Emergency plan Digital Assessment

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Motive

Utrecht University (UU) has been using digital assessment tools in the assessment of students from Utrecht University as well as students from UMC Utrecht (UMCU) since 2015.

A larger part of the exams is being administered through the web based program Remindo Test. The exam can be reached through a server of the supplier of Remindo Test in the 'Cloud'. The partially web based program Numworx is available for exams with MCS (Math, Calculus, Statistics) features since 2020. The logistics around the administering of digital exams is taken care of by various departments within the UU: CAT-digital assessment, Business Information Management Educational Services, HTS Planning, ITS Support, FSC and faculty key-users. The faculty Medicine and the UMCU also make use of TestVision Online (TVO) for their digital assessments. Any failures with TestVision fall outside the scope of this emergency plan, as its management is vested in the UMCU.

The majority of exams in examination halls is administered digitally. The emergency plan offers clarity in case of an emergency in the examination hall in combination with the Remindo Test or Numworx program. Exams that are administered on paper or at home fall beyond the scope of this emergency plan.

Definitions

This paragraph offers definitions for the relevant aspects regarding digital assessment mentioned in this plan.

UU-exam-Chromebook
A UU owned Chromebook on which exams can be administered through the Kiosk app on a secure UU network.

Digital exam
A digital exam is an exam which the candidate fully takes on a Chromebook through the secured UU exam network.

Digital exam program
Various tools are used to administer and take digital exams. Most digital exams at the UU make use of the Remindo Test program offered by Paragin. This is a fully online program, both for question development and test composition, as well as the administering of the exam, correction work and test analysis. Numworx is available for exams with a MCS feature (Math, Calculus and Statistics). Numworx consists of two environments: the Numworx Author application and the Numworx Webapp web browser. The Author environment is used to create questions and exams, and the Webapp environment is used for planning and administering the exam, and viewing the

results. Another exam program that is used at the UU is TestVision, and its management lies with the UMC.

Kiosk app
This is an application on the UU Chromebooks that makes sure that exams can be administered safely. The internet can only be used to access exams.

Server
The server is the location where all exam data (questions and meta data) are stored, and is continuously connected to during an exam. The servers for Remindo Test and Numworx are located outside of the UU or the UMCU.

Hardware
By hardware is meant the equipment which is necessary to administer an exam, namely Chromebooks, computer mouses, and if necessary, headphones or an extra screen.

Calamity
The circumstances immediately before or during the administering of an exam develop suddenly and unexpectedly such that digital examination is impossible for (a substantial part of) the group. The duration of this situation is expected to be such that the exam cannot be administered at the planned day and time. These circumstances may include, for example, a general power outage, extreme weather conditions, network failure or a malfunction in the digital exam program used.

Malfunction/outage/failure
A malfunction/outage/failure is an obstructive interruption in the process of digital examination that results in the impossibility of administering an exam. An exam may have to be cancelled, depending on the duration and scope of the malfunction.

Authority and responsibilities

Several people are involved in the organization of digital exams. Everyone has their own tasks and responsibilities. The following people are directly involved with the administering of exams and have responsibilities when a calamity or malfunction occurs.

Examiner

The examiner who is responsible for the administering of an exam (for Humanities: the examiner who is the course coordinator of the course unit) decides on any changes to the administering of the exam, such as postponement or termination of the exam. The examiner informs the Board of Examiners about this decision as soon as possible. The examiner is also responsible for arranging the necessary educational supervisors.

Board of Examiners

The Board of Examiners makes decisions per request of the abovementioned examiner about possible changes to the exam format. In case the decision about changing the exam format has to be made immediately and the Board of Examiners is not available, the decision will be made by the examiner, after which the examiner will notify the Board of Examiners as soon as possible.

Faculty Key-user

The key-user checks the settings and functions of the exam in Remindo/Numworx, links candidates to the exam and makes sure everything is set for administering the exam in Remindo or Numworx, so that the exams can be administered in the secure environment of the Kiosk app on the Chromebooks.

Business information management Remindo and Numworx

The business information manager tries to solve any malfunctions in Remindo or Numworx as soon as possible, and maintains contact about the malfunction with the examiner and possibly the supplier. The e-assistant on site is the person of contact in this situation.

E-assistant/E-supervisor

The e-assistant makes sure that all necessary supplies are present in the exam room. They are responsible for setting up the Chromebooks with laptop mouses and clearing them afterwards. And they will also provide bigger screens and/or headphones when necessary. The e-assistant is available during the exam for questions about the soft- and hardware, from both the students and the examiner. Moreover, the e-assistant can support the examiner in case of a calamity and call in the appropriate help lines.

Chief supervisor/invigilators

A chief supervisor leads the team of invigilators during a big exam. The chief supervisor is in contact with the examiner during the exam, and communicates any changes and/or decisions to the invigilators. The chief supervisor provides instruction to the invigilators before the start of the exam.

The invigilators check the identity of the candidates by comparing their ID's and names on the screens. They are responsible for keeping order during the exam and preventing fraud. The invigilators give the start signal for the exam, and also give a signal when the exam time is up.

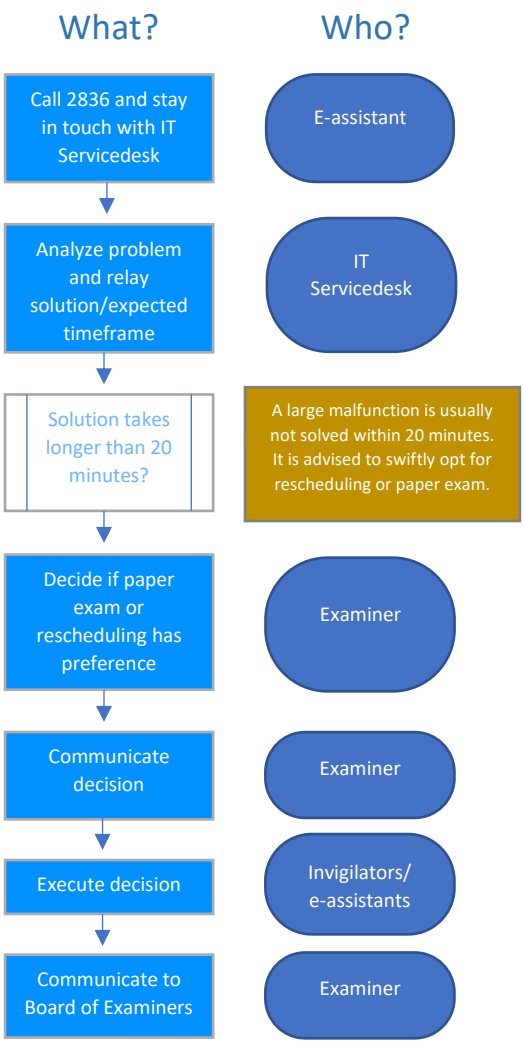
IT Service desk

The IT Service desk is responsible for answering the phone in case the priority phone number is called. They make a judgement about the reported issue and make contact with the correct parties to solve the issue. These parties may include, for example, the Network ITS department or the business information manager for Remindo and Numworx. The IT Service desk can be reached from 7:15 am to 9:30 pm on weekdays.

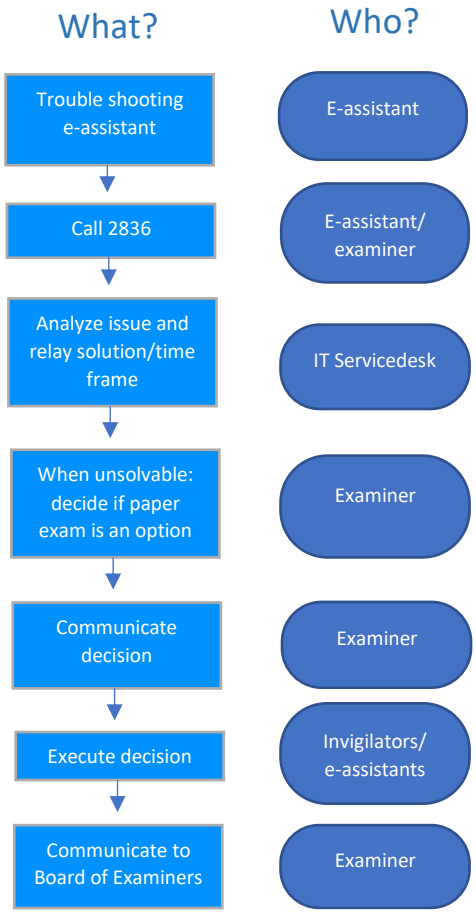
Decision line

In case of a calamity or malfunction during the administering of a digital exam on Chromebooks in a UU exam room, the decision line below is followed.

PRIO1: all students in the exam room cannot take their exam because of a malfunction in Remindo/Numworx, 2FA or the network



PRIO2: one or a few students are unable to take the exam in the exam room



Types of calamities and solutions/actions (if any)

There are several possible solutions or alternatives when a malfunction or calamity occurs during an exam. Every incident is unique, and the ultimate solution can have a different outcome than the suggested solution in this table. The person responsible for the exam makes the final decision.

Malfunction/calamity	Consequence	Who takes action?	Who decides?	Solution/ alternative
• **Wi-Fi outage** • Power outage (possibly leading to Wi-Fi outage) Multiple students/exams are experiencing a Wi-Fi outage that cannot be solved within 20 minutes after reporting the outage to the IT Servicedesk.	Digital examination is not possible.	E-assistant reaches out to IT Servicedesk by calling the emergency number 030-253 **2836.** The Servicedesk will notify the Network department, and after the feedback the e-assistant will notify the examiner.	Examiner decides and informs invigilators/ e-assistants and candidates whether exam can be resumed or not.	1. Types of exam question allow for the exam to be made on paper: make copies of the exam (if possible in case of network failure) and resume the exam on paper. The examiner may have brought a printed copy of the exam to the exam room. The examiner may also decide to have the students a digital retake on the first possible date after the original exam date. 2. The type of questions in the exam make the exam <u>unsuitable</u> for paper alternative: students are offered a digital retake on the first possible date after the original exam date. <u>NOTE:</u> In the event of a network outage, where answers have already been completed, the Chromebooks should be left open and on, so that once the network is available again, connection to the server can be re-established and the answers can still be sent and processed in Remindo/Numworx.

Malfunction/calamity	Consequence	Who takes action?	Who decides?	Solution/ alternative
Remindo/Numworx outage A malfunction has occurred in the test software of Remindo or Numworx	Digitally administering the exam is not possible for exams that have been planned in that moment.	E-assistant reaches out to IT Servicedesk by calling the emergency number. The Servicedesk will contact the Business Information Management of Remindo/ Numworx. BIM will solve the malfunction, with help of the supplier Paragin if necessary. The e-assistant is the link between IT and the examiner in the exam room.	Examiner decides and informs invigilators and candidates whether or not to allow test to proceed.	1. Types of exam question allow for the exam to be made on paper: make copies of the exam and resume the exam on paper. The examiner may have brought a printed copy of the exam to the exam room. The examiner may also decide to have the students a digital retake on the first possible date after the original exam date. 2. The type of questions in the exam make the exam unsuitable for paper alternative: students are offered a digital retake, on the first possible date after the original exam date.
UU login screen (Identity and Access Management) not available It cannot be solved within 20 minutes of the notification	Identity candidate cannot be checked and/or login is not possible at all, so safe examination is compromised.	E-assistant contact IT Servicedesk via emergency number, who contacts the IAM department of ITS. E-assistant is the link between examiner and IT Servicedesk.	Examiner decides and informs invigilators, e-assistants and candidates that the exam is cancelled.	Students will be offered a digital retake on the first possible date after the original exam date.
2FA failure Not resolvable within 20 minutes of notification	Digital exam is not possible because the teacher cannot log in to start the test.	E-assistant contacts IT Servicedesk via emergency number, who contacts IAM department. The e-assistant is the link between the examiner and IT Servicedesk.	Examiner decides and informs invigilators, e-assistants and candidates about whether or not to let the exam proceed.	1. Types of exam question allow for the exam to be made on paper: make copies of the exam and resume the exam on paper. The examiner may have brought a printed copy of the exam to the exam room. The examiner may also decide to have the students a digital retake on the first possible date after the original exam date. 2. The type of questions in the exam make the exam unsuitable for

Malfunction/calamity	Consequence	Who takes action?	Who decides?	Solution/ alternative
				paper alternative: students are offered a digital retake on the first possible date after the original exam date.
Extreme weather conditions (code red)	Candidates cannot come to the exam location or roads become inaccessible so that candidates cannot go home.	Department of communication posts notice on UU website/ intranet. Chain manager communicates decision of CvB to Remindo key-users and chain contacts.	CvB, i.e. student and faculty safety.	The test is aborted and/or cancelled early. Students will be offered a digital retake on the first possible date after the original exam date.
Public transport strike. Depending on the circumstances (announced/unannounced), this may be a case of force majeure and therefore a calamity.	Candidates cannot come to the exam.	In case of a national strike: department of communications posts a notice on UU websites/ intranet with decision of NO/ Head of Education. Chain manager communicates decision of CvB to Remindo key-users and chain contacts. In case of a regional strike: examiner will contact students about whether or not the exam will still take place.	NO and Head of Education SO&O decide together in case of large-scale nationwide strike. Examiner/ faculty on a small-scale regional strike.	If a student or group of students could not attend to force majeure, a digital retake will be offered on the first possible date after the original exam date.
Fire at exam location or adjacent buildings	Exam location is not available.	E-assistant calls 030-253 **4444** and informs examiner. Everyone leaves the building.	Examiner decides and informs invigilators and candidates that the exam is cancelled.	Students will be offered a digital retake on the first possible date after the original exam date.
The e-assistant is not present on time which may delay the start of the exam.	The exam room may not be brought into readiness in time for the test to	Present invigilator or examiner calls 030-253 **2836.** A replacement e-	Examiner decides and informs invigilators, e-assistants and	Students will be offered a digital retake on the first possible date after the original exam date.

Malfunction/calamity	Consequence	Who takes action?	Who decides?	Solution/ alternative
	continue at the planned time.	assistant will be sent as soon as possible to build up the exam room.	candidates whether the test will be cancelled.	
For the SPSS/JASP exams of the Faculty of Social Sciences only: **Malfunction at SolisWorkspace.** This may precent SPSS from opening during the exam.	The test may be delayed or cannot proceed because SPSS (or JASP) cannot be reached through SolisWorkspace.	Present e-assistant calls 030-253 **2836**. The IT Servicedesk can solve individual problems; in the event of a major malfunction, the relevant solution group is called in. The IT Servicedesk stays in touch with the e-assistant during the outage.	Examiner decides and informs invigilators, e-assistants and candidates whether the test will be cancelled.	Students will be offered a digital retake on the first possible date after the original exam date.

Process flow in the exam room in case of incidents and/or emergencies