YouTestMe

Exam Administration

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1   Introduction

Exam administration involves various activities, such as:
- Creating exam questions
- Configuring the exam
- Creating exam sessions
- Reviewing exam reports
- Reviewing candidate feedback

These step-by-step instructions cover three distinct areas:
1. Exam preparation (before the exam is published)
2. Reviewing the reports (after the exam is published)
3. Special cases

2 Account Information

Please log in as an administrator with one of the following accounts.

Note: **Before you sign in as an administrator, make sure to sign out from any profile you used previously!**

You can access the platform using this link.

Username	Password
klai_admin	Admin12#
examinations_admin	Admin12#

3 Exam Preparation

### 3.1 Creating and Organizing Questions into Question Pools

Typically, the first step in exam preparation is to create/import and organize the questions that will be used to generate the exam. This is done using the Question pools module in YouTestMe.

Question pools allow you to organize questions into a folder-like structure with thousands of questions and generate useful statistics based on your organization. For simplicity, we will create a single question pool with one "Multiple choice" question (typically used in the LLQP exam).

Note: When transitioning to YouTestMe from another system, the entire question pools structure and all questions are typically imported and not manually created, and that is something YouTestMe fully assists you with during the onboarding process.

To store new questions, you should create a question pool:
1. Go to the "Tests" menu and select "Question pools."
2. Click the "New" button.
3. Enter a name for the pool.
4. Click the "Save" button.
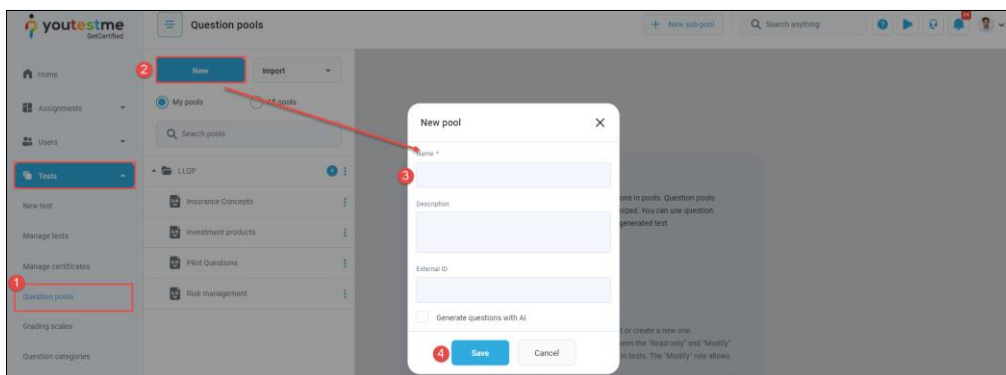
1. Open the "Questions" tab.
2. Click "Add questions" and choose the "Multiple choice" question type.
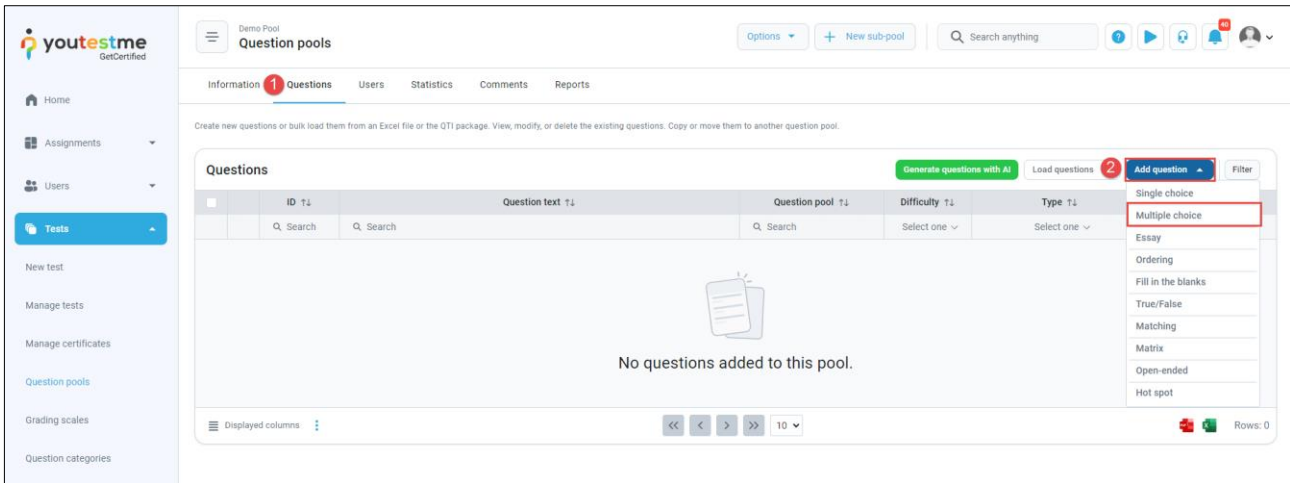
1. Specify how many points this question carries.
2. Input the question text.
3. Enter the possible answers.
4. Indicate the correct answer.
5. Include any additional answers.
6. Press the "Add to pool" button.
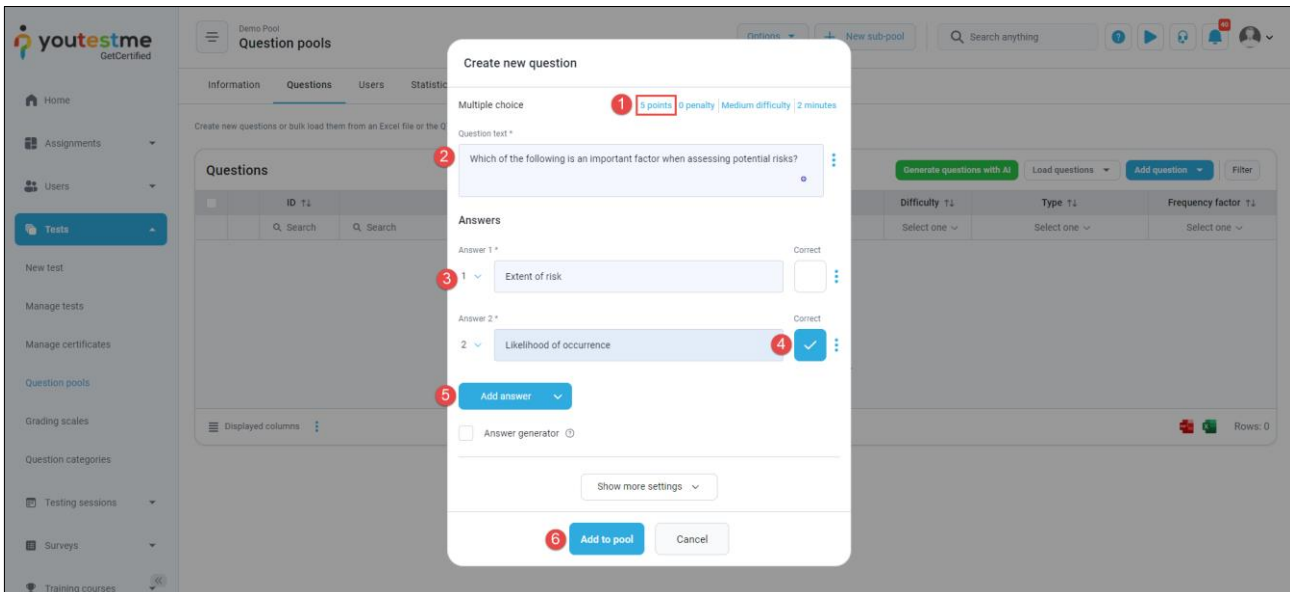
3.2   Creating the Exam

Now that you have your exam questions created and organized, you can create your exam.

You can use many different options to create the exact exam that you need.

Note: **In these instructions, we will focus on the options you mentioned in your requirements**.

To create the exam, you should:
1. Select the "New test" option from the "Tests" menu.
2. Fill in the "Name."

In this step, you can also add attachments you want to allow candidates to open and review during the exam (e.g., PDF documents).

To do that, click on the "Show advanced settings" option, scroll down to the "Test attachments" and then:
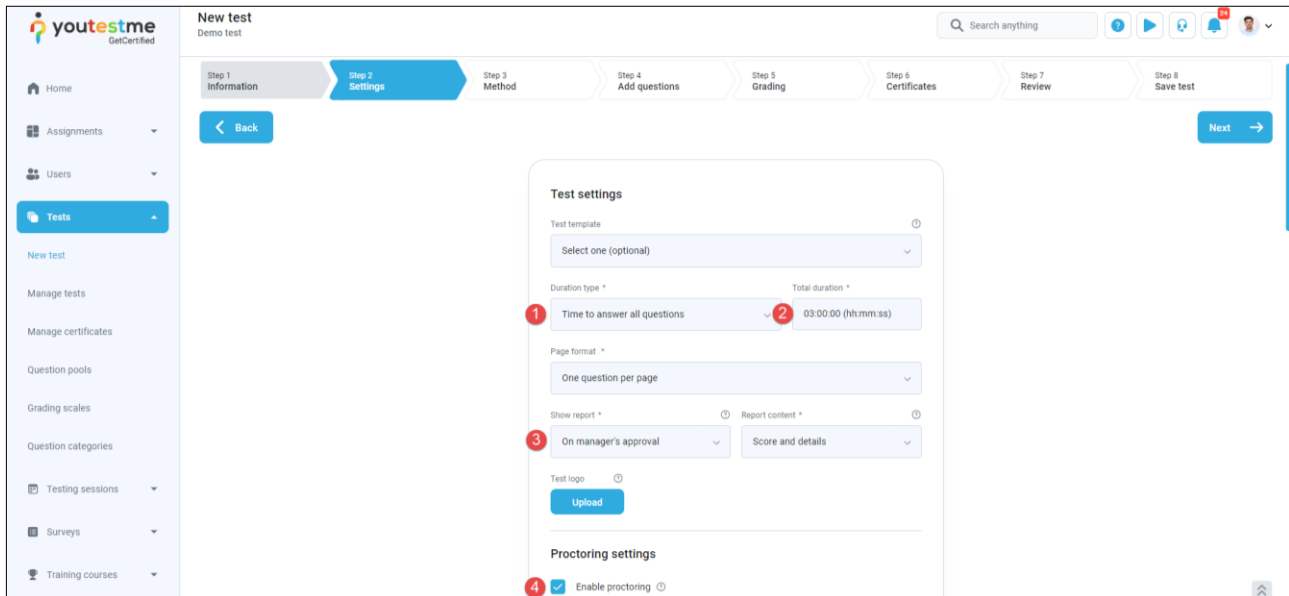3. Add attachments by clicking the "Create new" button.
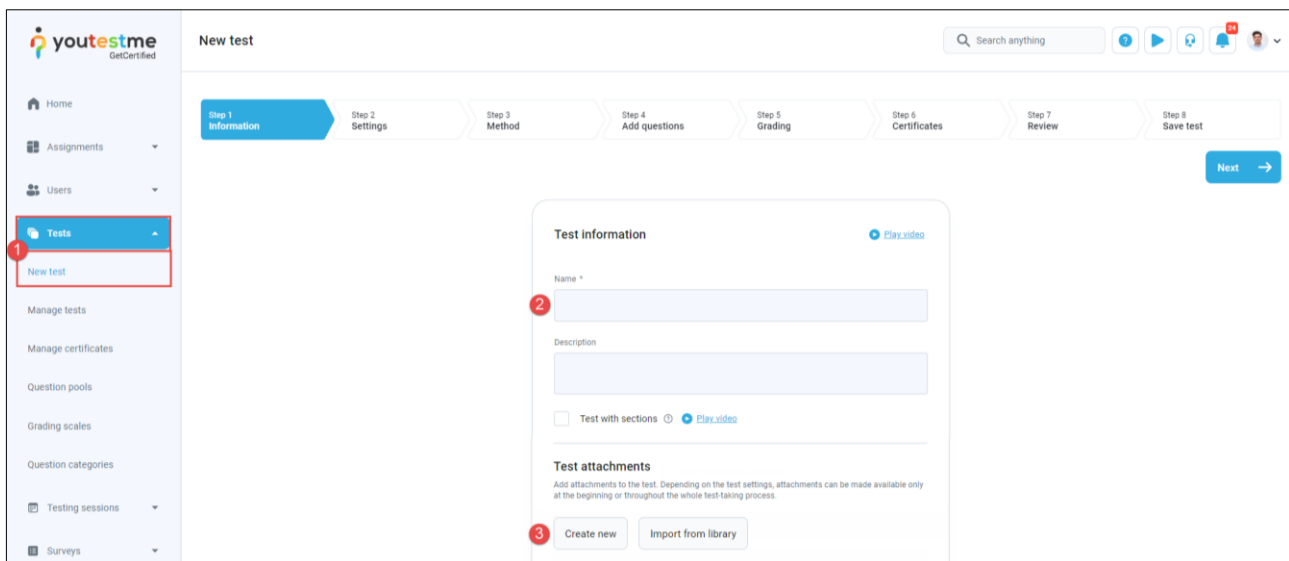
Once you are done, hit the "Next" button to go to the next step.

In the second step, you define the basic exam setting like duration and proctoring:
1. Set the duration type to "Time to answer all questions.
2. Set the duration of the exam.
3. Set "Show report" to "On manager's approval.
4. Enable proctoring.

In the third step, you define if you want to generate different exam versions or hand-pick the questions that will appear to all candidates. We will use the option to generate different exam versions.

Under the option "Let the automated test generator select questions
1. Check "Based on question difficulty".
2. Click the "Select" button.
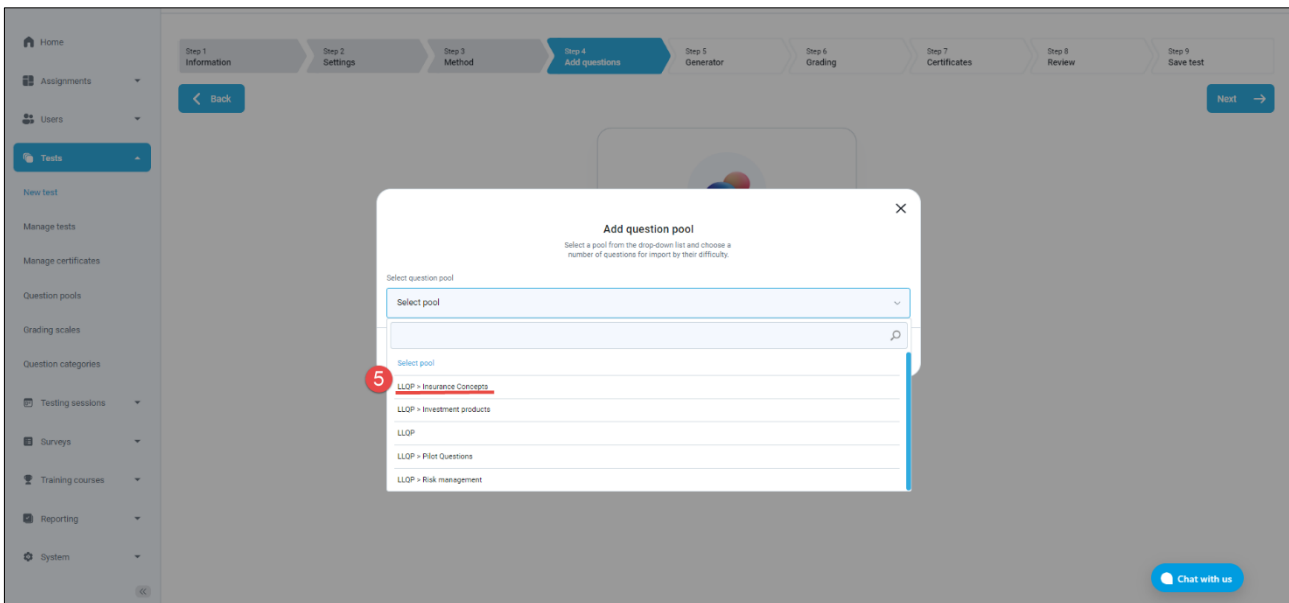3. Hit the "Next" button.
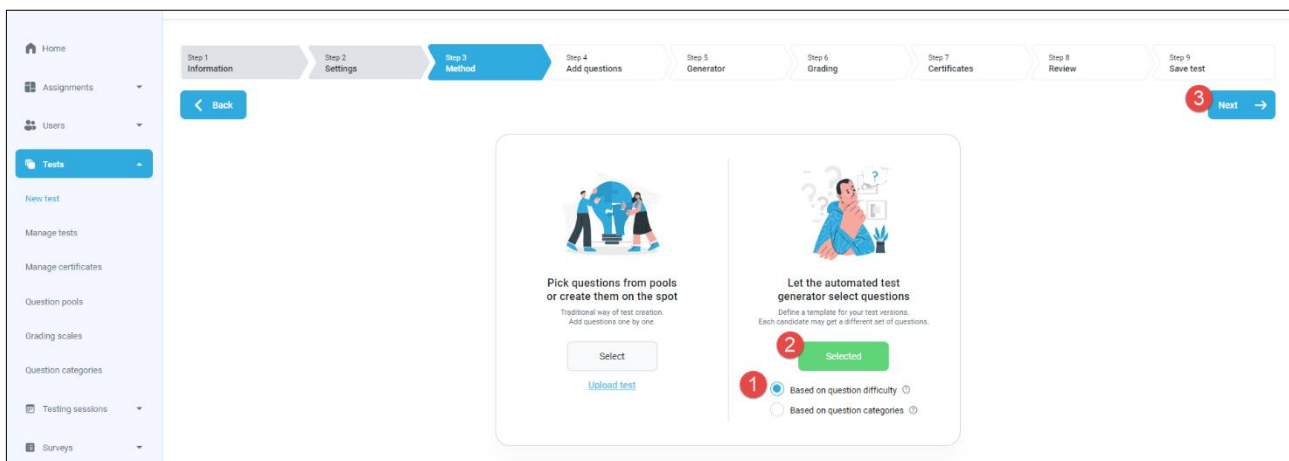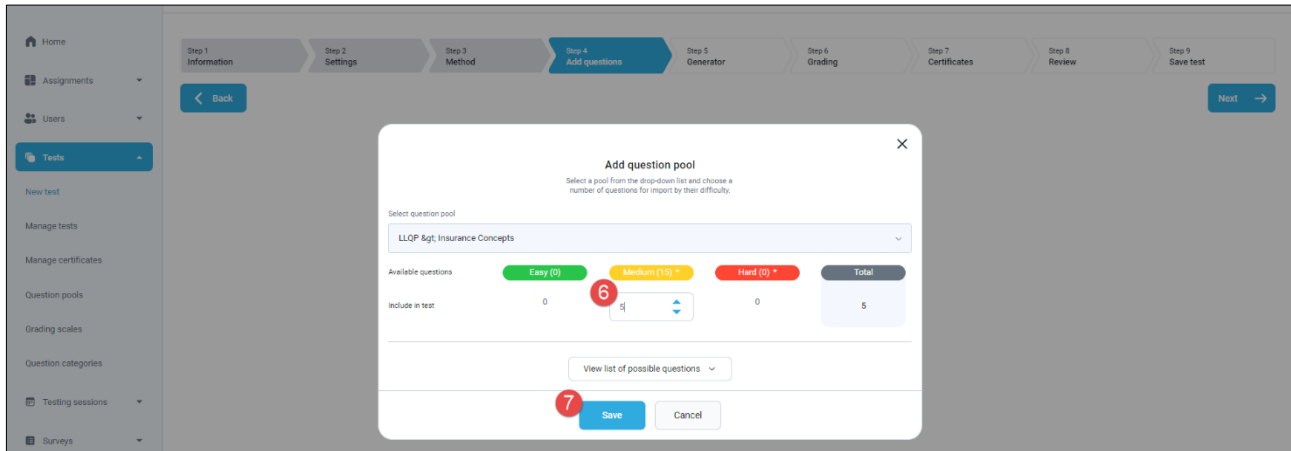
4. Click on the "Add question pool" option.
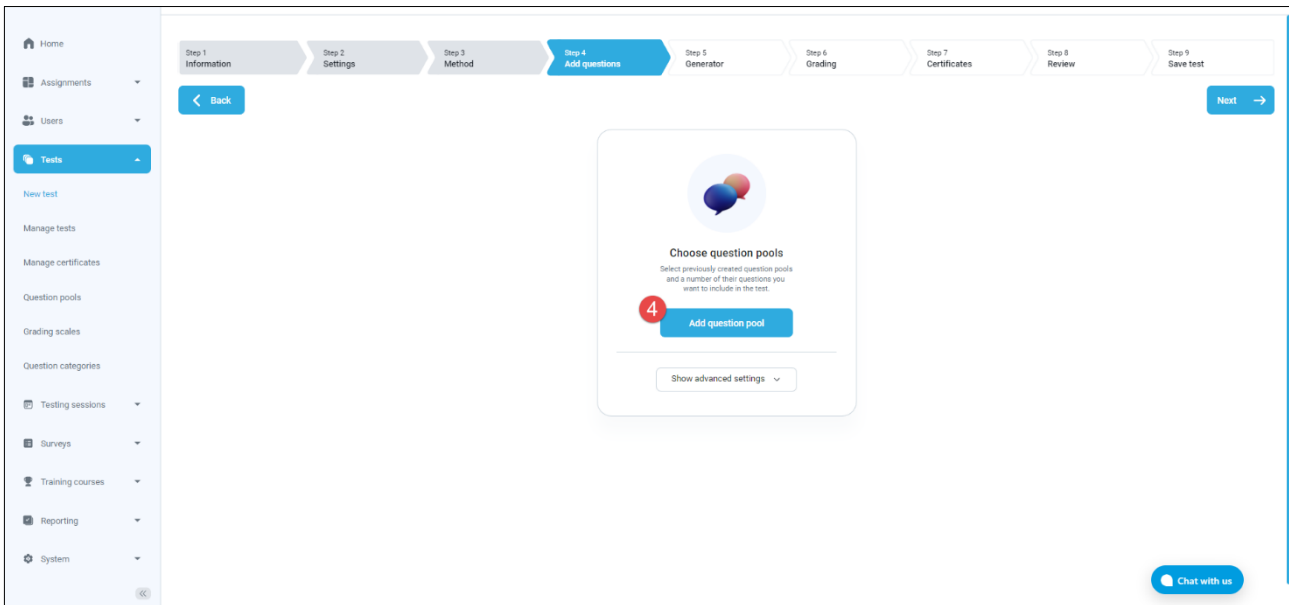
The list of question pools you have access to will appear.

5. Select the pool you want to use to import the questions into the exam.

6. Specify how many questions from this pool you want in each exam version.
7. Click the "Save" button.

If you are using multiple question pools, you should repeat steps 5, 6, and 7 as many times as necessary.


Once you are done, click the "Next" button.

In the "Generator" step, we recommend to:

1. Click on the "Generate test versions dynamically" option.

Note: With this option, the system will generate a brand-new exam version each time someone starts an exam. Alternatively, you can uncheck this option and predefine the exact number of exam versions that will randomly be assigned to candidates.

2. Configure the number of points that questions will carry.
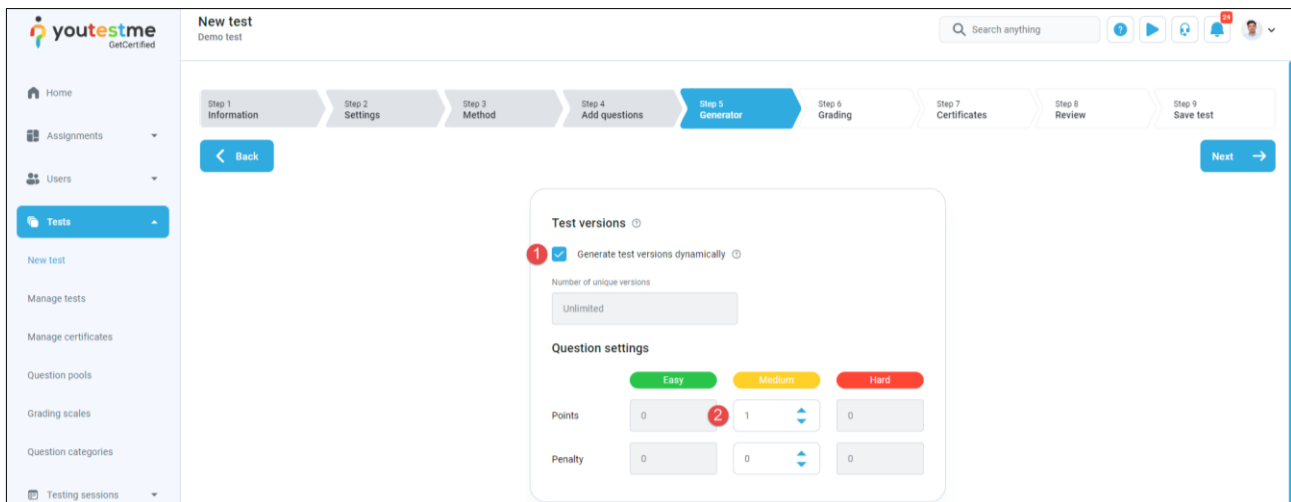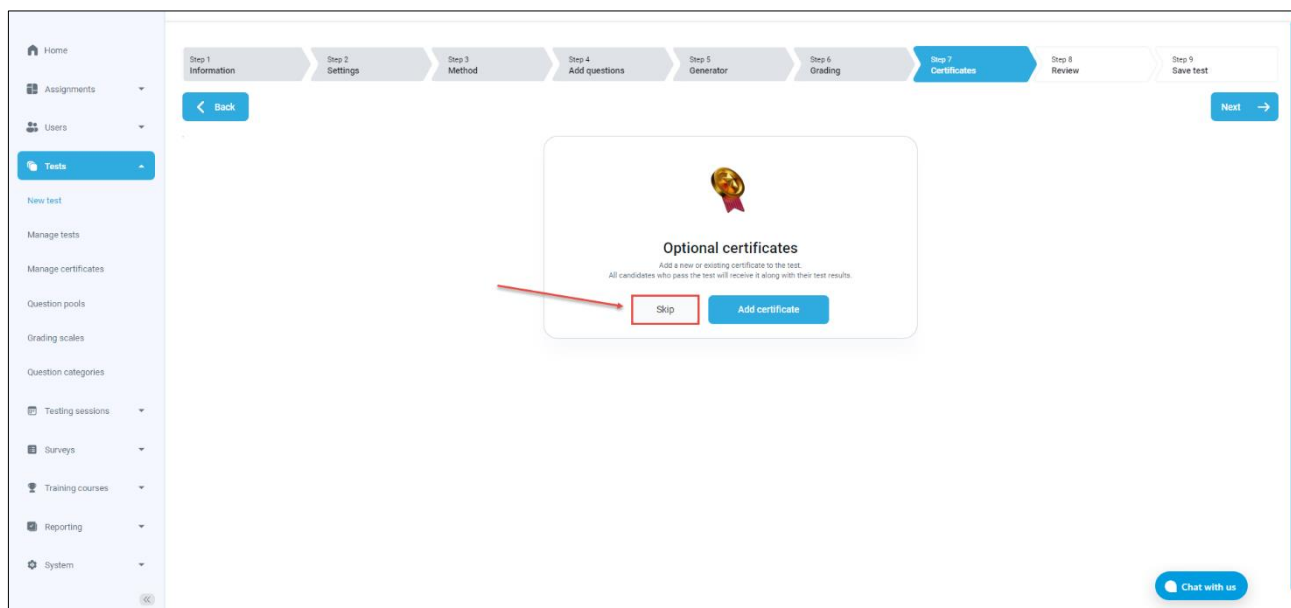
In the next step, you should:
1. Set the "Passing mark."
2. Check the "Make the passing mark inclusive" to allow passing if the score is equal to the passing mark.
3. Enable "Require positive proctoring report" to fail the candidates that cheated.
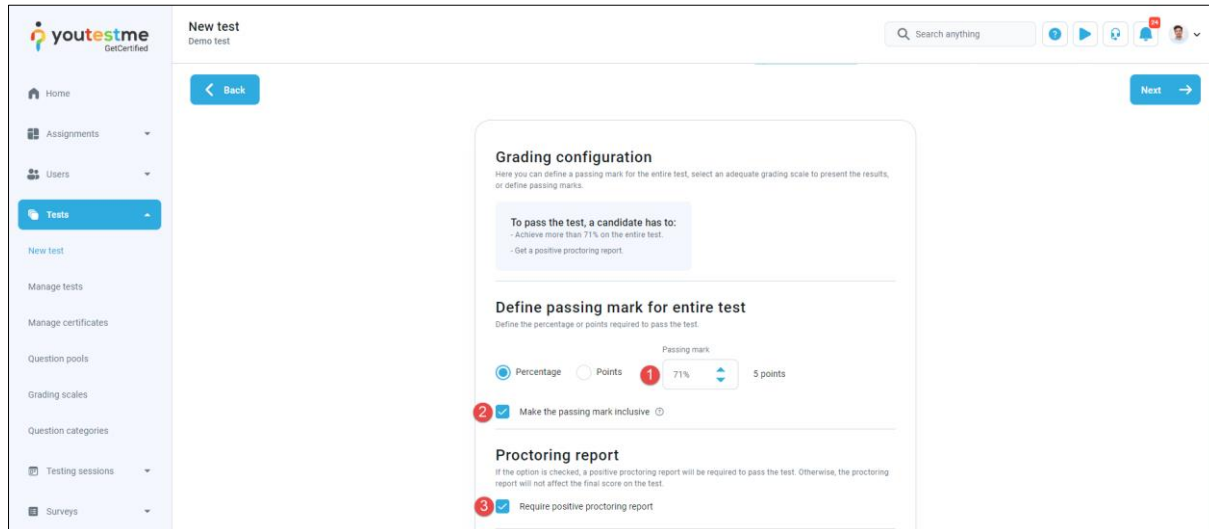
- Hit the "Next" button

In the "Certificates" step where you would typically attach a certificate for the exam or design a brand-new certificate. Since awarding certificates was not mentioned in your requirements, you can:
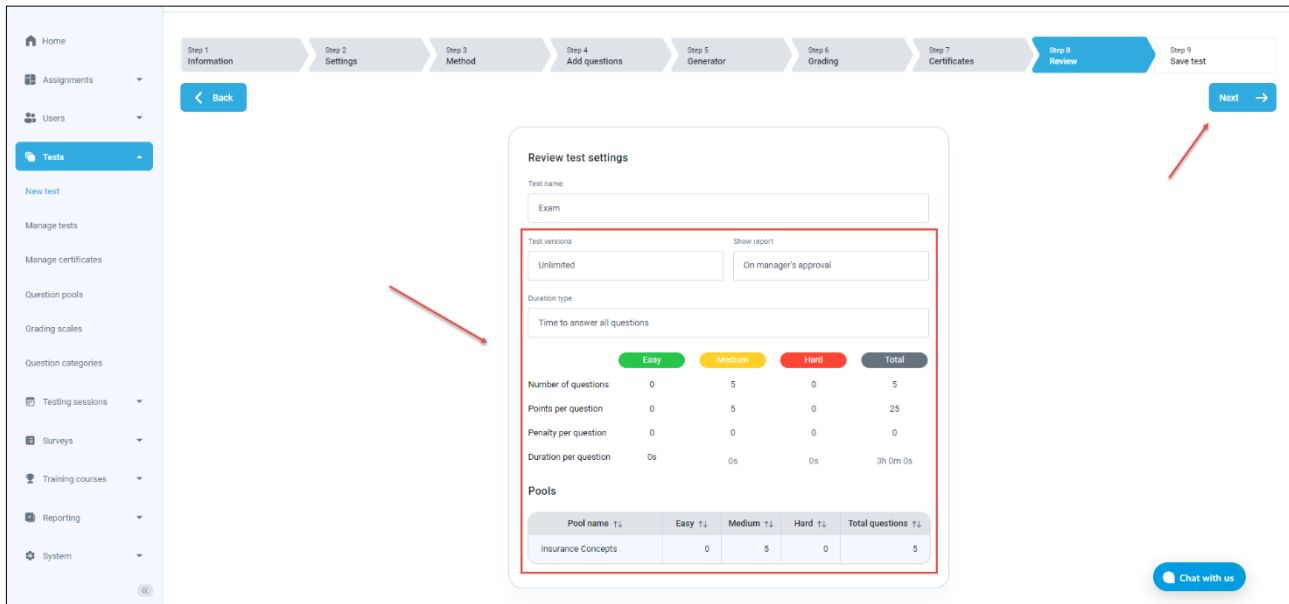- Click the "Skip" button

In the "Review" step, you can double-check the main settings of the exam like the:
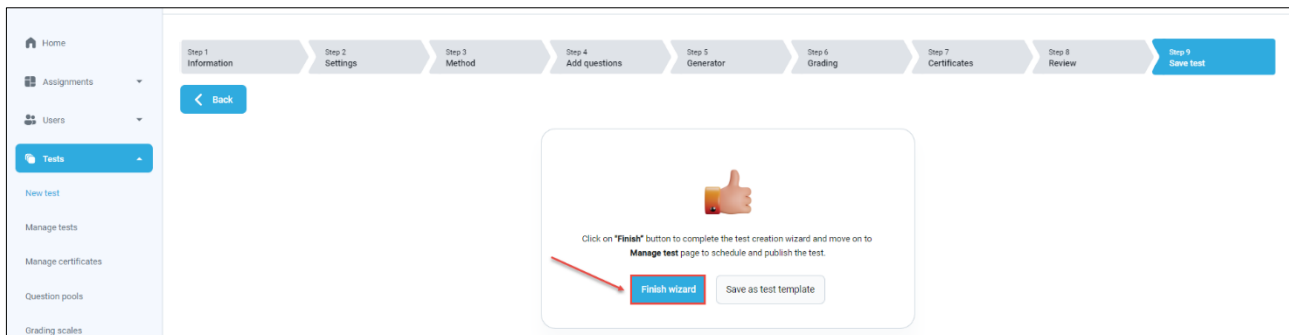
- Number of exam versions
- Duration
- Question pools used to generate the exam versions

Once you review the settings, hit the "Next" button.

In the final step, you should simply save the exam. To do that:

- Click on the "Finish wizard" button

Once you do that, you will be navigated to the page for managing exams, where you can schedule your first exam sessions and publish the exam.

3.3   Creating Exam Sessions and Publishing the Exam

Typically, the first thing that is done after the exam is created is setting up the availability of the first exam sessions. To create an exam session aligned with your requirements, you should:

1. Open the "Testing sessions" tab.
2. Click the "New testing session" button.
3. Enter the name of the session.
4. Configure the "Time zone" (will be automatically configured based on the time zone set on your profile).
5. Set the time frame when the exam can be started.
6. Enable the "Self-enrollment" option to allow candidates to book a seat by themselves.
7. Click the "Save" button.
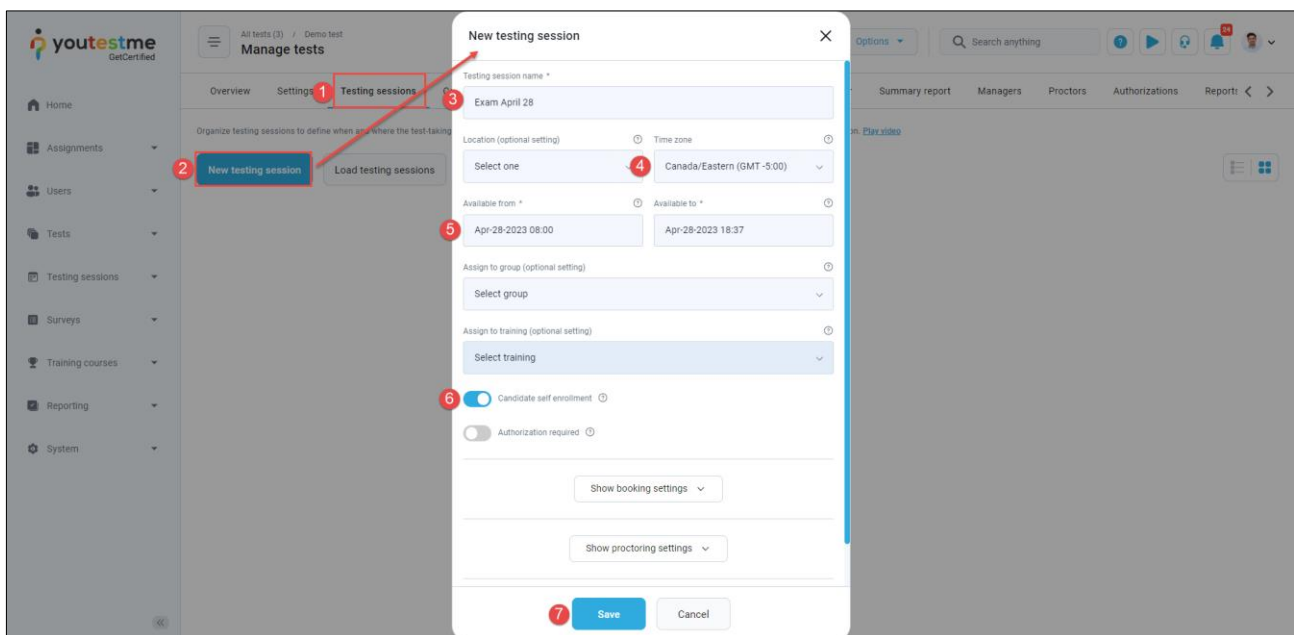
You can repeat the steps above to create as many sessions as you want.

If the availability is the only parameter that will change in the settings of your sessions, you can consider importing them all at the same time, instead of creating them one by one. However, for simplicity, we will not cover that part in these instructions.

To configure the price of writing an exam in a particular session, you should:

1. Click the "Manage price" option.
2. Next to the "Booking price", click the "pen" icon.
3. Select the price.

Note: Prices are predefined in the system settings. To avoid deviating from the main workflow, we will not cover those steps.

4. Click the "Confirm button."
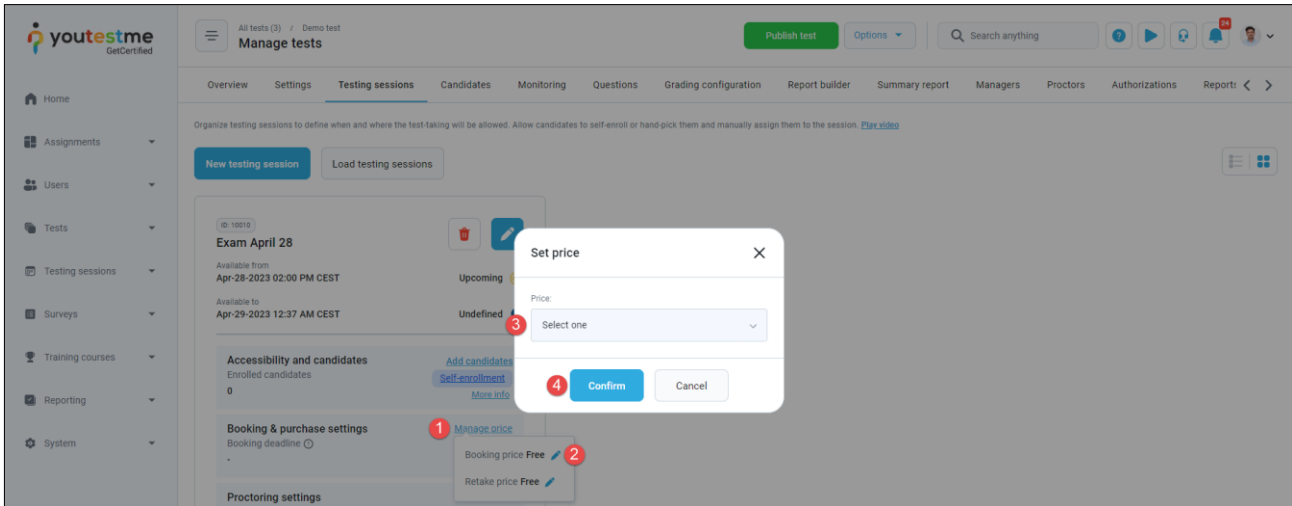
- Finally, to make your exam available to the candidates, you should click the "Publish test" button.
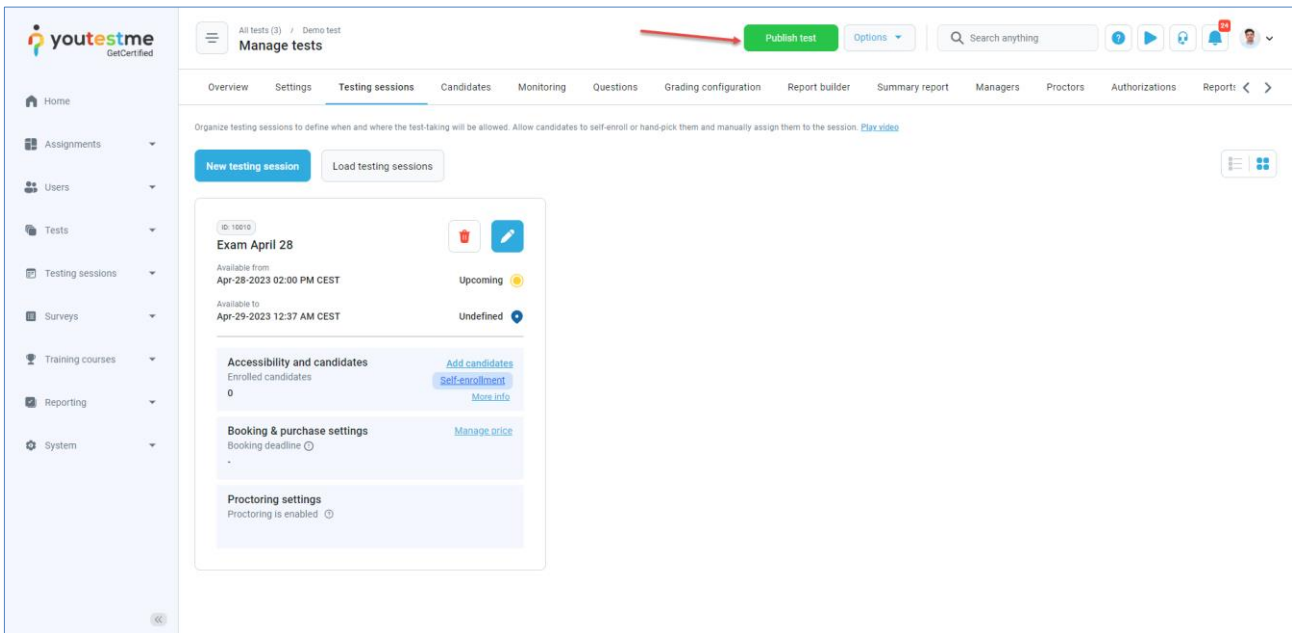
3.4 Configuring the Retaking Rules

If candidate wants to write the exam again, you may want to defining when are they allowed to do so.

We will show you a simple scenario in which the time between all exam attempts is the same, but we will be able to accommodate a more sophisticated retaking dynamic described in your RFP.

1. Click the "Settings" tab.
2. Open the "Pause, repeat and reschedule settings" tab.
3. Enable the "Allow test retaking" option.
4. Configure the exam retaking settings per your preference.
5. Click the "Save" button.
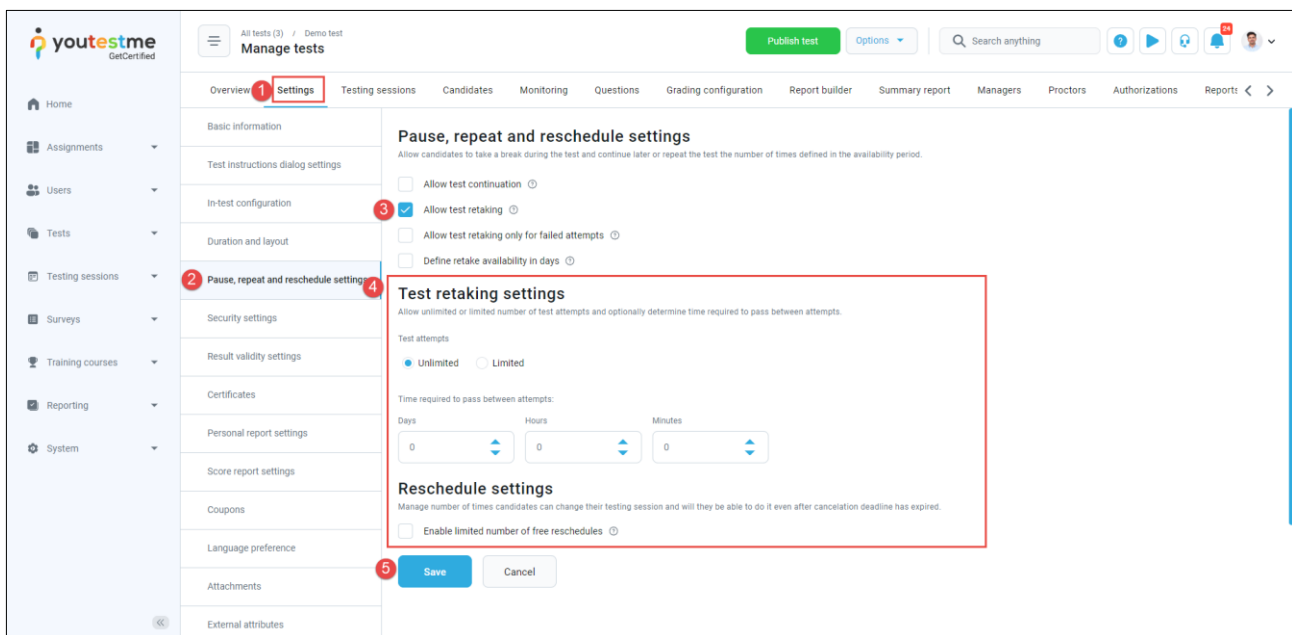
3.5   Configuring Exam Reminders

The exam reminders allow you to regularly remind the candidates that they have an upcoming exam.

To enable reminders, you should:
1. Under the "System" menu, select the "Settings and customization" option.
2. Open the "System preferences" tab.
3. Open the "Upcoming tests reminder" tab.
4. Select the "Enable upcoming tests reminder" option.
5. Leave the "Once a day" option checked to define how often will the system scan for new sessions.
6. Define when should the first reminder be sent.
7. Type in how many days before the exam session should the candidates be reminded.
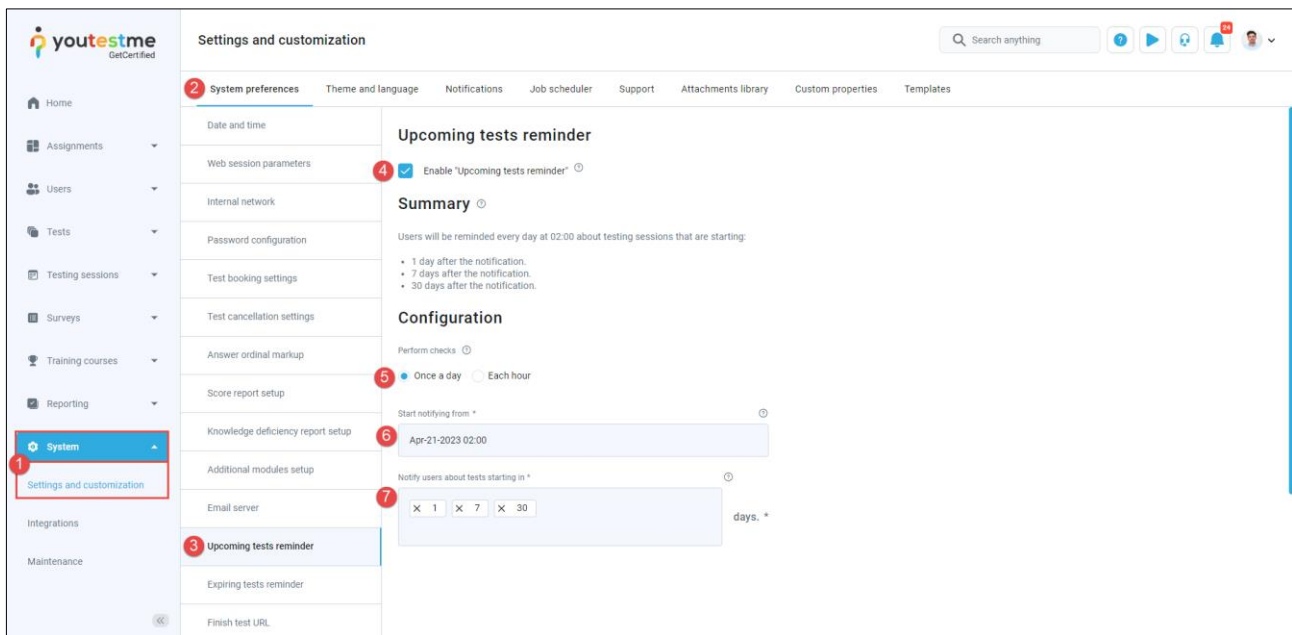
For more detailed information, please check this article.

## 3.6 Editing Email Notifications

When a specific action is performed within the application, the system automatically sends users an email notification. These notifications are predefined but can be customized by modifying their templates.

Let's try updating one of the notifications.

1. Under the "System" menu, select the "Settings and customization" option.
2. Open the "Notifications" tab.
3. Under the "Email notification / Template message" column, click the "Edit" option for any notification.
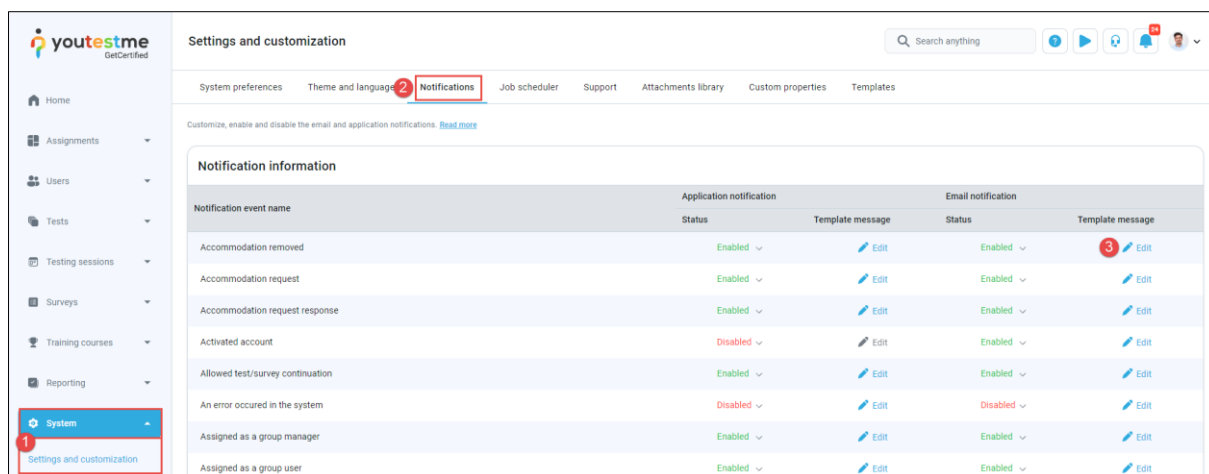
- You will be presented with the text editor where you can change the content of the notification.
- For more detailed information, please check this article.
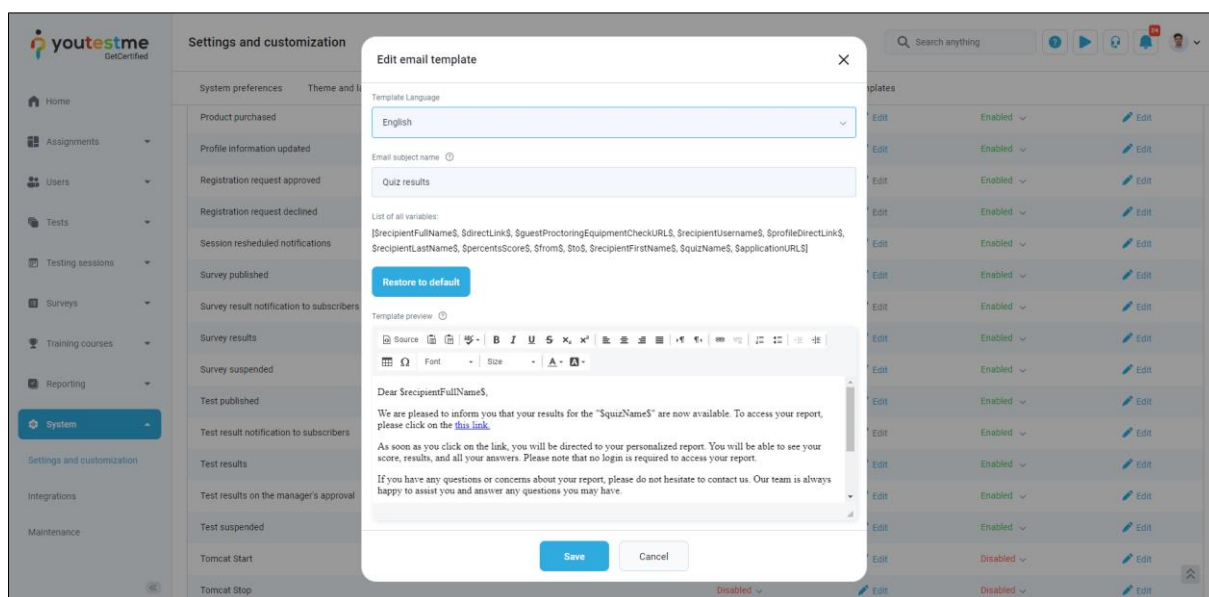
4 Reviewing the Reports

In this step, we will show you the most frequently used exam reports.

This process allows you to:
1. Gain valuable insights into the exam's effectiveness.
2. Identify areas of improvement.
3. Make any necessary adjustments to enhance the exam's quality.

4.1 Basic Exam Statistics

To see the basic statistics of an exam, you should:
1. Select the "Tests" menu
2. Choose the "Manage tests" option
3. Select the **Insurance Essentials Exam**
4. Open the "Summary report" tab
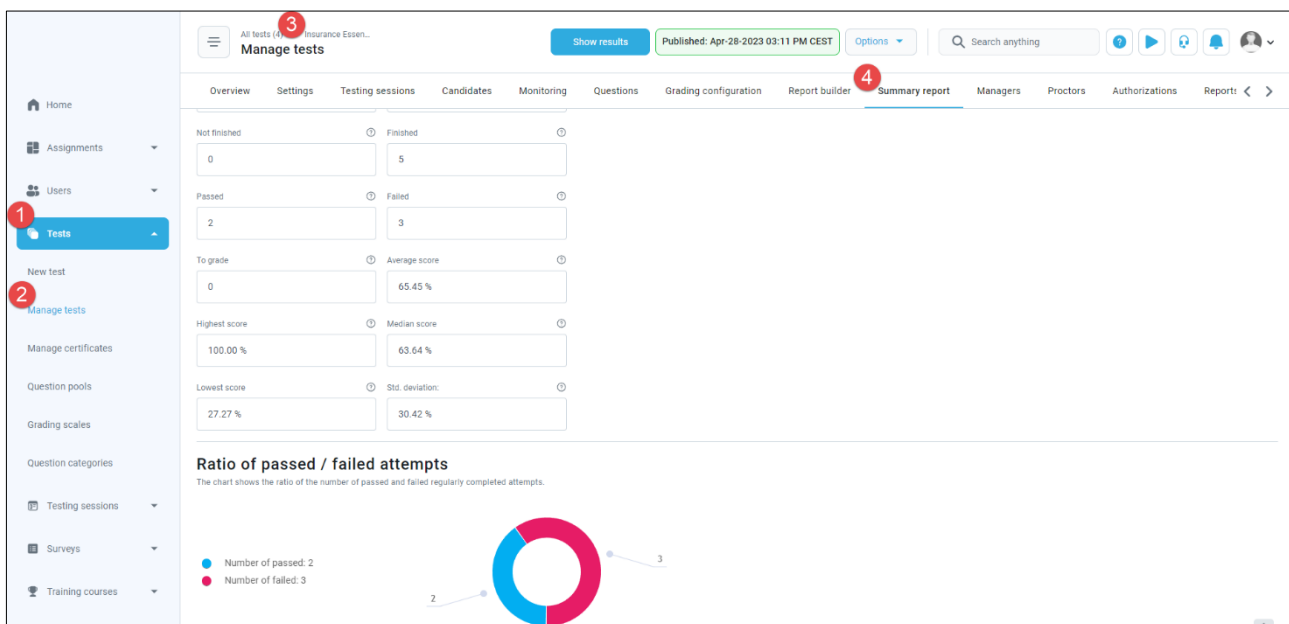
The report will provide you with basic statistics like:
- Pass/fail ratio
- Distribution of scores
- Average score and median
- Highest and lowest score

For more information, please check this article.

4.2 Building your own Reports

To learn how to build your own report, please check the 2-minute Report Builder video.

4.3   Question Statistics and Pilot Questions

Question statistics are useful in determining which questions to modify. In particular, the "Success ratio" parameter is useful there. To examine it, you should:

1.   Open the "Questions" tab.
2.   Scroll down.
3.   Use the "Sort" button next to the column name to easily identify the easiest and hardest questions
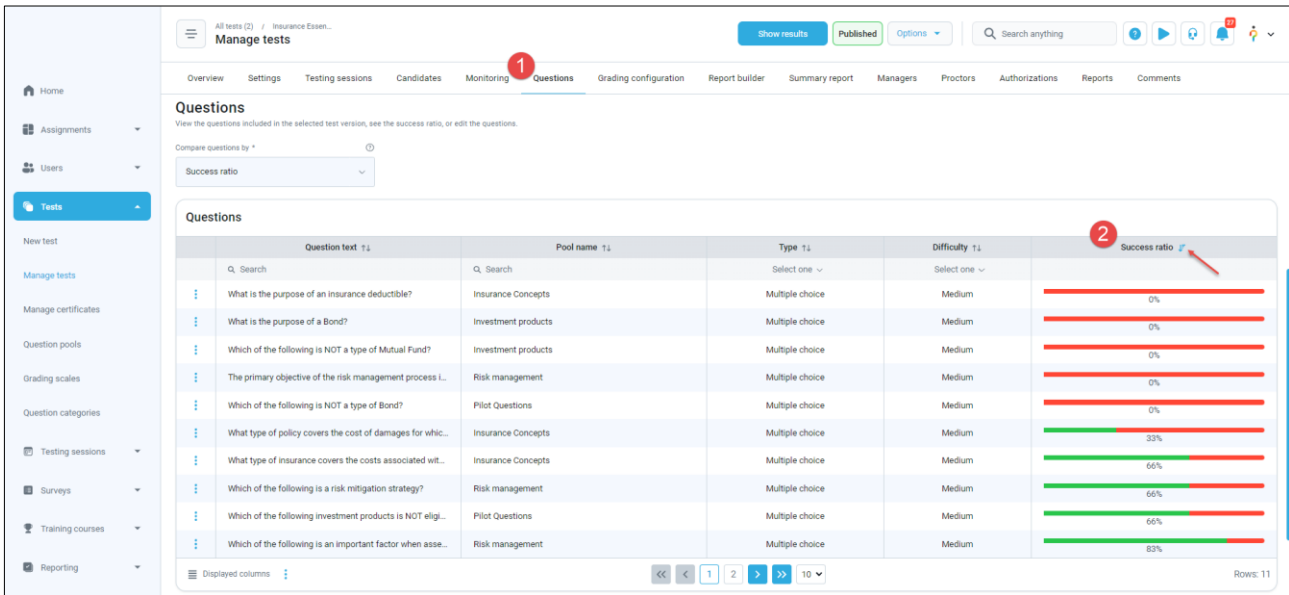
This can be especially useful when evaluating pilot questions (that carry zero points) that are included in the exam to check if they are performing well.

- Under the "Pool name" column, use the "Search" option to type in "Pilot" and display pilot questions only.
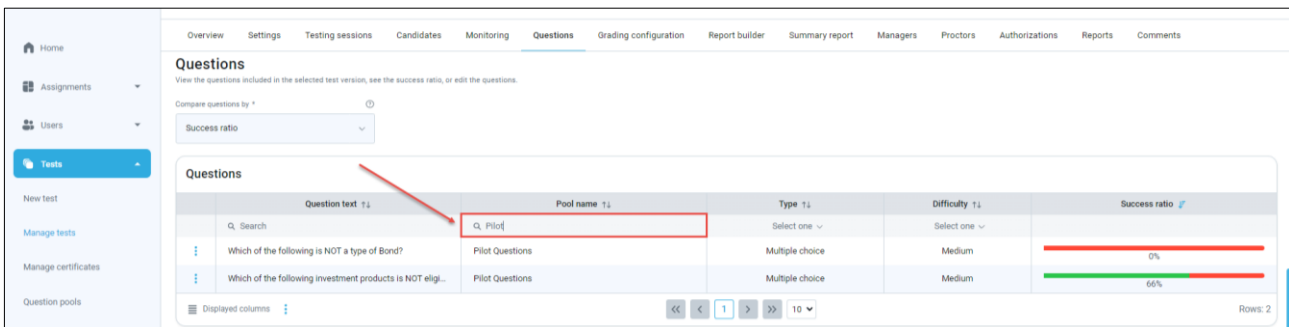
Immediately you can see that out of the two pilot questions included in this exam, one has a success ratio of zero, meaning that it is definitely too hard or unclear and should not be included in the exam.

5   Special Cases

This section describes periodic actions that require the exam manager's review only when they occur.

## 5.1   Accessing the Candidates' Feedback

- Candidates can provide feedback on questions they find difficult, incorrect, or unclear.
- Candidates' feedback on questions can help greatly improve the exam.

If a candidate provides feedback, you can access it like this:

1. Click on the "Reporting" option from the main menu
2. Select the "Predefined reports"
3. Choose the "Test report"
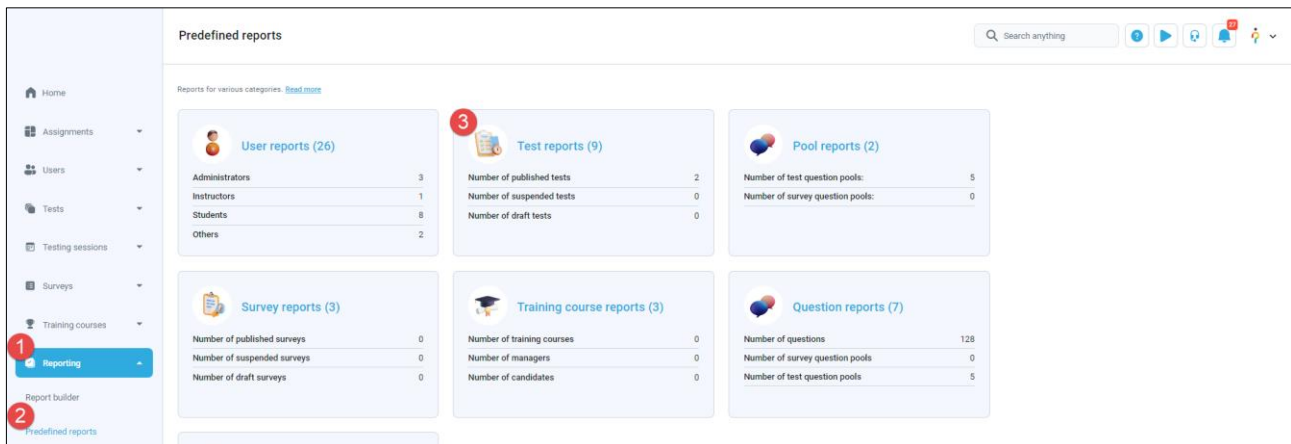
4. Choose the "Test question candidate feedback statistic" report
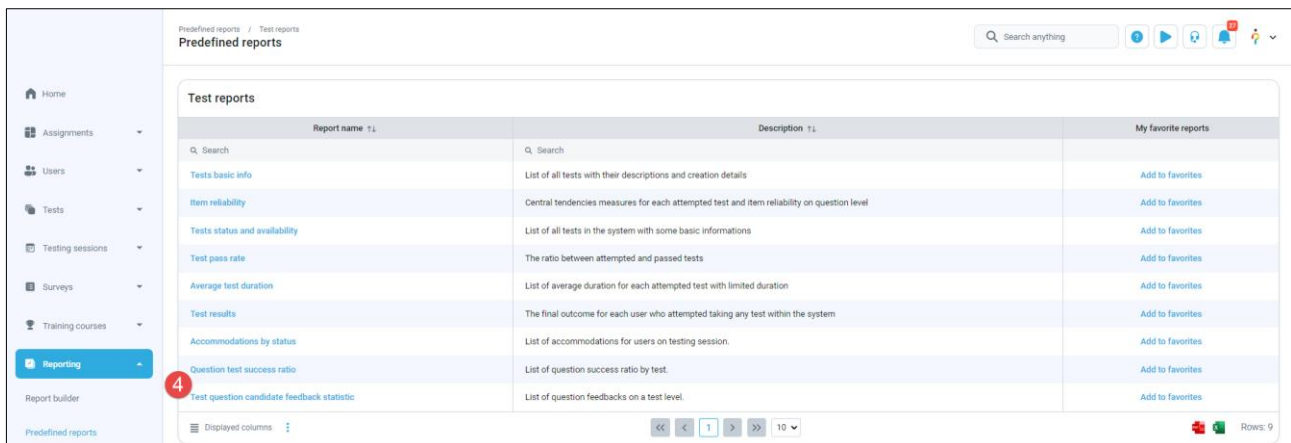
The report will display feedback provided by the candidates. They can:
1. Give a written remark
2. Label the question as "Easy" or "Hard"

You can review the report through the app or download it as an Excel file.

5.1.1   Scheduling a Report

If you like the report above (or any other), you can schedule sending it as an Excel file automatically to email addresses of your choice at regular intervals.

1. Under the "Reporting" option, click on the "Scheduled reports"
2. Click the "Create new" button.
3. Choose the "Test question candidate feedback statistic" report.
4. Choose when the first report should be sent.
5. Choose an interval between sending two reports.
6. Enter the subject of the email.
7. Enter the email body.
8. Enter email addresses that should receive this report.
9. Click the "Save" button.

5.2 Special Accommodations

Special accommodations refer to adjustments made to an exam or testing environment to accommodate individuals with disabilities, medical conditions, or other circumstances that may affect their ability to take the exam under standard conditions.

The process of adding special accommodations is as follows:
1. The candidate requests special accommodation.
2. The exam manager adds the accommodation to the candidate's profile.
3. The proctor monitoring the exam recording receives an email notification and approves the special accommodation.

In this article, we will show you how to view a special accommodation but you can examine the whole process by reading this article.

1. Select the "Tests" menu
2. Choose the "Manage tests" option
3. Select the **Insurance Essentials Exam**
4. Open the "Monitoring" tab

1. Check out the "Accommodation type" column
2. If any accommodation is requested by a candidate, you should see it there
3. Click on the "three dots" (options) next to the **student**, **Mary Robinson**
4. Select the "View accommodations" option to examine the exact accommodations requested

In this example, you will see that the candidate requested:

1. Time accommodation of one extra hour
2. One-on-one session with a proctor

6   Conclusion

By now, you should have a good understanding of the exam administration in YouTestMe. 😊

In these instructions we focused on the functionalities form your RFP, however, please keep in mind that the system offers many more options and capabilities.

Next, we recommend checking out the following instructions:
- Exam proctoring system

You can also go back to these if you skipped them:
- Exam registration system

Hopefully, you found these instructions helpful, and we will see you in the next one!