How to optimise your eAssessment platform for students

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An EIN TECH Innovation

Introduction

Although online assessment platforms have been around for a while, many people only experienced them for the first time as a result of the COVID-19 pandemic. And despite restrictions being largely lifted, the shift to digital learning is here to stay. As more students are getting used to online platforms for assessment and learning, it's vital that assessors take the needs of students into consideration when designing their eAssessment services.

But how can qualifications managers know that they've included the features and technical elements their candidates need in order to succeed?

Eintech has surveyed 150 individuals who have completed online assessments for professional qualifications over the past 18 months, to find out the five key considerations for building a fully optimised online assessment platform to help your candidate excel in their eAssessent journey.

Preparation for success

For students, the assessment process is much more than the examination. Preparation includes everything from study advice to practice papers, and candidates want this to be readily available.

Making your practice papers accessible for students is a crucial part of the assessment platform experience.

- 23% who used practise papers found them difficult to source.

- 46% of students had no online practise papers available.

Ensure your students are equipped with everything they need to succeed by using a platform which allows question banking and multiple uploads, offering a wide range of practice papers to give candidates enough exposure to the format before their assessment.
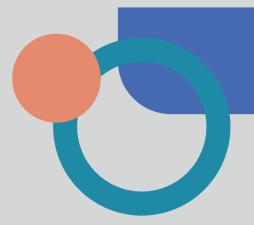
Make it Flexible

Did you know that increased flexibility was one of the two top features of online assessment? Candidates enjoy the reduced stress of taking assessments in the comfort of their home, but more can be done to improve flexibility.

- 55% of students want to see flexible test times - the most requested additional feature among our surveyed candidates.

Upgrade
User experience

Assessments are stressful enough, without a counterintuitive platform to deal with. Of our survey respondents, 89% believed the platform they used to be user-friendly - but there are ways of improving this further.

- Providing support from a real person can make the experience less impersonal.

- A clear, concise interface reduces the possibility of students making errors.

- Offering sample feedback during practice tests helps to increase confidence.

Streamline support systems

Concerns around technical issues are the number one worry for candidates. Optimising a platform for students means making sure enough support is available should any issues arise.

- 13% of students required technical support during their assessment.

- 40% found support difficult to access.

- One quarter of students were unsatisfied with the level of support they recieved.

The presence of a live chat support function was a popular request, with 45% of candidates believing this would assure them that help was available should anything go wrong.

Make it yours with Customisation

Candidates for different qualifications have different needs, so it's important to pay attention to your students and gain their input before committing to an eAssessment platform. Choice is key, so picking a platform that offers a wide range of custom features is great for providing a unique experience.

Customisation options include:

- Question formats.

- Branding.

- Custom analytics.

Reinventing eAssessments with

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At Rogo, we don't believe in standing still. Creating eAssessment and remote learning platforms that work for YOU, works for us. That's why we've designed Rogo from the ground up, incorporating features at every level that help you make the most of your eLearning platform.

We work to revolutionise eAssessment and eLearning by bringing an ever-evolving portfolio of customisable features to our customers in one easy-to-use online education platform. Education is for everyone, and so are we - **Rogo is a great fit from international training organisations to apprenticeship providers, global corporations and high stakes awarding bodies.**

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