

## The adoption of QMP at the Open University of the Netherlands

Desirée Joosten-ten Brinke, IPO/CELSTEC, Open Universiteit Nederland

European user conference QMP, Amsterdam  
4 October 2010

Centre for Learning Sciences and Technologies  
celstec.org



CELSTEC  
celstec.org



## Objective

Digital exploration of the whole exam trajectory of OUNL:

- Item and test construction, delivery, scoring, reports and analyses
- Scope on summative assessment (inclu. Rehearsal exams)
- Flexible (time independent) and group exams
- Support of workflow

Possibility to improve validity and educational quality of examination

CELSTEC  
celstec.org



## Why?

- Educational concept of OUNL demands for new forms of testing.
- All exams were still paper-and-pencil, didn't fit to the concept of a digital distance university
- Future developments (more individualisation, flexible) ask for a more dynamic, flexible and personalized supply of services
- Existing processes are still inefficient (handwork), error sensitive, and expensive
- Existing systems are dated or expensive in maintenance

CELSTEC  
celstec.org



## Requirements

- More didactical possibilities
- Specific requirements on
  - Item and item bank construction
  - Test construction
  - Management
  - Import and export facilities
  - Relation with other processes (planning, registration, results)
  - Reports and analyses
- Technical / infrastructural aspects
- (possibility to) improve quality
- Customer oriented (special needs)
- Flexible
- Efficient
- Secure
- Compatible with OUNL architecture

CELSTEC  
celstec.org



## Project planning

- Definition: orientation and first choices (January – June 2007)
  - Set of demands, 1 version
  - Preliminary selection of test systems
  - Definition of pilots
  - Business case
- Design: Run pilots and final choice (July – December 2007)
  - Run pilots
  - Outline policy on computer based testing
  - Design processes and organisation
  - Set of demands, definitive
  - Final choice of package
- Development and Run (2008 – now)
  - Integration processes
  - Integration of systems
  - Training, Manuals, Instructions, Quality
  - Management and administration
  - Hosting



CELSTEC  
celstec.org

## Actual situation

- Computer based testing at the OUNL consists of
  - Computer based Individual exams (CBI)
  - Computer based group exams (CBG)
- CBI (based on item banks):
  - about 45 courses in production; 55 courses in developmental phase
- CBG: (set of question per exam; before paper and pencil)
  - 4 courses in production (1 with open ended questions)
    - Further extension hangs on infrastructure and planning

CELSTEC  
celstec.org

## Student remarks (multiple choice exams)

- Nice and easy way to take an exam
- This delivery is pleasant, it gives a clear overview over the exam.
- Direct feedback is great. Especially in combination with the questions and a relation to the subject.
- Less interference from other students
- Great, especially that the rehearsal test is exactly in the same manner.
- It's pleasant to have your result directly after the exam
- Fine tool.

CELSTEC  
celstec.org

## Student remarks (open ended question)

- Inconvenient that you can't use Word functions and use "cut and paste"
- Irritating noise of keyboard
- Advantages:
  - Neatly and clearly writing
  - Used to typing (writing on a paper and pencil test is not contemporary)
  - Quick and conveniently arranged
  - Typing goes quicker than writing and easier to adjust

CELSTEC  
celstec.org

## Aspects of further implementation (1)

- From project to standard organisation
  - Describing processes
    - Design and development item banks
    - Maintenance item banks
    - Subscription / Cancel subscription
    - Delivery
    - Processing student reactions
    - Marking open ended questions
    - Determination of results
    - Reports and analyses
  - Manuals, training, quality



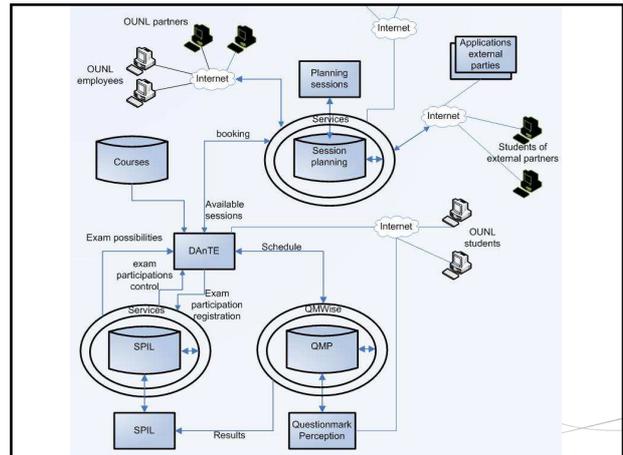
## Aspects of further implementation (2)

- Information systems
- Subscription by DANTE, seat reservation and schedule in QMP
  - Processing exam results (CBI/mc) from QMP result database (services of QMwise) to SPIL.
  - Processing exam results (CBI/open) test phase
  - Processing exam results (CBG/mc and mc/open) waiting for new release RMS
  - Cancelling subscription
  - Clearing schedules and participants

CELSTEC  
celstec.org

## Aspects of further implementation (3)

- Session planning system
- Seat reservation and scheduling CBG
- Consultation and printing list of presence and tools
- Session protocol, fraud and absence
- Subscription for perusal
- Link with Idm
- Upgrade to version 5.2



## Management and helpdesk

Most asked questions by users:

- Authorisation
- Procedure in case of problems with the exam
- Problems delivery
- Errors
- Procedure development exams
- Questions/problems
  - Registration all issues in QMP issues database
  - Technical QMP problems: Stoas by Clientele
  - Functional problems solved by QMP helpdesk



## Problems

- OU-related problems
  - Manuals
  - Training
  - Resources
  - Communication
- QMP-related problems
  - Technical
    - RMS
  - Educational
    - Reports
  - User
    - Data entry
  - Communication



## Conclusion



## Questions or remarks?

- Desiree.joosten-tenbrinke@ou.nl

