

Examination Order Rules EUR 2023-2024

Context

The Examination Order Rules are established annually. The entity responsible for drawing up the Examination Order Rules is E&S (Policy Department) with input from the Examination Boards via the OSE and OVE and the Examination Organisation.

These Order Rules are applicable to examinations where the education programs use the joint facilities of the EUR and to examinations that are conducted by using online proctoring.

The Examination Board publishes the rules in the Rules and Regulations or refers to the EUR Order Rules.

If there are other circumstances for which these Order Rules are not adequate, the Examination Board will include deviating provisions in its own Rules and Guidelines. These deviating provisions take precedence over the Order Rules.

Definitions

In these regulations, 'examination' means a (partial) written test or examination made on paper, on a fixed PC, or on a laptop or on a Chromebook, in the form of an open or closed book examination. 'Examinations' also means digital tests made on a fixed PC, or laptop or Chromebook using an assessment system and online proctoring (online surveillance) software.

1. General provisions on examinations

1.1 Only a student who has registered for a test or examination on time is entitled to have the grade obtained recorded. An exception is made for students who receive written permission from the Examination Board or the Education Management to be placed on the list of participants or students who register via the Osiris Web Shop. This may involve conditions and administration costs.

1.2 If, according to faculty rules, registration is done via OSIRIS Student, the registration period is open from 26 working days up to and including 5 working days before the examination.

1.3 After the end of the regular registration period, it may still be possible to register via Osiris Student, subject to faculty regulations, up to and including the day of the examination in question. This requires a payment of € 20.00 per examination.¹ The proof of payment should be taken to the examination, so that it can be shown to invigilator 1 prior to the start of the examination in case the student's name does not appear on the list of participants or in the examination system due to the late registration. The payment of the administration fee serves the full administrative handling of the exam registration, including the grade processing. If one pays shortly before taking the examination, it is not given that the examination has been prepared (digitally) and that one is on the list of participants.

1.4 The student is reminded to be present on time and to check immediately after entering (in case of a digital examination) whether the examination is visible in the examination

¹ **Article 4 Contribution for late registration for an examination, *Regulation other contributions of students in higher education***

system (ANS). The student should then immediately report to the invigilator 1 in case of problems. For paper-based exams, the so called paper2scan exams, reporting to the head invigilator immediately is a must if the student paid an administration fee for the exam registration shortly before taking the exam.

1.5 If, in violation of one of the preceding paragraphs of this Article or Article 2.21, an examination is taken, the result obtained will not be valid, unless the Examination Board decides otherwise.

1.6 Osiris Student (and/or another digital faculty communication tool) contains important information for students about the location, time and any changes of an examination. Students keep an eye on the communication tools (of the faculty).

1.7 For both physical and digital examinations, it is still possible to start the examination up to 15 minutes after the start of the examination; after that no more, unless invigilator 1 in consultation with the examination organisation gives permission for late participation in the examination, due to demonstrable serious collective (traffic) nuisance. Permission for late participation does not entitle the student to a later end time of the examination.

1.8 The decision that an examination cannot be taken due to late arrival cannot be appealed.

1.9 Only the following may be present on the student's table: a valid ID, writing utensils, food and drinks for personal consumption (one cold snack and one bottle/can of non-alcoholic beverage are allowed, but their consumption may not cause a nuisance in any way, at the discretion of the invigilator).

1.10 Every student must be able to identify themselves by showing a valid proof of identity (a valid passport, ID card, driving license or residence permit). Students taking examinations for an Erasmus MC program may identify themselves with an Erasmus MC pass in addition to the above-mentioned proofs of identity. Participation in an examination is not allowed if none of these identity documents can be shown to the invigilator or the online proctoring software.

1.11 In some examinations, a simple or graphical calculator or use of certain sources is allowed. The examiner should indicate this in advance, and it should be explicitly stated on the examination cover sheet. Sources allowed in an examination may not have notes unless explicitly permitted and mentioned on the cover sheet of the examination.

1.12 Equipment, and other permitted sources, may be borrowed from another student, provided the transfer takes place before the examination begins. If there is fraudulent information on it, both the owner and the user are responsible.

1.13 The mobile phone should be switched off and stored - not on the body - from the moment of entering the examination room. Use of mobile phones and other electronic communication devices during (online) exams is prohibited (unless used as a second camera). Violation of this paragraph may be regarded as suspected fraud and submitted to the Examination Board for a decision.

1.14 Watches (including smartwatches) are not allowed during the examination. They must be stored in a bag and out of sight before entering the examination room.

1.15 Students with a campus ban imposed by or on behalf of the Executive Board may not participate in examinations during the relevant period.

1.16 The EUR copyright statement applies to examinations: 'No part of examinations may be reproduced, stored in a computerized database and/or published in any form or by any means without the prior written permission of the author of the Erasmus University Rotterdam.'

2. Specific provisions regarding physically administered examinations in (among others) the examination hall

2.1 Physical examinations are held in various rooms and halls of the EUR Woudestein complex. The most frequently used examination location is located in the S Building (Exam Centre).

2.2 Monitors at the entrance to the Exam Center display QR codes that allow access to Osiris Student. The information on Osiris Student is the most current information at all times, please do not take screenshots of this to miss any changes to the exam location. At least for the morning exams the following day this information can be found on Osiris Student from 09:30 PM onwards.

2.3 Examinations are also held in the rooms at Erasmus MC and at external locations. In these cases, communication about examinations is via website, e-mail, invigilator and/or posters at the doors of the examination location.

2.4 On behalf of the examination committees, invigilators appointed by the central examination organisation are responsible for maintaining order during examinations. Several invigilators are present in the Exam Centre and in other (large) halls during examinations. Among the invigilators present, at least one previously designated person, namely Invigilator 1, is authorized to coordinate the proceedings during the examinations, also in case an examination is held in several halls at the same time.

2.5 Before, during and after the examination, the invigilators in their block are responsible for maintaining order. If fraud is suspected, the invigilator will prepare a fraud form. The student(s) involved will be allowed to continue the examination. The examination board will decide on any sanction afterwards.

2.6 At the beginning of each examination, at least one examiner (teacher) will be present in one of the rooms where the examination will be held for at least thirty minutes. Only in exceptional cases this may be deviated from, if the teacher can be reached immediately for consultation (via Microsoft Teams).

2.7 To ensure a quiet and orderly proceeding, students should arrive and take their seats in the examination room on time. Students are asked to follow the instructions of the invigilators. Thirty minutes prior to the examination, the location will open.

2.8 To prevent fraud, the invigilators may assign students a seat within the block. This may prevent students from constantly sitting together.

2.9 Coats may be hung over the seat. Bags and the like should be closed and out of reach. Weekend bags, suitcases and other large objects should be handed to invigilator 1.

2.10 Students are requested to be quiet in the examination rooms. The examination room should be quiet before, during and after the examination. During the examination all forms of communication are excluded except those with the invigilator, staff of the examination organisation and the examiner.

2.11 In the event that a student needs more time (more than 15 min) because of registration in the test software in the examination room (due to lack of registration via OSIRIS, the so-called 'own-risk examinations'), the student will be assigned a seat by an invigilator. Only the remaining examination time will then be available to take the examination. In cases of force majeure, invigilator 1 may make an exception to the end time.

2.12 It is not allowed to go to the toilet during the first hour and the last half hour of an examination, except in very special (medical) circumstances, requested in advance by the student to and assigned by the examination board. One toilet visit per physical examination is allowed per person, with no more than one person being allowed at the same time per block. The toilet visit must be reported to the block invigilator and his/her instructions must be followed.

2.13 Prior to and during a toilet visit, the invigilator may check students for the presence of mobile phones/smartwatches by using mobile detection devices.

2.14 Students may not leave an examination room earlier than one hour after the start of the examination. Students who hand in the examination to the invigilator early shall ensure that they cause as little inconvenience as possible to other students.

2.15 Draft paper, examination papers, answers and other examination-related documents may not leave the room during and after the examination. However, a student may take the draft paper with him/her at the end of an examination (when the full time has elapsed) if this is clearly stated on the examination cover sheet.

2.16 Only paper provided by the University may be used during an examination. The use of own paper is not permitted. Only the laptop or Chromebook provided by the university may be used during a digital examination, unless it is explicitly stated that own laptops may be used.

2.17 In the case of a paper2scan examination or for the use of draft paper in a digital test, students are asked to bring working pens and for multiple choice exams, pencils² and eraser. Erasmus MC students will be issued a pen. For Erasmus MC students who have received permission to do so from their examination committee, they may also use a highlighter.

2.18 The end time of the examination is also the end time at which all examination papers must be handed in. All forms to be handed in must be labelled with the student number, name and (if applicable) signature and to be taken in by the invigilator. The student must remain seated until the examination is handed in.

2.19 With regard to a quiet end to an examination in an examination room, students may not get up and walk away or leave the room during the last 15 minutes of an examination.

² Pencils do not work for paper2scan exams. For P2S exams, the use of pencil or marker is not recommended due to scanning quality.

After the expiration of the examination time, the invigilator will collect the examination or determine that the student has logged out of the test software.

2.20 Students entitled to additional facilities may take examinations in another room. They must obtain permission to do so from the examination board of their program or faculty before the end of a registration period. When a student registers for an examination, he must also indicate in OSIRIS that he wishes to make use of the additional facility. The effective date of a decision on the granting of a test facility is four working days after the decision has been made.

2.21 The starting time for examinations for students with additional facilities in special rooms is the same as that for examinations in regular examination rooms. The end time including the test time extension is determined in the decision of the examination board.

2.22 Students participating in an examination must follow the instructions of the invigilator. If instructions from an invigilator are not followed, the invigilator will make a report on this. The board of examiners will be notified of this report and may impose a sanction based on this report if fraud is involved.

3. Specific provisions for digitally proctored exams

Since 2022-2023, a student is allowed to take an examination via online proctoring under a - via Osiris Case or in another determined way - request for an individual test facility which should be granted by the Examination Board, after being advised by the study advisor. Exceptions are bachelor or (pre)master programs that are offered entirely digital; for this online proctoring is requested by the faculty.

3.1 When a student has been assigned online proctoring as an examination facility via Osiris Case, the student will receive a link to the system check of the online proctoring software before the start of the examination.

3.2 The student is responsible for providing a laptop or fixed PC on which the examination can be taken and, if required, a suitable smartphone that can be used as a second camera.

3.3 Students are requested to perform a system check prior to the start of the examination to test their laptop or fixed PC for audio, webcam, screen sharing and internet connection. If required, the system check also includes a test of the smartphone used as a second camera.

3.4 The examination will be conducted digitally at a location of the student's choice, if the location meets the following conditions:

1. The student must be seated at an empty desk or table (unless explicitly communicated otherwise, see 3.9).
2. The room in which the student takes the digital test must be well lit.
3. The student should be alone in the room during the examination.

3.5 The student is responsible for a good internet connection throughout the examination.

3.6 The room should be as quiet as possible. There should be no sounds from inside the room.

3.7 During a digital test, the student must always remain in view of the cameras and not turn away from the webcam. The student is not permitted to leave the room during the examination. This also applies to going to the toilet, unless explicitly communicated otherwise.

3.8 No persons other than the student are allowed in the room where the student is taking an examination. The student should take measures to prevent other persons from entering the room (for example, by hanging a letter on the door).

3.9 The following materials may not be used and may not be present unless explicitly communicated otherwise: (study) books, (draft) paper and a pen, calculator, notes, mobile phone watch/smartwatch, headphones (in-ear or on-ear), an extra screen, an extra laptop or other devices.

3.10 One cold snack and one bottle/can of non-alcoholic beverage (without wrapper) are allowed on the table.

3.11 At the start of a digital test, the student must show the table including any items on the table and the room in which the test will be taken by a room scan.

3.12 In the event that a student is delayed in starting an examination due to technical problems, the examination organisation or the relevant program may grant the student extra time. This extra time will not be more than the time lost due to the technical problems.

3.13 During the examination, students can request (technical) support via the chat tool of the online proctoring software. If the chat tool is not used, it will in principle not be possible to solve any (technical) problems that occurred during the examination after the end of the examination.

3.14 The end time of the examination is also the end time by which all examinations must be handed in digitally by logging out of the test software and the online proctoring software, except for the provisions of Article 3.12.

3.15 Students entitled to extra facilities will be offered extra time to take an examination. This extra time will be added to the official end time of the exam. Students with extra time should check at the start of the exam whether the extra time has been granted. If this is not the case, then the student should indicate via the chat tool that the extra time has not been granted. If the chat tool was not used during the examination, no account can be taken afterwards of not having been granted extra test time.

3.16 After the examination, the images of online proctoring are reviewed. The images may be kept for a maximum of 12 weeks, after which they will be destroyed.

3.17 In the event an examination board needs images for the evaluation of a complaint, appeal or suspicion of fraud, the images will be retained until the processing of the complaint, appeal or suspicion of fraud has been completed and/or a decision has been made.

4. General provisions with respect to fraud and misconduct and sanctions that may result therefrom

4.1 Fraud is defined as: the acts or omissions of a student which make it or have made it reasonably impossible for the examiner/examination board to form a correct opinion about the knowledge, insight and skills acquired by the student or about the knowledge, insight and skills of fellow students.

4.2 Cases of suspected fraud are reported in writing (via scan in e-mail) to the Examination Board of the program or faculty by means of a form completed by the invigilator or examination organisation in the examination room. Suspected fraud is reported digitally to the Examination Board when suspected fraud is detected after viewing the footage after an examination with online proctoring.

4.3 In the case of online proctoring, the footage is viewed by employees of the online proctoring software. In cases that may indicate fraud, the footage is forwarded to the examination organisation. The examination organisation and/or the examination board reviews the images and filters the images for actual suspicion of fraud versus student behavior that is allowed (for example, because students already have permission to use additional materials). Based on the footage, the Examination Board decides whether there is actual fraud and may impose a sanction.

4.4 Technical irregularities in online proctoring, for which the examination board may be called upon are:

- a faltering or stopped webcam, audio or internet connection;
- loss of connection to the online proctored exam;
- failure of screen sharing; freezing of the screen.

Policies on these will be established by program or faculty.

4.5 Inadmissible conduct (insofar as it may constitute suspected fraud or an ungradable examination) for which the Examination Board may be called in includes among others:

- participating in an online proctored examination without setting up audio, screen share, webcam and if required a second camera;
- doubt about identification, when, for example, the ID is not clearly readable;
- the footage identifies a different person than the student;
- the student makes noise, such as talking;
- the student is not sufficiently visible;
- the student leaves the room or is out of view of the webcam;
- someone other than the student is in the room;
- headphones, smartwatch or earbuds (for music) are detected;
- suspicious behavior, such as prolonged staring at objects other than the screen;
- using a mobile phone for use other than the second camera;
- active use of other applications or websites.

5. Cancellation of examinations in case of an emergency

5.1 A calamity occurs when an unexpected event occurs that (may) lead to a disturbance of order in the examination hall and/or the entire EUR campus. An emergency also occurs if an unexpected event occurs that may affect the administration of an examination from the campus, which requires access to, for example, test software or online proctoring.

5.2 If an emergency occurs before the start of an examination, it is primarily up to the Examination Board, in consultation with the Examination Organisation, to decide whether an examination should be cancelled.

5.3 If an emergency occurs but there is insufficient time for consultation with the Examination Board, the Examination Organisation has the authority to decide whether the examination should be cancelled. In all cases, the examination organisation will try to contact the Examination Board whenever possible.

5.4 Cancellations - applicable to the examination on the EUR campus/external location, as well as to the examination conducted via online proctoring - will be announced on the index page of the EUR website, the news pages of the Service Desk and Osiris Student. Where possible, students will receive an email or text message about the cancellation.

5.5 If an emergency occurs or is expected to occur during an examination in an examination room, those present should leave the examination room immediately on the order of the (coordinating) invigilator or an employee of the examination organisation, leaving behind the examination papers.

5.6 The coordinating invigilator or an employee of the examination organisation shall ensure that the examination room or rooms are locked if possible, so that the examination questions and the examination scripts are safe.

5.7 As soon as possible after the cancellation, the examiner, in consultation with the Examination Board, will determine whether a final result for the examination can reasonably be determined on the basis of the examinations already made and/or submitted. If the examiner concludes that no final result can be determined, he will notify the Examination Board.

5.8 As soon as possible after the cancellation, the Examination Board, in consultation with the examiner(s) responsible, determines the date on which the new examination will be held, preferably within two weeks of the original examination date. This article deviates from the provisions in the TER regarding the publication of examination schedules. The new examination date is published on Osiris Student.

6. Complaints regarding examinations.

All complaints related to examinations or administration of examinations can be submitted via legal.procedures@eur.nl or via the complaint form that students can request from the block supervisor during the administration of the examination. This is then submitted to the relevant examination board.

On [the EUR website](#) there is extensive information on what to do in case of a complaint.