Proctoring - Digital Supervision for Test Administrations

NOA offers the possibility to complete tests at home under digital supervision. This is also known as proctoring.

What is proctoring?

Proctoring means making a test, or completing an assessment, under digital supervision. That means that you and your environment are filmed via your webcam (and possibly via the camera from your mobile phone), and that your screen is recorded. This means that you don't need to go to a test location to make your test.

What is monitored?

During a test, you and your environment are filmed via your webcam and microphone. Your screen will also be recorded. Websites you visit during the test are also registered.

The organisation who asked you to make the test can determine that you also have to use the camera on your mobile phone. In this case, you will also be asked to film the environment you are in, before you start the test. This is to demonstrate that there are no other people, or materials, in the space where you are making the test. As the room you are going to be sitting in whilst making the test is also filmed, it is a good idea to make sure the room is tidy and that you don't have any unnecessary private items on show.

What does proctoring look like? What do I need to do?

System check

You will first be invited to complete a system check. This system check checks whether the computer or laptop you wish to use to make the test is suitable for the proctoring software. Webcam settings, microphone settings and screen sharing settings are checked to see if these work. For screen sharing, installing a separate ProctorExam Google Chrome plugin is required. This is explained during the system check.

There will also be a check on your internet connection. When this test fails, it means you weren't able to reach the optimal bandwidth for your outgoing stream and therefore the quality of the recordings might be affected. If this happens we advise you to check: are you close enough to your WiFi router?, is something else on the computer consuming bandwidth? (e.g. YouTube, Spotify, Zoom, Skype, games…) or is there's another computer in the same (WiFi) network using bandwidth? (e.g. gaming, live meeting). You can retake the system check (and so the connection check) as often as you want. A failed connection check will not prevent you from successfully completing the system check and from entering the remote session. In the end the quality of the internet connection will always be your own responsibility.

If the organisation who asked you to make the test has decided that you also have to use the camera on your mobile phone, then instructions will be shown about how you can

install the ProctorExam app and link that to your laptop or computer. You are taken through this system check process step by step, with instructions and explanations at each step. We recommend you complete this system check on time. This can help prevent unexpected technical difficulties or miscommunication about what is required to make the test.

After you have successfully completed the system check, you will receive an email with the link for the test. This link is only available at the agreed time. For example, if your organisation said you have to make the test on Monday 10th April at 10:00am, then the link is only available at that time.

During the test

Before you can start the test, you have to complete another, shorter, system check. This is required because it is possible that something happened with your computer between the system check and the test. If you are making the test on a different computer than originally planned, this computer also needs to be checked to make sure the proctoring software works. The app on your mobile phone is also linked to the proctoring software.

This second system check starts with a check on open tabs in your browser (figure 1). You can continue if there is no more than one tab opened. After this all settings are checked again, and you are also asked to take a photo of your ID card and of your face (see below by "How can I best prepare?" for a list of valid ID types). Make sure you have your ID ready on your desk before you start with the system check. Also make sure your webcam isn't set too high, so that your desk is also visible.

If you also have to use your mobile phone camera, then you are also asked to film the environment where you are going to make the test. That is to demonstrate , for example, that no one else is in the room.
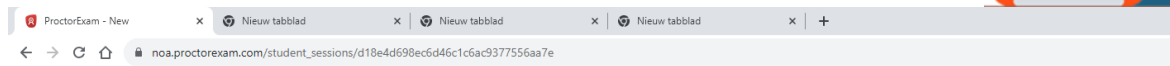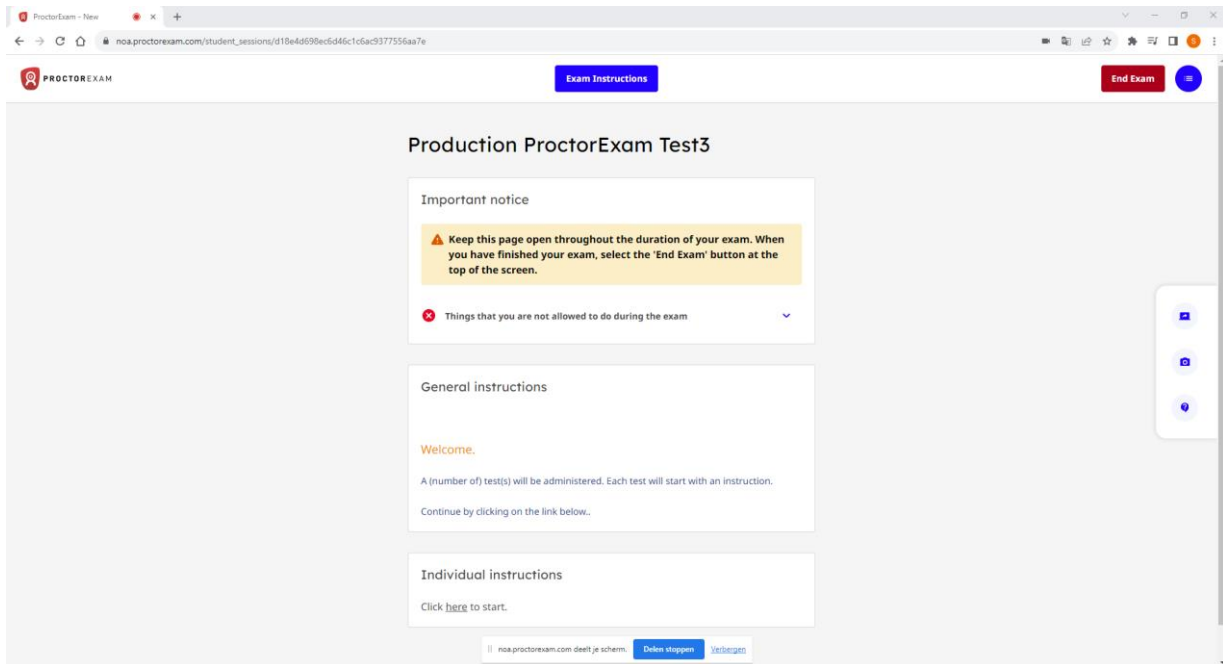

Figure 1. Check on opened browser tabs

Figure 2. Proctoring start screen with the link to the test in NOA Online

When this second system check is completed you will end up at the proctoring start page, with the exam instructions. Read these instructions, and once it is clear you can start the test by clicking on the link by Individual Information (see Figure 2). This subsequently opens the test within NOA Online, and you can start the test (see Figure 3).
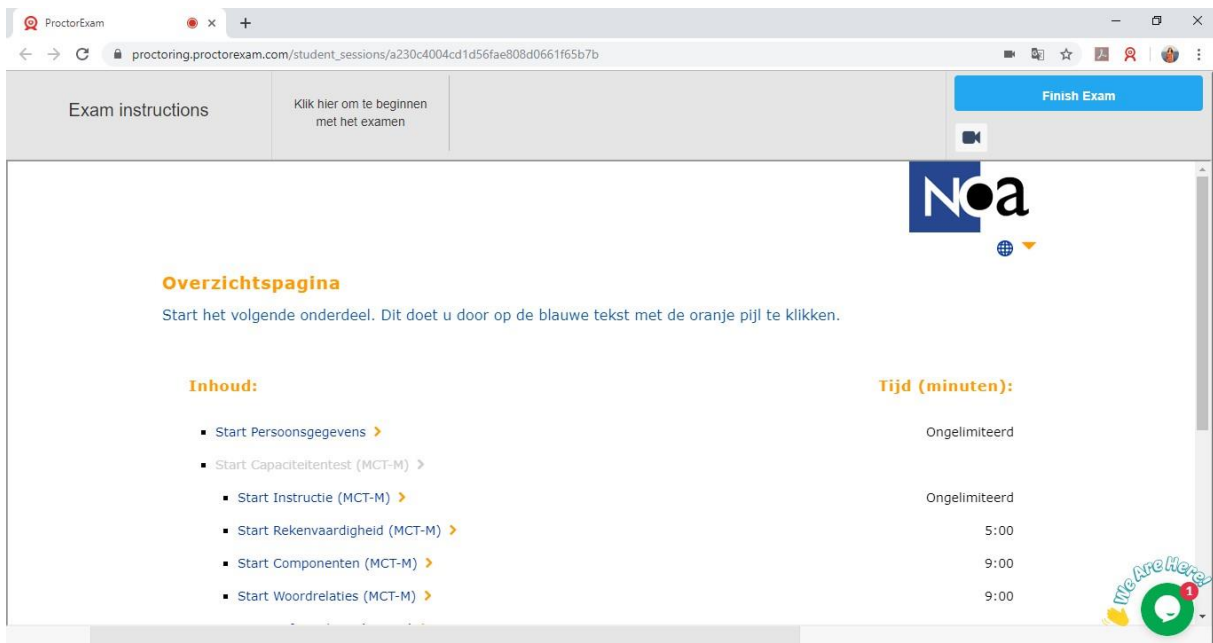

Figure 3. NOA Online test within proctoring software

After completing the test

Once you have completely finished the test, click on Finish Exam in the top right (see Figure 3). This submits your exam. Only click on this once you have finished all the different parts of the test.

Who can I contact if I have technical difficulties?

The application has a 24/7 chat support function (available in English). By clicking on the chat icon in the bottom right (see Figure 4) you can start a conversation with a proctoring support member of staff.
When they are not able to help you, and your problem is not solved, please contact your contact person from the organisation who asked you to make the test for extra help.

How can I best prepare?

- The proctoring software only works in the free browser Google Chrome. You could download this in advance, if you don't have this browser already. It's also handy if you set this (temporarily) as your standard browser, so that the exam link is automatically opened in Google Chrome. Make sure your Chrome accepts all cookies and that you have disabled any adblockers or extensions from other proctoring software before you start the system check or test.

- Your computer or laptop must have a microphone and a webcam.

- If you have to use the camera on your mobile phone then you could download the ProctorExam app in advance. How you have to link the app to your computer or laptop is explained during the system check. This app is only available for Android (version 4.1 and higher) and iOS (version 8.0 and higher).

- You need a valid proof of identification. This can be a passport, an ID card, a driver's license or a student card. Your name and photo need to be clearly visible. Make sure that any unnecessary personal information, such as a social security number, is hidden.

- A stable internet connection is required, with a minimal upload speed of 1 Mb/second. Een stabiele internetverbinding is nodig, met een minimale upload snelheid van 1Mb/seconde.

- You're not allowed to leave the room during the test. Also not to go to the toilet. Make sure that you go to the toilet before you start the test.

Additionally, it is also important that you disable any adblockers and extra proctoring extensions in your browser for the proctoring software. You can best do this before you

start the system check or the test. Adblockers and other proctoring software can result in the proctoring software not working optimally.

Make sure that your Google Chrome also accepts cookies. This is necessary for the website where you will make the test. To do this, go to Google Chrome settings, and search for the cookie setting via 'Site settings', and 'Cookie and site data' (see below screenshots). Make sure that the setting shown in Figure 7 is on.
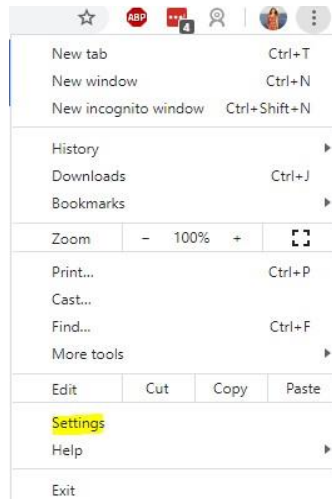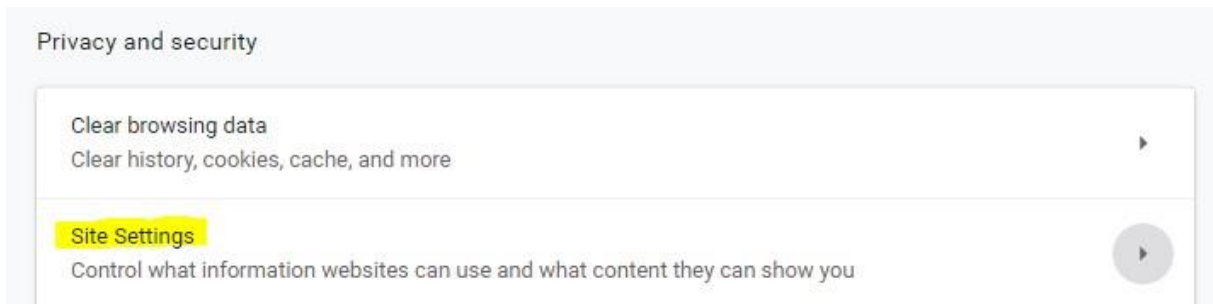

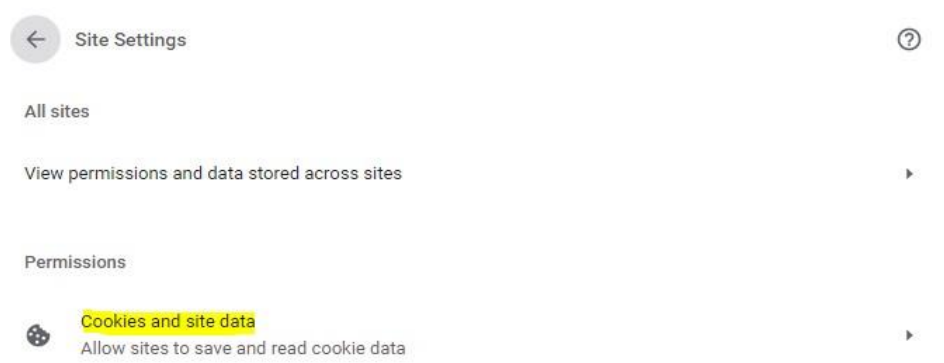*Figure 4. Open Chrome Settings*

Figure 5. Open Site Settings

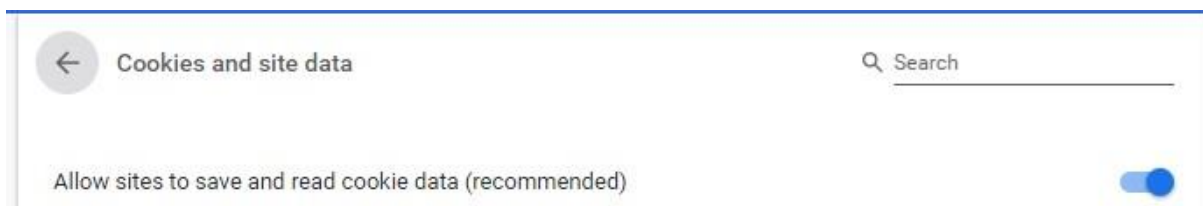

Figure 6. Open Cookies and site data

Figure 7. Cookie setting that needs to be turned on

Privacy

During making the test with proctoring software, recordings are made of you, your environment and your screen. It is also required to take a photo of yourself and your proof of identification during the system check (for more information see the system check section above). These are saved by the supplier of the proctoring software (AVG/GDPR compliant). Only certain NOA employees, the organisation which asked you to make the test, and the reviewers can access these photos or films.

Who looks at, and reviews, my test administration?

Experienced reviewers will review your test to determine whether fraud has been committed or not. The reviewers assess the recordings based on a number of instructions. These instructions are agreed in advance with the organisation for whom you have to make the test. An example of an instruction is: candidate may not use scrap paper during the test.