Information sheet for students

Online exams using Zoom for video proctoring

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This document describes how the University of Freiburg organizes online exams in text form using Zoom for video proctoring, in accordance with the State Law on Universities (LHG), §§ 32 a and 32 b. These rules apply if the use of auxiliary material is restricted during the exams. The basis for this is defined by the "Corona Statutes" (in the version of the Third Amendment Statutes of January 29, 2021 (Official Announcements Jg.52, No.1, p.1-20)) of the University of Freiburg to supplement the study and examination regulations, the admission and enrolment regulations for the duration of the Corona pandemic. The underlying aim is to make it possible for students to take exams from home, against the background of infection protection, while maintaining exam fairness by limiting the possibilities of cheating.

In this document, you will find all information about the technical requirements and how the examination procedure will change if you decide to participate in an Online-Exam from home.

Please note the Information about processing of personal data privacy for the performance of online examinations under video supervision (german only)

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General information

The existing platforms of the University of Freiburg are used for the exam administration. The students register for the exam via the usual path, your course instructor or the examination office will inform you about the particularities. Your lecturers will create a special ILIAS course on the central learning platform or the e-exam ILIAS (ILIAS-Exam) for completing / uploading your exam at home.

The course instructors proctor the exam via a Zoom video conference using accounts of the University of Freiburg. You will start your participation in the designated conference using a smartphone or tablet and entering your clear name or a previously agreed pseudonym via the ZOOM app. This procedure will leave your actual PC/laptop available for executing the exam or displaying the questions (when writing a paper based exam). The University staff will proctor the exam live, i.e. there is no recording of your video screen or monitor. The aim of the video supervision is analogous to the one conducted on-site. The only purpose is a fair exam process, to minimize cheating attempts.

Technical requirements

Normally the instructors will provide a trial opportunity (mock exam) in which you can test the technical requirements. It is essential that you make use of this opportunity in advance. If you do not have sufficient technical equipment, you can alternatively participate in person in the same examination period. Please contact your lecturer for more information.
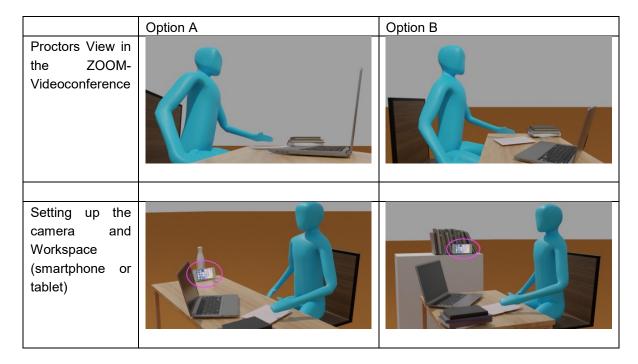
Please check the following requirements for participation in the video proctored online exam. You are to make sure that:

- a smartphone or tablet with an up-to-date Zoom-app, with a working microphone, speakers and camera is available.
- sufficient smartphone battery power for continuous participation in the Zoom meeting for the full duration of the exam is provided, including buffer time for the start and any extensions of the exam duration. We strongly recommend a power supply with AC adapter/power bank during the exam.
- a stable internet access (WLAN) is guaranteed. If you want to participate via mobile data, make sure you have sufficient data volume (approx. 1.5 GB/h).
- undisturbed workspace is provided: You are responsible to make sure that you are not disturbed by third parties during the examination and that no third parties are visible in the video stream, as this would violate their personal rights and the proctor could perceive it as an attempt of cheating if another person appears in the picture.
- second end device (PC/Laptop) for accessing the exam, usually on ILIAS, is available.
- when processing exams on paper: Scanner / photo / scan – app are at hand, see KIT's guide scan app for Android and iOS as a possible procedure.

Preparation of the exam environment

Please practice this procedure during the mock exam so that you have already tried out where and how you can best set up the camera so that only you and the required section of your workspace are visible in the video image. Design the exam environment so that you can work undisturbed and in a quiet environment. Create a workspace for working on the exam. If possible, only things that you need directly for participation and which your instructor has approved, should be on the work surface in order to avoid misunderstandings. To protect your own privacy, we recommend that you pay attention to what is visible in the image section and test this in advance. If necessary, for example, you can move a shelf or cover open areas in adjacent rooms with a bed sheet or similar.

- **Place the smartphone about an arm's length away to the side.** The illustrations below show two possible setups.
- **You can support your smartphone with a book or a cup.**
- **Your work space with the approved aids and writing tools, the PC/Laptop, your head and hands should be visible completely in the picture.**

	Option A	Option B
Proctors View in the ZOOM-Videoconference		
Setting up the camera and Workspace (smartphone or tablet)		

Note: Experience has shown that using Zoom on mobile devices is energy-intensive. Please connect your smartphone to an external power supply.

Examination procedure

During the exam, one or two proctor(s) accompany a group students. This means that several students are always proctored at the same time, comparable to an OnCampus situation. If an observation takes place one on one person only, the proctor will report this. In the event of problems or suspicious circumstances, the proctor will therefore move to a breakout room to clarify the situation with you directly. The proctors take examination minutes and log the situation there accordingly.

A few days before the exam (at the request of the instructor).

If necessary, download the "Proof of Identity" form provided by your instructor (see also the information sheets for studying and teaching on the central Corona information page). Fill it out according to the instructions and download it in the "**Proof of Identification**" object in the exam course. This form is used by the proctor to check the identity at the beginning of the exam in Zoom. The included photos will be deleted within one week at the latest after the exam and will not be stored permanently. You must keep your photo ID ready to show live during the examination if there are any questions.

Date of the exam - about 15 minutes before the start

Please prepare for the exam with sufficient buffer time before the start and observe the following instructions:

1. turn on "do not disturb" mode on your smartphone so that you are not disturbed by calls, emails or other messages during the exam.
2. open the exam course assigned to you, usually on ILIAS or the exam ILIAS, and log in with your university account in time.
3. join the Zoom meeting provided by your supervisor for your group (link in ILIAS course/subgroup) using your smartphone/tablet via the ZOOM app. When doing so, make sure to use the pseudonym specified in the uploaded form for identity verification or enter your clear name with which your supervisor can recognize you in the Zoom meeting.
4. set up the smartphone according to the above illustrations and instructions, preferably you have tried it out earlier during the mock exam.
5. activate the sound output and your camera image in the ZOOM App, make sure you can hear your proctor loud and clearly. Your microphone will remain disabled throughout the exam unless the proctor contacts you in a one-on-one observation and asks you to clarify a situation, or if you are interacting with a proctor in a breakout room on a question.
6. check to see if you can hear the exam proctor, as important announcements during the exam will be made this way.
7. wait for the exam to start, the supervisor will give you audio instructions on how to proceed.

During the exam

... you should concentrate entirely on completing your exam on the PC or on paper. If important issues are announced, this is done via audio so that you do not have to keep your smartphone constantly in view. Just make sure from time-to-time that you have your smartphone still correctly connected to the Zoom room.

Dealing with suspicious cases

If the proctor finds something reasonably suspicious in your videostream, he or she will move you to a breakout room for a one-on-one interview and will address you there immediately to clarify the situation. In this case, please interrupt your processing and activate your microphone on your smartphone to respond. If necessary, the supervisor will ask you to hold items from the table in front of the camera for clarification and in order to dispel the suspicion. In the event of an actual fraud attempt, you may be excluded from further participating in the exam.

Necessity to leave your workplace

Like during a face-to-face exam, you are allowed to leave your seat, e.g. to go to the toilet if strongly required. Please do not leave your place without comment, but turn yourself to the smartphone camera wave or open the chat there and write a short message to the proctor with your concern. The supervisor will answer as soon as possible. Be sure to wait for the reply (via Chat or Breakout-Room). The supervisor has to allow a toilet visit and logs the time and duration of the absence. The smartphone remains in place and stays connected to the video conference. This makes sure that the exam workplace and the documents approved for processing the exam remain visible for the proctor during your absence. Leaving your desk should be as short as possible. When you return, you resume processing, you do not need to explicitly report back, as the supervisor will see your return in the video image. If you wish so, you can ask for a confirmation in the chat.

Technical problems

If a technical problem occurs on your side during the exam, e.g. a connection failure, try to re-establish the connection immediately. If this succeeds, report the problem to the supervisor via chat. If the connection cannot be restored, <u>immediately</u> use the alternative emergency contact options provided by the exam proctor. In these cases, the supervisor will inform you about the further procedure, in extreme cases he/she will terminate the exam.

General questions about the exam

For general questions about the exam, you can turn to your smartphone and signal to your proctor via chat that you have a question. One of the proctors will then switch to a breakout room with you. There you can activate your microphone and ask the question.

End of the exam

As soon as you have handed in the exam results in ILIAS, you can leave the video conference and the ILIAS course. The supervisor will remain in the room for the duration of the results submission so that he/she is available in case of problems.

If the exam requires you to digitize and upload the results, you can leave the videoconference and use the smartphone for digitizing and uploading after the proctor informed you about the end of the processing time. Please note the time buffer mentioned by the exam proctor in which the upload must take place so that they can consider the exam to have been handed in on time.

Info & Contact

Licensing notice

This "Instruction Sheet for Students for Online Examinations under Video Supervision with Zoom" was created by the E-Learning Department at the Freiburg University IT Services modified from the draft of the Instruction Sheet for Students of the Center for Medial Learning (ZML) at the Karlsruhe Institute of Technology (KIT) and is licensed under a Creative Commons Namensnennung 4.0 International Lizenz.

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Imprint

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