NATIONAL EXAMINATION PAPER - 2020

RESULTS OF SURVEY OF SOUTH AUSTRALIAN CANDIDATES
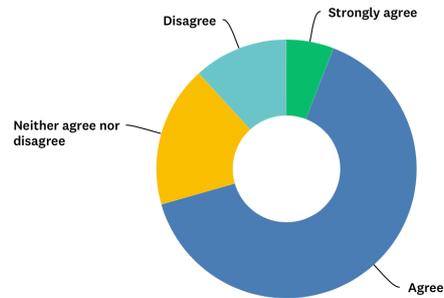
NUMBER OF NEP CANDIDATES	PASSED	FAILED	NO OF CANDIDATES WHO RESPONDED
31	25	6	17

10 SURVEY QUESTIONS

1. Was there enough information available pre-examination for you to register for the NEP
2. Was there any information that would have been helpful to know before you registered for the NEP
3. How would you prefer to obtain information pre-examination
4. How was your experience in registering with ACER for the NEP
5. What were the problems you had in registering – if any
6. Did you have trouble locating an appropriate venue/room to do the NEP
7. Did you experience any technical difficulties prior to or during the examination paper
8. If you had technical difficulties can you give a brief explanation
9. Overall how satisfied were you doing the NEP via a self proctored online examination
10. Do you have any suggestions that would improve the experience of registering for, and completing, the NEP, using the self-proctored online method run by ACER
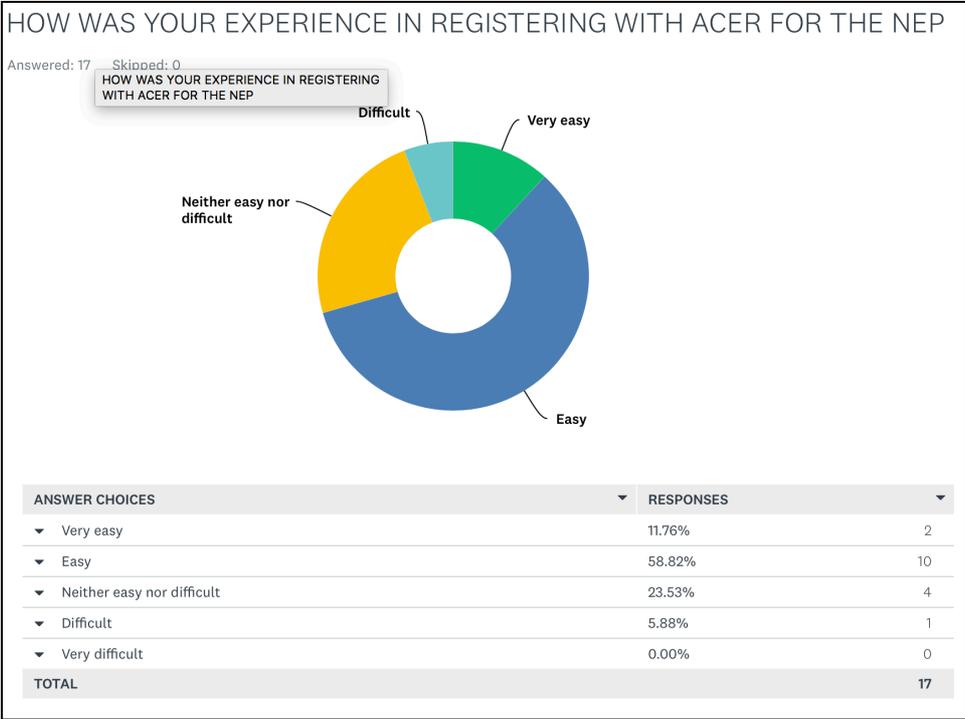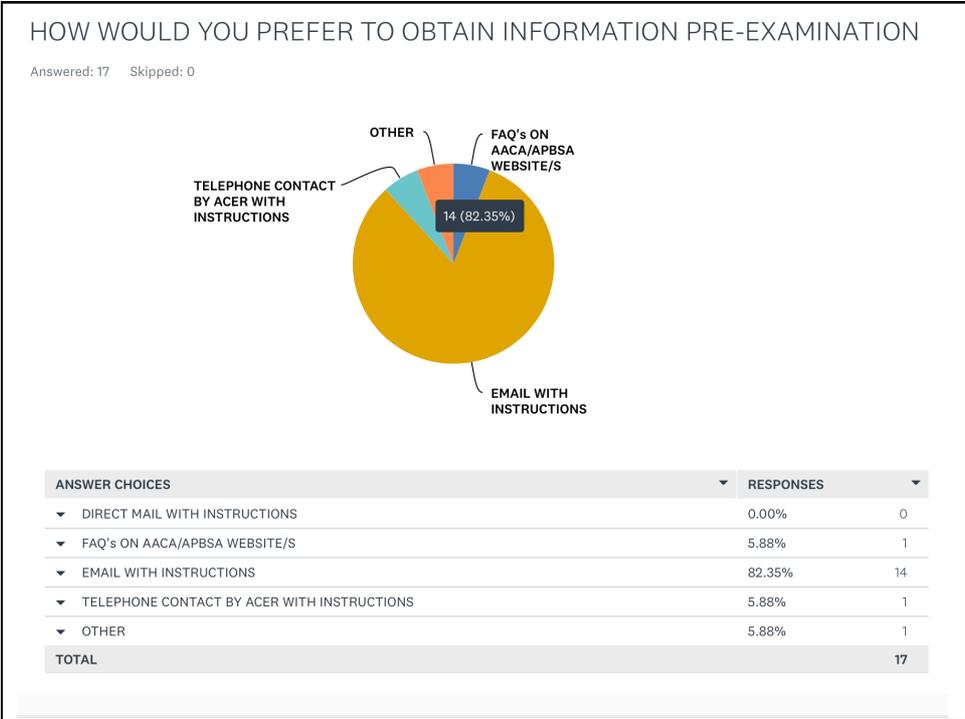
WAS THERE ENOUGH INFORMATION AVAILABLE PRE-EXAMINATION FOR YOU TO REGISTER FOR THE NEP

Answered: 17   Skipped: 0

ANSWER CHOICES	RESPONSES	
Strongly agree	5.88%	1
Agree	64.71%	11
Neither agree nor disagree	17.65%	3
Disagree	11.76%	2
Strongly disagree	0.00%	0
TOTAL		17

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2. WAS THERE ANY INFORMATION THAT WOULD HAVE BEEN HELPFUL TO KNOW BEFORE YOU REGISTERED FOR THE NEP?

- Having to find your own space that fits their criteria is unreasonable
- It would have been nice for someone from the AACA to actually go through the process (similar to a tutorial) of the proctoring process – a video/ walkthrough for what to expect when logging in to the proctoring website
- Clarity around privacy concerns and ProctorU
- Seemed confusion with the Ticket. All people taking the exam should have been emailed their unique ticket.
- Received most information before NEP but came in stages. The FAQ sheet answered the last of my questions but it would have been better if they were captured in emails prior.
- Additional practice question
- Updated FAQ and easy to see what has updated in each iteration
- Relevant links to information pages on 1 page on the website. A live timetable of important dates – when to submit, exam dates, results

HOW WOULD YOU PREFER TO OBTAIN INFORMATION PRE-EXAMINATION

Answered: 17   Skipped: 0

OTHER

FAQ's ON
AACA/APBSA
WEBSITE/S

TELEPHONE CONTACT
BY ACER WITH
INSTRUCTIONS

14 (82.35%)

EMAIL WITH
INSTRUCTIONS

ANSWER CHOICES	RESPONSES	
DIRECT MAIL WITH INSTRUCTIONS	0.00%	0
FAQ's ON AACA/APBSA WEBSITE/S	5.88%	1
EMAIL WITH INSTRUCTIONS	82.35%	14
TELEPHONE CONTACT BY ACER WITH INSTRUCTIONS	5.88%	1
OTHER	5.88%	1
TOTAL		17

HOW WAS YOUR EXPERIENCE IN REGISTERING WITH ACER FOR THE NEP

Answered: 17   Skipped: 0

HOW WAS YOUR EXPERIENCE IN REGISTERING
WITH ACER FOR THE NEP

Difficult

Very easy

Neither easy nor
difficult

Easy

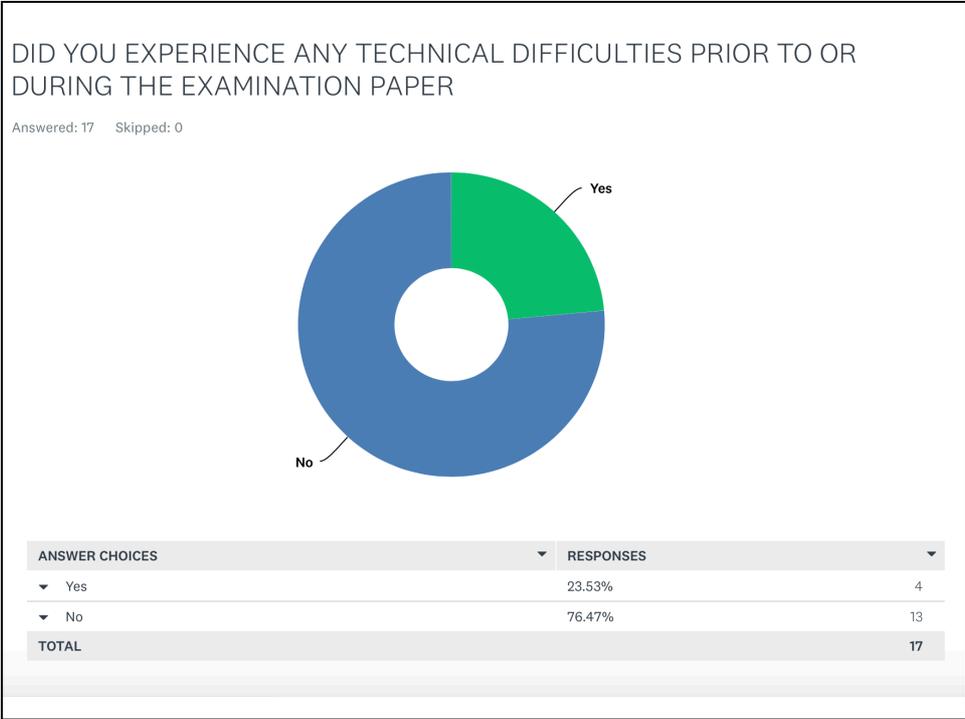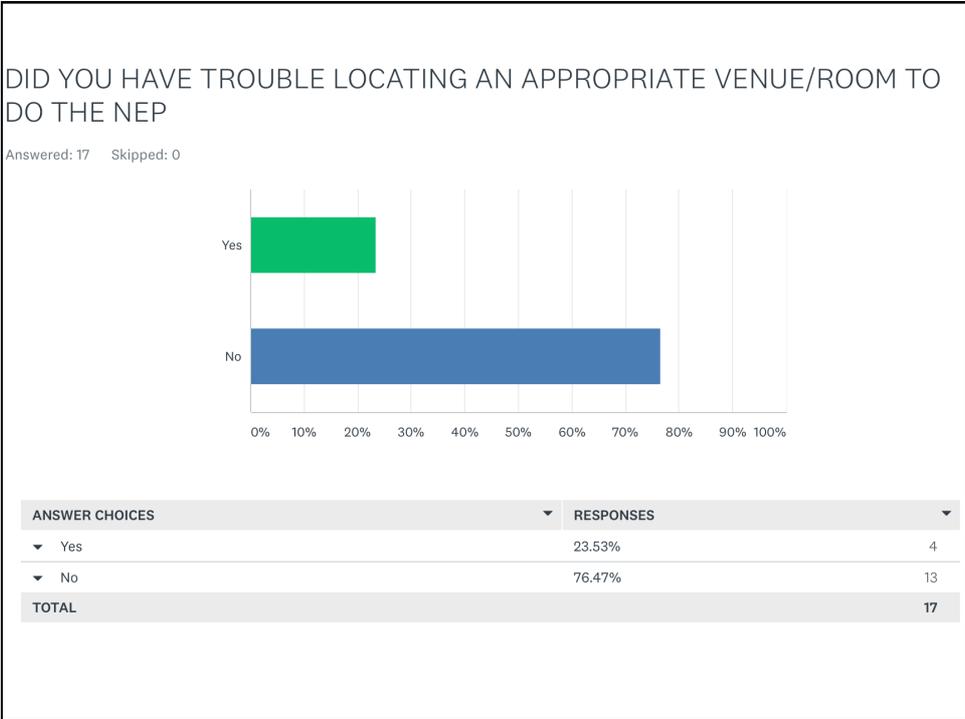| ANSWER CHOICES	RESPONSES	
Very easy	11.76%	2
Easy	58.82%	10
Neither easy nor difficult	23.53%	4
Difficult	5.88%	1
Very difficult	0.00%	0
TOTAL		17

5. WHAT WERE THE PROBLEMS YOU HAD IN REGISTERING – IF ANY

- Access and Apple computer compatibility
- Selecting a location suitable to sit the examination. Maybe the Board could provide a space
- Confusing
- Registering wasn't difficult – clunky when expecting to sit the exam at a certain time and the exam itself not starting for 30 or so minutes after
- Initial registration was ok but overall preparation was convoluted. It required Registration; downloading a program; running a technical test; dowloading an admission ticket; downloading the actual exam. For the technical test instructions said that we needed to run this test in the position that we intended to sit the exam. I rearranged my living room for this but once connected the ProctorU technician said this wasn't necessary and the invigilator would assess my room on the day. This meant that I was uncertain whether my room, lighting etc would be accepted at my scheduled exam time – what if it had not been?

5. continued

- Ticket clarification. Even with the username/password I experienced technical problems logging in. Very stressful process.

DID YOU HAVE TROUBLE LOCATING AN APPROPRIATE VENUE/ROOM TO DO THE NEP

Answered: 17   Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	23.53%	4
No	76.47%	13
TOTAL		**17**

DID YOU EXPERIENCE ANY TECHNICAL DIFFICULTIES PRIOR TO OR DURING THE EXAMINATION PAPER

Answered: 17   Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	23.53%	4
No	76.47%	13
TOTAL		**17**

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8. IF YOU HAD TECHNICAL DIFFICULTIES CAN YOU GIVE A BRIEF EXPLANATION

- I had to upgrade my internet in the days leading up to the exam to run the proctoring program
- It took an hour waiting for technicians to process my entry into the exam.
- The only technical difficulty was having a desktop computer to sit the test – was unable to pick up the computer to show wall behind
- No technical difficulties and exam ran smoothly. I needed to urgently ask my landlord to reschedule the lawn mower/gardener who was due to mow the lawn on the morning of the exam
- Logging in and during exam I experienced my exam disconnect half way through. Took 25 minutes to reconnect. Horrible experience.
- I had difficulty connecting into the exam as the start button wasn't visible. The proctor had to connect into the exam portal for me to commence.

OVERALL HOW SATISFIED WERE YOU DOING THE NEP VIA A SELF PROCTORED ONLINE EXAMINATION

Answered: 17   Skipped: 0
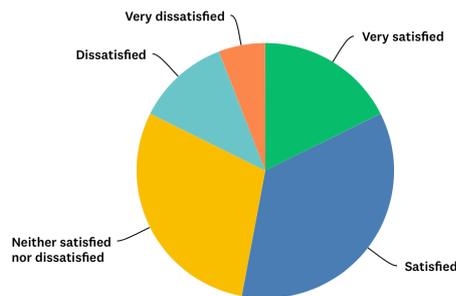
ANSWER CHOICES	RESPONSES	
Very satisfied	17.65%	3
Satisfied	35.29%	6
Neither satisfied nor dissatisfied	29.41%	5
Dissatisfied	11.76%	2
Very dissatisfied	5.88%	1
TOTAL		17

10. DO YOU HAVE ANY SUGGESTIONS THAT WOULD IMPROVE THE EXPERIENCE OF REGISTERING FOR, AND COMPLETING, THE NEP, UISING THE SELF-PROCTORED ONLINE METHOD RUN BY ACER

- Capture all information and anticipated FAQs beforehand, rather than providing it in stages. Too many emails. Also unsure whether exam undertaken through ProctorU website – that was made clearer later.
- Having reading time for scenarios. Have the timer in just minutes:seconds instead of HH:MM:SS to enable split between questions. Maybe a rough guide timer of 8.20 on each scenario.
- Contacting the candidates at Keith Neighbour Study Group to answer queries
- ACER were almost non-responsive to my emails with queries about appropriate location. I managed to sort something out but if not I might have had to sit in a location not approved because they didn't confirm if it was okay or not. Better communication from ACER needed. Otherwise the process was really good. And the exam was more accessible to me because I live and work in a rural area.
- Have a lecture/tutorial run by AACA/ARB to go through the process of proctoring. Seemed a bit like here you go, here's the test and equipment – fend for yourself.
- A step by step video for how to prepare your computer and how to access the exam portal could be helpful

10. Continued

- Ideally I would have liked to do the exam without technical difficulties. Out of my control. Stressful experience.
- Concerns about privacy and ProctorU system. US based company and personal data had to be provided. Concern raised with AACA about recent reports that ProctorU had been hacked – adequate assurance not given. And there were inconsistencies in the FAQs and ProctorU's privacy policy regarding sharing of data with third parties, when it would be deleted. AACA response 'up to each candidate to assess the risk and make their own decision on whether to sit the exam' gave the sense the responsibility had shifted onto candidates. Its not fair to have to take this risk to progress professionally. If run by remote proctoring again, FAQs should provide better detail and protection of data. University of Queensland provides a detailed FAQ outlining the layers of protection in place. I would suggest that online methods be delivered by Australian suppliers or small groups supervised by Australian staff directly via Zoom or similar. As candidates were sitting the exam at different times of the day, it raised the question of whether ProctorU was actually delivering the same integrity to the exam, or whether other options could have been used. Running the exam online is good in principle, but it places a lot of work onto candidates – finding suitable locations, compatible devices, running tests, co-habitants and pets to be out of the house etc. Elements outside of candidates control such as neighbour disturbances, power/internet outages, lawn mowers – could impact on the exam result. I'd suggest that computers at least be made available by AACA/ARBs for those with concerns about their home environment.

Additional comment (received via email)

The exam seemed to be more about deciphering what the questions were asking than displaying knowledge/research. Whilst scheduled for a certain time, it takes about 20-30 minutes to set up the software. I was booked in for 12.15 but did not finish the exam until close at 2.00 pm.