Authoring Manager: Creating questions and developing tests

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About this Guide

This guide covers how to set up questions and assessments in the Authoring Manager, Questionmark's sophisticated authoring interface. This guide is aimed at anyone involved in using the Authoring Manager to develop questions and set up assessments. The guide may be used in the following ways:

- Handout: to be used during hands-on training session.
- Self-paced guide: for more confident users who can work on their own.
- Reference: for specific functionalities of the system, eg question and assessment editors.

Example questions have been provided for staff who don’t have a set of questions to practise with. Staff can select which questions they wish to practise with; there is no need to complete all the tasks, as the process of developing questions using the ‘Question Wizard’ is very similar. However, we recommend that you try at least one of each of the most common question types.

The Authoring Manager software installation provides students with two types of repositories: local repositories (hosted on the local PC) and the UoB Questionmark shared repository (hosted on a remote server). Before you can start developing questions and assessments directly on the UoB Questionmark server, you will need to:

- a) have a login account (provided by the TEL team) to access the Questionmark server
- b) have been allocated a Topic/Assessment folder.

A comprehensive guide on how to develop questions and set up tests using the Authoring Manager is available on the TEL’s Questionmark page: http://www.bristol.ac.uk/tel/support/tools/questionmark/authoring.html

Essential Information

The Authoring Manager is UoB licensed software. The current version is 5.2 (SP1). The University has a limited number of licences that are allocated by the TEL Team. More information about the Authoring Manager, eg installation and download, can be found on the TEL team’s Questionmark page: http://www.bristol.ac.uk/tel/support/tools/questionmark/authoringmanager.html.

This guide is maintained by the TEL team; please contact tel-help@bristol.ac.uk if you require further help and support.
Section 1: Introduction – question structure

This diagram below illustrates the question structure in Questionmark and its different components. This is the typical process that you will need to follow when you write a question for the first time using the Question Wizard, the functionality that helps you to set up the basic questions parameters. A question has three main components: Stimulus, Choice and Outcomes (Scores and Feedback). The workflow below illustrates the development flow and the structure of a question with its different components.

Repository

Question Wizard (*built-in question creation functionality*)

Question Type  eg MCQs, T/F, Gap fill, etc

Stimulus

Question, eg *what is the capital of Italy?*

Choices

The answers that the participants need to select, eg a list of options in a MCQ or a series of gaps in Numeric questions or Gap fill.

Outcomes

The outcome (answer selected) of the choice made by the participant, eg *Rome*

Score  Positive or negative, defined for each of the possible outcomes

Feedback  Linked to the choice that the user selects

Description  Question tag (this identifies it in the repository as well as in the reporting)
Section 2: Creating questions with the Authoring Manager

The following series of tasks aims to help you familiarise yourself with creating questions using the Authoring Manager interface. The questions included in the guide are the most common ones, eg MCQ and variants. Other types of questions available in the interface, such as ‘drag and drop’ and ‘hotspot’, have not been included because they require the use of images. However, the process for developing these questions using the Question Wizard is very similar to that for a Multiple Choice question.

Step 1: Starting the Authoring Manager and opening the UoB shared repository

a) To start the Authoring Manager, click on Start > All Programmes > Questionmark > Authoring Manager 5.2 > Authoring Manager
b) When prompted, to open the repository, select ‘Shared’.

tip: If you don’t have a login for the shared repository, you can still work in a local repository; select the first option, ‘Local’, or ‘Create new repository’, click ‘OK’ and move to Step 2.

c) Ensure that the server path is correct (tcp://qmp.bris.ac.uk:7800) and click ‘Connect’.
d) In the next window, enter your UoB username and Questionmark password and click ‘OK’. This will open the Questionmark shared repository interface.
The menu on the left, 'Folder Views', allows you to customise the view of the content in the repository; for first time users it is recommended to set this to 'Show all'. The interface only includes two main folders, 'Topics' and 'Assessments'.

**Step 2: Creating a new topic sub-folder**

a) Click into your topic folder and either right-click or select the option 'Manage items' from the main menu.
b) Select 'Add new Topic' and name to your new subfolder. The new sub-topic will appear under the main topic. Click on the plus sign if you can't see it to expand the tree.

**Step 3: Creating a 'Multiple Choice' question using the question wizard**

a) Click into your new subfolder and either right-click or select the option 'Manage items' from the main menu. Select 'Add question' to start the Question Wizard. In the question type, select 'Multiple Choice' and click 'Next.'
b) Enter the text of the question. Note: If you are copying and pasting text from other text editors, it is recommended that you copy the text with all formatting removed. To do this, you can use software such as Notepad (available in All Programmes > Accessories).

*Example question content is provided below.*

**Description:** Monuments *(to be added at the end)*

**Wording:** Which one of these monuments is located in Italy?

**Alternatives:**

- a. Parthenon
- b. *Coliseum*
- c. Alhambra
- d. Temple of Diana

*Then add later*

- e. Palace of the Popes

* indicates correct answer
c) Click on 'Double click here' to open the advanced text editing options, or use the toolbar to format your text or add more content. Click 'Next'.

c1. Double click for advanced editing

c2. Click to open equation editor

c3. Format or add resources

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d) Click 'Add' to enter the options, choices, score, and feedback. Click 'Next'.

d
e) Click on the drop-down list under ‘Shuffle choices’ to change the way choices appear to students. The alignment option allows you to display the choices horizontally (although the vertical alignment is recommended, according to best practice guides). Click ‘Next’.

f) Edit the question description. (Note: By default, this will appear as the question text or – for questions such as Fill in the Gap – the question type. When developing large question banks, it is strongly recommended that a naming convention for the question descriptions/names be decided on before starting to enter questions into the system. Contact the TEL team for advice on how to organize questions in the repository.) Click ‘Next’.

g) Click ‘Finish’ to close the Wizard. The new question will appear in your topic folder. Right click on the question to open more question options. Some of these are explained below.

- Tryout: to test out the question
- Edit With Wizard: to edit the question with the basic editing functionality
- Edit With Editor: to edit with the advanced editing functionality (see Section 4.1).
- Assign Metatags: to tag the question (if metatags have been created beforehand)
- Rename: to change the question description
Step 4: Creating a ‘Select a Blank’ question using the question wizard

a) Click into your new subfolder and either right-click or select the option ‘Manage items’ from the main menu. Select ‘Add question’ to start the Question Wizard. In the question type, select ‘Select a Blank’ and click ‘Next.’

Example question content is provided below.

Description: Southernmost city in the world (to be added at the end)

Wording: The southernmost city in the world, Ushuaia, is located in ____________.

Alternatives:

○ New Zealand  ○ South Africa  ○ Australia  ○ Chile  ○ Argentina

Step 5: Creating a ‘Multiple Response’ question using the question wizard

a) Click into your new subfolder and either right-click or select the option ‘Manage items’ from the main menu. Select ‘Add question’ to start the Question Wizard. In the question type, select ‘Multiple Response’ and click ‘Next.’

Example question content is provided below.

Description: Lake Victoria (to be added at the end)

Wording: Which of the following are true statements about Lake Victoria? (Select all that apply.)

Alternatives:

☐ *Lake Victoria is the largest lake on the continent of Africa.
☐ *Lake Victoria is the world's largest tropical lake.
☐ Lake Victoria is entirely within the country of Kenya.
☐ *Lake Victoria has more than 3,000 islands.

Selection options:

Allow students to select only three answers and set a score of 1 for each correct answer, and -1 for incorrect answers

Or

Allow students to select any number of answers as correct and set a score of 1
Step 6: Creating a ‘Matching’ question using the question wizard

a) Click into your new subfolder and either right-click or select the option ‘Manage items’ from the main menu. Select ‘Add question’ to start the Question Wizard. In the question type, select ‘Matching’ and click ‘Next.’

Example question content is provided below.

**Description:** Food and countries *(to be added at the end)*

**Wording:** Match the foods to the country.

- Fish and chips  UK  France
- Cassoulet  UK  France

Step 7: Creating a ‘Knowledge Matrix’ question using the question wizard

a) Click into your new subfolder and either right-click or select the option ‘Manage items’ from the main menu. Select ‘Add question’ to start the Question Wizard. In the question type, select ‘Knowledge Matrix’ and click ‘Next.’

Example question content is provided below.

**Description:** Cities and Rivers *(to be added at the end)*

**Wording:** Many of the oldest cities in North America are located on major rivers. Match the following cities to the rivers they are located on.

**Choices:**
- New Orleans
- New York
- Montreal

**Options:**
- Mississippi River
- Saint Lawrence River
- Hudson River

**Answers:** New Orleans-Mississippi River, New York-Hudson River, Montreal-Hudson River
**Step 8: Creating a ‘Pull Down List’ (or asynchronous matching) question using the question wizard**

a) Click into your new subfolder and either right-click or select the option ‘Manage items’ from the main menu. Select ‘Add question’ to start the Question Wizard. In the question type, select ‘Pull Down’ and click ‘Next.’

*Example question content is provided below.*

**Description:** Technology Enhanced Learning *(to be added at the end)*

**Wording:** For each activity, select the tool that would be the most suitable to deliver it.

**Options:** Online tutorial, wiki, online assessment system, blog, clickers

**Choices:**

a. A diagnostic quiz to check students' competences at the start of term (*online assessment system*)

b. A collaborative writing activity (*wiki*)

c. A reflective diary (*blog*)

d. An interactive quiz during a lecture to engage students with the content taught (*clickers*)

**Step 9: Creating a ‘Select a Blank’ question using the question wizard**

a) Click into your new subfolder and either right-click or select the option ‘Manage items’ from the main menu. Select ‘Add question’ to start the Question Wizard. In the question type, select ‘Select a Blank’ and click ‘Next.’

*Example question content is provided below.*

**Description:** longest River *(to be added at the end)*

**Wording:** The longest river in the world is the

**Options:**

*Nile*

*Amazon*

*Rhine*

*Po*
Step 10: Creating a ‘Ranking’ question using the question wizard

a) Click into your new subfolder and either right-click or select the option ‘Manage items’ from the main menu. Select ‘Add question’ to start the Question Wizard. In the question type, select ‘Ranking’ and click ‘Next.’

Example question content is provided below.

Description: Politics (to be added at the end)

Wording: Starting from the most recent, order the UK Prime Ministers of the last 20 years

Options:

David Cameron (2010-2013)
Tony Blair (1997-2007)
John Major (1990-1997)

Step 11: Creating a ‘Fill in the Blank’ question using the question wizard

a) Click into your new subfolder and either right-click or select the option ‘Manage items’ from the main menu. Select ‘Add question’ to start the Question Wizard. In the question type, select ‘Fill in the Blank’ and click ‘Next.’

b) Copy and paste the text in Notepad first, to remove the word formatting, then paste it in the stimulus using the keyboard keys (Ctrl+C, Ctrl+V)

Example question content is provided below.

Nigel Slater is one of Britain's best-loved cookery writers. Despite having written for food magazines since 1988, first at Marie Claire Magazine, then for the Observer, then in his own recipe books, it took a long time before he could be persuaded to transfer his skills to TV. Born in Wolverhampton, Nigel began cooking at an early age. He worked in restaurants around the country from the age of 16, then moved to London and became a recipe tester and a cook for food photography. Nigel has published several recipe books, the first of which was Real Fast Food, published in 1993. His food writing has won him numerous awards, and his autobiography, Toast: A Story of a Boy's Hunger, earned him a Glenfiddich Award.

c) Select the words in bold, then click ‘Define blanks’ on the right. Select a score for each blank.
d) Add feedback and click ‘Finish’.
e) (then add ‘written’ to published using the question editor. See Section 4.1)
Section 3: Developing Assessments

The following series of tasks aims to help you familiarise yourself with developing tests using the Authoring Manager interface.

Step 1: Creating a new assessment sub-folder

a) Click into your own assessment folder and either right-click or select the option ‘Assessments’ from the main menu. Select ‘Add new folder’ and name your new subfolder.

Step 2: Developing a new assessment

a) Click into your new subfolder and either right-click or select the option ‘Assessments’ from the main menu.
b) Select ‘Add assessment’ to start the Assessment Wizard. Click ‘Next’.
c) Name the assessment (names should not contain characters such as apostrophes, colons, semi-colons, etc.), select the assessment type, ONLY SELECT ‘Test’ or ‘Exam’, add a description if required. Click ‘Next’.

d) In assessment control, enable the following options as required:

- Ensure that the first option ‘Record answers in the answer database’ is always ticked. In ‘Exams’ and ‘Test’ this is selected by defaults. If this is not selected the results will not be saved in the database.
- Select ‘Display feedback’ if you want the students to receive feedback after they have submitted the test.
- Select ‘Allow open access’ if the test is to be launched from a link (URL), ie without requiring the students to log in to the UoB secure environment.
- Select ‘Assessment time limit’ to set a duration for the test.
• **Only** tick ‘Require Questionmark Secure’ if you are going to use the **Questionmark secure browser**. This is a plug-in that students need to pre-download from the Questionmark server to open the test. If this option is ticked and the PC doesn’t have the plug-in installed the test will not open.

• Selecting ‘Anonymous result’ will anonymise the result.

• ‘Template to use when presenting the assessment’ allows you to select the way in which to present the questions, eg all on one page or question by question. The TEL team has developed a set of recommended templates to use in formative and summative tests; See section please contact tel-help@bristol.ac.uk for advice.

• Click ‘Next’.

  e) Enter an introduction to the assessment, eg instructions, media content, etc. Click ‘Next’

  ![Assessment Introduction](image)

  f) Click ‘Add’ on the right menu to add questions to your assessment. You can also tick the option ‘Randomize within block’. Click ‘Next’.

  ![Assessment Questions](image)

  g) In the Select Questions window, you will see your topic folder(s), from which you can select the questions in three different ways using the left hand menu: all from topic, random from topic, and single question. The ‘All from topic’ option will add the questions in the same
order as they are stored in the topic; if you want them to be organised in a different order in the test, select the option 'Single question' or change the order in the repository.

The Randomly from Topic option allows you to randomly select questions from the topic. This can be done in the following ways:
1. Randomly select a ‘x’ number of questions from specific topics
2. Randomly select a ‘x’ number of questions from specific topics including the options of ‘avoid previously delivered questions, to avoid showing students questions that may already have been seen in an early attempt of the assessment.

You can also randomise all the questions within the test (previous option F) and shuffle the options in the questions to further mitigate the risk of collusion between students.

Select which method you want to use to add the questions into your assessment.

h) Select the folder that contains the question(s). You may need to expand the tree by clicking on the plus sign.

i) Click ‘Insert’, then ‘OK’.

j) In the next window, click ‘Check the summary’, randomise if necessary, and click ‘Next’.

k) In the Assessment Feedback window, the ‘Enable pass/fail’ option allows you to set a pass/fail score and enter two different feedback messages that students will receive, depending on the score they achieve. It is not recommended to have overlapping outcomes (eg 0-50%
fail and 50%-100% pass), because it won’t be possible to edit the assessment with Browser Based Authoring (see Enterprise Manager guide).

1) Enter the feedback, a message that students will receive when they submit the assessment. You can change this with the assessment editor afterwards, or add additional outcomes. Click ‘Next’ and then ‘Finish’ to complete the Assessment Wizard.

Section 4: The Question and Assessment editors

4.1 What is the Question Editor and what can I use it for?

The Question Editor is the advanced editing functionality in Authoring Manager that allows you to edit the question’s details or to further develop the question, after it has been built with the Question Wizard. The Question Editor is not required to edit a question like a MCQ once it has been created with the Wizard, but it is required if a question needs to be further developed – for example, by changing the feedback and the score depending on how the students answer the question. Below are some examples of instances when you will need to use the question editor:

- Creating a ‘cloze text’ (multiple fill in the blanks) from a ‘select a blank’ question. The Question Wizard only allows you to create one blank; the rest will need to be created with the Editor.
- Changing the ‘ceiling’ and the ‘floor’ of a question. These allow you to fix the maximum and the minimum scores for a question.
- Changing the question type of a question (eg from a ‘multiple choice’ to a ‘multiple response’ or from a ‘knowledge matrix’ to a ‘pull down list’).
- Changing, modifying and customising outcomes; setting feedback depending on how students answers the questions.

4.2 Accessing the Question Editor

To access the Question Editor, right-click on a question and select ‘Edit with editor’.

The interface is split into two windows (as shown in the image below): the top window displays the question tree; the bottom window displays the question tryout. The toolbar on the left
Authoring Manager: developing questions and setting up tests

allows you to access the functionality of the question editor; alternatively, this can also be accessed by right-clicking on the items in the question editor.

Below is an explanation of the different elements in the question tree. To edit them, you can either right-click and select 'Edit', or select the item and click on 'Edit' on the left menu.

**Question**

In **Question**, you can change the following values:

- **Question Description**: question tag that identifies it in the repository
- **Delivery Status** (Normal, Beta, Incomplete, Experimental): determines whether the question can be included in an assessment
- **Topic** (eg Medicine/): location of the question
- **ID** (eg 28465746579): identifier that can be used to search for the question in the repository or in reporting.

**Question score limits**

Set ceiling: The maximum score that a user can be awarded for a specific question. If a greater score is calculated as the outcomes are processed, the ‘ceiling’ score will override it.
Set floor: The minimum score that a user can be awarded for a specific question. If a lower score is calculated as the outcomes are processed, the ‘floor’ score will override it.

**Stimulus**

![Stimulus example](image)

In **Stimulus**, you can change the question wording (see Section 2, step 3b).

**Answer**

![Answer example](image)

In **Answer**, you can change:

- The question type after the question has been created, so that there is no need to create a new question. Note this only works for similar question types, eg Multiple Choice and Multiple Response, Knowledge Matrix and Pull down list, etc.
- Inclusion of a Participant comment box (adding a comment box underneath the question and get feedback from students)
- Shuffle choices in the question
- Horizontal/vertical display of choices
Choice

In *Choice*, you can edit the alternatives (the correct and incorrect answers).

Note: In question types such as 'Numeric' and 'Gap fill' this will only allow you to set the text width. The content of the choice will need to be set in the outcome.

Outcomes

The Outcomes include the *Score*, the *Condition*, and the *Feedback*. A question will generally include several outcomes; for example, a Multiple Choice question with four alternatives – one correct and three incorrect – will have four outcomes, one for each alternative.

Score

*Score* includes the score awarded to students when they select the choice related to this outcome.

In this screen you can specify:

- what score to award for the outcome.
- whether to accumulate the score with any awarded from other outcomes processed for the same question choice
- whether to evaluate other outcomes even if this condition is met.
**Condition**

*Condition* evaluates the students’ answers and links the score and the feedback that is provided to the students. The conditions are set up when you construct the question with the Question Wizard; however, if you want to make changes in the way students receive the feedback or combine them with more complex conditions, you can do this by changing these options. A typical example: if you wish to provide students with feedback regardless of the way in which they answer the question, you need to add an extra outcome, set the score to ‘0’, the choice to ‘Always happens’, and add a message in the feedback. The options in the ‘Operation’ drop-down list will be different depending on which question type is being constructed.

**Feedback**

*Feedback* is the text that students receive when this outcome is selected.

In Matrix, Pull-down list and Matching questions, the system will not automatically release the feedback associated to the outcome selected, and it is therefore recommended to add an extra outcome containing general feedback for the questions with the choice set to ‘Always happen’

### 4.3 What is the Assessment Editor and what can I use it for?

The Assessment Editor is the advanced editing functionality in Authoring Manager that allows you to edit the assessment’s details or to further develop the assessment after it has been built with the Assessment Wizard. The Assessment Editor is not required to edit a basic assessment, but it is required to build an assessment in blocks to create an adaptive test, for example, or to change the type of feedback that students receive when they submit the test. Below are some examples of instances when you will need to use the Assessment Editor:

- Create an adaptive test (add question blocks)
- Change the assessment feedback settings
- Branch assessments, set email notification for students when they submit the assessment
4.4 Accessing the Assessment Editor

To access the assessment editor, right-click on the assessment and select 'Edit assessment'.

The right-hand pane displays the assessment tree, while the toolbar on the left allows you to access the functionality of the assessment editor, such as 'Save', 'Edit Item', or 'Tryout'; alternatively, these can also be accessed by right clicking on the items in the assessment editor.

Control Block

Control Block includes two control setting windows: Assessment and Security.

In Assessment, you can change the following settings:

- Assessment name: please ensure that this doesn’t contain characters such as apostrophes, dashes, asterisks, etc
- Assessment Type: this should be always set to either 'Exam' or 'Test'.
- Assessment time limit
• Template: a UoB recommended template is available to use; please contact TEL-help@bristol.ac.uk for advice on template settings
• Save as you go: the default setting for saves as you go is 10 minutes; in summative assessments, 'Save as you go' should be set to 2 minutes

In Security, you can change the following options:

• Ensure that the first option ‘Record answers in the answer database’ is always ticked. If this is not selected the results will not be saved in the database.
• Select ‘Display feedback’ if you want the students to receive feedback after they have submitted the test.
• Select ‘Allow open access’ if the test is to be launched from a link (URL), ie without requiring the students to log in to the UoB secure environment.
• Select ‘Assessment time limit’ to set a duration for the test.
• Only tick ‘Require Questionmark Secure’ if you are going to use the Questionmark secure browser. This is a plug-in that students need to pre-download from the Questionmark server to open the test. If this option is ticked and the PC doesn’t have the plug-in installed the test will not open.
• Selecting ‘Anonymous result’ will anonymise the result.
• ‘Template to use when presenting the assessment’ allows you to select the way in which to present the questions, eg all on one page or question by question. The TEL team has developed a set of recommended templates to use in formative and summative tests; please contact tel-help@bristol.ac.uk for advice.

Assessment flow

By right clicking on 'Assessment Flow', you can start adding question blocks and jump blocks to your assessment to build an adaptive test.
Question block

Right click on ‘Question block’ to open the question block setting. Select ‘Edit settings’ if you want to change the introduction to the assessment or if you want to randomise the questions in the assessment or change the template.

Feedback and outcomes

In Feedback and outcomes you can change the type of feedback and to which questions.

Assessment outcomes

In Assessment outcomes, you can edit:
The score range (it is recommended not to set this to be overlapping).
The feedback to students, i.e., the message students will receive on submitting the test. This can be just the score, instructions, or left blank.

When you have finished editing the assessment with the Assessment Editor, always remember to click on to 'Save and Exit' on the left menu. Failure to Save and Exit, or closing the assessment editor in any other way, may lock the assessment for editing.

Section 5: Templates

Templates are files stored in the system that you can apply to your assessment once it has been finalised. These are several options available to customise templates depending on the purpose of the assessment. Some of these are: the way in which questions can be presented, e.g., all questions on one page or question by question, the availability of specific accessibility features, e.g., contrast and resize options, as well as security features in the assessment such as automatic saving or stopping student from copying and pasting text.

The TEL team, in consultation with a group of key users, have developed a set of UoB templates that comply with UoB accessibility standards and include the required security settings. We strongly recommend that you use one of these templates to deliver both your formative and summative assessments, including online exams. If you need any other features or third party tools (e.g., periodic table) to be added in one of the templates please contact the TEL team tel-help@bristol.ac.uk.

List of available templates:

- _01 UoB – QXQ, Displays one question per page. This will be the recommended template for all exams and assessments unless there are particular requirements.
- _02 UoB – QXQ – Calculator with Calculator, includes a calculator in the assessment navigator
- _08 UoB - All Questions, Displays all question on one page. It is recommended to use feature "Save As You Go" with 'manual and automatic'.


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<tr>
<td><strong>Security:</strong></td>
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Authoring Manager: developing questions and setting up tests

- Automatic save after each question
- Disables the use of Alt key and partially disables Ctrl and 'Backspace' key allowing them to be used to do text editing like copy, paste, delete etc.
- Confirm message before submitting answers
- Submit button to appear only after all questions have been seen
- Ask for confirmation when the participant attempts to navigate away from an assessment page
- Show timer in the browser
- Highlight and strikethrough (to enable students to mark distracters and highlight words in the questions)

Extra features

**Accessibility:** Coloured background for students with special needs (e.g. Irlen syndrome)

**Tools:**
- Calculator
- Language Characters
- Mathjax

**Navigation:**
- Print button
- Static introduction

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**Glossary of Terms**

**Authoring Manager**

Questionmark's sophisticated authoring interface.

**Question Wizard**

Built-in question construction functionality.

**TEL team**

Technology Enhanced Learning team, based in the Academic Registry

**Shared Repository**

The Questionmark server that hosts the questions and assessments that are delivered to students.

**Local Repository**

A repository that is created on the PC. A local repository can be used to create questions, but assessments can't be delivered to students from a local repository.