Card or legal ID must be placed on the student's table and be clearly visible or shown clearly visible to the camera.

Copies of IDs (in any format) will not be accepted as proof of identity.

During online exams without proctoring, the use of a personal account (UM login data) and/or the confirmation to the declaration of authenticity together with/without the statement of working alone are sufficient for a students' identification.

2

Students who cannot provide a proof of identity during the exam in the prescribed manner will not be permitted to participate in or continue to participate in the exam, and will be required to leave the exam room at the Head (or other) Invigilator's instruction.

For online proctored exams, if the proof of identity as shown to the camera is evaluated as insufficient by the UM reviewer, the student will be summoned by the Board of Examiners to provide proof afterwards.

Article 4 Participation in the exam

1

Students will be permitted to participate in the exam only if they are entitled to do so under the specific faculty regulations.

2

No student will be admitted into the room where the exam is being administered after the exam has officially begun. Students arriving late will not be entitled to participate in the exam, regardless of the reason for their late arrival.

3

The Rules and Guidelines of the relevant Board of Examiners are applicable

Article 5 Instructions

Students must follow the instructions of the Exam Coordinator and/or the Head (or other) Invigilator and/or the instructions on the Exam System.

Article 6 Changes

There may be errata and additions in this document. In the case of, additions will be published timely.

Article 7 Drinks & refreshments

Refreshments allowed during exams are:

Drinks: only coffee, tea and water (still or sparkling) in a bottle or cup with a cap or lid.

Food: no meals, only small refreshments/ snacks, which do not cause noise while opening/ eating. The use of cutlery is forbidden.

In case of a medical necessity to deviate from the above restriction on refreshments during exams, the student in question must request this facility through disability services, and seek permission from the Board of Examiners.

PART 2 ON SITE COURSE EXAMS AT CENTRAL ASSESSMENT FACILITIES

Article 8 Arrangement of the room

1

The exam room will open at least 15 minutes before the exam begins. From the time the exam room is opened, students may enter and take a seat in accordance with the seating plan posted at the room entrance.

2

A seat will be available for each student who has registered for the exam in conformity with the registration procedure.

For digital onsite exams, the University may provide the students with a computer for the duration of the exam. These computers and additional hardware are the property of the University, and must remain in the exam room. Use of these facilities is subject to the University IT and fair use policies.

Article 9 Personal belongings and other materials

1

Before the exam starts, coats, bags and other personal belongings must be placed underneath the table. Bags must be closed. Head coverings are not permitted, except head coverings for religious reasons. If head covering is needed for a medical reason, students must seek permission from the Board of Examiners beforehand.

2

Materials such as communication devices, mobile phones, head-phones, electronic earplugs, and other information carriers must be switched off and stored in students' bags or on the floor (upside down). Use of these materials is not permitted during the exam, unless the Board of Examiners has determined otherwise. Students are not permitted to take these

unauthorised materials out of their bags until after they finished the exam and left the exam room.

3

Students are not permitted to wear watches during the exam, nor have a watch anywhere else on them. Watches must be placed in students' bags or on the floor (upside down) before the exam starts and are not to be taken out until after they leave the exam room.

4

The only type of non-electronic earplug that is permitted for the purpose of noise reduction, is the soft foam kind. Students must present these earplugs to the invigilator for inspection before use and upon request. With the use of these foam earplugs the student accepts to bear the risk of missing announcements and the consequences that might have.

Article 10 Leaving the exam room/seat

1

Students are not permitted to leave the exam room until 30 minutes after the official start of the exam.

2

Students are not permitted to leave the exam room or their seat without the Head (or other) Invigilator's permission.

Article 11 Disruptive behaviour

1

Students are not permitted to engage in any behaviour that is disruptive to the other students or to the Invigilators or other persons present in the exam room. The Head (or other) Invigilator will judge whether behaviour is disruptive and speak to the student in question.

2

If a student creates a serious disruption, the Head (or other) Invigilator may exclude that student from further participation in the exam.

Article 11a Emergencies during the exam

In the event of an emergency, students must follow the instructions of the Invigilators, emergency services (such as the fire brigade) and/or company emergency response workers at the exam venue.

Article 12 Procedure to hand in exams

1

Students are permitted to hand in their exams to their Invigilator no earlier than 30 minutes after the exam starts. Students hand in their exam papers in one of two different ways, depending on when they finish:

- Before the end of the exam:
 - By taking the exam papers to the invigilator and handing over their completed work:
 - By closing the exam in the exam system.

- At the end of the exam:
 - Students are not allowed to amend their answers, or write anything on exam papers once the exam has ended (see art. 16-g);
 - Students remain seated until either the head invigilator or another invigilator has collected their completed work/answer form/exam papers from their desk.

The faculty management may determine that the exam questions must also be handed in.

For digital onsite exams, the students must follow the procedure specified by the exam instructions or the exam software.

2

After students hand in their exams, they must leave the room as quickly and as quietly as possible. Students who have handed in their exams and left the room will not be permitted to re-enter the room. The Board of Examiners may determine that students must provide proof of identity in conformity with the provisions of Article 3 when handing in their exams, before they can leave the room.

3

Exam papers must be handed in no later than the official end of the exam or as instructed by the Head (or other) Invigilator.

4

Since students are not allowed to amend their answers once the exam has ended, they must fill in their name and/or student ID number before the end of the exam. See also Article 3 on Proof of identity.

Article 13 Toilet visits

1

No toilet visits are permitted during the first and last 30 minutes of the exam.

2

Students are permitted a maximum of one toilet visit during exams that have a duration between one and no more than two hours.

Students are permitted a maximum of two toilet visits during exams that have a duration between two and no more than three hours.

Students are permitted a maximum of three toilet visits during exams that have a duration between three and no more than four hours.

3

If due to a medical necessity a student may have to make more than the maximum number of toilet visits permitted during the exam, the student must inform the Head (or other) Invigilator before the exam and present in principle a document from the Board of Examiners.

4

Students wishing to leave the exam room temporarily to go to the toilet must request permission from the Head (or other) Invigilator by raising a hand. If permission is granted, the student will receive a toilet pass in exchange for their ID, which will be returned in exchange for the toilet pass upon their return to the exam room.

5

No more than two students (per block) shall be allowed to go to the toilet area at the same time.

6

Before being permitted to visit the toilet and after returning from the toilet, students will be asked to present the contents of their pockets or the like to verify they are not in possession of any unauthorised materials as referred to in Article 9.2, having due regard for students' privacy. If students refuses to present the full contents of their pockets or the like, an Irregularity Report Form will be drawn up. Article 9.2 shall apply by analogy. In case a student does not wait for permission or visits the toilet without permission an irregularity form will also be completed.

7

Detection devices may be placed in toilet areas to monitor (electronically) that students do not use communication devices and/or other electronic equipment while the exam is under way. The individual restrooms are not surveyed visually.

Article 14 Compliance with completion instructions

Instructions for completing exam answer forms, questions or booklets shall be included with the forms, questions or booklets in question. If a student fails to follow these instructions, uses materials other than those permitted (see Article 9.2), makes changes to pre-printed information or notes elsewhere on an answer form, it will not be possible to process the answer form and issue an exam result. Students will be held wholly responsible for the consequences of failure to comply with the completion instructions. Any suspected mistakes in the instructions must be reported immediately to the Head (or other) Invigilator.

Article 15 Irregularity Report Form

1

If fraud or an irregularity is suspected, the Head (or other) Invigilator shall submit a report to the Board of Examiners using an Irregularity Report Form.

2

In case of a force majeure situation during onsite exams, incidental measures may be in place. Students that do not comply with these measures will be reported by the Head (or other) Invigilator to the Board of Examiners using an Irregularity Report Form.

The irregularity report shall describe in detail the factual situation as witnessed by the Head (or other) Invigilator. The Head (or other) Invigilator may draw up this report in Dutch or English, depending on the language spoken and written by the student. The Head (or other) Invigilator will make sure that the student understands the content of the report. After the student has read and agreed to the content of the Irregularity Report Form, the Head (or other) Invigilator, the Examiner (if present) and the student shall sign the form. The student is not permitted to add their own statement to the form. If the student does not agree to the content of the report, they may state their disagreement in the indicated box on the form.

Article 16 Suspected irregularity

Subsequent to the applicable Education and Examination Regulations and the Rules and Regulations, in any case fraud or an irregularity may be suspected in situations where a student:

- a. exchanges information with another student or other persons in the exam room in any manner whatsoever before, during or after the exam is administered;
- b. exchanges information with another student or other persons in any manner whatsoever before, during or after visiting the toilet during the exam;
- c. has unauthorised materials within reach. Unauthorised materials in any case include:
 - forms of identification other than a UM Card or legal ID (see also Article 2);
 - wearing a watch during the exam;
 - communication devices and/or other electronic equipment (mobile phones, head phones, smart watches and the like);
 - other information carriers (calculators, palmtops and the like) other than the authorised materials specified on the front page of the exam;
 - dictionaries, books, texts, and such, other than the authorised materials specified on the front page of the exam;
 - notetaking materials - notes can be made on blank pages in the exam booklet or on the scrap paper furnished by the exam administrators, if this is authorised as specified on the front page of the exam;
- d. leaves the room without an Invigilator's permission;
- e. goes to the toilet without an Invigilator's permission;
- f. takes something out of their bag without an Invigilator's permission.
- g. writing anything on the exam papers after the official end of the exam without permission from an invigilator;
- h. has disregarded the instructions of the invigilator or the instructions for the exam (component) such that an unfair advantage might have been obtained;
- i. has posed as someone else or let someone else pose as him/her;
- j. has falsely obtained, or attempted to, access to an exam;

Article 17 Confiscation of unauthorised materials

1

If in the Head (or other) Invigilator's judgment a student has unauthorised materials as referred to in Article 9.2 within reach, the Head (or other) Invigilator may ask to inspect them.

2

The Head (or other) Invigilator shall inform the student of the potential irregularity observed and confiscate the unauthorised materials. In principle, the student may continue to participate in the exam.

3

If the student objects to the confiscation of unauthorised materials, the Head (or other) Invigilator will record this on an Irregularity Report Form and submit it to the Board of Examiners. To the extent that the confiscated materials cannot serve as evidence of irregularity, they shall be returned to the student on a date/at a time to be determined by the Board of Examiners.

4

If a student has written permission from the Board of Examiners to use material referred to in Art 9.2, they must inform the Exam Coordinator or Head (or other) Invigilator at the exam venue before the start of the exam and must be able to present a copy of this document.

Article 18 Damage to or loss of property in the exam room

Maastricht University hereby expressly excludes any liability for damage to or loss of property given in custody to or confiscated by the Head (or other) Invigilator.

Article 19 Violations

Any violation of these Rules of Procedure shall be documented on an Irregularity Report Form. Article 16 shall apply by analogy.

Article 20 Consultation

In cases not provided for in these Rules of Procedure, the Exam Coordinator shall decide the matter in consultation with the Head Invigilator and, if possible, the Examiner or Board of Examiners.

PART 3 COURSE EXAMS USING ONLINE PROCTORING

Article 21 Participation in the exam

1

The online proctored exam is conducted at a location outside UM facilities provided that the following conditions are met:

- a. The lighting in the room must be bright enough to be regarded as “daylight” quality. Overhead lighting is preferable. If overhead lighting is not available, the light source should not be located behind the student.
- b. The student must be alone in the room.
- c. At the start of the exam, the student’s ears must be clearly visible and shown to the camera during the room-scan. During the exam, head coverings are permitted with eyes and ears clearly visible. Students who wear head covering for religious or medical reasons (see article 9.1), must show their ears briefly at the start of the exam.
- d. The room must be as quiet as possible. Noises such as music or television are not permitted and the microphone must be working.
- e. The use of earplugs, earbuds and headphones is prohibited. This includes non-electronic earplugs for sound reduction.
- f. The student may not have any ‘wearables’, such as watches, smart watches and/or health-check devices, other than those which are explicitly permitted on an individual basis.
- g. The student must sit at an empty desk or table. If the use of specified material is allowed, and expressly indicated as such on the cover page of the exam, this material may be present on the desk or table.
- h. In the area (the surfaces) around the student there must be no screens other than those used for the exam; only one screen may be used for the exams, other screens need to be covered; no writing paper or scrap paper and no posters with legible text, unless expressly specified otherwise on the cover page of the exam.
- i. The student may not have access to texts, books or other (internet) sources with comparable features or functions, unless the consultation or use of these materials during the exam is explicitly permitted.
- j. The student may not have access to a telephone, tablet or other equipment with comparable features or functions, other than the equipment which is used for proctoring. This also covers e-readers.
- k. There must be no virtual machine on the equipment used for proctoring.

2

A mandatory webcam scan of the room and the desk/table where the student is taking the exam is part of the procedure. The room/desk scan must be of sufficient quality. The room/desk scan may be repeated at several occasions during the exam.

3

The student must take the exam in the same room that is scanned for the proctoring set-up, as specified in Article 21.1. Specifications for the execution of the room and desk scan are available in protocols that can be found [here](#).

Article 22 Other conditions for exams organized with online proctoring

1

Online proctored exams may only be taken in rooms which comply with the criteria set out in Article 21.

2

An online proctored exam is conducted using hardware, which must fulfil the requirements as specified on <https://umlib.nl/proctoring>.

3

Students must follow the instructions in Article 23. When, after an exam assignment, they have to upload a photograph of an answer written on paper, using a mobile phone/camera. Students have to follow the given instructions on uploading or the assignment will be declared invalid.

4

During the exam, the student must remain at all times in view of the webcam this applies irrespective of the position the webcam. The student is not permitted to visit the toilet unless breaks are incorporated for this purpose or permission is given on an individual basis.

5

Help-desk staff of the Proctoring Agency can be contacted via the chat function of the Proctoring Agency in order to assist students in the event of technical problems. The chat function is available for students up to half an hour after the planned end time of the exam.

6

An online proctored exam lasting for 120 minutes or less shall not include any inserted breaks. If an online proctored exam lasts for longer than 120 minutes, the setup may provide for an inserted break. Students are informed of this on the cover page and/or on Student Portal. The part of the online proctored exam before an inserted break must be completed within the set time and may not be re-opened after the start of the inserted break begins. Students may start the new part of the online proctored exam when the inserted break is over.

7

When the student wants to resume the online proctored exam after an inserted or otherwise permitted break, a room cam scan as referred to in Article 21.3 is required.

8

All proctored exam results are not final until it has been established that the proctored exam is valid. This may result in a delayed publication date when the student is under investigation by the Board of Examiners.

9

Every proctored exam is covered by a profile (specific settings in the online proctoring service), and the guidelines for this are communicated to the students.

10

The online proctored exam must be started and completed online within the specified duration. The official duration of the exam commences at the time that the first question is opened. In the case of pen & paper exams, students must keep track of the time themselves.

11

The Exam System or the Proctoring Agency does not decide on possible fraud or irregularities; it simply provides proctored data to the UM Reviewer and the Board of Examiners.

Article 23 Conditions specific for exams taken with pen and paper

1

Students are only allowed to set an analogue timekeeper for adhering to the requirements in Article 21; tablets and cell phones are not allowed to be used as a timer. The kitchen timer must be visible on the room scan and out of reach for the duration of the exam.

2

If students take longer than the official duration of the exam, the exam will be declared invalid.

3

The exam system will be open for an additional 20 minutes for authentication and uploading of the answers for pen & paper. This time is not included in the duration of the exam. Nevertheless, this time is indicated as available time in the exam system.

4

When finished, the student must show their exam papers one-by-one in front of the camera.

5

Students must make photos/scans of their exam, along with their id, within view of the webcam, in the same room and according to instructions. In order to do so, a device (smart phone) must be visible at the desk at all times but out of reach, with the screen down (facing the table). The student clearly shows that he/she is picking up the device to start the uploading.

6

Photographed / scanned exams must be uploaded onto the exam system within official duration of the exam plus 20 minutes. Any submission after this time is invalid.

Article 24 Validity of proctored exams

1

Proctored exams can only be valid if the chain of custody for the exam is intact, meaning

1. that it is established that the student that is on record making the exam is also actually the student in the proctoring session (proof of identity);
2. that the pre-check procedures, including room- and desk can have been completed successfully;
3. that it was witnessed by the proctoring service or a UM reviewer that it is the student making the exam for the whole duration of the exam and that no irregularities occur;
4. that the UM reviewer can establish that the exam the student handed in, is actually the exam s/he witnessed the student making;
5. that the student adheres to the requirements and regulations that apply for the proctored exam.

Hence, a proctored exam can only be valid after it is established that these conditions are met. It is the responsibility of the student to ensure that the proctoring service / UM reviewer can properly witness this, by complying with the procedure for proctored exams. The student must also take all possible precautions to ensure a stable and adequate internet connection and proper functioning of devices.

2

To verify the chain of custody, the UM reviewer reviews the recordings and in case of irregularities, fills out an irregularity report. If an irregularity in the chain of custody, or possible fraud is observed by the UM reviewer, the validity of exam will be reassessed by the Board of Examiners. The student will be informed by the Board of Examiners that an irregularity has been reported. The student is either given one-week time to respond to this and/or invited for a meeting with the Board of Examiners. Based on the report of the UM reviewer and the substantiated response of the student, the Board of Examiners will decide on the validity of the exam, the consequence if the exam is deemed invalid and/or an applicable sanction in the case of fraud.

3

Irregularity may be suspected in situations where a student:

- a. exchanges information with another student or other persons in the exam room in any manner whatsoever before, during or after the exam is administered;
- b. has unauthorised materials within reach. Unauthorised materials in any case include:
 - forms of identification other than a UM Card or legal ID (see also Article 2);
 - wearing a watch during the exam;
 - communication devices and/or other electronic equipment (mobile phones, head phones, smart watches and the like);

- other information carriers (calculators, palmtops and the like) other than the authorised materials specified on the front page of the exam;
 - dictionaries, books, texts and notetaking materials, other than the authorised materials specified on the front page of the exam;
- c. leaves the room without a clear notification in the notes section of the hardware system (see Article 22-4);
 - d. does not adhere to the requirements and regulations that apply for the proctored exam;
 - e. experiences technical problems.

Article 25 Rights and obligations students

1

Students shall be given appropriate 'Instructions for online proctored exams' and a summary of the requirements for participation in an online proctored exam. The procedures will be posted on <https://umlib.nl/proctoring>. Exam specific instructions will be communicated via the Student Portal (course information) and/or the cover page of the exam.

2

After each online proctored exam, a comments box will be available for students. Students may put their observations in this comments box. If necessary, these observations may be included in the establishment of the validity of the exam.

3

If students experience technical problems, they can contact the Proctoring Agency for assistance via the chat function, and report this in detail and, if possible, with evidence in the comments box as referred to in Article 25.2, which is available in the Exam System.

4

The student is required to follow the instructions in Article 21. These include a procedure for checking whether their ICT equipment allows for proctoring, prior to the exam.

5

Students must use their UM login data in order to log in to the Exam System.

6

Students who think that they do not comply with the technical requirements specified on <https://umlib.nl/proctoring> may contact the faculty/school at the time of registration or not later than 5 working days before the exam. In consultation with the student, UM will try to find a possible technical or other practical solution for participation in the planned exam, within the government measures and what is feasible in practice. In view of the aforementioned restrictions, however, the possibilities are limited and a solution is not available (in time) in all cases.

7

Students who indicate at the time of registration at the latest or at least 5 working days before the exam that they have insurmountable privacy objections with regard to an online

proctored exam cannot be obliged to take part in an online proctored exam in the forthcoming exam period. They are referred to the next opportunity for the exam. If a subject/course exam can only be offered with an online proctored exam, it is possible that anyone who does not want to participate for that reason will be subject to a delay in their studies.

PART 4 ONLINE EXAMS WITHOUT PROCTORING

Article 26 Conditions for online exams organized without proctoring

1

An online exam is conducted using UM hardware, UM licenced software and UM people, not using the designated proctoring service, which must fulfil the requirements as specified on <https://uplib.nl/proctoring>.

2

Students must follow the instructions applicable for online exams without proctoring in Article 21 and 23. When, after an exam assignment, they have to upload a photograph of an answer written on paper, using a mobile phone/camera, students have to follow the given instructions on uploading, otherwise the assignment will be declared invalid.

3

Help-desk staff can be contacted in order to assist students in the event of technical problems up to half an hour after the planned end time of the exam.

4

The (online) exam must be started and completed online within the specified duration. The official duration of the exam commences at the time that the first question is opened in the hardware/ exam system. In the case of pen & paper exams, students must keep track of the time themselves.

Article 27 Validity of exams

1

Regarding irregularity article 24.3 is applicable for sub-articles that apply for online exams without proctoring.

Article 28 Rights and obligations students

1

Students shall be given appropriate 'Instructions for exams'. Exam specific instructions will be communicated via the Student Portal (course information) and/or the cover page of the exam.

2

After each exam, a comments box will be available for students. Students may put their observations in this comments box. If necessary, these observations may be included in the establishment of the validity of the exam.

3

If students experience technical problems, they can

- during the exam, submit evidence in the comments box as referred to in Article 28.2, which is available in the Exam System
- after the exam, contact the helpdesk and report this in detail.

4

Students must use their UM login data in order to log in to the Exam System.

5

Students who think that they do not comply with the technical requirements specified on <https://umlib.nl/proctoring> may contact the faculty/school at the time of registration or not later than 5 working days before the exam. In consultation with the student, UM will try to find a possible technical or other practical solution for participation in the planned exam, within the government measures and what is feasible in practice. In view of the aforementioned restrictions, however, the possibilities are limited and a solution is not available (in time) in all cases.

Annex 1

Digital Passport Photo Guidelines for the UM Card

- The photo is a recent photo of you and bears a clear resemblance to you.
- The photo shows solely your uncovered face.
- Both eyes are visible and clearly recognisable.
- Your head fills the available space as much as possible.
- The photo is in focus.
- The photo is not rotated.
- The dimensions are at least 85 x 113 pixels (width x height: 30 x 40 mm).
- The photo is in JPEG or JPG file format.
- Both colour and black-and-white photos are permitted.

Instructions for taking a digital photo:

- Have someone take a photo of your face using a digital camera. Save the photo as a JPEG or JPG file.
- Scan a passport or other photo of yourself or have someone do this for you. Then save the photo as a JPEG or JPG file.