

Appendix 2 Protocol online assessment

-This protocol is part of Addendum EER Bachelor 2019-2020 covid-19

-This protocol is valid from 1 April 2020 up to and including 31 August 2020

Version: 8 July 2020

1. Before the online assessment starts:

- 1.1 The student receives instructions from their assessor five days prior to alternative written online assessments by email.
- 1.2 The student themselves is responsible for a stable internet connection. If the internet connection during the exam drops below acceptable threshold, exam chance can be reclaimed if proof of internet connection speed test is delivered and the exam attempt stopped.
- 1.3 The student needs to sign/accept the pledge of honor prior, should this be part of their assessment, to the start of the assessment, which states that the student has not given or received any unauthorized assistance on the assessment.
- 1.4 The assessor will call the student into the assessment on the indicated timeslot. The student should be well prepared, so the assessment can start immediately.
- 1.5 The timeslots scheduled for online assessments are based on Dutch time zone.
- 1.6 Students with an impairment can request for additional provisions like extra time, as stated in article 3.8, Bachelor EER 2019-2020.

2. During the online assessment:

- 2.1 The assessor will take digital notes for scoring the results during the assessment which will be kept for one year.
- 2.2 The oral exams take place over "TEAMS" and will require a video connection. All calls will be recorded over TEAMS, by accepting the call the student also accepts the recording (the recording will be saved for exam validation purposes only).
- 2.3 For oral exams, the camera needs to be on and recording (at least audio). This needs to be done all the time for review purposes. The recordings will be deleted one year after the recording date.
- 2.4 During the oral exam the student will be asked by his/her assessor to show his/her Hotelschool The Hague smartcard or other kind of ID to prove their identity. The assessor requests the student to show that she/he is in a closed room without any other people and without any additional notes.
- 2.5 For written sit-down assessments, cameras are used for invigilation only. Recordings will be removed directly after the exam took place, unless there is suspicion of fraud. In that case recordings will be saved for the duration in which the recording is needed as part of the fraud procedure. In this case, all students will be informed immediately that the recordings are saved and for which period of time.
- 2.6 The assessor may allow students to use other exam aids, for example a dictionary. These exam aids will be communicated in the instructions email prior to the online assessment. No other items are allowed to be in the direct vicinity.
- 2.7 If for any reason the assessor runs behind schedule, the assessor will inform all students of possible delays as soon as possible.

- 2.8 If the student does not pick up the call for an oral assessment, the assessor will try to call the student once more. If the student does not answer after two calls, this will be noted down as a “no show” for the assessment. No new timeslots will be made available in this case.
- 2.9 If during the assessment the assessor deems that the connection is too poor for a proper assessment, the exam will be stopped by the assessor and will be declared invalid and in this case the student can request their assessment chance back.

3. After online assessment:

- 3.1 The score will be uploaded in Osiris, no later than 15 working days after the assessment took place.
- 3.2 Individual feedback is possible, but this will be at a later time and upon individual request only.