Handout for examinations with Proctorio at the Viadrina - for students

Status 26.05.2021
General information

- Due to the ongoing Corona pandemic, face-to-face exams are only possible to a very limited extent. To ensure equal opportunities for all students, online examinations will also be written under supervision. The Proctorio software is used for this purpose.
- The Proctorio software is used exclusively to prevent or detect cheating attempts. This means that certain functions of your computer can be restricted (usable programmes, forced full screen) and image and sound recordings can be made during the exam in order to be able to detect improper actions. Your examiners will tell you which settings or restrictions will be applied in your exam.
- Each Proctorio-supervised exam takes place in a Moodle course or in EvaExam.
- Before the actual exam, you have the opportunity to take a demo exam. This will have exactly the same settings as the real exam. The demo exam is designed to familiarise you with the exam format and Proctorio settings that apply to your exam.
- You have the right to choose whether you want to take the exam in person at the same time (i.e. in the same exam period). You must exercise this right after the demo examination; then you make a binding decision as to whether you want to take the examination in attendance or online. Your examiner will inform you of the registration deadlines in good time.
- In the case of the online exam, you will be monitored throughout the exam by exam monitoring software (Proctorio). This software may (depending on the functions used by your examiners) use image and sound recordings (from your webcam and microphone) to detect attempted cheating. In accordance with § 7 of the Framework Regulations for the Testing of Online Examinations, you are obliged to activate the required settings/devices (e.g. camera or microphone) when taking the online examination.
- You can take the online exam at a location of your choice.
- For technical questions during the exam, you can start a chat with the Proctorio Help Centre (not with your examiners!) by clicking on the grey shield icon in the upper right/left corner and selecting the "Live Chat" option.
- The Proctorio monitoring software is not responsible for the content of the exam. Proctorio does not hold any grading information.
- An attempt to deceive (§ 21 ASPO) is deemed to have been made if you attempt to influence the result of an examination by deception (in particular plagiarism), by using unauthorised aids, by providing unauthorised assistance to other students or third parties or by improperly influencing examination bodies or persons appointed by them to deal with examination matters. This also applies to the use of proctorio.
- If the examiner detects an attempt to cheat, this will be punished in exactly the same way as in attendance examinations.
- You will receive the examination results after they have been evaluated by the Examinations Office or your examiner.
Technical requirements

Mindest-Systemanforderungen für Proctorio

<table>
<thead>
<tr>
<th></th>
<th>Windows</th>
<th>Mac</th>
<th>Linux</th>
<th>Chrome OS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Betriebssystem</td>
<td>Windows 7+</td>
<td>Mac OSX 10.9+</td>
<td>Ubuntu 18.04+</td>
<td>Chrome 58+</td>
</tr>
<tr>
<td>Prozessor</td>
<td>Intel Pentium oder besser</td>
<td>Intel</td>
<td>Intel Pentium oder besser</td>
<td>Intel oder ARM</td>
</tr>
<tr>
<td>Speicherplatz</td>
<td>250 MB</td>
<td>250 MB</td>
<td>250 MB</td>
<td>250 MB</td>
</tr>
<tr>
<td>Freier RAM</td>
<td>2 GB¹</td>
<td>2 GB¹</td>
<td>2 GB¹</td>
<td>1 GB¹</td>
</tr>
<tr>
<td>Upload-Geschwindigkeit</td>
<td>0.092 Mbit/s - 0.244 Mbit/s²</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mikrofon</td>
<td>Jedes Mikrofon, intern oder extern³</td>
<td></td>
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<tr>
<td>Webcam</td>
<td>320x240 VGA-Auflösung (Minimum) intern oder extern³</td>
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</tbody>
</table>

¹ Freier RAM ist die minimale Speichermenge, die nicht von anderen Anwendungen verwendet wird.
³ Nur für die Prüfungsbeaufsichtigung erforderlich. Eine sichere Browser-Funktionalität erfordert keine Audio/Video Aufnahme.

- Install Google Chrome and start your exam or demo exam in Moodle.
- You will be automatically redirected to the installation page for the Proctorio extension for Google Chrome (getproctorio.com). The installation only needs to be carried out once. The extension is updated automatically. It can be uninstalled again after finishing the check in the browser.
- Mobile devices such as tablets or smartphones are **not** supported.
- Webcam and microphone - if required (integrated or external).
  - Note: If you are using an external webcam, please ensure that the camera is positioned correctly. As with an integrated camera, you must be clearly visible when sitting in front of the computer/laptop. Please use the demo test to check this. The same applies to an external microphone. Please check the sound recording. If in doubt, please contact your examiners before the exam.

Conditions on your premises

- In your own interest, make sure that you are not disturbed during the exam and that you can concentrate on the online exam.
- You are responsible for ensuring appropriate examination conditions.
- You will be told in advance if your examiners require a photograph of your desk/workstation. Remove personal items if this is important to you.
Procedure of the examination

- You start the exam in Moodle by clicking on "Start exam now".
- First a system check (duration approx. 5 minutes) is carried out. Your system must meet the following requirements:
  - Laptop, desktop or all-in-one computer. Mobile devices such as tablets or smartphones are not supported.
  - Current version of the Google Chrome browser and Proctorio browser extension (Download: getproctorio.com)
  - Webcam and microphone - if required (integrated or external)
    - Please note the information on the external webcam and microphone under "Technical requirements" on page 3.
- This is followed by an identity check. To do this, you will be asked to hold your student ID up to the camera at the beginning.
- Subsequently, you will receive information on permitted aids and, if applicable, special regulations.
  - Note: The time you spend on the system check and identity verification does not count towards your exam time.
  - Proctorio gives you information on what is being checked and when exactly the actual check begins.
- Now you can carry out the actual examination.
- When you have answered all the questions, please finish the exam by clicking on "Yes, I want to finish the exam". Your exam performance will then be saved.
  - Note: It is not sufficient to simply close the browser window of the exam. This will not capture your exam in its entirety and it will not be officially submitted.
- In the event of an interruption of the internet connection for which you are not responsible, or due to external influences, this examination attempt will not count. Please document the circumstances in as much detail as possible with screenshots (if this is possible with regard to the Proctorio settings), logs, notes from the Internet provider, etc., in order to be able to prove later, if necessary, that the interruption of the connection could not have been influenced.
- The recordings are regularly stored for 30 days. After that, the recordings are deleted.
- For technical problems, please contact Proctorio support via the live chat in the browser extension.
  - Note: The Proctorio Help Desk is not responsible for the content of the exam and will not answer any questions regarding content.

What happens in the event of suspected deception?

- Basic rule: The classification of an attempt to cheat is always and at all times the responsibility of your examiners!
- Proctorio flags behaviour, sound recordings, web traffic or the like that might be conspicuous according to various parameters.
- The examiners look at the recording material and decide according to the same parameters as for an in-class examination whether in their opinion there could be an attempt at cheating.
- If you suspect cheating, you will be contacted by your examiners after the examination. You will then have the opportunity to comment on the allegations.
- In no case will your exam simply be declared invalid without having spoken to you first.

Information on Privacy protection

- You can view the Viadrina's privacy protection statement on the use of Proctorio here [www.europa-uni.de/proctorio](http://www.europa-uni.de/proctorio).
- You will receive a data protection notice from your examiner.
- Pursuant to Art. 15 GDPR and in accordance with the Viadrina Privacy Policy on the use of *Proctorio®,* you have the right to information about the data processed; for this purpose, you are requested to contact the professorial department responsible for the examination.

Further information and assistance

- You will also receive the following information from your examiner:
  - Specific configuration of your exam;
  - *Proctorio® manual* for exam candidates with further information on the procedure, technical requirements, FAQs etc.;
  - Information on the processing of personal data pursuant to § 4 para. 2 No. 1 Framework Regulations for Conducting Online Examinations.
- You will be informed by your examiners how toileting will be handled while the online exam is in progress.
- He/she will also tell you directly how to contact your examiners during the online examination (in case of emergencies).
- If you have technical questions or difficulties during the exam, you can start a chat with the Proctorio Help Centre by clicking on the grey shield icon in the upper right/left corner and selecting the "Live Chat" option.
  - Note: You will not be connected to the professorial department or your examiners!
- You can reach the general Proctorio support at [support@proctorio.com](mailto:support@proctorio.com).
- If you would like to borrow a laptop and/or camera and microphone from the university, please contact [coworking@europa-uni.de](mailto:coworking@europa-uni.de).