

## Remindo-Teams - Roadmap online surveillance with MS Teams – EN

Version 20201022

The following questions and answers can serve as a guideline for organizing an online surveillance via Microsoft Teams for a home test in Remindo. This Roadmap and this [FAQ](#) are intended to further shape the design of the assessment process.

### How do I organize surveillance through Teams?

- The schedule request for an exam in Remindo follows regular faculty processes.
- The lecturer(s) organize the meeting(s) in Teams and communicate about the planning themselves.
- For questions about Remindo, please contact the faculty key user.
- Questions about MS Teams (not during the test), please contact:
  - o [Servicedesk@uu.nl](mailto:Servicedesk@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 (digital) exchange between students.
- A specific starting time can be chosen to limit the chance of exchange between students.
- A (more) specific starting moment can be chosen to limit the chance of exchange and contact between students. Think of a starting period of 15 instead of 30 minutes.
- The exam will start according to the Dutch time-zone.

### Is there information about and are there manuals Teams?

(note: the English translations of these pages follow)

- Yes, click [here](#) for a general information overview about Teams from UU.
- This [page provides](#) instructions on how to use Teams for online education.
- Click [here](#) for the FAQ about Teams from UU.
- For technical or didactic questions about Teams, please contact: [teachingsupport@uu.nl](mailto:teachingsupport@uu.nl)

### Tips and tricks in Teams and Remindo:

- In Teams:
  - o During the exam, supervisors can chat 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 Teams as instructor/supervisor for surveillance?

1. Communicate to students in a timely manner, through e.g. Blackboard, mail and/or Teams, see what to communicate to students further down.
2. Formulate a suitable Meeting-name that is recognizable for instructors and students.
3. Plan an meeting in Teams, this can be done in two ways:
  - Advised: If there is a Teams for the course, a channel can be created in it for this test moment. A surveillance meeting can be scheduled in this channel, to which students can be directly invited. On the day of assessment, they can join this meeting via their Teams agenda.

- Alternative: If no Teams exists for the course, a separate meeting can be scheduled. In that case the students must to be added manually.
  - Attention: A host cannot activate the camera in multiple meetings at the same time.
4. Layout during the meeting:
- Activate the "New meeting experience", for instruction and more information click [here](#).
  - Use Large gallery mode: Allows you to see up to 49 students at the same time in an overview of 7x7 screens.
    - We advise not to add more than 25 (5x5) students per meeting, because it can become less clear from 25 onwards.
    - We recommend using a "large" screen (e.g. a TV screen) so that there is a better overview per participant.
    - It is possible to display one or more students in a larger image via the "Pin" option.
5. Set meetings rights for students:
- The rights of students can be limited in advance via "meeting options". Via the option "who can present", "only me" or "specific people" can be selected. Only the "presenters" can:
    - Share their screen;
    - Mute others;
    - Ensuring that others cannot "unmute" themselves;
    - Record the meeting;
    - Allow others from the lobby.

### **Advice for during the test:**

1. Consider in advance whether you as the host want to be visible and audible to the students during the test;
  - a. If not, turn off your camera and microphone.
2. As a host, participate in the meeting on time and:
  - a. Receive the students;
  - b. Check whether the students requesting permission to start the test in Remindo are also present in Teams;
  - c. Mute all students during the test so that they cannot hear each other;
  - d. Upload the scenario table with possible problems and solutions and point this out to the students when they encounter (technical) issues in Remindo and/or Teams;
  - e. (optional) And that the chat is available for questions.
3. If you consider option 2e, the chat of the meeting can function to answer (substantive) questions about the test or issues in Remindo or to forward them to the Remindo key-user. Optionally, the key-user can be invited to participate in the chat (make the key-user a teammember) in order to be able to immediately address problems in Remindo (**note**: this is up to the key-user and each key-user has its own working method).

### **What to communicate to students before an exam with surveillance via Teams?**

- Students will make the exam via Remindo and the digital surveillance will take place via Teams.
- To log in to de UU-Remindo website: [Remindo.uu.nl](https://remindo.uu.nl) (without the 'www.' before)
- Request the students to download Teams and install Teams as a Desktop App.
- The meeting-name in Teams and the duration and start time of the Remindo exam (given the possible difference in time zones).
- Make sure to be online in the Teams-meeting and in 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 Teams.
- Sharing student instructions for Remindo and Teams:
  - Remindo student instruction: <https://remindo-support.sites.uu.nl/wp-content/uploads/sites/79/2017/01/20200728-Student-instruction-Remindo-home-exam-EN.pdf>
  - Teams student instruction (English version will follow): <https://manuals.uu.nl/nl/handleiding/teams-online-onderwijs-student/>
- The student must have a camera aimed on themselves, for example from a mobile device.
- The student is responsible for the power supply and network connection at their private location.

- Work with a device that is charged or connected to the charger;
- Think of setting up a mobile network/WiFi-hotspot from a smartphone of the student; and
- The option to turn off incoming videos through 'turn of incoming video'.
- For technical support during the test for Teams and Remindo, see the scenario-table.

### What to do as a student with technical problems/issues before and during the test?

First, try to fix the problem yourself by trying the possible solutions in the scenario-table.

*Scenario-table: Possible (technical) problems and solutions*

<b>Problem/issue:</b>	<b>Possible solutions:</b>
As a student:	
I have problems in/with Teams	Mail Teams support: <a href="mailto:teachingsupport@uu.nl">teachingsupport@uu.nl</a> (write "URGENT" in the subject); Call: 030 – 253 2197
I can't log in to the Remindo testapplication	Leave the current browser open, open Google Chrome, log in with your Solis ID. Open de correcte website-link: <a href="https://Remindo.uu.nl">Remindo.uu.nl</a> (zonder www.)
My network connection/internet fails, is poor or lost	<u>Do not</u> close the exam, the browser and the operating system! While making a test in Remindo, the answers are automatically saved every 10 seconds. Once the connection is re-established, you can continue;
	Activate a mobile network/WiFi-hotspot from a Smartphone and let the device on which the test is made connect to it;
	Turn off incoming videos from other participants using the "turn off incoming video" option.
I see hitches or hiccups in Remindo	See failing/poor/lost network connotations.
I don't see any images, text blocks or tables in the test	Leave the current browser open, open Google Chrome, log in with the Solis ID and continue working there on the exam.
I am experiencing other problems in Remindo	Report to your teacher/instructor via Teams or email and address your Remindo problem. Your teacher/instructor will try to solve the problem and otherwise push your problem through.
	Call the Remindo-servicedesk: 030 – 253 2836