

How to make the most of your online assessment platform



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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 more examination boards are turning to these platforms as long-term solutions, it's vital that they choose the correct platform to match your specific needs.

But how can examination boards ensure they're making the most of their chosen online assessment platform? In a market full of useful features, how can they decipher what they do and don't need?

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 making the most of your online assessment platform, in a way that works for students, teachers and examiners.**



1. Check your level of support

For both students and assessors, the presence of effective and accessible support is crucial. Students need to know where to go if a problem occurs, and assessors need to trust that the completed examinations have been completed to the best of the student's ability, without any technical distractions.

Of students surveyed:

- 13% required technical assistance during their assessment
- 40% of these students found it difficult to access this support
- 25% were unsatisfied with the level of support provided
- 45% thought a live chat support function feature would improve their experience

No matter what kind of assessment you are providing, access to quick and effective support is absolutely necessary.

Finding a platform that offers this could help you make the most of your eAssessment, making your students feel more at ease and increasing the integrity of your exam results.



2. Back it up

Concerns about technical issues and malfunctions were among the top worries for both students and assessors in the survey. The possibility of internet connection failing or the browser freezing unexpectedly is one of the key reasons that many distrust online assessments, so it's important to mitigate these fears with adequate backup facilities. This is particularly vital in more remote areas of the world or countries with less infrastructure, as the internet connection is likely to be more temperamental and impact on the student's testing.

"It needs to work first time, every time, perfectly. It must not break down!"

Our interviews posed the possibility of an autosave function, which prevents a student from losing their work in a crisis. Alternatively, the option to manually save as you go could be a benefit for many, minimising the risk of incomplete examinations due to external factors. Ensuring some form of backup function is integrated into your eAssessment platform can help ensure a more robust testing environment for you and your students.



3. Let's get technical

Technical features vary greatly in online assessment platforms, so researching what's available and working out your priorities is a great way to get the most out of your chosen platform.

Some of these functions include:

- Remote invigilation
- AI marking
- Interaction with other software e.g. spreadsheets

These features serve different purposes, but they all offer solutions that can help you optimise your eAssessment experience. **Whether you want to prioritise exam integrity, efficiency, easy navigation or a combination of many more features, make sure that your platform can do what you need.**



4. Make it your own

Your assessments need to be tailored around the unique requirements of your qualification, so you need a platform that can offer a customised solution. Whether you require branded assessments, bespoke question types, project-based assessments or something completely different, it's important to find a platform that can provide what you need.

And it's not just about meeting the requirements of the qualification - **our research found that some students believed their online assessment to be monotonous and lacking in variety**, so a platform that offers a variety of question formats can help to keep students engaged throughout the exam.



5. Flex to fit

One of the key benefits of online assessments is the ability to formulate questions in advance, offering assessors more flexibility around their scheduling. Making sure your platform offers this is crucial for ensuring a more streamlined experience for your assessors.

And it's not just assessors who can benefit from added flexibility - **55% of students requested flexible starting times for their tests, making it the most requested additional feature.**

Choosing a platform which offers flexibility for both students and teachers helps to make sure all parties are as comfortable with the process as possible, simplifying the transition from in-person to digital examinations for everyone.

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