

UNIVERSITY OF BRADFORD

Computer Assisted Assessment

Policies and Procedures

1. Context:

- 1.1. There has been a steady increase in the use of computers as an alternative mechanism used to enable students to sit University formal examinations. The capacity of IT systems to deliver an efficient and effective formal examination process relies on the support of co-ordinated academic, technical and administrative capabilities.
- 1.2 To ensure that an integrated approach in the development and delivery of Computer Assisted Assessment (CAA) is created it is important to establish a University policy and regulations which clearly state the procedures to be followed by academic departments and central services when planning to introduce CAA into the curriculum.
- 1.3 The Working Group on Electronic and Distance Learning considered previous draft versions of this policy paper during the 2004/5 and 2005/6 academic years. Further revisions have been incorporated into this current version based on feedback from trials undertaken with students taking examinations in January 2005, a pilot study conducted through the Exams Office on scheduling and administering CAA exams and information outlined in the University's Good Practice Guide on Assessment and Feedback.

2. CAA Policy:

- 2.1 The scope of the CAA policy includes all formal University examinations that use IT which are administered centrally by the Exams Office.

3. Working definition:

- 3.1 To avoid confusion with other forms of examinations that use IT to support assessment (e.g. class based, formative tests) it is recommended that the working definition of *Computer Assisted Assessment* is confined to all modes of summative examinations that are administered **formally** through the University's central Exams Office.
- 3.2 All other forms of summative or formative on-line tests administered within the School /Department should be classified as *Classroom Test* with the

description on the module descriptor indicating that the mode of assessment is computer based/on-line.

4. **Guiding principles:**

- 4.1 That normal University examination regulations and procedures apply to CAA policies and procedures outlined below.
- 4.2 That prior to invigilating CAA examinations, University external invigilators should receive appropriate induction and receive Question Mark Perception training to enable them to invigilate CAA examinations effectively. This can also be provided through a Blackboard module made available to staff on request.

Procedures to be followed when introducing Computer Assisted Assessment

5. **Course Development and approval:**

- 5.1 Normal University quality assurance processes apply for the development of a new course or module or the amendment of an existing module which is to be assessed by CAA examinations. The [Handbook for the approval of new courses and units and changes to existing courses and units](#) outlines the approval processes to be followed when developing a new course or module to be assessed by CAA.
- 5.2 The mode of assessment should be designed to test the learning outcomes of the module and it must be made clear in the [ModCat pro forma](#) or in the [rationale](#) to the Course Approval and Review Team (CART) that CAA is being used to assess student learning.
- 5.3 If the course, or a proportion of it, is to be delivered and assessed via electronic means, the [Code of Practice on Collaborative Provision and Flexible and Distributed Learning \(including e-learning\)](#) and the University of Bradford's [Guidelines for the Development, Approval and Review of Distance Learning programmes](#) should be consulted. In particular, the CART will wish to be assured that contingencies for failure in electronic systems have been planned for in the course/module arrangements for assessment.
- 5.4 Proposals for new and amended modules must be approved by the appropriate School Committee before being recommended to the CART for consideration and approval. The signature of the Dean of the School, or approved delegate, will be obtained by the Academic Standards Administrator as part of the approval process.

- 5.5 Development of new modules or the amendment of existing modules, either for submission to a CART or for approval by Chair's Action, must be carried out by means of the direct data entry system known as ModCat. Members of staff who are developing new units should contact their Academic Standards Administrator in ASSU for further guidance on developing and amending a module descriptor and on how to use the ModCat system.
- 5.6 It is important that when the detailed new course or module has been approved for delivery the CAA working definition is accurately reflected on SAINT via the 'AST' Code EXCOMP in order for the Exams Office to schedule the CAA exams within the University Exam timetable and to enable normal University examination processes to be effectively managed.

6. Assessment Design:

- 6.1 All CAA should be designed and delivered through the Question Mark Perception software unless other software is specifically requested by the academic department to the Learning Technologist based in Learner Support Services.
- 6.2 To help avoid cheating, questions (and question options when appropriate) should be randomized. This reduces the likelihood that students will be delivered assessments with questions in the same order.
- 6.3 Advanced support on assessment design can be obtained from the Learning Technologist based in the Learner Support Services and practical support on IT requirements can be obtained from IT Services (Customer Services and Technical Services). It is important that, during the design stage of CAA development, academic staff liaise with staff in Learner Support Services to ensure that all additional arrangements required to support the CAA delivery are identified from the outset.
- 6.4 The design and approval of CAA exam papers should follow the University's policy on setting exam papers stages 1-3 which includes submission of the proposed paper to the external examiner for feedback and subsequent amendments to be made by no later than week 9 in the semester.
- 6.5 For CAA, the examination must be sent to Learner Support Services electronically and at least seven days prior to the date of delivery. If the examination is in Questionmark Perception, this should take the form of a Qpack file.

- 6.6 As a precautionary measure, the department delivering the assessment may also consider submitting a paper version of the assessment to the Exams Office, by no later than week 12 of the semester, in case of systems failure.

7. Timetabling and Booking CAA examinations:

- 7.1 The University's Exams Office will be responsible for timetabling all CAA modules using the same procedures and deadlines currently in place for paper-based exams including arrangements for accommodation and invigilation.
- 7.2 The Exams Office will arrange to book appropriate computer cluster rooms for a CAA exam within the current examination slots (i.e. 9-15 - 12.15: 1-3:4-6: 6-8)
- 7.3 The Exams Office will arrange to contact ICT service desk (Customer Services and Technical Services) at least one month in advance of the CAA examination in question to enable Learner Support Services (i.e. Micros) to arrange appropriate technical support to be made available (Contact should already have been made between the academic department and LSS during the design stage of the CAA).
- 7.4 The Exams Office will also arrange to contact the Learning Technology Team (e.g. Blackboard ® support) to ensure that they are aware that a CAA exam has been scheduled within the examination period to enable them to arrange appropriate support to be available on the day of the exam (contact should already have been made between the academic department and LSS during the design stage of the CAA).
- 7.5 The Exams Office will ensure that spare PCs are factored into the scheduling process to allow for any computers that do not work. It is recommended that one spare PC is available for every 15 candidates in each cluster room.
- 7.6 The Exams Office will provide trained external invigilators to invigilate CAA examinations. It is recommended that until external invigilators have received adequate training in IT skills a waiver to the current University policy to discontinue the use of academic staff to act as invigilators is sought.

8. Preparing students for CAA:

- 8.1 A practice test should be made available to students prior to the exam date with questions in the same format as those on the examination.

- 8.2 Examination instructions should be made available to students at the start of the examination. It would be helpful if a copy of the instructions to candidates could be submitted to the Exams Office by no later than week 12 of the semester. The Exams Office will arrange to provide all the appropriate examination material to invigilators for information and in support of the CAA exam.
- 8.3 Test the published assessment prior to delivery to students.

9. Marking Policies:

- 9.1 CAAs are subject to the same regulations as traditional assessments. The regulations titled 'Administrative regulations relating to assessment' are published at http://www.brad.ac.uk/admin/acsec/QA_Hbk/QAH5_11.html on the ASSU website.
- 9.2 Assessments made up of objectively marked question formats such as Multiple Choice Questionnaires are only subject to an accuracy check and not to second marking as detailed in sections 2.6, 2.8 and 2.10 of these regulations.
- 9.3 Anonymous marking should still be attempted except in situations where it cannot be realistically expected and for which a waiver from the University's policy on anonymous marking has been sought, where appropriate.

10. Disability and Accessibility Support:

- 10.1 All policies and procedures that govern traditional assessments also apply to CAA.
- 10.2 Students requiring extra time should be scheduled in a separate room. If possible, this should be located near to the main room.

11. Health and Safety:

- 11.1 PCs, chairs and the general assessment environment must conform to standard safe environmental regulations and guidelines for Display Screen Equipment (DSE). Students should be advised to take short breaks at their chairs to relax their muscles and eyes during the CAA and check their positioning regularly in terms of posture and environment.
- 11.2 Students should be informed about the Health and Safety Executive (HSE) guidance and health and safety regulations on the use of Display Screen Equipment (DSE) regulations as part of the preparation process.

Student briefing

BEFORE THE EXAM

1. Check the Examination timetable to confirm which room you will be required to attend in order to take the Computer Assisted Assessment (CAA) exam for the module in question.
2. If the examination is to be supported through Blackboard ® you need to check the module site to ensure that you are registered for the examination and you will need to use your Blackboard ® user name and password to gain access to the CAA examination site.
3. Check that you know where the room you have been allocated to is located prior to the examination as this will reduce the stress of potentially getting lost on the day of the examination.
4. You should aim to arrive at the exam room 15 minutes before the start of the examination time and wait quietly outside until the invigilator allows you to enter. No extra time will be allowed if you are late arriving for the exam.
5. Please ensure that you bring your University of Bradford Student ID Card with you to the exam as your ID card must be displayed on the desk at all times.
6. If you are unwell and unable to attend the examination, please inform your academic department as soon as possible. You are also required to see a doctor and obtain a certificate to use as evidence to support any claim of 'absence with good cause' from the exam.
7. Only small bags, or handbags, will be allowed into the exam room and must be left on the floor. Larger items such as coats and/or rucsacs should be placed well away from the computers in an area designated by the invigilator.

DURING THE EXAM

8. You are required to complete the attendance slip.
9. When using the computer to take the exam, only designated sites which act as portals to the examination and the examination site itself must be accessed for examination purposes.

10. No unauthorised material or websites or electronic devices may be used to assist you with the examination including internet sites, emails, mobile phones, Ipods, memory sticks, etc.
11. The computer should not be turned on, or designated sites accessed, until you are instructed to do so by the invigilator.
12. You should not log on to the designated site until you are instructed to do so by the invigilator.
13. If you are having problems logging on to the examination site you must attract the attention of the invigilator who will contact technical support or Learner Support Services to assist you.
14. During the CAA examination you must interact with the Question mark window on a regular basis to prevent a system time out. Either gently moving the mouse periodically or scrolling will suffice.
15. During the CAA examination you should take short breaks at your seat to relax your muscles and eyes during the assessment. You should also ensure that the position of your chair and your posture conforms to the Display Screen Equipment (DSE) regulations and guidelines.
16. It is strongly recommended that you read the guidance published at the following web address to avoid the risks of incorrect use of equipment.
<http://www.bradford.ac.uk/lss/regulations/health+safety/pc-safety.php>
17. If you experience any systems problems or are not sure what to do stop work and attract the attention of the invigilator. **Do not attempt to fix the problem on your own or attempt to do anything further with your browser window.**
18. You must not consume any food or drink during the examination which takes place at a computer.
19. You must read the 'Directions to Candidates' handout carefully before starting the examination.
20. You must obey the invigilators instructions at all times.
21. ***You must not give or try to give, directly or indirectly, assistance to any other candidate in the examination or receive or try to receive directly or indirectly, assistance from any other candidate in the examination.***

22. ***YOU MUST NOT TALK AT ANY TIME DURING THE EXAMINATION UNLESS TO AN INVIGILATOR.***
23. You must not do anything which may disturb or distract any other candidate or in any way disrupt the smooth progress of the examination – if you do, the invigilators may require you to leave.
24. If you are taken ill, or need to go to the toilet, the invigilator will arrange for you to be escorted from the examination room.
25. You may not leave a CAA examination lasting ninety minutes or less even if you have finished the examination.
26. You may not leave an examination lasting more than ninety minutes until one hour after the start of the examination, and may not leave during the last fifteen minutes of the examination.

AT THE END OF THE EXAM

27. When you have finished answering the questions posed in the CAA examination click the submit button at the bottom of the question window and attract the attention of an invigilator to verify your submission receipt **before** logging out and shutting down.
28. If when you have submitted your exam responses you get an 'Access denied' error message you must attract the attention of the invigilator. **Do not attempt to resubmit your work unless and until instructed to do so by the invigilator or a qualified technician.**
29. You must remain seated and silent at the end of the exam until dismissed by the invigilator. Only in exceptional circumstances will you be allowed to leave the room before all candidates have finished.

Additional notes of guidance to invigilators

These policies and procedures are in addition to and assume adherence to the following documents available on the ASSU website.

'Quality Assurance Handbook, Section 5.14: *Regulation on the Conduct and invigilation of examination,*'

'A Handbook for Invigilators 2006/2007' '*Invigilating Examinations – A Step by Step Guide*'

BEFORE THE EXAM

1. Follow instructions to invigilators outlined in *A Handbook for Invigilators* Section 15 'On the Day of the Exam' as appropriate.
2. The computer exam room will have been set up ready for the exam by IT staff from Learner Support Services. Preparation for a Computer Assisted Assessment (CAA) exam involves a considerable amount of academic, technical and administrative support to ensure that the exam runs smoothly on the day.
3. Candidates may sit anywhere in the computer cluster room. They will need to display their University of Bradford Student ID Card on the desk at all times.
4. Candidate attendance is confirmed via the computer log-on facility which requires them to input their user name and password in order to access the examination site.
5. Candidates will need to complete a separate attendance slip which you should hand out before the start of the exam specifying their name, computer username, UoB number, subject of examination, course, year of course, date and the number of the PC used to take the assessment on.
6. You should also distribute the 'Directions to Candidates' handout to all candidates before the start of the examination.
7. Only candidates registered for the module in question will be able to gain access to the examination site. The examination site contains a link to the actual assessment and candidates should only access the assessment site when they all have gained access to the examination site. If a candidate has any technical difficulties then the start of the exam should be delayed until all candidates are ready.
8. A CAA technician will be available at the start of the exam to support

candidates who may experience problems with logging-on procedures and therefore can not access the examination site. Telephone 3333 to request IT assistance if technical issues emerge during the exam itself.

9. There will be spare computers in the computer cluster room as a precautionary measure to compensate for any computers that are not working. Candidates may need to transfer to another computer if the PC is not working and log-on again.
10. When all candidates are ready you should start the exam in the usual manner (i.e. reading out all appropriate announcements) and instruct the candidates to enter the assessment site.
11. Invigilators should announce any time limit placed on the assessment and make clear that the time remaining starts counting down from the time the candidates access the assessment.
12. Invigilators should also announce the number of items to appear on the assessment and make clear which resources are permitted and prohibited.
13. Additionally the following announcements should be read out

Candidates are reminded that they must read the instructions for the assessment as detailed on the 'Directions to Candidates' handout.

The regulations forbid candidates to have in their possession during the examination any unauthorized material. For this reason any candidate in possession of such material must hand it to me now before the examination commences.

The regulations forbid candidates to access any unauthorized website or have in your possession or use any electronic devices to assist you with the examination including internet sites, emails, mobile phones, Ipods, memory sticks, etc.

You are only permitted to access the examination site and assessment material (and/or revision pages from the lecturer's website and/or calculator).

DURING THE EXAM

14. To avoid cheating, the assessment for a Multiple Choice Questionnaire CAA exam has been designed to randomize the questions and response options to reduce the likelihood that students will be delivered assessments in the same order. Each candidate will therefore have a

- different selection of questions on display on the PC screen during the exam.
15. During the exam you should regularly check the tool bar located at the foot of the candidates' PC screen for any unauthorized weblinks.
 16. If you suspect cheating follow the instructions outlined in a *Handbook for Invigilators 2006/2007* section 16.5 and additionally make a note of any irregularities.
 17. If any irregularities are encountered during an assessment, the Exams Office should be notified by the invigilator completing the Incident Report Form as appropriate.
 18. In the event of a system failure on the day of the exam, invigilators may be forced to cancel the assessment and the Exams Office will make arrangements to reschedule.
 19. Candidates are not allowed to leave the exam until the end (normal University regulations apply) unless they are unwell and or require visiting the toilet and providing escort arrangements have been made as appropriate.

AFTER THE EXAM

20. Candidates have been instructed to attract the attention of an invigilator when they have finished the exam and have pressed the submission button. You will need to verify that a receipt has been received for the submission before permitting the candidate to log out and shut down the computer.
21. If technical problems associated with the submission occur or a message on the screen states 'access denied' you should call 3333 for assistance.
22. Candidates can only be dismissed when all candidates have successfully logged out of the examination site and shut down the computers. The end of a CAA may have to be delayed for technical reasons described in 21 above and therefore all candidates should remain seated until these issues are resolved.

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