

Service Name:

Administering objective tests in assessment and feedback models using optical mark reading software

Last Updated: June 2013.

Service Status: Production (Sept 2013 to Sept 2014)

Next milestones:

1. July 2014: Evaluation of OMR Service

Work packages:

1. June 2013 to Oct 2013: Upgrade desktop software on iMac
2. Sept 2013 to Nov 2013: Awareness raising activities to Registry, Academic Services and Learning, Teaching

Support

Elevate Team, Office of Academic Development

- <http://wolseyweb.ucs.ac.uk/blogs/elevate>
 - elevate@ucs.ac.uk
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Service Catalogue (ITIL): The Service Description

1. To provide the OMR service to course teams at UCS Ipswich.
2. To provide support and development to UCS staff on the innovative uses of Objective Testing in their learning and teaching models. This will be through the collection and dissemination of good practice (both internal and external to UCS) and the provision of a staff development programme (both online and face to face).
3. To provide ongoing research into the effective uses of Objective Testing within learning and teaching models

Service Users

- All staff who are registered at UCS Ipswich

Service Provision

Included

- Provision and maintenance of a desktop software solution (FormReturn - <http://formreturn.com>)
- Ring fenced project work with course teams to create and administer OMR based objective tests for formative and summative activities. This will include the creation (electronic format), scanning, return of results and archiving
- Provision, maintenance and development of support and development materials for OMR and Objective Testing, including FAQs and How to Guides
- Provision of 1-2-1's and workshops on the pedagogical uses of objective testing

Excluded

- Authoring and printing of the question booklet
- Printing of the answer sheets
- Involvement in the exam or any implementation on the day

Conditions of Use

- Users must abide by the appropriate UCS regulations, policies and guidelines

Remote Access

- None: FormReturn is desktop software with one license
- The Elevate Team Service Blog (<http://wolseyweb.ucs.ac.uk/blogs/elevate/>) is available both on and off campus via a web browser
- Materials are archived within Dropbox.com.

Access Rights

- Only Andy Ramsden (on his work machine, based at home)
- The Elevate Team Service Blog and FAQ category are available to all at UCS without the need to use their UCS login credentials

Service Owner (Project Leader)

Andy Ramsden, e-learning Development Manager, Elevate Team (a.ramsden@ucs.ac.uk)

Business Owner (Budget Holder)

- n/a

Technical Lead

- n/a

Deputy Project Leader

- n/a

Deputy Technical Lead

- n/a

Escalation

1. General support enquiries should be directed to elevate@ucs.ac.uk
2. Project Leader (Andy Ramsden)
3. Learning Resources Manager (Steve Phillips)

Service Hours (Support Desk)

	Monday to Friday	Weekend (Bank Holidays)
0.00 to 9.00	non-core	non-core
9.00 to 17.00	core	non-core
17.00 to 24.00	non-core	non-core

Service (Support) Standards

	Core	Non-Core
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Available Support Routes	Support and development via Elevate Team blog, FAQ engine, email, phone, and ad hoc face to face meetings	As core, excluding, email, phone and ad hoc face to face
Response Times (via phone or email helpdesk)	Phone calls answered within core hours subject to staff availability in the Elevate Team. Emails enquiry should be replied within 2 working days of arrival.	first opportunity on next working day

Scheduled Maintenance Windows

- There is no set maintenance period for the Elevate Blog, or the FAQ Service. These will be maintained on a best endeavour model
- The FormReturn software will be updated, once a year, during July / August

Communication of Service/Software Updates and Outage

- Primary communication tool (for updates and planned outage etc.,) will be via the Elevate Service Blog.
- Emergency communication will be via email to staff who Elevate know use the software and are classified as active users (Elevate Team will define and maintain the lists)

Critical Incident Notifications (the service is unavailable to you)

- If the Elevate Team Blog is unavailable please contact the Elevate Team (email or phone)
- If the FAQs are not available (<http://faq.ucs.ac.uk>) contact the UCS Infozone

Data Retention and Restoration Service

- Data will be retained within the archive area of Dropbox (EDU >> Project >> OMR). This will include the scans of the student scripts. This area is shared with other members of the Elevate Team.
- As a low usage service, the restoration period is on a best endeavours approach.

Recovery Point Objectives (controlled by the Elevate Team)

1. The Elevate Team Blog: As soon as possible, best endeavours

Recovery Time Objectives (controlled by the Elevate Team)

1. The Elevate Team Blog: As soon as possible, best endeavours

Supporting Materials

- Authoring process: A workflow:
<https://docs.google.com/drawings/d/1WGsL3PwCzzc7IJcheJu3x8MaP9KNrUC3YQ2Xj2TtsiQ/edit?usp=sharing>
- Service Report: 2012-13:
<https://docs.google.com/document/d/1n4Lj-fuyFIhckGdE-RTAk5as-CyaTDOqYsuNHgPL5Os/edit?usp=sharing>