Remindo-StarLeaf - Step-by-step online surveillance with StarLeaf
Version 20200622

How do I organize surveillance through StarLeaf?
- Take a look at the FAQ Remindo-StarLeaf and follow this step-by-step plan.
- The schedule request for an exam in Remindo follows regular processes.
- The lecturer(s) organise the meeting(s) in StarLeaf themselves and invite the students.
- For optimal StarLeaf support during the exam, please fill in the following form:
    o https://www.formdesk.com/universiteitutrecht/Remindo-StarLeaf-form230
- For questions about the Remindo-StarLeaf exam form you can e-mail:
    o mDS.RemindoStarleaf@UU.nl
- For questions specific to StarLeaf (not during the test), please e-mail:
    o FSC.AV@uu.nl

What to do with the duration and the starting time of the exam?
O&T and Educate-it advise you to think about the duration and the start time of the exam.
- You can choose a short period of time in order to limit the chance of exchange between students.
- A specific starting time can be chosen to limit the chance of exchange between students.
- The exam will start according to the time in the Netherlands.

Are there manuals for StarLeaf?
- Yes, we are still looking for a suitable location for the StarLeaf instruction documents.

Tips and tricks:
- Device and connections:
    o Work with a device that is charged or connected to the charger;
    o Preferably open Remindo in the browser Google Chrome and from a Windows operating system;
    o Preferably network via a network cable or a personal hotspot from a Smartphone.
- Group call for supervisors:
    o During the exam, supervisors can chat (via a StarLeaf chat or MS Teams) about their findings and decide what to do.
- In Remindo: Follow the answers of students
    o A supervisor can view both the overall progress as well as the questions answered by each student in the Activity Overview ('Show questions').
- In Remindo: Assign extra time
    o In the event of calamities or force majeure, a supervisor can allocate extra time (expressed in minutes) to one or more students on an ad hoc basis via the Activity Overview.
- In Remindo: Withdraw permission (temporarily)
    o A supervisor can (temporarily) withdraw permission for each student, for example during an incident or suspicious moment. This means that the student cannot proceed with the exam, the student does not see any questions and cannot answer them, until the student has asked and obtained permission again from the supervisor. Once the permission has been withdrawn, a lecturer can contact the student via, for example, MS Teams. Attention: The exam time of this student continues.

How to set up StarLeaf as instructor/supervisor for surveillance?
1. Communicate to students in a timely manner, see next question.
2. Schedule a meeting in StarLeaf, see the StarLeaf teacher's manual.
3. Formulate a suitable name that is recognisable to the students (see the Formdesk link)
4. Add (e.g. via Excel) the students based on their UU student mail.
    o Each host can see 25 participants on its screen at the same time.
    o Per 25 participants it is advised to set up one supervisor, he or she should (still) plan a Spotlight meeting themselves.
    o Hosts can attend several meetings at the same time, but will then have to change the chat window themselves.
5. Select a 'Spotlight' meeting (see: 'Advanced settings'>Spotlight).
6. Select the desired layout (this can be adjusted during the meeting).
7. The host is advised to use a 'large' screen (e.g. a TV screen) so that there is a better overview per participant.

8. Participate in the meeting on time and make sure you are in the spotlight.
   o Participants can see and hear you.
   o As long as participants are not in the spotlight, they cannot see and hear each other.
   o The host can switch off their microphone and camera.
   o You can share your screen with all participants. While sharing, you cannot see the participants.
9. The host is advised to mute all participants during the exam.
10. Ask the students to use their mobile device to make themselves visible during the exam.
11. Note: When a student is put in the spotlight, he or she can be seen and heard by all participants and will be able to share his or her screen.
12. During the exam, the (faculty) key-user Remindo can be contacted for questions about Remindo and the StarLeaf `Support for questions about StarLeaf

What to communicate to students before an exam with surveillance via StarLeaf?
- Students will make the exam via Remindo and the digital surveillance will take place via StarLeaf.
- The name of the meeting in StarLeaf and the duration and start time of the Remindo exam (given the possible difference in time zones).
- Make sure to be online in StarLeaf and Remindo on time and that you can log in with your Solis-ID.
- Indicate that students must work with the latest version of Google Chrome (including when using an Apple product), both for the Remindo application and when using a web browser to access StarLeaf.
- Sharing student instructions for Remindo and StarLeaf:
   o Remindo: https://remindo-support.sites.uu.nl/handleiding/ondersteuningsdocumenten/
   o StarLeaf student instruction:
- Send invitation emails from StarLeaf and place StarLeaf join-link on BlackBoard.
- Inform students that they can install StarLeaf as an application (recommended) or open it via a web browser.
   o Joining a meeting in a web browser: https://support.starleaf.com/using/joining-a-meeting/joining-from-a-web-browser/
- Questions about Iphone storage: Iphone storage: https://www.imyfone.com/iphone-space-saver/fix-not-enough-storage-iphone/
- Tell students that a camera should be aimed at themselves, preferably from their mobile device.
- The student is responsible for the technical issues/problems at the private location.
   o Think of a mobile network/WiFi hotspot from a Smartphone of the student.
- For technical support during the exam: The student consults
   o Remindo: Contact (faculty) key-user Remindo via mail or MS Teams or call: 030 253 2836
   o StarLeaf: StarLeaf support reachable on the number: 030 253 1380

What can a student do in case of technical problems/issues before and during the exam?
Possible problems and what to do:
- Student cannot login to StarLeaf:
   o Open the link in the invitation and open StarLeaf via the app (after installation) or in the browser;
   o Activate your account with the activation code;
   o For StarLeaf support call: 030 253 1380
- Student cannot log in to Remindo:
   o Leave the current browser, open Google Chrome, log in with Solis-ID.
- Network connection failures/failures.
   o Do not close the exam, browser or operating system! When making an exam in Remindo, the answers are automatically saved every 10 seconds. As soon as the connection is restored, you can continue working;
   o Activate a mobile network/WiFi hotspot from a Smartphone and connect it with the device on which you are making the exam.
- The system is not working.
   o See answer above.
- Incorrect displays in the test.
   o Leave the current browser open, open Google Chrome, log in with the Solis ID and continue working on the exam.
- For other issues, the student can notify the supervisor and the Remindo key-user via mail or MS Teams.