

How to optimise your eAssessment platform for teachers and examiners



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For most students and educators alike, the COVID-19 pandemic directly impacted their ability to learn and teach in a physical space. The swift uptake of eAssessment and eLearning platforms was a crucial step in maintaining a sense of normality and motivation for students throughout the pandemic. And despite restrictions being largely lifted, the shift to digital learning is here to stay. As assessors on a global scale are having to get used to online platforms for assessment and learning, it's vital that their needs are taken into consideration when designing these eAssessment services.

But how can qualifications managers know that they've included the features and technical elements that educators and assessors need in order to work effectively?

Eintech has conducted research into insights from students and assessment experts to find out more about their experiences with these online platforms. **Read on to discover the five key considerations for building a fully optimised online assessment platform that works for teachers and examiners, as well as their students.**



1. Stay in the know with quality insights

Our research found that straightforward **access to meaningful and accurate data and insights is the top requirement for assessors**. These are vital for helping make the assessment more effective, and can include:

- Average time spent on individual questions
- Marking insights
- Completion rates

Being able to gauge the difficulty of the exam and how students have approached it helps assessors to improve the assessment and make it more representative for the candidates, so it's important that your chosen eAssessment platform offers options for these insights.



2. Custom options for every assessment

Did you know that **61% of online assessments used a mix of multiple choice and other question formats?** It's no longer enough to deliver a stream of endless multiple choice - especially in more specialised subjects that require particular testing methods. Assessors need the freedom to structure their exams in the best way, so you need an eAssessment platform that can handle a range of customised options.

Customisation options include:

- Question formats
- Branding
- Custom analytics



3. Upgrade your user experience

Assessments are stressful enough, without a counterintuitive platform to deal with. And while **89% of our candidates believed the platform they used to be user-friendly**, this remained a top concern for our assessment experts.

The issues arose in ensuring ease of navigation around the platform for examiners, especially those who have spent more time on legacy platforms like Microsoft Excel, or might even be completely new to online software. Assessors are looking for platforms that are:

- Easy and intuitive to navigate, even for beginners
- Able to import and export to common platforms like Excel
- Integrated with existing third-party software for a seamless experience



4. Streamline support systems

Concerns around technical issues were prioritised by both candidates and examiners. In both cases, the need for a reliable platform with the capacity to run on a global scale is crucial for examiners, ensuring that all students get a fair shot at completing their assessment.

WiFi isn't always widespread across the world, so **assessors need to be sure their candidates have reliable access to the platform**. Auto-save or a manual saving feature helps to relieve the stress of a technical issue resulting in any lost work.

Examiners know that the best work is completed when students are not concerned about the predictability of their internet connection. Choosing a platform that takes steps to mitigate these concerns offers greater peace of mind for assessors and candidates alike.



5. Flex to fit

One of the key benefits of online assessments is their ability to **introduce more flexibility into the assessment process**. For many traditional assessors and their organisations, this increased flexibility is likely to be a key factor in their long-term switch to eAssessments, even post-pandemic.

- Flexible start times and submission windows
- Flexible tutor scheduling
- Flexible location choices

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