

NCEA Online 2019 – Student Experience

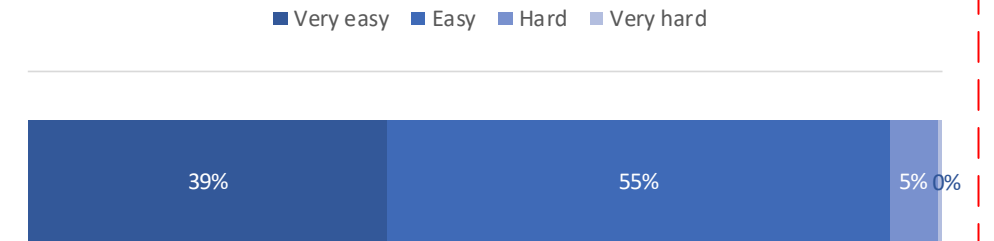
Key points

- **14,343** students from 197 schools participated in at least one NCEA Online digital exam in 2019
- Overall, students continue to be very positive about completing exams online, with **97% of survey respondents** (27.25% response rate) reporting a positive experience
- In **2019** NZQA offered 35 digital exams in 14 subjects
 - **3,479** of the **14,343** students who participated in at least one digital exam in 2019 had participated in at least one digital exam in 2018
 - **963** of the **14,343** students who participated in at least one digital exam in 2019 participated in at least one digital exam in both 2018 and 2017
- Student participation is defined as a student who has logged in to a digital exam and has a digitally assessed result
- Compared to 2018, there were around three times as many students, at around four times as many schools participating
- Since 2016, **19,864** students have participated in Digital Examinations where the results count towards NCEA

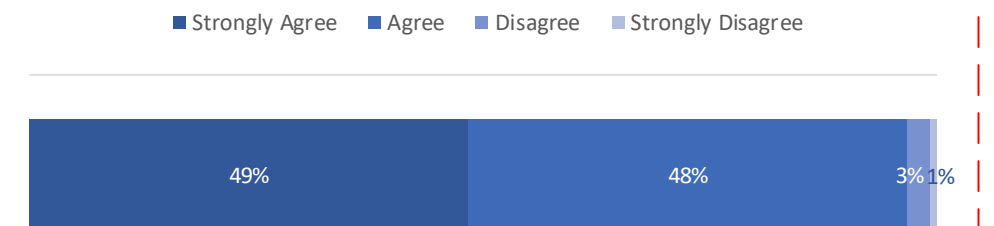
Participation in Digital Examinations

- Of the 48,867 total digital entries,
- 62% had an assessed digital result
 - 14% had an assessed paper result
 - 24% had either a Paper or Digital Void/Absent result (did not attempt the standard or were absent for the exam)
- For paper-based examinations, 21% of results had either a Void/Absent result (did not attempt the standard or were absent for the exam)
 - Almost 90% of respondents say they had no problems with the Digital Examination
 - 5% of respondents say they encountered network problems, and 5.5% say they encountered problems with the device they were using
 - Results for students affected by technical issues were the higher of their marked response or their school-supplied Unexpected Event Grade

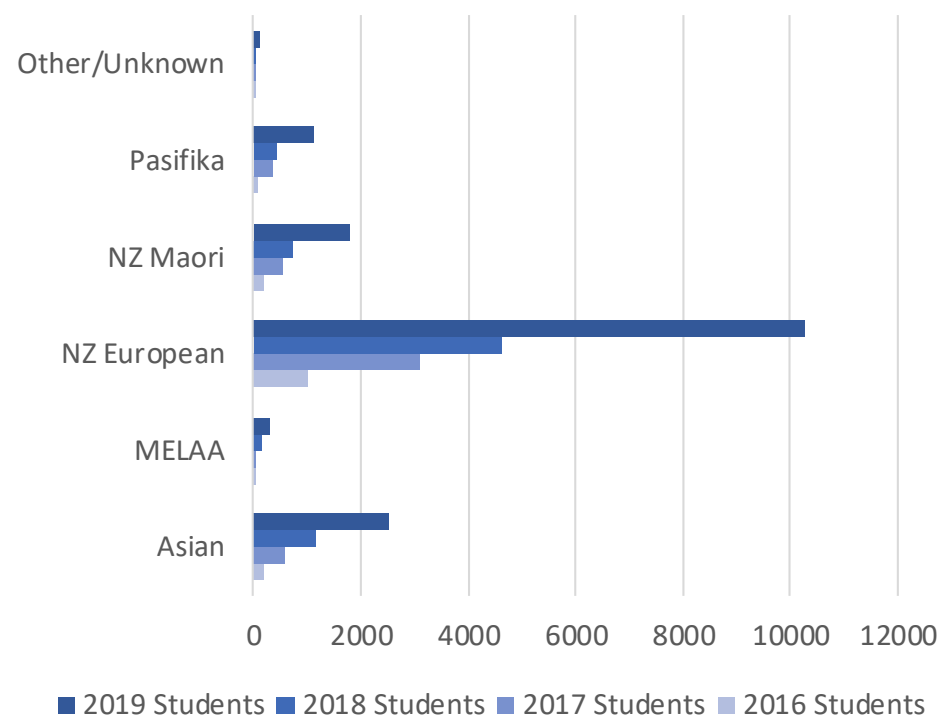
HOW EASY WAS IT TO FIND YOUR WAY AROUND THE DIGITAL EXAM?



OVERALL, I FOUND DOING THIS EXAM DIGITALLY WAS A POSITIVE EXPERIENCE.

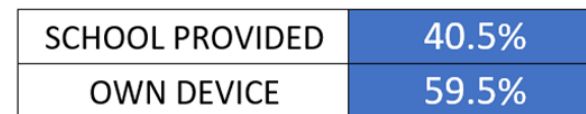


Student Participation by Ethnicity

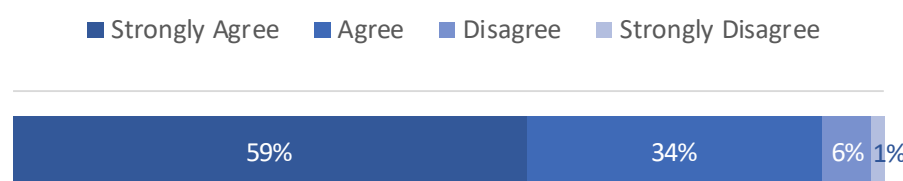


School Examination Arrangements

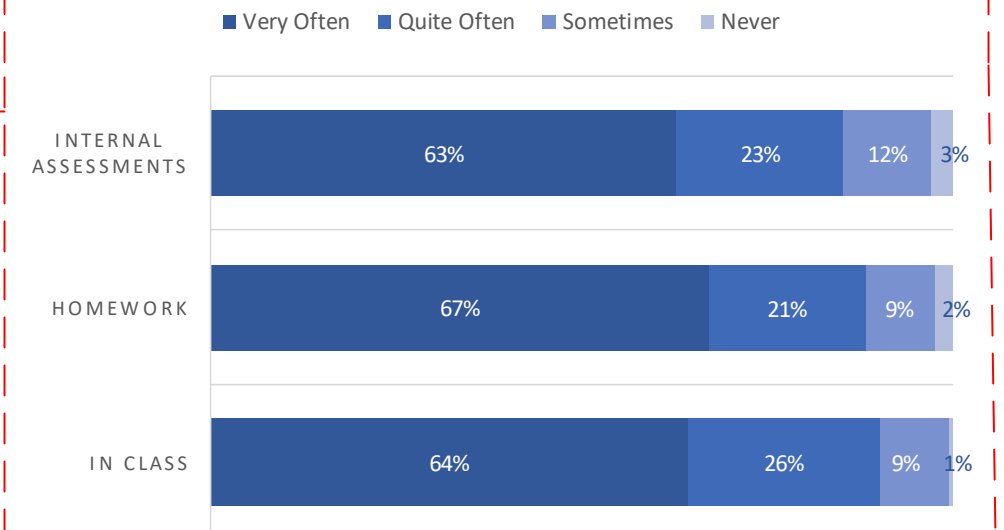
What device did you use to complete this digital exam, school provided or your own device?



I PREFERRED COMPLETING THE EXAM DIGITALLY RATHER THAN ON PAPER



FOR THIS SUBJECT, HOW OFTEN IS DIGITAL TECHNOLOGY USED IN YOUR LEARNING?



NCEA Online 2019 - School Participation

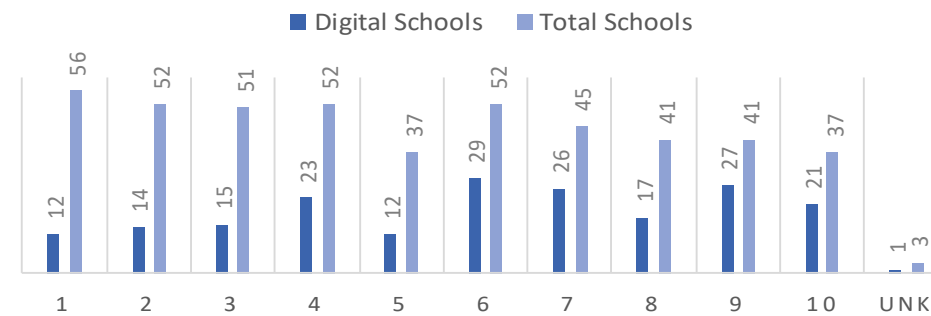
Key Points

- 197 schools participated in NCEA Online
- 134 new schools participated in 2019 (new is defined as not having an assessed result in a digital exam 2016-2018)
- Schools are participating across all decile ranges, though there are proportionally more digital results coming from higher decile schools, which tend to be larger than lower decile schools
- Schools from around the country are participating in NCEA Online, with Canterbury, Marlborough, Otago, Tasman and West Coast having 50% or more of the schools participating
- The West Coast had 20% of its students' results from their participation in NCEA Online
- Since 2016, 212 schools have participated in at least one NCEA Online Exam
- Participated means schools have a student with an Assessed Digital Result

NZQA & N4L Support for Schools

- 134 schools took up the Network Assurance Check with Network for Learning (N4L) assistance
- N4L monitored the digital exams in real time, attending to situations where 20% or more students had lost connectivity to the Internet at the same time. For these 15 situations:
 - 13 were resolved with no student impact
 - 1 resulted in a single student reverting to paper during the exam
 - 1 resulted in two students reverting to paper prior to exam start
- N4L successfully protected a school during a Distributed Denial of Service attack and the digital exam was able to continue
- Of the 1162 calls made to NZQA's Exam Helpline for the 18 exam days:
 - 24.3% of calls received during the 2019 NCEA exam period related in part or fully to a digital exam
 - 1135 (97.7%) were handled by the Helpline
 - 18 calls (1.5%) ended with hang up
 - 9 calls (0.8%) ended with overflow
 - 585 (51.5%) were handled by a NCEA Tier 1 Helpline Agent
 - 550 (48.5%) were transferred to a NCEA Tier 2 Specialist
 - Average speed to answer was 11 secs
 - Average talk time was 2 mins 09 secs

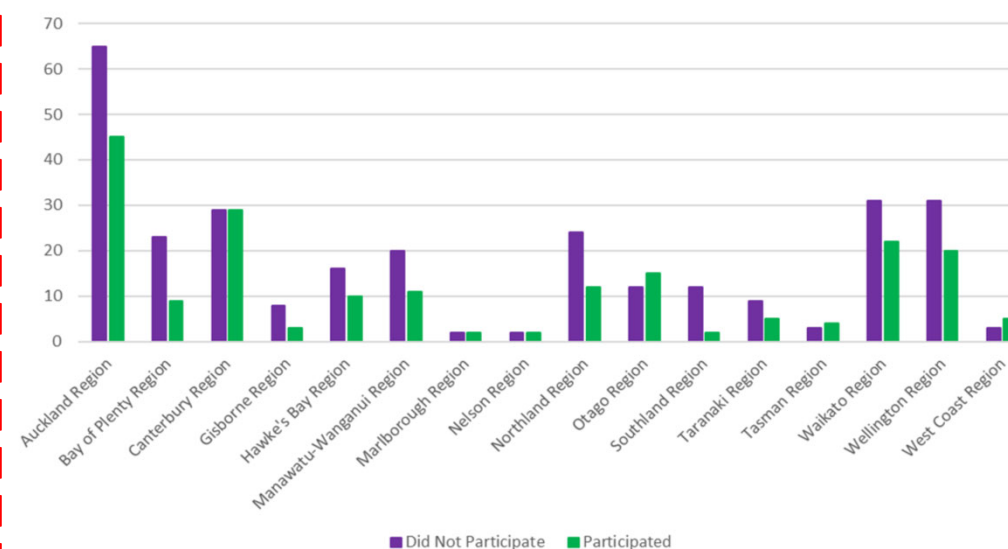
SCHOOL EXTERNAL EXAM PARTICIPATION BY DECILE



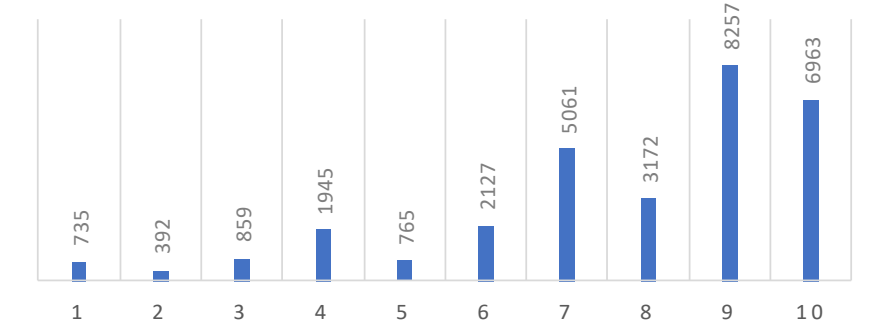
Results

- 11.1% of students who have at least 1 External Assessed Result, have at least 1 Digital External Assessed Result
- 11.0% of Māori students and 6.9% of Pacific students who have an External Assessed Result into Digitally Eligible Externals had at least 1 Digital Externally Assessed Result
- 3.4% of all External Assessed Results were Digital
- 11.3% of all External Assessed Results for standards offered digitally were Digital Results
- 47.5% of Externally Assessed Digital Results were from Level 1
- 32.2% of Externally Assessed Digital Results were from Level 2
- 20.3% of Externally Assessed Digital Results were from Level 3

SCHOOL PARTICIPATION BY REGION



NUMBER OF ASSESSED DIGITAL RESULTS BY DECILE



Percentage of digitally assessed results against total exam results by region

