

# Questionmark assessment preparation, delivery, and reporting process

## Authoring or preparing questions

1. Place questions in the Questionmark Word Template and **PROOF** before contacting ETC that they are ready for assessment creation. **8 working days** prior to the assessment date for the **DDS** program. **5 working days** prior to sending paper backup copies to the offsite testing centers.
2. If you have numerous media files (pictures, graphs, video clips) please **add an extra day**.
3. Please use care in naming convention **coronary, circulation, chemic, heart, disease PAU002**. Question files using the template can be created by course director, course faculty, or the admin staff.
4. Provide feedback so students know **WHY** they missed the question. Avoid giving correct response by itself.
5. [More details below](#)

## Authoring or preparing assessment

1. We will prepare the exam, using the questions you select.
2. We will put the draft exam on the QM site for you to proof.
3. The file will consist of the question stem, all the answer choices, correct answer choice, and point value for every question in the exam.
4. Please review each aspect of the assessment and make final edits, if any, using the review feature of word.
5. We will make the final changes and place this version on the QM site in preparation for delivery to students. The above steps can be repeated until we get everything right
6. [More details below](#)

## Assessment Delivery

1. Paper version of the assessment for backup purposes is put under DistributionFiles folder. Admin staff makes copies of paper exam (Dental 10 paper copies and Hygiene 5 copies). Faculty takes copies to the lecture hall where the assessment is to be administered.
2. Official scrap sheet is created by ETC and is put under DistributionFiles folder. This is customizable per department's needs. Admin staff makes copies for every student prior to the assessment day, faculty takes copies of scrap sheet to the lecture hall, and distributes to the students.
3. One of the IT staff will be available during the assessment to assist in any technical problems the students might have.
4. **VERY IMPORTANT: IT staff will NOT PROCTOR any assessments at any time.**
5. The assessment link is on Blackboard. Students logon to Blackboard, and go to the respective course to take their assessment.
6. **VERY IMPORTANT: Please DO NOT change the name of a QM exam in your gradebook or make any modifications to the way the exam is configured under the Assessment Folder...this could cause reporting problems with grades or compromise your exam. If you have questions, contact ETC.**
7. Students will be provided feedback (including score and the questions that they got wrong) as soon as they complete

## Assessment Reporting

1. Within a couple of hours (depending on when the assessment is completed), ETC will provide you with standard reports namely Assessment Overview, Item Statistics, Question Statistics, and Excel spreadsheet that contains every student and every question presented in the exam.
2. If you have to make adjustments to the grades please contact ETC for details.
3. **VERY IMPORTANT: IT staff will NOT COMMUNICATE WITH STUDENTS regarding grades of any assessments at any time. All grade inquiries have to go through the faculty.**
4. [More details below](#)

## Authoring or preparing questions

### Folder structure

All the folders reside on [\\dentalfs05\QM](#). Access to this folder is on username and password basis. Also, each faculty will be given privileges to only the course folder that they are a part of [Map network drive](#) to access the above folder. You don't have to do this every time depending on where you are working. If you are working from home, then you should use VPN connection and [map network drive](#) every time. If you are working from your office, you do this one time. If you need VPN please contact Dental School IT Helpdesk 410 706 2084 or [dshelp@dental.umaryland.edu](mailto:dshelp@dental.umaryland.edu).

Once you are on [\\dentalfs05\QM](#) go to your department's folder, your division if any, your course, the semester and year being offered, the exam/test/quiz number, and then you will see the different folders where you can put assessment content, e.g. Raw (for QM template files), Media (for media associated with specific questions). Please follow this organization structure to prevent confusion for all the parties involved. If you don't see the folder structure, please let us know and we will have it ready for you in a few minutes.

Initially only the course director, course faculty (for DDS), the ETC staff, department admin staff will have access to these folders. If you don't have access to your course folder, please let us know and we will take care of it. If you would like other faculty members to have access to these folders then you must let us know and we will give them access.

QM Word template files with questions should be located in this folder [DeptName\DivisionName\SubjectCourseNumber-Title\SemesterYear\ExamNumber\RawFiles](#). The filename should be the name of the major topic area. The topic can be as granular or as global as you would like. We will be using the filename to create the topic on the Questionmark server. Please follow the naming convention mentioned [below](#).

If you have any images/pictures or movie files (without audio) then you would place them in this folder [DeptName\DivisionName\SubjectCourseNumber-Title\SemesterYear\ExamNumber\Media](#). Please follow the naming convention mentioned [below](#).

After the assessment is completed by all the students we provide the course director with some standard reports which will be located in this folder [DeptName\DivisionName\SubjectCourseNumber-Title\SemesterYear\ExamNumber\Reports](#). We give Item reports on Analysis, Question Statistics, and an Overall Assessment View. This will assist the course director in determining the quality of the questions and, if necessary, facilitate making modifications to these questions in the future. If the grades need to be adjusted, please let us know and we will work with you and guide you in the process. Adjusting grades is a manual process.

The draft paper version of the exam which has the question, all the answer choices, the right answer, and the point value for every question in an assessment will be available in this folder [DeptName\DivisionName\SubjectCourseNumber-Title\SemesterYear\ExamNumber\DistributionFiles](#) for you to review and make final corrections. This is also the folder where we put the official scrap sheet and paper version of the exam that will serve as the backup for an exam. The course director, course faculty, or the admin staff can make copies of exams from this location.

### General folder structure

[DeptName\DivisionName\SubjectCourseNumber-Title\SemesterYear\ExamNumber\RawFiles](#)  
[DeptName\DivisionName\SubjectCourseNumber-Title\SemesterYear\ExamNumber\Media](#)

DeptName\DivisionName\SubjectCourseNumber-title\SemesterYear\ExamNumber\DistributionFiles  
DeptName\DivisionName\SubjectCourseNumber-Title\SemesterYear\ExamNumber\Reports

**DDS Example:**

EPOD\Foun518-FoundationsClinicalDentistry\Fall2007\Exam1\RawFiles  
EPOD\Foun518-FoundationsClinicalDentistry\Fall2007\Exam1\Media  
EPOD\Foun518-FoundationsClinicalDentistry\Fall2007\Exam1\DistributionFiles  
EPOD\Foun518-FoundationsClinicalDentistry\Fall2007\Exam1\Reports

**DH Example:**

HPP\DentalHygiene\DHYG311-PreventionAndControl1\Fall2007\Exam1\RawFiles  
HPP\DentalHygiene\DHYG311-PreventionAndControl1\Fall2007\Exam1\Media  
HPP\DentalHygiene\DHYG311-PreventionAndControl1\Fall2007\Exam1\DistributionFiles  
HPP\DentalHygiene\DHYG311-PreventionAndControl1\Fall2007\Exam1\Reports

**Filename for the question(s) file(s)**

The filename for the question file should be the name of the topic. These files will be put under the RawFiles folder. Every topic will have a question file appropriately named because this name is what we will use to create the folder structure for the repository. Even if you have only a couple of questions per topic, create a separate file. **Please do not put more than 50 questions per file.**

Example: Amalgam.doc  
AlternativeDevices.doc  
HistologyEpithelialTissues.doc

**Question name or question description**

The question description is for every question in a question file(s). Please pay close attention to the naming convention. The maximum length of the question name or description is 200 characters.

keyword(s), keyword(s), keyword(s), Faculty initials+0001

Example: amalgam, matrices, RB0001  
alternative devices, home care instruction, orthodontic appliance, EP001

**Feedback for incorrect answer choice**

Our Academic Dean has mandated that feedback be given to students immediately after the students have finished their assessment. To make the assessment a useful educational tool, we encourage providing students with information so they know **WHY** they missed the question. Avoid just giving the student the correct response as this just encourages memorizing the correct information rather than learning **WHY** their answer was incorrect

**Filename for the media file(s)**

The filename for the media should identify the "QM question filename + the question number". The media filename should only contain letters, numbers, and a hyphen - or underscore \_ . Questionmark does not like special characters like # or \$ or % or & or spaces between words. You can have more than one media file for a question. Please follow the naming convention.

Example: AmalgamRJB001.jpg (picture file)  
AmalgamRJB001\_2.jpg (second picture file for question 1)  
PhysiologyHistologyEpithelialTissuesRBB007.avi (movie file for question 7)  
PhysiologyHistologyEpithelialTissuesRBB007-2.avi (second movie file for question 7)  
AlternativeDevicesEP001.jpg (picture file)  
AlternativeDevicesEP004.mov (movie file)

## Preparing to Use the QM Word Template:

Before you start working with the QM word template you will need to perform some settings so that the template and the word program will work efficiently.

Find out the version of Microsoft word you have [Word 2003](#) or [Word 2007](#).

Disable the smart quotes in [Word 2003](#) or [Word 2007](#) to prevent formatting characters being carried over to the QM repository delaying the process of creating the assessment.

Install and enable the Macros in [Word 2003](#) or [Word 2007](#) so that your QM word template will work properly.

Follow the filename conventions mentioned [above](#) for the question filename. You can get the [Blank QM Word Template](#) by clicking on this link. First, save the file on your computer and then proceed to [Using QM Template](#) and introduction to the [QM toolbar](#)

You can create the basic question types using the QM word template including multiple choice, yes/no, true/false, and likert scale (survey type) questions. Media files cannot be attached using the QM template and will be imported into the questions by the ETC staff. They can be incorporated by visiting the ETC (8102) if you wish to learn how to do this.

Our Academic Dean has mandated that all the questions and answer choices be scrambled.

In a multiple choice question avoid “**all of the above**” or “**none of the above**”.

If you have less than 5 answer choices for a multiple choice or a likert scale question DO NOT DELETE the information in the angle brackets <...>).

You can have more than 5 answer choices for a multiple choice or a likert scale question. In order to add more choices click on Add Choice in the QM tool bar of the QM template. Again, refer to [Using QM Template](#)

Our Academic Dean has also required feedback for the all the incorrect answer choices in all the questions. Please see [above](#) for more details.

**VERY IMPORTANT - - NEVER EMAIL EXAM CONTENT TO ANYONE---**use the QM site to refer others to your questions for review or exam development. If you are working from home, please use VPN (talk to Desktop support for more details).

**VERY IMPORTANT - -** Please proof your exam question stem, all the answer choices, correct answer choice, point value for every question in the exam and the feedback before emailing the ETC staff to begin the preparation of your exam

You can email us, your staff or the course faculty about the status of the assessment but **DO NOT INCLUDE COURSE CONTENT.** Instead, refer the interested party to the QM site.

## **Authoring or preparing assessments**

We will prepare the assessment using the questions you select. If we have any questions or concerns we will contact you.

We will put the draft assessment file under *DistributionFiles* folder. This draft exam will include the question, all the answer choices, the right answer, and the point value for you to review and make

final corrections. This file will also include the official scrap sheet and the version of the exam that will be used to create the backup paper copies for the exam. The course director, course faculty, or the department assistant can make backup copies of the exam and the official scrap sheet from these files.. Prior to the exam paper copies (10 for dental and 5 for dental hygiene) need to be made along with enough scrap sheets for the entire class.

### Extra credit questions

You can intersperse extra credit questions within the assessment, so the student will be unable to distinguish between extra credit from the other exam questions. The total score of the assessment will include points for all the questions. Since, the students don't know which an extra credit question is and which is not, they will be answering all the questions.

If you want to keep the extra credit and the regular questions separate, or give students an option of whether they want to attempt the extra credit questions then two blocks within the assessment can be created.

### Assessment Delivery

**ETC** arrives in advance with 4 backup laptops, power cords, and many network cables. These are only available for those student's equipment malfunctions (laptop and/or power cord). Students who do not bring the required equipment must go the Dental School help desk and check it out.

**Exams begin promptly at the designated time and all students MUST logon to the exam within a 15 minute “grace” period or take a paper version (graded by hand).** Depending on the ETC's schedule, those arriving late maybe able take a makeup QM exam (only if the instructor schedules a room, picks a date, time, student names). ETC provides technical support during the exam and makes sure all grades were processed electronically by having students check with an ETC member once they have submitted the exam.

**Course Directors** are responsible for bringing backup exam copies and scrap sheets to the assessment. They proctor and obtain additional proctors in instances where assessments are delivered in multiple rooms. **The Associate Dean for Academic Affairs prohibits all ETC staff from serving as proctors. If proctors are not available, the assessment will need to be re-scheduled.** Course directors collect the scrap sheets once students have checked out with the ETC staff. They also administer written exams for students with technical issues or that arrive late (after the 15 minute grace period). Course directors are responsible for reminding students to “keep their eyes” on their own work and enforcing issues related to violations of the Judicial Policy.

### Assessment Reporting

Upon completion of an assessment, including all make ups given using QM, reports will be placed within the Reports folder for each assessment including the Assessment Overview, Item Analysis, Question Statistics and an excel file containing details of every student. Contact ETC for any grade adjustments.

### [Frequently Asked Questions](#)