

MARKER SURVEY - DIGITAL PILOTS 2017

INFORMATION ON THE SURVEY AND PARTICIPANTS

The marker survey was designed to measure markers' self-reported experience of marking a Digital Pilot examination, including their experience of the marking tool.

Of the 94 markers who marked digital examinations, 63 (67%) completed the online survey. The respondents did not all answer all the questions in the survey.

The markers who answered the survey had an average of 20 years of teaching and an average of nine years marking for NZQA.

The survey consisted of 11 questions, two of which were open-ended questions.

Below is a summary of the main findings. Appendix 1 is a count of responses for each closed ended question. Appendix 2 is a full list of the survey questions.

MAIN FINDINGS

OVERALL SATISFACTION

Overall, markers were positive about the digital marking process. 94% (59 of 63) respondents either agreed or strongly agreed the digital marking process was satisfactory. This is an increase on 2016 when 71% (15 of 21) respondents either agreed or strongly agreed the digital marking process was satisfactory.

THE MARKING TOOL AND SUPPORT PROVIDED

Instructions, interface, fit for purpose, technical issues, likes and dislikes, improvements

84% (52 of 62) of respondents agreed or strongly agreed that they had received enough training to confidently mark online. This is an increase from 2016 when 71% (15 of 21) of respondents agreed or strongly agreed that they had received enough training to confidently mark online.

92% (59 of 64) of respondents agreed or strongly agreed that the marking instructions for the digital examination were easy to follow. This is an increase from 2016 when 86% (18 of 21) respondents agreed or strongly agreed with the statement that the digital marking instructions were clear and unambiguous.

83% (53 of 64) of respondents agreed or strongly agreed that the digital marking application had all the tools they needed for marking. This is an increase from 2016 when 71% (15 of 21) of respondents agreed or strongly agreed that the digital marking application had all the tools they needed for marking.

81% (52 of 64) of respondents agreed or strongly agreed that the digital marking interface was easy to use. This is a similar level of positive response to 2016 when 81% (17 of 21) of respondents agreed or strongly agreed that the digital marking interface was easy to use.

43% (27 of 63) of respondents experienced technical issues when marking the digital examination. This is a decrease from 2016 when 75% (15 of 20) respondents experienced technical issues when marking the digital examination. The 27 respondents provided comments about what they experienced. 12 respondents reported issues to do with multiple markers accessing the same script to mark.

“It seems it was possible to have two markers working on the same script at the same time. Several times I opened a script, only to find the grade button had disappeared and I had no choice but to exit. I then found either someone else had allocated a grade to the paper.”

Other technical issues reported included problems grades assigned defaulting to N0 and with font size.

THE ONLINE MARKING EXPERIENCE

Support, assessment schedule, same results vs paper marking, time taken vs paper marking

84% (51 of 61) respondents agreed or strongly agreed that there was sufficient support given during digital marking. This is an increase from 2016 when 71% (15 of 21) of respondents agreed or strongly agreed that there was sufficient support given during digital marking.

95% (59 of 62) of respondents agreed or strongly agreed that the assessment schedule was easy to follow online. This is a slight increase on 2016 when 89% (17 of 19) of respondents agreed or strongly agreed that the assessment schedule was easy to follow in a digital environment.

98% (62 of 63) of respondents agreed or strongly agreed with the statement that their marking of digital assessments produced the same results as it would have for identical assessments completed on paper. This is an increase on 2016 when 83% (15 of 18) of respondents agreed or strongly agreed that the marking of digital examinations produced the same results as it would have for identical assessments completed on paper.

75% (47 of 63) of respondents agreed or strongly agreed that the marking of digital examinations took less time than the paper examination. This is an increase on 2016 when 62% (13 of 21) of respondents agreed or strongly agreed that the marking of digital examinations took less time than the paper examination.

FURTHER SUGGESTIONS/FEEDBACK

41 respondents provided feedback about their experiences marking the Digital Pilot examination. Although overall satisfaction with marking digitally was high, respondents provided valuable feedback about the process which will be taken into consideration when planning for future digital examinations. A sample of that feedback under key theme headings is presented below:

No paper handling

“Way way simpler than paper marking. No containing, no couriers, no papers to lose etc. Much prefer it.”

Marker allocation

“The random nature of choosing which pages to mark was a little messy. Easier to monitor if Panel leaders/NZQA assigned a page of 100 to each marker. A lot of confusion over the left over unmarked pages. I just saw there were many not marked. I do not know if this was because some people did not do their quota or that there were too few markers. I decided to urge my panel markers doing the digital to keep going and do extra but near the end there were still numbers of unmarked scripts. This could have been a real problem. Instructions were probably too vague for those who had not done this before.”

Quality control / check marking

“I also wondered about the checking. I did not have time to do any check marking at the later stages so apart from looking at about six to check the system worked, I was not doing any quality control on this.”

“It is a process that needed to be double marked - I went back through the ones I had marked the next day and checked that I was happy with the grade awarded and made changes where appropriate. This is an important step in the process and I believe should be done to ensure the integrity of your marking.”

“Online marking is a lot faster and therefore I think vulnerable to tired markers :-) - I needed to have a break every hour between marking papers online because you get into a roll and mistakes I think could happen.”

Font size

Candidates need to be required to use specific fonts and font sizes, attempting to read and access when a candidate has used font 6 is not easy. Increasing size on markers screens meant the page did not show in its entirety across the screen. Paragraph spacing by leaving three lines between paragraphs needs to be taught to digital candidates. Text blocks of 1000+ words make it difficult for markers to keep track of where they are up to when reading the candidates work

‘No Grade’ as the default

It would be helpful to have ‘No Grade’ as the default and be required to enter NO manually, to avoid papers being accidentally given a NO.

SUMMARISED RESPONSES BY QUESTION

Question 1. I received enough training to confidently mark online.

	frequency	Percentage
Strongly agree	21	33.9
Agree	31	50.0
Disagree	10	16.1
Strongly disagree	0	0

Question 2. I received sufficient support from NZQA during the digital marking process.

	frequency	percentage
Strongly agree	16	26.2
Agree	35	57.4
Disagree	9	14.8
Strongly disagree	1	1.7

Question 3. I found the marking instructions for the digital examination easy to follow.

	frequency	percentage
Strongly agree	22	34.4
Agree	37	57.8
Disagree	4	6.3
Strongly disagree	1	1.6

Question 4. I found the digital marking application had all of the tools I needed for marking.

	frequency	percentage
Strongly agree	19	29.7
Agree	34	53.1
Disagree	10	15.6
Strongly disagree	1	1.6

Question 5. I found the marking interface easy to use.

	frequency	percentage
Strongly agree	16	25.0
Agree	36	56.3
Disagree	11	17.2
Strongly disagree	1	1.6

Question 6. Did you experience any technical issues when marking the digital examination?

	frequency	percentage
No	36	57.1
Yes	27	42.9

Question 7. I found the assessment schedule easy to follow online.

	frequency	percentage
Strongly agree	29	46.8
Agree	30	48.4
Disagree	2	3.2
Strongly disagree	1	1.6

Question 8. I am confident that my marking of digital assessments produced the same results as it would have for identical assessments completed on paper.

	frequency	percentage
Strongly agree	34	54.0
Agree	28	44.4
Disagree	1	1.6
Strongly disagree	0	0

Question 9. I found marking online took less time than marking paper examinations.

	frequency	percentage
Strongly agree	18	28.6
Agree	29	46.0
Disagree	16	25.4
Strongly disagree	0	0

Question 10. Overall, I found the digital marking process satisfactory.

	frequency	percentage
Strongly agree	26	41.3
Agree	33	52.4
Disagree	2	3.2
Strongly disagree	2	3.2

SURVEY QUESTIONS

Support

1. I received enough training to confidently mark online.
Strongly agree Agree Disagree Strongly disagree
2. I received sufficient support from NZQA during the digital marking process.
Strongly agree Agree Disagree Strongly disagree

Platform

3. I found the marking instructions for the digital examination easy to follow.
Strongly agree Agree Disagree Strongly disagree
4. I found the digital marking application had all of the tools I needed for marking.
Strongly agree Agree Disagree Strongly disagree
5. I found the marking interface easy to use.
Strongly agree Agree Disagree Strongly disagree
6. Did you experience any technical issues when marking the digital examination?
No
Yes, please explain.

Online Marking

7. I found the assessment schedule easy to follow online.
Strongly agree Agree Disagree Strongly disagree
8. I am confident that my marking of digital assessments produced the same results as it would have for identical assessments completed on paper.
Strongly agree Agree Disagree Strongly disagree
9. I found that marking online took less time than marking paper examinations.
Strongly agree Agree Disagree Strongly disagree
10. Overall, I found the digital marking process satisfactory.
Strongly agree Agree Disagree Strongly disagree

11. Do you have any further comments or suggestions about your experience marking the digital pilot examination?

Demographics

Number of years of teaching?

Number of years marking external assessments for NZQA?