

## **WUR: Remote Proctoring**

Online exams have been common practice at Wageningen University in our online degree programmes for several years, but most students are unfamiliar with this method of examination. This new form of examination has raised questions and concerns in various media, for example regarding fraud or privacy. This document provides information about how we operationalise remote proctoring at Wageningen University, how such exams take place and how we ensure privacy and prevent fraud.

### **Different forms of remote proctoring**

Many forms for remote proctored exams are available. Wageningen University has been successfully using the programme Remote Proctor Now by the company PSI for the past eight years in our online master's programmes and has therefore chosen - in consultation with Examining Boards and examination experts - to scale up remote proctored examination with the use of PSI.

### **How does the remote proctoring work?**

In order to take part in an online exam, the student needs to install software on his or her computer. The exam takes place in a secure browser, and it is compulsory to have your webcam and microphone on. During the exam, everything a student does is recorded by webcam, microphone and screen recording. Students cannot search online for answers or contact third parties during the exam without this being noticed. The main purpose for remote proctoring is confirming the ID and fraud prevention. But we understand that video monitoring may raise questions. We cannot prevent that other objects may be recorded which can provide directly or indirectly unnecessary/unwanted information about a student. WUR assures we do nothing with such information as it serves no purpose. You are of course free to remove those objects beforehand, although we are aware that this might not always be feasible.

### **How are the recordings evaluated?**

The recordings are subsequently checked by a professional proctor hired by PSI for this purpose. In our procedure, the proctor is a flesh-and-blood person who is trained to recognize and report back to WUR anything that does not match the exam criteria. This check is done in a secure environment, the videos are not downloaded by the proctor. Anything marked as suspicious by the proctor will be reviewed for a second time by the WUR video review team who will write a report about it if needed. The report (not the video) is sent to the WUR examiner of your course who – in case of suspicion of fraud - may choose to involve Wageningen in'to Languages. Ultimately it is up to Wageningen in'to Languages to decide whether to mark an examination as fraudulent. This only happens after they have consulted the student and the examiner, so that both sides are heard. If the student is convinced that the video can play a role to prove their innocence, the student can decide to allow Wageningen in'to Languages to review the material too. For the purpose of quality assurance, the WUR video review team also randomly checks recordings that were not marked by the first proctor.

### **Privacy and online exams**

We realize this procedure is different from what most students are used to. This may lead to questions about privacy. We acknowledge this is a serious matter and have taken every possible step to safeguard everyone's privacy. Privacy officers have been advising on our design of remote proctoring by evaluating procedures for setting up proctored exams, safeguards on e.g. data storage and contracts with PSI, and by monitoring these procedures for compliance with General Data Protection Regulation (GDPR) and other (inter)national privacy guidelines. Our privacy officers continue to advise us how to safeguard privacy as well as address concerns from students. In

addition, WUR IT security is involved in the review of the PSI proctoring application to ensure it is on par with the strict WUR IT security standards. We understand that some students feel uncomfortable with the idea of and procedures involved in online exams. As always, you are not obliged to take part in these remote proctored exams. In most cases an alternative on campus will be available.