

Support organization for assessment with Remindo

Support at the UU

There is a support organization for assessing in Remindo on Chromebooks in an assessment hall at the UU. This support organization offers help in case of technical difficulties with the testing software or hardware. The UU is responsible for the availability of functional hardware for digital examination on location.

This document provides a description of the various roles that offer support for assessment with Remindo, including their service hours. At the bottom of this document you will find an overview of the concerning parties and their service hours.

E-assistants

E-assistants are present in the examination hall to provide immediate support in case of questions or issues with the testing software or hardware. E-assistants carry an advisor role, meaning that they do not have their own rights or access to Remindo. They cannot make changes in the software itself, but can give instructions to and support the supervisor in their use with Remindo during the exam. For example: they give instructions on how to approve the test or give students extra time.

The e-assistant will contact the ITS servicedesk in case of an incident that cannot be solved immediately. The ITS servicedesk employee will create a ticket in Topdesk and will contact the involved departments in order to put the e-assistant through to the right person.

E-assistants are present in the examination hall in time to set everything up for the exam. They will set up the room an hour to half an hour before the start of the exam, depending on the size and availability of the examination hall. After the exam has finished the e-assistant will clear the room again, or make adjustments to the set-up in case another exam has been planned in that room. Issues that arise during the shift will be logged in Topdesk. Every shift gets assigned a shift coordinator who reports any issues in Topdesk.

The teacher can make a call to 030-2532836 when an e-assistant is not present at least 20 minutes before the start of the exam.

ITS Servicedesk

ITS Servicedesk is contacted from the examination hall in case of incidents that cannot be solved immediately. This may involve a network malfunction, a bug or malfunction in the testing software or issues with the hardware.

ITS Servicedesk will forward the issue to Functional Application Management for Remindo or to Network. If an incident occurs after office hours of Functional Application Management, ITS Servicedesk will directly contact supplier Paragin.

ITS Servicedesk office hours are from 07.00 am – 9.30 pm.

Functional Application Management Remindo

ITS Servicedesk will contact Functional Application Management in case of issues with the testing software during an exam. When this issue is caused by a malfunction or bug in the software, Functional Application Management will contact supplier Paragin.

Functional Application Management office hours are from 08.00 am - 5.30 pm.

Supplier Paragin

Functional Application Management Remindo will contact Paragin in case of a malfunction or bug in the testing software in the examination hall. The supplier will then try to solve the issue. Paragin will directly be contacted by ITS Servicedesk when an incident occurs outside of office hours of Functional Application Management (after 5.30 pm)

Attention! Functional Application Management Remindo and Paragin do not offer support for actions during the primary process of an exam, such as adding students to a test moment, assigning students extra time, or change the time of the test moment. Key-users will provide such support in preparation of the exam, and e-assistants are available during the exam itself.

Key-user Remindo

A faculty key-user Remindo will plan the test moment in collaboration with the teacher. The key-user will check all the test settings, create the test moment, and link students and teachers to the test moment. The key-user is available during office hours, depending on their schedule.

Support during assessment with Remindo at home

It is possible to request the support of an e-assistant for a test taken in Remindo from home. The e-assistant will provide support through Teams. The same procedures are in place as when an exam is held at the UU, with the exception of support with hardware issues or network failure. The e-assistant will be able to give advice in most cases, but it is the responsibility of the student to make sure that hardware and (wifi-)network are functional before starting the exam. An e-assistant will be available 20 minutes before the start of the exam in case of tests taken from home.

Involved party	Service hours
E-assistant Remindo (UU-location)	30-60 mins. before start and during test
E-assistant Remindo (online support via MS Teams)	15-20 mins. before start and during test
ITS Servicedesk	07:00 – 21:30h
Network	08:00 – 17:30h (<i>stand-by in evenings and weekends</i>)
Functional application management Remindo	08:00 – 17:30h
Supplier Paragin	During tests
Key-user Remindo	(no service hours)