

## **Remindo-StarLeaf – FAQ Online surveillance with StarLeaf - EN**

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### **Is it possible to administer my (summative) exam in Remindo with digital surveillance?**

Yes, you can with StarLeaf.

Note: digital surveillance via Starleaf is by no means comparable to surveillance during an exam at a UU location and it is different from remote surveillance using online proctoring. In online proctoring, in addition to the image of the student, the screen of the student is also included.

[Click here for more information about online proctoring.](#)

### **What is Remindo?**

Remindo is a digital web-based exam application on a browser basis of the UU, which is supported by Educate-it and faculty key users. A user logs in with his or her Solis ID and password. Lecturers enter questions themselves and prepare the exam, the key user plans the exam moment and possible an inspection.

For more information about Educate-it and the Remindo supportsite, visit: <https://educate-it.uu.nl/supportsite-remindo-live/>

### **What is StarLeaf?**

StarLeaf is a video conferencing program offered by UU.

### **Can I use Microsoft Teams for digital surveillance?**

Yes, study the *Remindo-Teams FAQ* and the *Remindo-Teams roadmap*.

### **What are the benefits of this type of surveillance?**

- The exam can continue.
- In principle, students can take the test anywhere in the world and are supervised.
- Surveillance can be carried out by the teachers themselves.
- Student consent is not required for this form of online surveillance.

### **What are the disadvantages of this form of digital assessment?**

- There is no comparable surveillance as with an exam at a UU test location.
- At the moment, neither Remindo nor StarLeaf exclude that students can consult and collaborate (online) (think of the so-called 'whatsapp-strategies').
- The validity of questions can be jeopardized as the questions are "on the street" and thereby openly.
- Remindo does not contain a plagiarism check (for students' answers).
  - o If plagiarism is suspected, one or more answers can be entered and checked manually in, for example, Ephorus.
- Executing the exam and surveillance depend on a stable network connection as well as the power supply of both the host and the student.

### **Is there technical support during the test?**

- The students and teachers are responsible for the technical support tied to the private location.
- Currently there is no support from e-supervisors.
- Consult *Remindo-StarLeaf – Roadmap Online surveillance (202006xx)* for both Remindo and StarLeaf support during the test.

### **What to do as a student in case of problems / issues before and during the test?**

Some possible problems and what to do:

- A student cannot log in to Remindo:
  - o Leave current browser open, open Google Chrome, log in with the Solis ID.
- A student cannot log in to StarLeaf:
  - o Open the meeting link in the invitation and open StarLeaf via the app (after installation) or in a web browser;
  - o Activate your account with the activation code;
  - o Call support: 030 253 1380
- Failure / Loss of network connection:
  - o Do not close the exam, browser and operating system! During the exam in Remindo, the answers are automatically saved every 10 seconds. As soon as the connection is restored, work can continue;
  - o Set up a mobile network / WiFi hotspot with your own Smartphone and let the device on which Remindo is open connect to it.
- Hitches in the system:
  - 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 with the exam there.

### **What are the technical preconditions for this form of surveillance?**

- The network connection must be up to date.
- Participants must access StarLeaf via the application (preferred) or via a web browser (no installation required).
- To teachers: Study the *Remindo-StarLeaf roadmap*.
- To teachers and students: Read the teacher and student instructions from Remindo and StarLeaf carefully.
- Preferably use Windows 10 and the latest version of Google Chrome (also when using an Apple product).
- All participants must have a working (video) camera and have it focused on themselves, preferably students should use their mobile device as a camera.

### **What other preconditions and points of attention are there with digital surveillance?**

- No permission required: As long as the video images are not saved and only viewed live, no student permission is required for this form of online surveillance.
- Solis-ID: Make sure that all participants, both teachers and students, have their solis-ID and password ready (and know how to log in with e.g. "ü").
- Network-connection: Participants need a stable network-connection.
- The digital surveillance must be organized by the lecturer himself. You can of course also ask colleagues or student assistants for help (provided they have sufficient rights in Remindo and can handle StarLeaf). Discuss this with the faculty key-user.
- Fraud and plagiarism: Make demands on the students, e.g. mobile device visible in the picture, but out of reach. Address fraud and plagiarism prior to the exam and communicate about the consequences of suspicion of.
- Time zones: Certainly when an exam starts at a specific time, different time zones in which students may find themselves should be taken into account.
- Approval: The Director of Education and Examination Board must approve this form of examining and surveillance.
- Exam duration and starting time: see the roadmap.
- Large screen: The host is advised to supervise via a large (tv-)screen.

### **What are points of attention when using Remindo?**

- Preferably use Windows 10.
- Preferably use the browser Google Chrome (no Internet Explorer and no Edge).