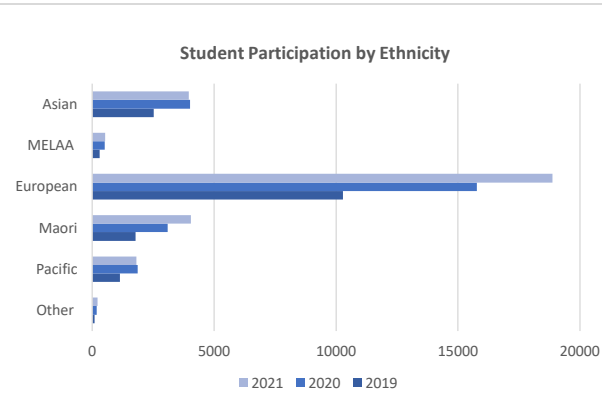


NCEA Online Student Experience 2021

NCEA Online 2021 Overview

- **25,812** unique students participated in NCEA Online in 2021. (Student participation is defined as a student who has a digitally assessed result (Not Achieved, Achieved, Merit, or Excellence).
- 85% of 2021 student survey respondents (15% response rate) reported that doing their exam digitally was a positive experience.
- **7,828** of the **25,812** students who participated in at least one digital exam in 2021 had participated in at least one digital exam in 2020.
- **8,066** of the **25,812** students who participated in at least one digital exam in 2021 had also participated in at least one digital exam in both 2020 and 2019.
- Since 2019, **48,312** students have participated in NCEA Online end of year digital exams.
- In **2021**, Digital Examination Sessions increased from **58** to **67**.
 - Subjects offered increased from **21** to **24** over Levels 1 - 3.
 - Standards increased from **134** to **151**.
- In **2021**, 6.5% of all External Assessed Results are Digital. (Was 5.8% in 2020)
- 19.6% of all External Assessed Results in Digitally Eligible Externals are Digital Results. (Up from 17.5% in 2020)
- 20.6% of students who have at least 1 External Assessed Result, have at least 1 Digital Assessed Result. (Up from 17.7% in 2020)



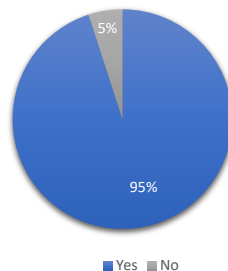
Participation in Digital Examinations

Of the 145,981 total digital entries, 31.7% had an assessed digital result 18.9% had an assessed paper result 49.4% had either a Paper or Digital Void/ Absent result. (i.e. did not attempt the standard or were absent for the exam), with void results making up 8.1% of total digital entries. System responses to COVID-19 impacted on examination attendance in 2021. Results for students affected by technical issues were the higher of their marked response or their school-supplied Unexpected Event Grade.

Did you experience any network or device problems while accessing or completing this digital exam?
 Almost 84% of respondents say they had no problems with the Digital Examination, 9.3% of respondents say they encountered network problems, and 6.7% say they encountered problems with their device.

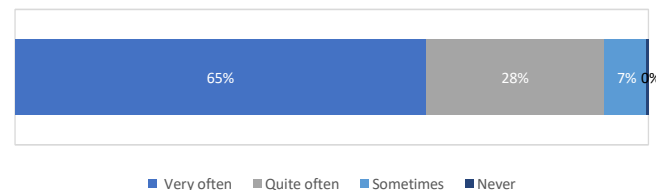
What device did you use to complete this digital exam?
 31% of survey respondents used a school provided device. 69% of respondents used their own device.

Did you sit this digital exam at your usual kura/school?

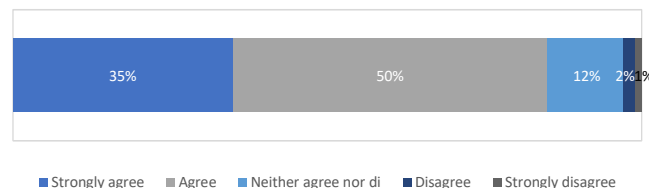


The ethnicity of participating students in 2021 was 15.7% Māori, 7.0% Pacific, 15.4 % Asian, 2.1% Middle Eastern/Latin American/African, 73.1% European and 0.8% students from other ethnicities.

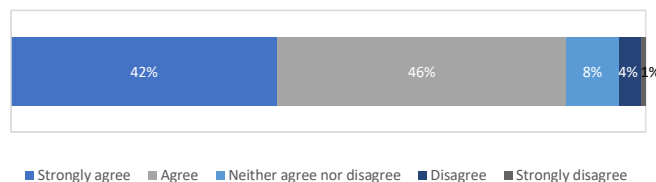
How often do you use digital technology for your schoolwork?



Overall, I found doing this exam digitally was a positive experience.



It was easy to log on to the digital exam.



2021 Key Points

- 323 schools participated in NCEA Online Exams in 2021, including 56 new schools.
- 17 schools that participated in digital exams in 2020 did not participate in 2021.
- Participating schools are from all around the country and from all decile ranges – 81 in decile 1-3, 137 in decile 4-7, and 102 in decile 8-10.
- Proportionally more digital results are from higher decile schools which tend to be larger than those in lower deciles.

Support for schools

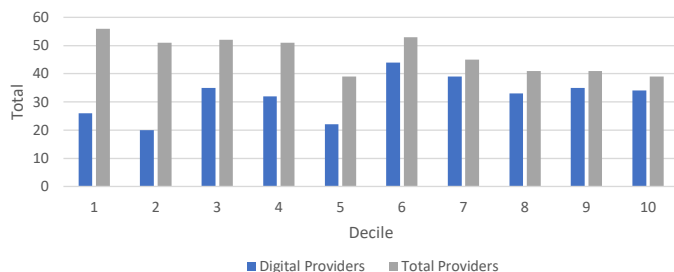
- 233 schools took up the Network Assurance Check with Network for Learning (N4L) assistance.
- N4L also monitored the digital exams in real time, making calls to support 9 schools during the exam period.

Of the 1718 calls handled by NZQA's Exam Helpline over the 28 days of the exam support period:

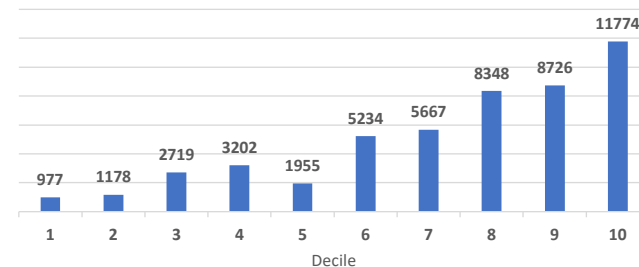
- 759 calls (52%) were resolved by a NCEA Tier 1 Helpline Agent.
- 137 calls (8%) ended with hang up from Tier 1 Agent Helpline.
- for the Tier 1 Agent Helpline:
 - Average speed to answer was 55 secs
 - Average talk time was 3 mins 38 secs
- 686 calls (47%) were transferred to a NCEA Tier 2 Specialist.
- 31 calls (5%) ended with hang up from Tier 2 Specialist line
- for the Tier 2 Specialist line:
 - Average speed to answer was 16 secs
 - Average talk time was 2 mins 49 secs.

NCEA Online School Participation 2021

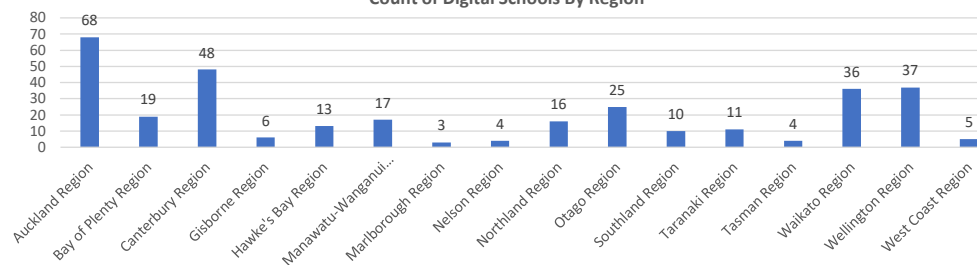
School External Exam Participation by Decile



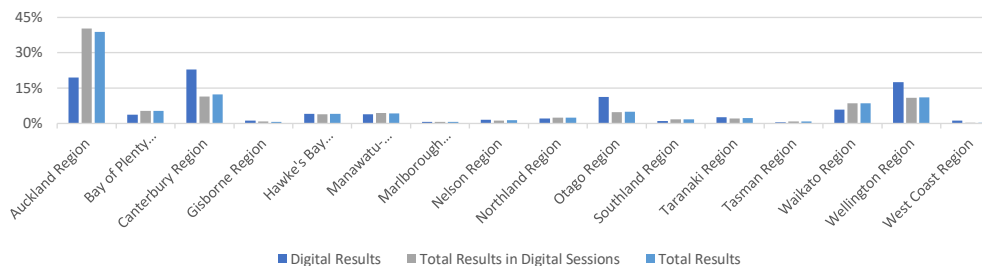
Digital Results by Decile



Count of Digital Schools By Region



Percentage of digitally assessed results against total exam results by region



Themes in student responses to the survey question 'What would improve your experience of the exam location/space?'

- Easy access to power points in case batteries need charging.
- Prefer to be in my classroom
- Prefer larger auditorium/space.
- Nothing, I'm comfortable in this familiar environment.
- No, my classroom was great and the environment was very relaxed. Kei te pai tātou.
- I whakaaro au he pai te nohanga ki te kura.
- A more comfortable environment eg having food available; relaxing music/own music; more comfortable chairs (that don't wobble).
- Using headphones or having ear plugs
- Digital students worry that sound of typing could be distracting for those doing a paper exam in the same room.