

RULES AND REGULATIONS OF THE FACULTY ITC EXAMINATION BOARD

APPLICABLE FOR COURSES STARTING FROM SEPTEMBER 2019 ONWARDS

Faculty of Geo-Information Science and Earth Observation (Faculty ITC)

The Examination Board of the Faculty,

These Rules and Regulations are established by the Faculty ITC Examination Board conform the Dutch Higher Education and Research Act (WHW) Section 7.12b, Point 3.

Applicable for:

- The Master's programme M Geoinformation Science and Earth Observation (M.Sc.) (CROHO number 75014) (M-GEO)
- The Master's programme Spatial Engineering (CROHO number 60962) (M-SE)
- Postgraduate Diploma Course (PGD) from the M-GEO
- Credit bearing short courses from the M-GEO

CONTENTS

CONTENTS.....	2
DEFINITIONS	3
SECTION 1: The Examination Board and Her Duties and Powers	3
1.1 The Examination Board	3
1.2 Duties and Powers	3
1.3 General	4
1.4 Meetings	4
1.5 Decisions	4
1.6 Mandates and Committees.....	4
SECTION 2: The Execution of General Tasks and Authorities	5
2.1 Appointment of Examiners	5
2.2 Securing the Quality of Tests and Exams	5
SECTION 3: Student Complaints and Requests	5
3.1 Complaints.....	5
3.2 Requests.....	5
SECTION 4: The Assessment of the Quality of Tests and Determination of Marks.....	6
4.1 Quality of Tests and Marking.....	6
4.2 Assessment of the Quality of Tests.....	6
4.3 Determination of Marks	7
4.4 Fraud	7
SECTION 5: Changes, Deviations, Appeal and Objections	7
5.1 Conflicts with the Rules and Regulations	7
5.2 Hardship Clause	7
5.3 Appeals.....	7
5.4 Announcement of and Changes in the Rules and Regulations.....	8
5.5 Commencement Date.....	8
APPENDIX 1: Examination Board Calendar.....	9
APPENDIX 2: Rules of Order for Written Tests	11
APPENDIX 3: Procedure for Taking Tests at a Distance via the Computer.....	12

DEFINITIONS

For a definition of most of the terms used in this document, the reader is referred to the Education and Examination Regulations of the Faculty ITC (EER). The following terms are used in this document and not defined in the EER:

- Assessor: A person who assists the Examiner in the process of assessment;
- Test supervisor: A person who ensures and monitors that the Rules of order for written tests (see Appendix 2) are implemented during the test;
- UFO: University job classification system.

SECTION 1: THE EXAMINATION BOARD AND HER DUTIES AND POWERS

1.1 THE EXAMINATION BOARD

- 1) The Dean appoints an Examination Board (EB) for each programme or group of programmes. Its members are appointed based on their expertise in the field of that particular programme or group of programmes, involvement as lecturer/supervisor, and expertise in assessment.
- 2) The Examination Board is the body which determines in an objective and expert way whether a student has all knowledge, skills and attitudes that are defined in the EER for awarding the MSc Degree and Certificates. The Examination Board has a say and is involved in all aspects of assessment from policy on assessment via appointment of Examiners to the decision about requests and complaints related to assessment.
- 3) For each Master's programme, at least one member is appointed to the Examination Board.
- 4) The Dean of the Faculty ITC has according to the WHW art. 9.14 set down further regulations on the governance and composition of the Examination Board in the Faculty Regulations.
- 5) The composition of the Examination Board is published on Internet.

1.2 DUTIES AND POWERS

- 1) The Examination Board has the following duties stated in the WHW:
 - i. Establish if a student meets the Programme Learning Outcomes, as stated in the EER (WHW Art. 7.12 Par. 2).
 - ii. Presentation of a Diploma or Certificate as a proof of completing all exams (WHW Art. 7.11 Par. 2; EER Art. 5.4).
 - iii. Quality assurance of tests and exams (WHW Art 7.12b Par. 1a).
 - iv. Determination of rules and directions to determine and judge the results of tests and exams, within the framework of the EER (WHW Art 7.12b Par. 1b).
 - v. Granting permission to follow a tailor-made study programme (WHW Art 7.3d; EER Art. 3.6).
 - vi. Granting exemptions from one or more assignments or practical exercises (WHW Art. 7.12b Par.1d and Art. 7.13 Par. 2r; EER Art. 3.4).
 - vii. The taking of sanctions in cases of fraud (WHW Art. 7.12b Par. 2).
 - viii. The Examination Board will determine further rules on the execution of duties and rights as mentioned under sub Paragraphs iii, iv, vi, and vii of this Paragraph (WHW Art. 7.12b Par. 3).
 - ix. Submit an annual report to the Dean (WHW Art. 7.12b Par. 5).
 - x. Appointment of Examiners for examining and judging tests (WHW Art. 7.12c Par.1).
 - xi. Handle requests and complaints submitted by students related to exams (WHW Art. 7.12b Par. 4).
- 2) The Examination Board has the following powers:
 - i. The right of postponement of the declaration of successful completion of the exams (WHW Art. 7.11 Par. 3; EER Art 5.2).
 - ii. The right to extend the validity of tests (WHW Art. 7.13 Par. 2k; EER Art. 4.8).
 - iii. The right to deviate from the number of times and manner in which exams can be taken (WHW Art. 7.13 Par. 2l; EER Art. 4.5).
 - iv. The right to deviate from the public nature of oral tests (WHW Art. 7.13 Par. 2n; EER Art. 4.6).
 - v. The right to grant an exemption from a practical exercise. The Examination Board can demand replacement requirements (WHW Art. 7.13 Par. 2t).

- vi. The right to grant an exemption, if necessary with replacement of specific parts of the study unit, from the obligation to take part in a practical exercise to get admission to sit a test (WHW Art. 7.13 Par. 2t; EER Art. 3.4).

1.3 GENERAL

- 1) The Examination Board is independent but works within the framework of the WHW and the framework and rules as defined by the Executive Board of the University of Twente or the Dean of the Faculty ITC. Besides, the jurisprudence of the CBE (Board of Appeal for Examinations) of the UT is followed.
- 2) The Dean has appointed the chair of the Examination Board. The Examination Board elects the vice-chair to replace the chair in his/her absence. When both the chair and vice-chair are absent, one of the other Examination Board members acts as vice-chair, the longest sitting member first.
- 3) The Examination Board can decide to mandate specific tasks and responsibilities to the chair or another member.
- 4) For the execution of some specific tasks, the Examination Board may set up a committee or working group, which will execute the tasks on behalf of the Examination Board and will advise the board on this matter.

1.4 MEETINGS

- 1) The Examination Board meets at least eight times per year.
- 2) Meetings are scheduled about once per month. The Examination Board works with an annual cycle that gives an indication what topics are dealt with in which meeting. The annual cycle is an Appendix of this document.
- 3) The meetings and minutes of the Examination Board are not public.

1.5 DECISIONS

- 1) Decisions are taken on the basis of arguments. If this does not lead to agreement the chair can decide to vote. In case the votes are equally divided, the chair has the casting vote.
- 2) In principle decisions are taken by all members together. In case a member cannot attend a meeting, the member may communicate his/her opinion or vote before the meeting.
- 3) All Examination Board members are involved in:
 - i. Decisions on changes on the Rules and Regulations defined in this document;
 - ii. Decisions that directly affect the functioning of the EB;
 - iii. Decisions on documents prepared by the EB such as Instructions for Examiners and the Annual Plan;
 - iv. Decisions on documents that require formal approval by the EB.
- 4) If Examination Board members cannot be present at a meeting, a decision by a single EB member can be forwarded by e-mail to all other EB members, or the decision is postponed once to the next Examination Board meeting.
- 5) Decisions that relate to day-to-day activities and responsibilities by the Examination Board can be taken by three members, including the chair or vice-chair.

1.6 MANDATES AND COMMITTEES

- 1) The following tasks are mandated:
 - i. The handling of the first case of fraud by a student is mandated to the Programme Manager except for fraud in the MSc Research (Article 4.6).
 - ii. Establish if a student meets the programme learning outcomes as stated in the EER for the course or programme is mandated to the chair and vice-chair of the Examination Board.
 - iii. Dealing with first instances of complaints on the procedure and format of tests is mandated to the Programme Manager.
- 2) The Examination Board installed the Certification Committee.
 - i. The Certification Committee reviews and updates the Certification Policy of the Faculty ITC Educational Programmes; ensures compliance with UT regulations for certification, and develops and maintains the working procedures for the execution of the certification documents. The committee chair is a member of the Examination Board, and committee members are invited by the committee chair and are approved by the Dean.

- ii. The Certification Committee consists of representatives from the Examination Board, the Course Directors, Bureau Education and Research Support (Faculty ITC-BOOZ) and an education specialist and prepares the documents and procedures for approval by the Dean. The Examination Board is responsible for managing this process. The certification officer of Faculty ITC-BOOZ is the point of contact for developments at UT central regarding certification.

SECTION 2: THE EXECUTION OF GENERAL TASKS AND AUTHORITIES

2.1 APPOINTMENT OF EXAMINERS

The Programme Manager nominates and the Examination Board appoints Examiners for each study unit in its Annual cycle (see Appendix 1). The Examiners are, via the Programme Manager, accountable to the Examination Board.

2.2 SECURING THE QUALITY OF TESTS AND EXAMS

- 1) To secure the quality of tests and exams, Examiners are required to have a University Teaching Qualification. For the time being, people with dispensation for the UTQ or have started the UTQ trajectory are treated equally to people having one. Exemption from this requirement can be given under circumstances.
- 2) For PAB, TAB and FAAB no more than one member does not hold a PhD Degree. No more than one member has an UFO profile without research tasks. In exceptional cases the Examination Board can deviate from this.
- 3) The Examination Board performs periodic quality checks of exams, if needed by delegating a review to an external expert on the subject matter of the exam.
- 4) The Examination Board has set rules of order for written tests to ensure quality of test taking, which can be found in Appendix 2.
- 5) The Examination Board has defined a procedure for taking tests at a distance via the computer, which can be found in Appendix 3.

SECTION 3: STUDENT COMPLAINTS AND REQUESTS

3.1 COMPLAINTS

- 1) Student complaints are first dealt with by the Programme Manager.
- 2) If the student is not satisfied with the decision of the Programme Manager, the student has a right of complaint with the Examination Board when the disagreement is related to the format or procedure of a test or exam or with the Programme Director for all other issues.
- 3) A complaint with the Examination Board will only be accepted if the previous steps of dealing with complaints (complaint has been discussed with the Examiner, Proposal Assessment Board or Thesis Assessment Board and has been presented to the Programme Manager for reconsideration) have not led to an agreement;
- 4) Complaints should be sent in writing to the mailbox of the Examination Board (examination-board-itc@utwente.nl).
- 5) A complaint on the format or procedure of a test or exam should be sent to the Examination Board within the period of three weeks after the marks have been published.
- 6) The Examination Board can request all relevant materials and correspondence and may hear all parties involved for relevant information, before the final decision is taken and communicated in writing to the student. In case the complaint is supported, the Examination Board will propose remedial actions. If the complaint of the student is rejected, the reasons are described.
- 7) The Examination Board should deal with the case within two weeks of receipt of the complaint.
- 8) Regulations on complaints with the Programme Manager can be found in the EER.

3.2 REQUESTS

- 1) Requests for a tailor-made Master's programme, exemption or credit transfer have to be made at least three weeks before the start of the deviation from the regular programme.
- 2) A request for one extra opportunity for one test in a study unit to fulfil the requirements for the admission to the MSc Research of the M-GEO will only be handled by the Examination Board after the student has been informed in writing by the Programme Manager stating that the student

no longer qualifies for the MSc Degree and after the last scheduled test opportunity of the re-sit exam week.

- 3) A request for one extra opportunity for one test in a study unit to fulfil the requirements for the admission to the Academic and Research phase of the M-SE will only be handled by the Examination Board after the student has been informed in writing by the Programme Manager stating that the student no longer qualifies for the MSc Degree and after the last scheduled test opportunity of the International Module in Quartile 5.
- 4) A request for one extra opportunity for one test in a study unit to fulfil the requirements for the admission to the Final Assignment of the PGD course will only be handled by the Examination Board after the student has been informed in writing by the Programme Manager stating that the student no longer qualifies for the PGD Certificate and after the last scheduled test opportunity of Quartile 3.
- 5) It is not possible to request an extra test opportunity for a study unit in which the student has committed fraud.
- 6) Requests should be sent in writing to the mailbox of the Examination Board (examination-board-itc@utwente.nl).
- 7) The Examination Board should deal with the case within two weeks of receipt of the request.

SECTION 4: THE ASSESSMENT OF THE QUALITY OF TESTS AND DETERMINATION OF MARKS

4.1 QUALITY OF TESTS AND MARKING

The rules in Paragraphs 4.2 and 4.3 are expected to be implemented by Examiners in designing and marking tests. The Examination Board will use these as guidelines when evaluating tests and exams.

4.2 ASSESSMENT OF THE QUALITY OF TESTS

- 1) The regulations on the Education and Exams of the EER (Section 4) are considered to be a good starting point for high quality tests.
- 2) For the assessment of the quality of tests, the following information should be made available for the Examination Board by the Examiner at request:
 - i. The Test Plan;
 - ii. For each test, a Test Matrix;
 - iii. The actual test(s);
 - iv. The marking scheme of the test(s);
 - v. An analysis of test results.
 - vi. The procedure for determining the mark.
 - vii. Data of student results over the last 3 years.
- 3) In assessing the quality of a test, the Examination Board uses the following criteria:
 - i. A test should be valid:
 - The Test Plan covers all learning outcomes;
 - The test format is in line with the learning outcomes that have to be assessed;
 - ii. A test should be transparent:
 - Students know beforehand what to expect in the test.
 - Before the start of the study unit the Examiner certifies that all information on demands on tests or exams is available through the digital learning environment.
 - Before the start of the study unit the Examiner certifies that assessment criteria for tests and exams are made available through the digital learning environment.
 - iii. A test should be reliable:
 1. The test and the constituting questions are of good quality.
 2. The marking of the test is conducted adequate and reliable.
 3. For a study unit with multiple assessors the Examiner certifies that all assessors apply the same assessment criteria for a test, and that all assessment criteria are similarly weighted to guarantee uniform and consistent assessment.
 - iv. A test should be doable: A maximum of one test per day is allowed. A written test should not commence within 24 hours of the start of the previous written test.
- 4) The Examination Board is entitled to ask any Examiner at any time to produce evidence on the quality of their tests.

4.3 DETERMINATION OF MARKS

- 1) The determination of the exam result should be based on the Test Plan as defined in the EER, Article 4.4.
- 2) The Faculty ITC marking system for tests and exams is defined in the EER, Article 4.1-9.
- 3) The Test Plan should clearly explain how tests within a study unit lead to the exam result. It should include weights of the different tests, and if applicable compensation possibilities.
- 4) The exam result is based on an individual or group assessment.
- 5) In case of a deficiency in a test, the Examiner is entitled to alter the test but such alteration may not disfavour the student. Assessment criteria may be changed by the Examiner but changes may not disfavour the student. Alteration of a test can be, for instance, because questions may prove to be too difficult, or that the set time period to finish a test is too short.

4.4 FRAUD

- 1) Fraud is defined in the Faculty ITC EER.
- 2) In case of detected fraud the student is informed by the Examiner; the student does not receive a mark or feedback on the quality of the work handed in. The Examiner informs the Programme Manager and Examination Board in writing in all cases of fraud. The Programme Manager deals with a first case of fraud. The Examination Board deals with repeated cases of fraud, and fraud in the MSc Research, Academic and Research phase, or Final Assignment exam. The Examination Board hears both parties and decides on proper action.
- 3) The Examination Board can decide that the student is excluded from all tests for a certain period of time, with a maximum of one year. In case of severe or repeated fraud the Executive Board of the University can decide, advised by the Examination Board, to expel the student from the course or programme.
- 4) In case the student has committed fraud in the MSc Research, Academic and Research phase or Final Assignment exam and decides to return to finish the exams after exclusion, the old Thesis or Final Assignment is invalidated and a new topic has to be chosen.

SECTION 5: CHANGES, DEVIATIONS, APPEAL AND OBJECTIONS

5.1 CONFLICTS WITH THE RULES AND REGULATIONS

- 1) The Rules and Regulations are formulated within the boundaries of the EER of the Faculty ITC. In case they are in conflict with the EER, then the EER has precedence.
- 2) In case other additional regulations and/or measures are in conflict with these Rules and Regulations, then the Rules and Regulations have precedence.
- 3) In some cases where programmes are taught in conjunction with a partner, the two institutes will agree upon new procedures, to be approved by the Examination Board, which take precedence over these Rules and Regulations. The Programme Manager will inform the students which Rules and Regulations apply.

5.2 HARDSHIP CLAUSE

- 1) The Examination Board reviews the Rules and Regulations on a regular basis.
- 2) In an exceptional case where application of these Rules and Regulations would result in manifest unfairness with respect to a registered student, the Examination Board can decide to depart from these Rules and Regulations.
- 3) In cases not covered by these Rules and Regulations, the Examination Board decides.

5.3 APPEALS

- 1) According to the Dutch Law on Higher Education and Scientific Research, a Master's student can appeal against the decision of an Examination Board to the University's Appeal Board for Exams via the UT Complaints Desk within six weeks after being informed by that Examination Board on the decision.
- 2) According to the Dutch Law on Higher Education and Scientific Research, a Master's student can appeal against a test result to the University's Appeal Board for Exams via the UT Complaints Desk within six weeks after being informed by the examiner on the result.

- 3) An appeal to the University's Appeal Board for Exams does not automatically overrule a possible deregistration of a student according to the rules of a fellowship provider. However, a student can ask for a provisional ruling from the University's Appeal Board for Exams pending the decision of this Board.

5.4 ANNOUNCEMENT OF AND CHANGES IN THE RULES AND REGULATIONS

- 1) The Rules and Regulations of the Examination Board are available via the Faculty ITC website.
- 2) Changes in the Rules and Regulations are also published via the Faculty ITC website.

5.5 COMMENCEMENT DATE

These Rules and Regulations of the Examination Board apply to all programmes and courses that are offered by the Faculty ITC of the University of Twente and are leading to a MSc Degree, PGD Certificate, or a credit bearing short course Certificate starting from September 2019 onwards and, together with the EER, replace all previous regulations.

APPENDIX 1: EXAMINATION BOARD CALENDAR

This calendar offers an overview of the actions and decisions the Examination Board deals with during the academic year. Some of the topics are discussed in a meeting, others are dealt with via other means.

Quartile	Scheduling	Actions and decisions
Quartile 1/5	Half September	<ul style="list-style-type: none"> - M-GEO and M-SE: Approval of Thesis Assessment Boards for exams at the end of this quartile - M-GEO: Approval of Proposal Assessment Board for tests at the end of this quartile - Annual report EB to Dean – period 1 September to 1 September
	End of October	<ul style="list-style-type: none"> - Review marks of all Master's programmes study units to oversee trends, signal problems, and select study units for test screening - Review of the Rules of procedure Examination Board - Review test plans of the programmes
Quartile 2/6	Early November (no meeting)	<ul style="list-style-type: none"> - M-GEO: Requests/complaints MSc Research proposal presentations/ discontinuation with the research work and Thesis - M-SE: Requests extra test opportunities for admission to the Academic and Research phase
	End of November	<ul style="list-style-type: none"> - M-GEO and M-SE: Approval of Thesis Assessment Boards for exams at the end of this quartile - M-SE: Approval of Proposal Assessment Boards for tests at the end of this quartile - Approval of Examiners for Quartiles 3 and 4 of this academic year
Quartile 3/7	Early February (no meeting)	<ul style="list-style-type: none"> - M-SE: Requests/ complaints MSc Research proposal presentations/ discontinuation with the research work and Thesis
	Late February	<ul style="list-style-type: none"> - M-GEO programme 2017-2019: <ul style="list-style-type: none"> - Approval of Thesis Assessment Boards for exams early March, including those of Joint Education Programmes - Check on module marks of all Master's candidates
	Early March	<ul style="list-style-type: none"> - Discuss desired changes in the EER from Examination Board perspective and send this to the Portfolio holder Education - Discuss desired changes in the Rules and Regulations of the Examination Board - M-GEO and M-SE: Approval of Thesis Assessment Boards for exams at the end of this quartile - M-GEO programme 2017-2019: <ul style="list-style-type: none"> - Decision on award of MSc Degrees - Requests and complaints MSc Research exams

Quartile	Examination Board Meeting	Agenda
Quartile 4/8	Early May	<ul style="list-style-type: none"> - Approval of draft Rules and Regulations EB - PGD: Approval of Final Assignment Assessment Boards, including those of Joint Education Programmes - M-GEO and M-SE: Approval of Thesis Assessment Boards for exams at the end of this Quartile
	Late June	<ul style="list-style-type: none"> - M-GEO, M-SE and PGD: Check on marks and decision on award of MSc Degrees and PGD Certificates
	Early July (no meeting)	<ul style="list-style-type: none"> - M-GEO, M-SE and PGD: Requests/ complaints on MSc Research exams, Academic and Research phase exams and Final Assignment exams - M-GEO: Requests extra test opportunities for admission to the MSc Research
	Half August	<ul style="list-style-type: none"> - All programmes: Approval of Examiners for Quartiles 1 and 2 for the new academic year - Approval of: <ul style="list-style-type: none"> - Rules and Regulations Examination Board

On a continuous basis:

- Requests related to assessment of study units
- Requests for deviation of curriculum/ exemptions
- Non-structural issues.
- Approval of Proposal Assessment Boards, Thesis Assessment Board, Final Assignment Assessment Boards for individuals following a different time path

APPENDIX 2: RULES OF ORDER FOR WRITTEN TESTS

This appendix describes the rules of order for written tests taken at the Faculty ITC.

1. Students should be present in the room at least 5 minutes before the start time of the test. Students who present themselves only after the start of the test may be refused to enter the room.
2. Students may not leave the room during the first 30 minutes or the last 15 minutes of the official period of testing.
3. Students who did not enrol for the test do not have a right to take part.
4. Students should be able to identify themselves during the test. They might be asked to place their student card (or, failing that, a certified ID¹) visibly on the table.
5. A bathroom visit is only permitted if approved by the test supervisor. Only one person at a time may be given permission. Where necessary and feasible, a test supervisor will accompany the student to the bathroom. Bathroom visits will not be permitted during the first 30 minutes and last 15 minutes of the test.
6. If there is a designated area for placing bags and/or coats, all students should place those items there before the start of the test. If there is no such designated area, all students should place their bags and coats under their table.
7. Mobile phones and other (communication) devices must be switched off.
8. Students may only use those resources (books, notes, calculators etc.) that are explicitly approved by the Examiner. Fraudulent use of these resources will be considered attempted fraud and will be reported to the Examination Board.
9. Students are not allowed to communicate directly or indirectly with others during the test. Any violation of this will be considered attempted fraud and will be reported to the Examination Board.
10. Students should follow any additional rules and procedures announced by the test supervisor. Any failure to do so will be reported to the Examination Board.

¹ This applies to students who forgot their student card or (in rare cases) do not yet have one. A certified ID is a passport, driver's license, or any other official proof of identity that bears both the student's name and a photograph

APPENDIX 3: PROCEDURE FOR TAKING TESTS AT A DISTANCE VIA THE COMPUTER

To guarantee the authenticity of the assessment for tests taken at a distance via the computer the following measures are strongly proposed to be implemented:

- Let students make the test or assignment behind their computer with the webcam on.
- Use the Respondus LockDown Browser software (or equivalent software) to prevent fraud during the test.
- Use both audio and video in the tests, for instance a virtual classroom presentation or an oral test.
- Include an oral test which consists of follow up questions on the learning activities the students perform during the course. This effort enhances the guarantee of the authenticity of the assessment by trying to relate the student as much as possible with his/her own activities.
- For all tests the students have to provide proof of identity by showing their passport or other identity proving document via the webcam.