Student manual:

Admission tests conducted online and

data privacy information

1. Introduction

The online record examinations are carried out with the processor ELT E-Learning Trainings GmbH and the sub-processor ELC E-Learning Consulting GmbH using the examination software "Proctorio". This software verifies the identity of the participants and records a video of you and a video of your screen during the exam. In addition, the audio is also recorded during the exam.

Before you take the online admission test, the opportunity to run a test trial will be provided in order to better understand the procedure. Furthermore, the trial allows in advance to make sure that everything works technically well.

2. Technical and setting requirements for the online admissions exam

2.1 Room requirements for the online entrance exam

In order to use Proctorio, you must find yourself in a **quiet, undisturbed location** because the software reacts sensitively to noise and please make sure that you can take the test **without any further interferences and interruptions**.

Recordings made during the test will only be watched by an employee of the ELC E-Learning Consuliting as well as of the University of Applied Sciences BFI Vienna in case Proctorio reports that abnormalities have been noticed in the course of the test (e.g., another person appears in the room, "background noises", not focusing on the screen for an unusually long period).

Please make sure that

- there is sufficient good lighting in your exam environment
- there are no background noises
- that you do not wear any headphones during the test
- you do not look away from the screen for too long.

Please note that any kind of cheating (e.g., other people's assistance or any technical assistance; so there must not be a second person in the room, any background noises, and you must not look away from the screen too long etc.) **will result in your expulsion from the admission procedure.** Accordingly, intakte in a degree programme is only granted subject to the evaluation of the videos made of you during the admission tests.

2.2. Technical requirements for the online admissions exam

To do the online admission test you will need a …

… laptop or PC,

… webcam that works properly,

… microphone that works properly,

… reliable internet connection,

… successfully installed **Proctorio extension to Google Chrome** – this document

will explain how to get the installation done.

Your device must meet the following <u>minimum</u> requirements in order to run Proctorio smoothly:

	Windows	Mac	Linux	Chrome OS
Operating System	Windows 7+	Mac OSX 10.9+	Ubuntu 18.04+	Chrome 58+
Processor	Intel Pentium or better	Intel	Intel Pentium or better	Intel or ARM
Free Disk Space	250 MB	250 MB	250 MB	250 MB
RAM	8 GB[1]	8 GB[1]	8 GB[1]	4 GB[1]
Upload Speed	0.092 Mbps - 0.244 Mbps[2]			
Microphone	Any Microphone, either internal or external[3]			
Webcam	320x240 VGA resolution (minimum) internal or external[3]			

1. This is the minimum amount of ram assuming at least 25% of the memory is not in use by other applications.
2. Depends on the exam settings, secure browser has no upload speed requirement.
3. Only required for proctoring, secure browser functionality does not require audio/visual recording.

# 3. Google Chrome Browser and Proctorio Installation

Please conduct the following steps in a chronological manner (all steps will be described in more detail afterwards):

a) Make sure the **Google Chrome Browser** is installed and is up-to-date – you are required to use this browser

b) Install Proctorio as an extension to Google Chrome (chapter 3)

3.1 Installing or updating the Google Chrome Browser

3.1.1 Installing the Google Chrome Browser

Search for Google Chrome in any browser and install the latest Google Chrome browser.
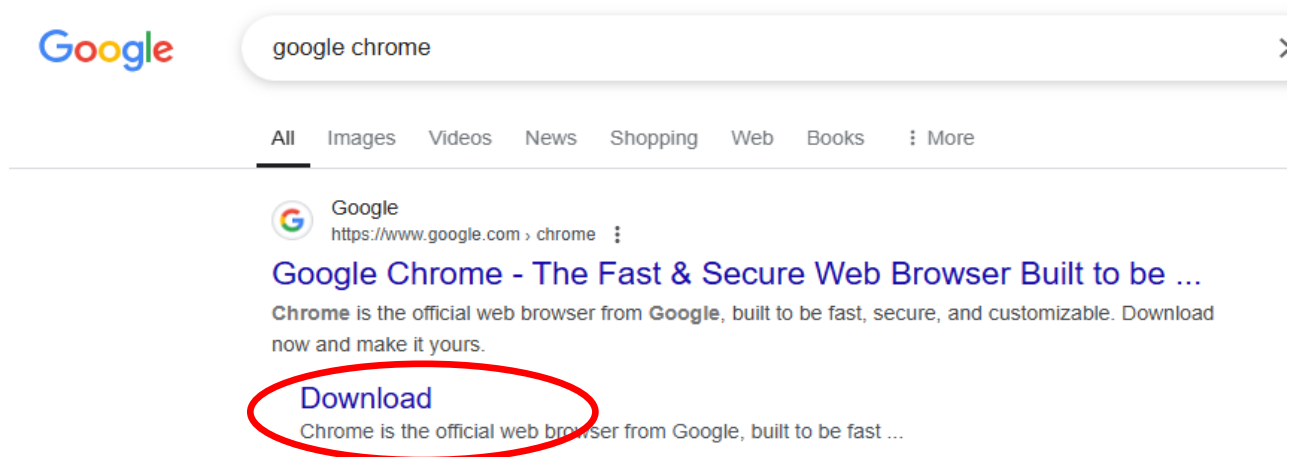
3.1.2. Updating the Google Chrome Browser

Open the following link in your Google Chrome browser and make sure that your browser is up to date.

To do this, click on the three dots in the top right-hand corner of your Google Chrome browser and then select "Settings":
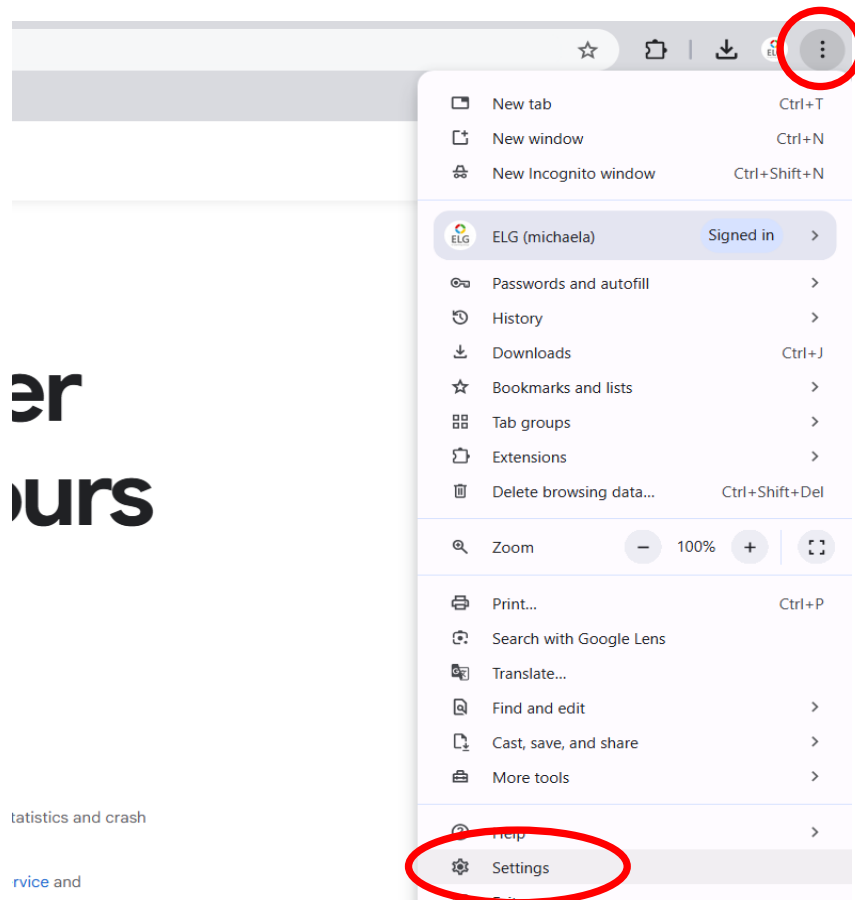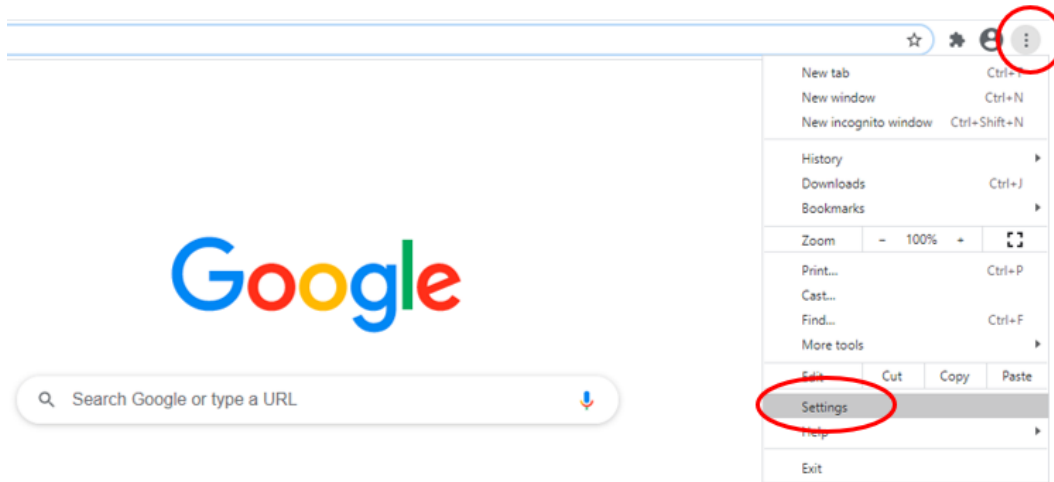
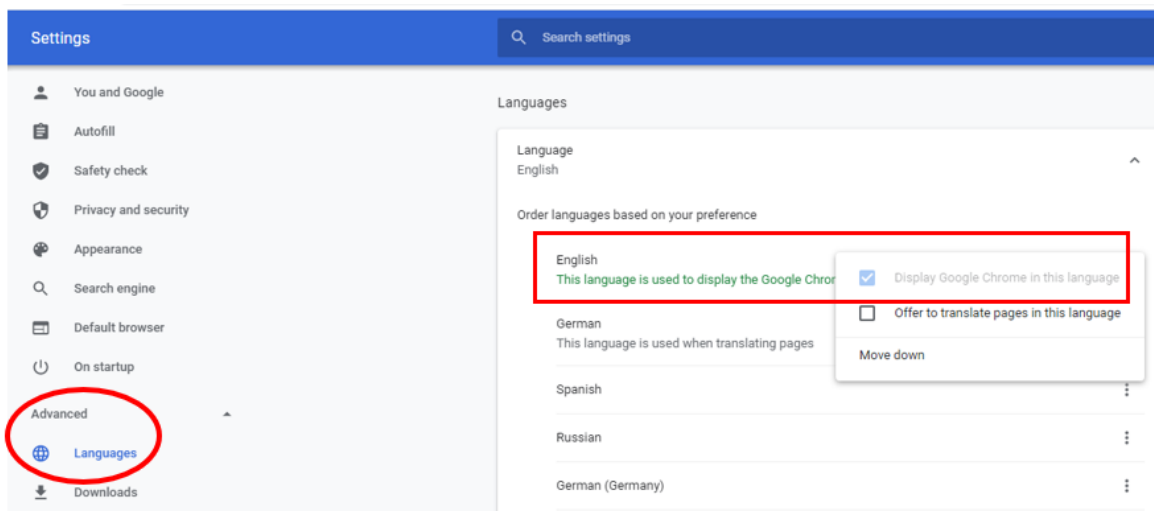Under "About Chrome" you can now see whether your Google Chrome version is up to date:
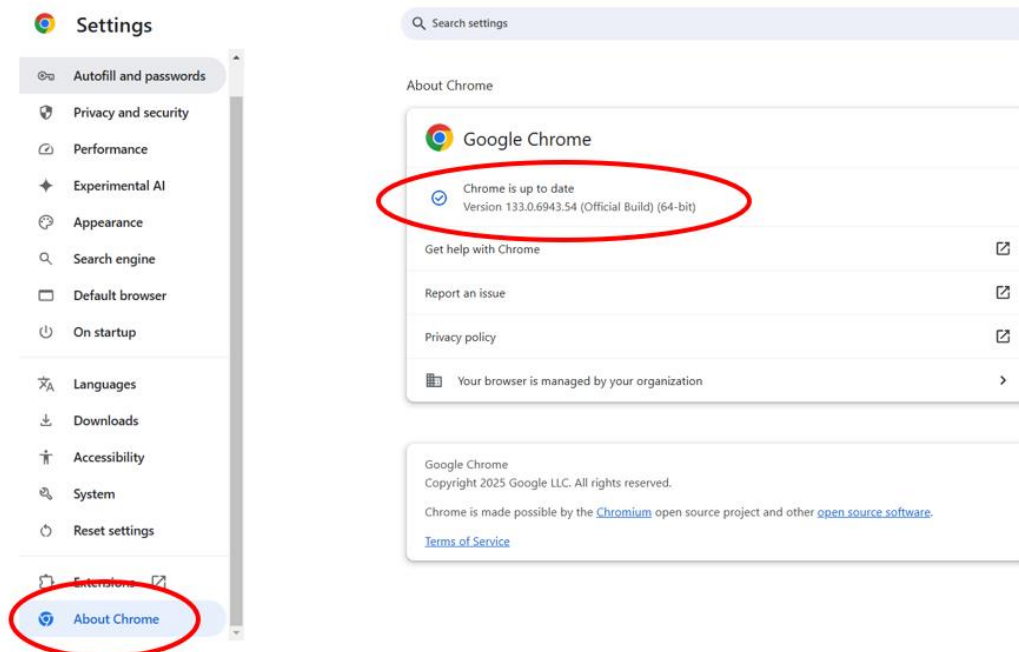
3.1.3 Language stetting in Google Chrome

Select "English" as the language setting for your Chrome browser:

Click on the three dots at the top right and go to "Settings".

Then click on "Advanced" to access the language settings and select "English" there:

Once you have completed the selection, close the browser so that the settings apply.

3.2. Installing Proctorio in Google Chrome

Install the Proctorio extension in Google Chrome. You can download the software for free here: https://getproctorio.com/
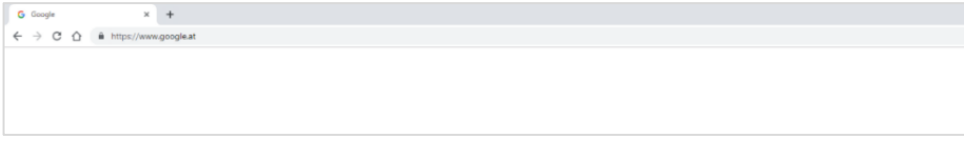
In order to make sure that the plugin is enabled, please deactivate and activate the extension by using the slider afterwards.

Once you have completed these steps correctly, you can start your online trial test. Please note the corresponding time period. We recommend that you carry out the trial test during the support hours of 09:00 am and 06:00 pm (Local Time Vienna). You can find more information on the support set up in chapter 4.

4. Support

If you need further help, please reach out to the support team:

1st Level support: based in Vienna, available Monday till Friday from 09:00 am to 8:00 pm (Local Time Vienna).

Tel.: +43 1 361 97 67 17

E-mail: support@e-learning-consulting.com

2nd Level Support offered by Proctorio: available 24 / 7

https://proctorio.zendesk.com

Once you have started a test, a live chat window pops up in the lower left corner, providing a direct connection to the Proctorio support team available 24 / 7.

5. Conducting the trial or admissions test

We offer you the possibility to do a trial test, which serves exclusively to check technical functionality - the result of the trial test will not count towards the results of the admission test:

1)   Open Google Chrome
2)   Delete cookies, pictures, further data.

Click on the three dots at the top right and go to "more tools" and select "clear browser data". In the browser settings please activate the following check marks then restart Google Chrome.
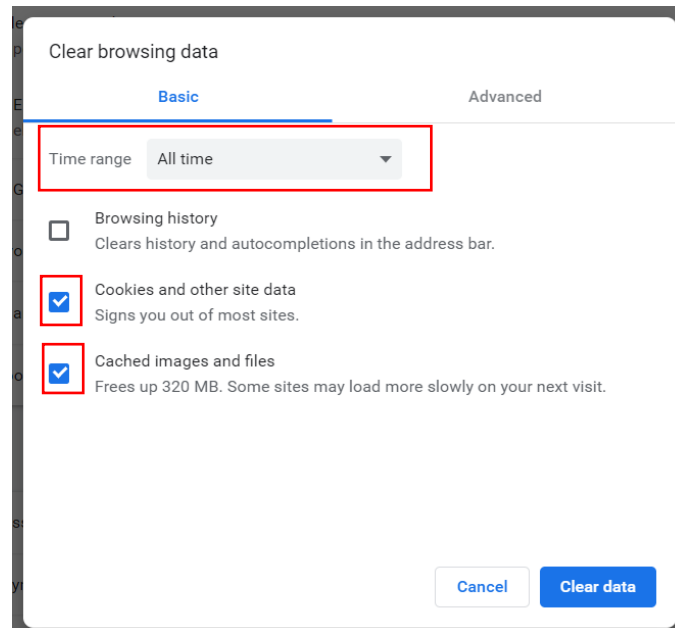
3) Log onto the learning platform www.study-now.eu by using your access data.

4) Navigate to trial test or to the programme you want to take the admission test for. You can take the trial test as often as you like.

5) After selecting the "Trial test (distance surveiled)" or the partial test you want take you can start the test by clicking on the following links:

and then "Attempt quiz now"

6) Please make sure that there is sufficient lightning in your exam environment. If you take the test in the evening, please make sure that you turn on all available lights in order to ensure proper lighting.
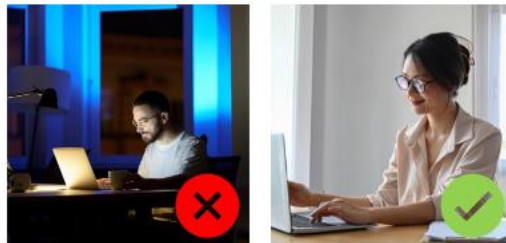
7) **It is not necessary** to enter any password or passcode. However, if you are automatically requested to enter a password after clicking on "Attempt quiz now", it is necessary to log out and log in again. Then navigate to the test requested.

Another solution is deinstalling and reinstalling the test software. You can do this by clicking on the three vertical dots appearing on the top right of Google Chrome, and choosing under "more tools" the rider "extensions":
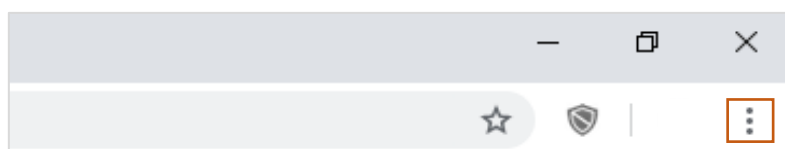
8) By clicking on "Attempt quiz now", you can access more information about the recordings automatically conducted by Proctorio during the test.

Before you Begin

This exam will be monitored by Proctorio. Here's what you should know:

During the exam, the following will be restricted:

- Any loss of network connectivity and the exam will end automatically, please make sure your current connection is stable during the entire exam.
- Your **clipboard** will be disabled during the exam. Copy and paste functions will not work and your **current clipboard will be emptied**.
- You will not be able to begin the exam until you **disconnect additional screens or monitors**.
- You will not be allowed to open new **tabs or windows** during the exam.
- You will not be allowed to **right click** the exam.
- You will not be allowed to **print** the exam.
- You will not be allowed to **download or save** any external files during the exam.

The following information will be collected during the duration of the exam:

Your microphone • Your webcam • Your physical location • Your identity • Your clipboard • Your mouse location • Your browser size • Your browser tabs and windows • Your head movements • Your eye movements • Your mouth movements • Your entire screen • Any other applications running • Number of display screens connected

The results of your actions may result in policy violations, at this institution's discretion.

Accessibility options:

Enable high visibility mode.
Learn more about Proctorio's approach to Accessibility.

Start exam pre-checks

Certain terms and conditions apply during the test:

Any Internet outage will automatically terminate the test. Therefore, please make sure that you have a reliable internet connection during the entire duration of the test. **We recommend restart your router before entering the test.** In case the test is cancelled by Proctoring due to disturbances it is up to the respective programme director of the University of Applied Sciences BFI Vienna to decide how to proceed.

The following aspects will be recorded and observed during the test:

- your webcam (you will be filmed during the test; audio and video)
- your location
- your clipboard
- the position of the mouse pointer
- the size of your browser window
- browser tabs and windows
- movements of your head
- movements of your eyes
- movements of your mouth
- your entire screen
- programs currently running (in the background) on your device
- number of connected monitors

To avoid any violations please comply with the test guidelines strictly. Should the test be disrupted for technical reasons, please report <u>immediately</u> to the technical support on support@e-learning-consulting.com

9) You will now be asked to perform the "Test Pre-Checks". This appears in the bottom right corner. Proctorio will now check your system requirements to ensure that you can run the test on your chosen device.

To do this, you must grant Proctorio access to your webcam:
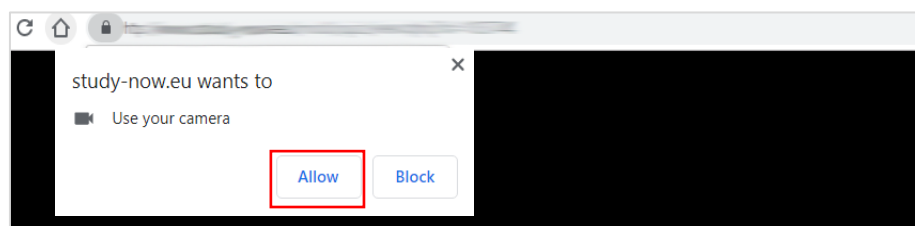
You must also grant Proctorio access to your screen:

Share your entire screen

Proctorio wants to share the contents of your screen. Choose what you'd like to share.

Share   Cancel
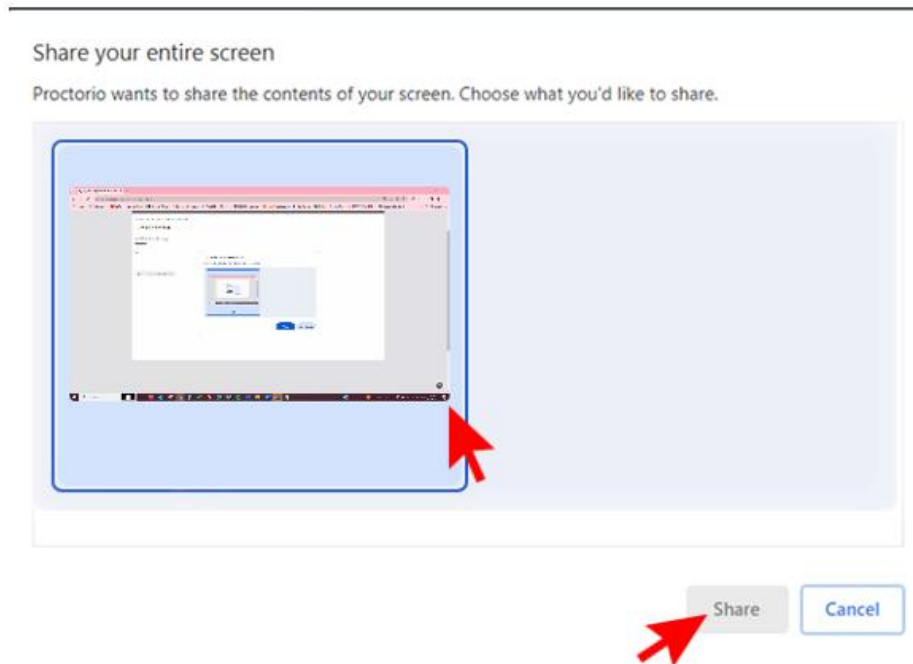
10) You will now be notified by Proctorio whether your system meets all requirements for the test. After the pre-check you will then see your image in the browser window.

System Diagnostics Test

initial system checks passed

Your exam is about to begin.

Go pee.

Get water.

Get comfy.

Get ready.

Don't see yourself above?
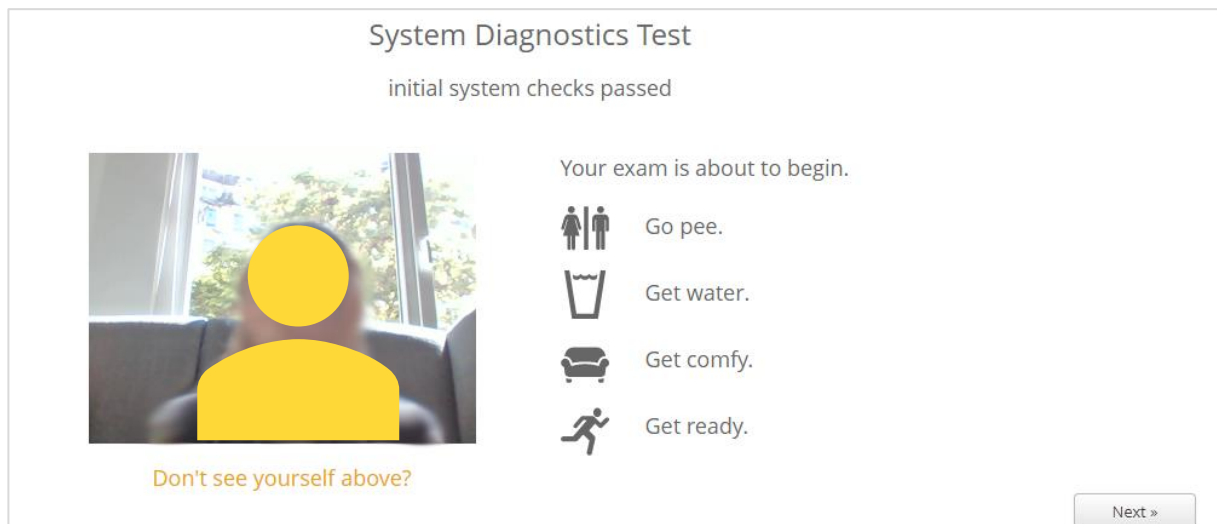
Next »

The next step would be to verify your identity. Therefore, you will be asked to hold an ID card into the camera. Finally, your webcam will be checked.

Proctorio then takes a photo of you and your ID card. Please make sure that the ID card data is clearly legible!

Personalausweis
Identification Card

Show a photo ID to the camera within the area indicated. This will be used to validate your identity. If this is unsuccessful a link will appear. Simply click the link to manually scan a photo of your ID.

Haben Sie Probleme?

Re-take   Next ›

11) In the next step, please confirm that the hardware was successfully checked and please confirm your personal data.

Exam Agreement

By clicking "I agree" I represent and warrant that I, E-Learning Tutorial, am the person whose name is associated with the login used in this assessment system. I further certify that I am the person whose name appears on the identification presented and that said identification is legible in the image shown. I understand the prohibited actions and code of conduct as described in the applicable policy of this Institution. If over the age of 18, I acknowledge that I have read and agree to the <u>Terms of Service</u>, and to the <u>Privacy Policy</u> . If under the age of 18, I understand that when my parent or legal guardian provided consent to the Institution for my access to the Services, they consented to the same terms and privacy policy. If I or my parent or legal guardian have any questions, we will contact Proctorio before clicking "I agree" or otherwise using the Services.

I accept, begin exam now »

12) **By clicking "I accept, begin test now" the test will be started. You will be redirected to the test questions. The countdown commences now as well.**

13) For the following parts of the admission test, you are allowed to use the **calculator which is integrated in the exam tool**, as well as a **pen and some paper for taking notes**:

Bachelor admission test:
- **Mathematics**
- **Banking and Finance**

Master admission test:
- **Europäische Wirtschaft und Unternehmensführung (Master)**
- **International Banking and Finance: Statistics**
- **Quantitative Asset and Risk Management: Statistics and Mathematics**

You can familiarise yourself in advance with the functionality of this calculator by taking the trial test. Please make use of this possibility and note that external aids (own calculators, etc.) are not permitted and their use will lead to expulsion from the admission procedure!

You will find the calculator in the toolbox under your own picture:
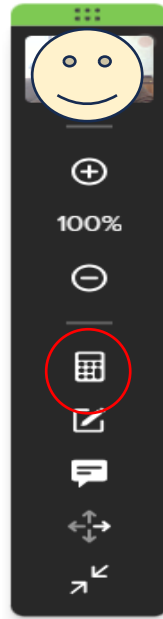
When you open the calculator, you can place it anywhere on your screen.
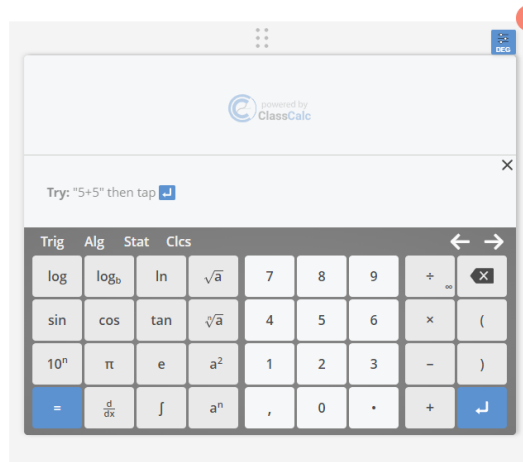
14) When all questions are completed you will see a final overview. By clicking on "Submit" you will hand in your test. Afterwards it is no longer possible to change any answers. Please note that at this point the countdown will still be running and it is not set on hold. Once the test time expires, the test will be automatically handed in and your answers will be submitted for evaluation automatically.

15) Once you have submitted the test you will exit Proctorio and you can navigate to the next part of the admission test via the dashboard.

Once you have participated in all partial tests, your online admission test is complete.

FAQs

Why use proctoring?

The reason proctoring is applied consists in the purpose of preventing and detecting unauthorized activities by examinees in the course of a test. This seems especially relevant whenever tests are conducted online, since there is no supervisor physically present who could check the student's/applicant's behavior. In order to gain comparable supervision and in order for students to refrain from cheating during the test, a special software will be activated during the online test monitoring and recording student's behavior.

This can simply be done by temporarily accessing webcams and microphones of students' devices while running the test. Examinees get filmed and the recordings are automatically analyzed by the technology to check if any abnormalities and disturbances can be detected. Enabling proctoring software ensures that the tests taken online happen properly, in an orderly manner and can therefore be regarded as substitutes to official tests.

How does Proctoring work?

Depending on the software proctoring works differently. In case of Proctorio all recordings are done via webcams and microphones connected to the examinee's device. These recordings are intended to ensure that the test is conducted properly and that no unauthorized or forbidden help will be used by examinee.

The examinee will be informed in advance about the guidelines he / she has to comply with.

The following aspects will get recorded and observed during the test by Proctorio:

- Picture taken during pre-check
- Identity card for the identity check
- Your webcam (you will be filmed during the check; audio and video)
- Your location
- Your clipboard
- The position of your mouse pointer
- The size of your browser window
- Your browser tabs and windows
- Your entire screen
- Programs currently running (in the background) on your device
- Number of connected screens
- Video and audio recordings via the webcam used (including movements of your head, movements of your eyes and movements of your mouth)
- Test results

The recordings are automatically analyzed by Proctorio and checked for anomalies. If there are any such anomalies, the software notifies the relevant team at E-Learning Consulting GmbH, which then checks the recordings. If it is determined that unauthorized aids were used during the exam or that there is a suspicion of attempted cheating, the exam is marked as invalid and the head of the degree program at the FH BFI Vienna is informed. He or she will then decide on any further steps that may lead to the applicant's exclusion from the admission procedure.

Is it necessary to install software in order to take an online test?

The Proctorio extension must be installed on the examinee's/applicant's device before the first test is taken. The browser extension is currently only available for Google Chrome, so examinees are obligated to use Google Chrome.

Where do I find the online test?

Online admission tests are all run on an e-learning platform provided by the E-Learning Consulting Ltd.

Do I have to notify anyone before running the trial test?

No, you don't. You can take the trial test anytime during the specified time period, and you are welcome to take it more than once. You have 24 hours on your test day to fully complete the admission test. But please note that the test must be completed before 11:59 pm (Local Time Vienna) at the latest. An extension beyond this point will not be granted. If your admission test consists of several individual tests (this is the case for all degree programs except European Business and Management - Master), you can take a break of as long as you like between the individual tests. However, make sure not to start too late in order to be able to finish on time!

How do I submit the test?

Once all the answers have been selected and checked again, you can simply click on "Submit" at the bottom of the test page to submit your test for evaluation. As soon as the test time expires, the test will be submitted automatically as well.

In case of any problem – whom can I ask for assistance?

1ˢᵗ level support: based in Vienna, available Monday till Friday from 09:00 am to 06:00 pm (Local Time Vienna)

Tel.: +43 1 361 97 67 17

E-mail: support@e-learning-consulting.com

2ⁿᵈ Level Support: available 24/7

Tel.: (480) 428-4089
Toll free tel.: (866) 948-9248

In case of technical problems during the Pre-Check, you have the possibility to contact Proctorio support (English-spoken, available at any time; 24/7 support). To do so, simply click on the Proctorio icon in the upper right corner of your browser and select "Live Chat". A chat window will open in your browser and you can speak directly with a Proctorio representative.
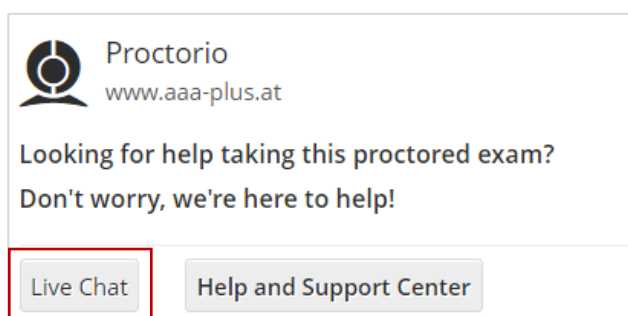
What about privacy and data security?
Information in accordance with the GDPR

Detailed information on data processing in the course of your online admission test can be found in the Appendix.

Appendix

Information on data processing in the course of the online admission test

The University of Applied Sciences BFI Vienna as the controller informs you about the type, scope of processing and use of personal data for the purpose of processing the online admission test.

Name and contact details of the controller

Fachhochschule des BFI Wien / University of Applied Sciences BFI Vienna
Wohlmutstraße 22
1020 Vienna
datenschutz@fh-vie.ac.at
Data protection officer: Leopold Aichinger

Legal basis and purpose of data processing

The purpose of data processing is to conduct the admission tests for Bachelor and Master degree programmes at the University of Applied Sciences BFI Vienna on the learning platform of the subcontractor ELC E-Learning Consulting GmbH.

Your data will be processed on the basis of Art. 6. Sec. 1a, 1b, 1c and 1f GDPR and Para. 4 FHG (University of Applied Sciences Act).

Retention period

We will only process the data you provided for as long as it is necessary to achieve the mentioned purpose and as required by applicable law. In any case, we will store the data you provided until expiry of statutory limitation periods for potential legal claims or as long as is required by statutory retention requirements.

Data processing on the learning platform (moodle)

The learning platform is provided by ELC E-Learning Consulting GmbH.

Data collected before login to the learning platform

When you access the learning platform via a web browser, data is transmitted to us or recorded by us. This access data is stored in so-called server logs and automatically transmitted to us by your browser. This is necessary to ensure the proper operation of the learning platform, to detect vulnerabilities, to recognize and remedy resource shortages in good time and to identify misuse of server resources in good time.

The processed access data includes

- Name of the website accessed
- Browser type and version used
- Operating system used by the visitor

- Previously visited page of the visitor (referrer URL)
- Time of the server request
- Amount of data transferred
- Host name of the accessing computer or IP address used

We base the processing of this data on the legal basis of Art. 6 Sec. 1f GDPR. This data is generally not passed on to third parties, except in the event of a suspected attack or illegal access. In such cases, the log data may be forwarded to technical experts and security authorities to clarify and prosecute criminal offenses.

Data collected during or after login
To create a personalized account for the learning platform, your first name, last name and email address are required. You can add further data to your profile at your request (voluntarily), e.g. personal description, personal description, profile photo (user picture), picture description for the user picture, other names (first name, surname, middle name, pseudonym), personal interests, institution, department, telephone number, smartphone number, address, city.

The following data is also processed during the administration and support of the learning platform: selected language, role of the customer, first or last access to the learning platform, information on assessments (assessments/assessment overview), active browser sessions incl. IP address, course / course, status in the course / course, time zone, login, activity on learning platform, time of server request, amount of data transferred, MoodleNet profile ID, login name, log data, submission of assignments / assessments, communication via the tools included in the learning platform, photo ID for identification before exams, image and audio recordings during exams. We base the processing of data collected during or after login on the legal basis of Art. 6 Sec. 1a and 1c GDPR.

Moodle-Learning Analytics

Learning analytics is used on the Moodle learning platform to collect information about the use and learning success of participants. Data on interactions with the platform, such as pages visited, answers given or learning progress, is recorded and analyzed. This information is used to offer personalized learning recommendations and support and to improve the quality of the courses offered. All data collected as part of Learning Analytics is subject to strict data protection regulations and is treated confidentially.

Cookies in Moodle
Cookies are set when you visit the Moodle site. Cookies are small text files that are stored in your browser. There are two types of cookies that are used on the learning platform:

1. MoodleSession (session cookie): This cookie must be allowed to keep you logged in to Moodle from page to page. When you log out or close the web browser, the cookie is automatically deleted (in the browser and on the server).

2. MoodleID (persistent cookie): This cookie is for convenience and stores your login name in the web browser and is retained even after you log out. The next time you visit the website, your login name will already be entered for logging in. You can disable this cookie, but then you will always have to re-enter your login name.

Many web browsers can be configured so that cookies are deleted automatically when the program is closed. You can view, monitor or prevent the cookies set in your browser. However, a general ban on cookies for our learning platform is not possible, as a session cookie is set when you successfully log in. This cookie must be allowed so that your login is retained when you switch from page to page. The session cookie is automatically deleted when you log out or close the browser.

Proctorio

Proctorio enables the monitoring of online exams through the use of camera, microphone and screen recordings. Please note that personal data such as your ID card will be collected and processed before the exam and your image and video with audio will be collected and processed during the exam. The processing of this data is solely for the purpose of exam monitoring to ensure the integrity of the online entrance exams.

The following data is recorded by Proctorio before and during the test: static image capture in the pre-check, the ID card for identity verification, the webcam used, your location, your clipboard, the position of the mouse pointer, the size of your browser window, your browser tabs and windows, the entire screen, the programs currently running (in the background) on the device, the number of connected screens, video and audio recordings (including head movements, eye movements, mouth movements), the test results.

Recipients of the data

The UAS BFI Vienna works together with processors to process your data. We guarantee that the transfer of data is carried out in compliance with the applicable data protection regulations.

Your personal data will be transmitted to the following processors for the purpose of processing the online admission check:

-   ELT E-Learning Trainings GmbH
    Guglgasse 12, Gasometer C, 3. OG
    1110 Wien
    Austria

-   ELC E-Learning-Consulting GmbH
    Guglgasse 12, Gasometer C, 3. OG
    1110 Wien
    Austria
    You can find more information on data processing at:
    https://fernstudium.study/datenschutz/

The learning platform (moodle) is provided for the online entrance examinations. The platform is operated and maintained by ELC E-Learning-Consulting GmbH.

-   Proctorio GmbH
    Lindleystr. 8 a
    60314 Frankfurt
    Germany
    You can find more information on data processing at: https://proctorio.com/de-de/privacy

The online entrance examinations are conducted using the "Proctorio" examination software from Proctorio GmbH. The software enables the monitoring of online exams through the use of camera, microphone and screen recordings. Please note that personal data such as your personal ID, your image and your video including audio will be recorded and processed before and during the exam. This data is processed solely for the purpose of exam monitoring to ensure the integrity of the online entrance exams. You can find more information on data processing under "Data processing on the learning platform (moodle)".

Transfer of personal data to a third country

Your submitted personal data may be transferred to our processors and sub-processors outside the European Union and the European Economic Area for the above-mentioned processing purposes. According to the GDPR, these countries do not offer an adequate level of data protection and there is a risk that your data may be processed, for example, by US authorities for control and monitoring purposes without you having any legal recourse. Sufficient guarantees for an adequate level of data protection are provided by agreed standard contractual clauses.

Your rights as a data subject

In accordance with the General Data Protection Regulation (GDPR), you have the following rights:
- Right of access (Art. 15 GDPR)
- Right to rectification (Art. 16 GDPR)
- Right to erasure (Art. 17 GDPR)
- Right to restriction of processing (Art. 18 GDPR)
- Right to data portability (Art. 20 GDPR)
- Right to object (Art. 21 GDPR)
- Right to withdraw consent, whereby the lawfulness of data processing based on consent before its withdrawal is not affected (you do not have the right to withdraw consent to online verification supervision and identity verification, Art. 7 para. 3 GDPR)
- Right to lodge a complaint with the competent data protection supervisory authority in the event of unlawful processing of your data (Art. 77 GDPR).