

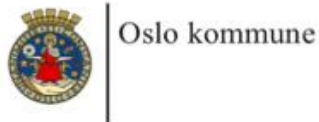
The impact of digital exams on student experience

And how it is reflected in adoption strategies

Lumen 2019

Truls Bøhm

We work with more than 70 educational institutions



How to engage millennials

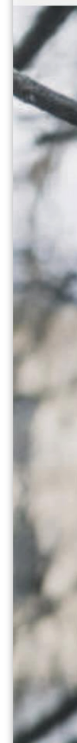
- Flexible, creative work environment.
- Ongoing collaborative training.
- To be listened to.
- Team environment.
- Anonymous surveys to make changes.
- Technology that inspires use.
- Focus on quality of life.



Students demand change

- In 2011, students at the University of Oslo launched the campaign “We want computers in examinations”
- Students from various Norwegian educational institutions backed the Oslo students’ argument that pen and paper make it impossible to show their competencies
- *We were very pleased when the student newspaper this year wrote and published their ‘Ode to the digital exam’ – across the board, the students are satisfied. **Everything we do is about putting in place good solutions for the students.*** - Anne-Lisa Lande, Head of Administrative IT Systems, UiO (2017)

erholm
Eriksen



elsen og

Ode til digital eksamen

Hundre år etter 1917 blåser det en ny revolusjonær vind over Blindern. Og den er digital.

skråblikk

Mads Randen



den være påført før eller etter tiden har gått ut?

Det har aldri vært så vanskelig å få øyekontakt med noen som på t-banen med retning mot Kolsås den 16. desember 2016. Alle sitter begravet i notater de allerede har lest utallige

Skjermen i Silurveien 2 blinker mot meg. Den høye knitringen fra tastaturene rundt meg er stengt ute av ørepropper eksamensvakten har delt ut. Jeg går på do, uten å måtte småprate om eksamensvaktens karriere som lektor i humaniora. Det er en time igjen av eksamen. Min digitale

Happy students
93% of candidates satisfied.



Case study: Victoria University of Wellington (VUW)

...and students' demand for change continues today

- Over 100 years of history of excellence in higher education and research
- First trial of digital examination in the first trimester of 2019, with Inspera Assessment
- Faculty of Law and Victoria Business School
- Motivation:
 - Alignment of student experience with assessment, and later, with professional life
 - Pedagogical impact
 - Optimisation of marking and feedback
 - Part of environmental sustainability strategy

VICTORIA
UNIVERSITY
WELLINGTON

TE WHARE WĀNANGA
O TE ŪPOKO O TE IKA A MĀUI





VUW: Pilot evaluation

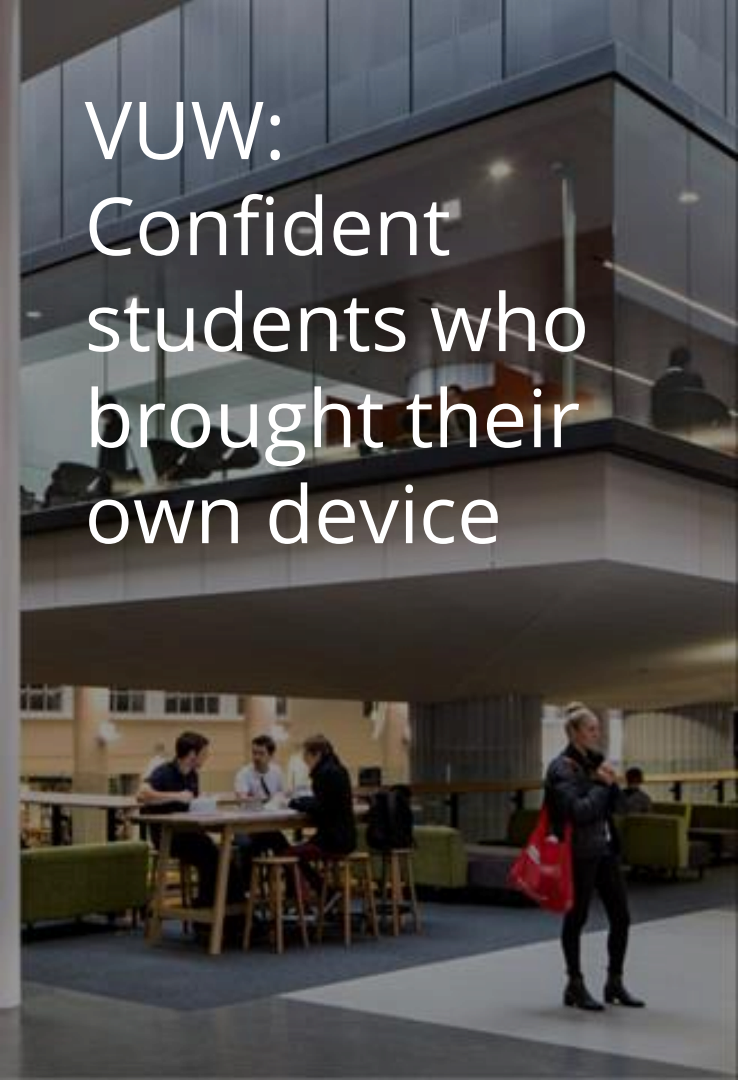
Student experience survey

- Out of the 563 students in the selected courses, 94% completed a digital exam, and less than 2% chose to opt-out
- Almost 90% of the students who responded to the survey used their own laptop (BYOD) on the exam day
- 84% of the students felt 'very confident' or 'somewhat confident' after taking a digital exam – an increase of more than 40% from the initial confidence levels



VUW: An excellent digital exam experience

- 85% of the students thought their **exam experience on the day of the exam was either 'good', 'very good' or 'excellent'** (with 39% of the students choosing 'excellent')
- 87% of the students thought their **overall digital exam experience was either 'good', 'very good' or 'excellent'** (with 39% of the students choosing 'excellent')



VUW: Confident students who brought their own device

- **88%** of the students 'strongly agreed' or 'agreed' that **the software was easy to use**
- 80% of the students 'strongly agreed' or 'agreed' that they got the technical support they needed
- 82% of the students 'strongly agreed' or 'agreed' that the communication was easy to understand and follow

Given that for the vast majority of students – 99% – this was the first time they had taken a digital exam, and that this is the first time we as a University have trialled digital exams, such a positive response is remarkable



Prof Mark Hickford, Pro
Vice-Chancellor and Dean
of Law



The Scandinavian approach is end-to-end support

Student experience

- Ability to construct, edit and review own work digitally
- Overview of upcoming and completed submissions
- Own archive of all submitted work including exam work

Administrative process

- Full control over all assessment processes, student work and grader work
- Able to document and report all assessment and grading work at the institution
- No more paper handling

Academic process

- Authentic assessment
- Student submission have a higher quality
- Tools for authoring assessments and items
- Workflow support for grading processes

Examples of adoption strategies

Big bang top down approach

University of Oslo



- Digital exams are mandatory
- Uses Inspira scanning solution to meet goals
- **75% adoption 2018. Aims for 100% adoption by end 2019**

NTNU



- **2016:** 300 tests, 10 000 assignments
- **2017:** 1300 tests, 37 500 assignments
- **2018:** 3300 tests, 85 000 assignments
- **2019: estimated** 4500 tests and 125 000 assignments

Voluntary, gradual roll-out

University of Gothenburg



- Digital exam is an offer to academics
- Offers test locations and BYOD
- **?% adoption by end 2019**

Universities in UK (Prediction)

- Digital exam is an offer to the student (paper or digital)
- Test location and BYOD
- **30% adoption year 1, 50% year 2**

Conclusion

Implementation patterns vary, but they all lead to the same goal - excellence in student experience of exams

- Student experience as one of the main drivers and metrics for success
- Digital exams provide more authentic assessment experience
- Significant impact can be experienced even during and after a 3-month pilot
- It is not just an IT project, implementation is as much about process as it is about product
- Committed organisation is key in accelerating adoption

Thank you for your attention!

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