Questionmark getting started guide

Updated: August 2019

Contents
About this Guide ............................................................................................................................................. 2
   Essential Information ................................................................................................................................. 2
Log in to Questionmark ................................................................................................................................... 3
Managing users and groups ............................................................................................................................. 3
   Setting up and managing groups ............................................................................................................... 3
   Naming groups and schedules .................................................................................................................... 3
   Creating new users ..................................................................................................................................... 4
   Creating UoB users (batch and individual) ................................................................................................. 4
Importing the CSV file ................................................................................................................................... 5
How to add individual students to a group/ remove individual student from a group ................................. 5
How to add multiple students to a group/ remove multiple students from a group .................................... 5
Creating external users .................................................................................................................................. 6
Importing external users onto the system ..................................................................................................... 6
Deleting participants ...................................................................................................................................... 7
Authoring .......................................................................................................................................................... 7
   Use Authoring to create a multiple choice question ............................................................................... 7
   Use Authoring to create a new Assessment ............................................................................................... 8
Schedules ......................................................................................................................................................... 8
   Setting up a new schedule for a single user or a group ......................................................................... 8
   How to check schedules ............................................................................................................................ 9
Reporting ......................................................................................................................................................... 10
   Export results in an Excel spreadsheet ..................................................................................................... 10
Special characters in Questionmark .............................................................................................................. 11
Analytics .......................................................................................................................................................... 12
   Using Analytics .......................................................................................................................................... 12
Results ............................................................................................................................................................. 12
   Results Remover ....................................................................................................................................... 12
Change a score using the Score Editor
About this Guide
This is a step-by-step guide to the system administrator functions within Questionmark. This guide is aimed at local administrators or academics who are undertaking the management of users, scheduling and reporting with Questionmark.

This guide only covers the ‘export for Excel’ report type; step-by-step instructions on how to run other types of reporting can be found on the “Reporting and results” page on the Digital Education Office (DEO) website.
http://www.bristol.ac.uk/tel/support/tools/questionmark/reporting.html

The guide may be used in the following ways:

- As a hand-out, during a hands-on training session
- As a self-paced guide, for more confident users who can work on their own
- As a reference, for specific functionalities of the system, eg question and assessment editors.

More guides and How To’s can be found on the Questionmark pages on the DEO website:
http://www.bristol.ac.uk/tel/support/tools/questionmark/.

For more advanced options, see the Full Questionmark guide (login to questionmark.com required).

Essential Information
This guide is maintained by the Digital Education Office; please contact digital-education@bristol.ac.uk if you require further help and support.

Questionmark is a browser-based interface that allows administrators to edit questions and assessments, manage users, and run reports to export scores. This guide includes the following sections:

- Log in to Questionmark
- Working with Authoring
- Working with Administration
- Working with Reporting (‘export for Excel’ only)
Log in to Questionmark

Your login for Questionmark will be provided by the DEO and once your account has been created you will be able to log in using your **UoB login**.

1. Open a web browser (Chrome or Edge are recommended, Safari is also supported) and go to [http://www.bristol.ac.uk/digital-education/support/tools/questionmark/](http://www.bristol.ac.uk/digital-education/support/tools/questionmark/)
2. Login with your UoB account using the link in the top right

From 'My dashboard' you can access the following areas:

- **People** (to manage users and groups)
- **Authoring** (to create/edit questions and assessments)
- **Administration** (to view and create users, set up schedules, etc)
- **Reporting** (to generate result spreadsheets, collect data and run other types of reports)
- **Analytics** (to generate item analysis report and other specific types of reports)
- **Results** (to change or delete results or use the ‘score editor’ for grading essays)
- **Scheduled assessments** (to try out the assessments scheduled for you)

Managing users and groups

This section provides information and guidance for

- Setting up and managing groups
- Creating new participants on the system
- Scheduling assessments

Setting up and managing groups

If you require a new group, or request/give other people access to your groups, you will need to email digital-education@bristol.ac.uk. When emailing, please include the group name(s), and the UoB user name of any administrator who needs access to them.

Naming groups and schedules

Where possible, group and schedule names should include the unit code, so that each course can be easily identified in the future.

There are several special characters which should not be used, for example & and £ (see below for a full list). Such characters will throw up an ‘invalid character’ error message.
Creating new users

All participants need to be imported into the system manually, as Questionmark is not integrated with the University data hub. However, UoB users can authenticate using their UoB credentials, while external users will need to be provided with a password.

Creating UoB users (batch and individual)

UoB users must be imported using the import template provided below after it has been duly filled out. The import template must be used for creating both multiple accounts and individual accounts.

1. Preparing the import template
Download the UoB import template and complete as follows

<table>
<thead>
<tr>
<th>USERNAME</th>
<th>student UoB username</th>
</tr>
</thead>
<tbody>
<tr>
<td>EMAIL</td>
<td>UoB email address</td>
</tr>
<tr>
<td>PASSWORD</td>
<td>Random password. Password rules are: Password must be 8 characters long Include numbers Include Lower case Include Upper case You can use this tool to generate a group of passwords</td>
</tr>
<tr>
<td>FIRST NAME</td>
<td>Student’s first name</td>
</tr>
<tr>
<td>LAST NAME</td>
<td>Student’s last name</td>
</tr>
<tr>
<td>DETAILS</td>
<td>Last year of study (eg 2020)</td>
</tr>
<tr>
<td>DETAILS 1</td>
<td>Last year of study (eg 2020)</td>
</tr>
<tr>
<td>DETAILS 2</td>
<td>Student number</td>
</tr>
<tr>
<td>DETAILS 3-5</td>
<td>Any other data you may wish to add</td>
</tr>
<tr>
<td>SSO ID</td>
<td>student UoB username. NOTE: if this is left blank students will not be able to log in to the system, it will not be possible to reset their password they will need to be re-imported into the system</td>
</tr>
</tbody>
</table>

2. Save the file in CSV format on your local computer and proceed to the next step 'import UoB users onto the system'
Importing the CSV file

1. Log in to Questionmark
2. Click the downward arrow next to People and select Users
3. Click ‘Import Participants’
4. Delimiter: set to ‘comma’
5. File: browse for your pre-populated import file
6. Overwrite existing participants: don’t check
7. Replace existing groups: don’t check
8. Use groups in import file: don’t check
9. Add participant to Group: Click the downward arrow to select your group (if you can’t see the group contact digital-education@bristol.ac.uk to gain access)
10. Generate password randomly: check
11. Notify participants of new account: don’t check
12. Select import

Note: Users already exist on the system
You might receive a message that the import failed because some users already exist on the system. This means that someone else has already imported the students and you will need to search for them and add them to your group. To do this follow these steps:

1. Go to People >Users
2. Click on Filter user and search the user by username
3. On the right-hand side under Groups click ‘membership’
4. Select the group (s) where you want to add the student
5. Click Save

How to add individual students to a group/ remove individual student from a group

1. Go to People>Users
2. Filter Users to find the user
3. Click on Membership under Groups
4. Check the box next to the group where you want to Add the student to a group or
   Uncheck the box next to the group in Selected Groups to remove the student from the group
5. Save

How to add multiple students to a group/ remove multiple students from a group

1. Go to People>Groups
2. Select your Group and click Show participants
3. Click ‘Change Group Membership’ to add/remove students
Creating external users

The following requirements should be taken into consideration before creating external users on the system.

- External users accounts should only be created for people who are not University of Bristol users, for example external examiners or students not yet registered at the University.
- External user account must have the prefix ‘xt_’ in the username to make it easier to identify them on the system.
- External users accounts will be cleared by the System administrators every August as part of the yearly clearing up process unless you add more information in the Details field.

1. Preparing the import template

Download the External import template and complete as follows:

<table>
<thead>
<tr>
<th>USERNAME</th>
<th>xt_username (eg xt_joblog)</th>
</tr>
</thead>
<tbody>
<tr>
<td>EMAIL</td>
<td>User’s email address. This is required and must be a valid email address which will be used by the system to email users automatically.</td>
</tr>
<tr>
<td>PASSWORD</td>
<td>Random password. Password must be 8 characters long Include numbers Include Lower case Include Upper case You can use this tool to generate a group of passwords</td>
</tr>
<tr>
<td>FIRST NAME</td>
<td>Student’s first name</td>
</tr>
<tr>
<td>LAST NAME</td>
<td>Student’s last name</td>
</tr>
<tr>
<td>DETAILS</td>
<td>Last year of study (eg 2020)</td>
</tr>
<tr>
<td>DETAILS 1</td>
<td>Last year of study (eg 2020)</td>
</tr>
<tr>
<td>DETAILS 2-5</td>
<td>any other data if required</td>
</tr>
</tbody>
</table>

2. Save the file in CSV format on your local computer

Importing external users onto the system

1. Log into Questionmark
2. Click the downward arrow next to People and select Users
3. Click the tab ‘Import Participants’
4. Delimiter: set to ‘comma’
5. File: browse for your import file
6. Overwrite existing participants: don’t check
7. Replace existing groups: don’t check
8. Use groups in import file: don’t check
9. Add participant to Group: Click the downward arrow to select your group (if you can’t see the group contact digital-education@bristol.ac.uk to gain access)
10. Generate password randomly: check
11. Notify participants of new account: check
12. Select import

Note:
The system will automatically send a one-time link for users to log in and set a new password. Users will need to be notified in advance to look out for the email. External users' password can't be retrieved, if a user can't remember their password it will need to be reset by the local administrator via the User interface.

**Deleting participants**
Bristol is limited by our licence to a maximum of 8,500 active participants enrolled on the system at any one time, and we can only stay within this limit by regularly removing participants who are no longer needed. Deleting participants does not delete results. You will still be able to run reports on participants who have been deleted from the system.

To delete participants:
1. **Log onto Questionmark**
2. Click the downward arrow next to People and select **Users**
3. Click **Filter Users** > **Filter by Group** and select your group
4. Check the box next to username to select **ALL** or next to each individual user
5. In Update options select ‘**Cancel the selected user accounts**’

**Authoring**
Authoring allows you to create or edit questions and assessments, or add resources to your questions (such as images or audio). Questions and assessments are organised in a folder structure, folders are only visible to the user once they have been granted the appropriate permissions.

**Use Authoring to create a multiple choice question**

- **Log into Questionmark**
- Click **Authoring** and select **Topics**
- Click on your existing folder or click **Topics** to create a new one
- Click **New** and select **Multiple Choice** from the list
- Add the **question wording**
- Enter the **choices**
- Enter the **score** for each choice
- Click on Show feedback to enter feedback
- **Save + Exit**

**Note:** You can use the option on the left to add extra choices, assign metatags, etc or you can click on Advanced to use advance functionalities.

To delete your question, click on the checkbox next to the question and select ‘**Delete**’ from options above

To edit the question, click on the question description
Use Authoring to create a new Assessment

- Log into Questionmark
- Click Authoring and select Assessments
- Click on your existing folder or click Folder to create a new one
- Click New and select Test or Exam, do not select Quiz or Survey
- Complete the Assessment title, Description and Introduction
- In Question block, replace Question Block –1 with the name of your block if required and click Add next to it to select the questions. Click Settings to select the feedback options for the block
- Change the outcomes if required
- Select Settings at the bottom of the page to set options such as the assessment time, template, security and item-level feedback
- Save and exit

Note 4: If you are setting up a high-stake assessment or an exam refer to the Recommended Questionmark assessment settings and the Running and Invigilating online assessment including exams with Questionmark Perception.

Schedules
In Schedules, local administrators can set up new schedules and view or change the details of existing schedules. Schedules define how and when users or groups take assessments. They are used to control:

- which assessment (or assessments) are taken, by which users or groups
- the day and time when the assessment can be taken, and override time limit if necessary
- the number of times a user can take an assessment within a specific time period

Setting up a new schedule for a single user or a group

- Log in Questionmark
- Go to People>Groups
- Select the group you want to schedule
- Select Schedule from the left menu
- In the next window the option ‘Schedule for Web Delivery’ should be already selected. Click ‘Next’
- The following window will display your assessment folder(s); click on the folder or on the plus symbol to expand the sub-folders and select the assessment you want to schedule.
• You can select more than one assessment at the same time. Click ‘Add’ when you have selected all of the assessment you need, and then ‘Done’ to finish and move to the next window to define the schedule settings.

In the Schedule window you can set up the Schedule settings. Read the instructions carefully, as the schedule settings affect the way the assessment is made available to students – this is particularly important in high-stakes assessments.

- ‘Schedule name’ is by default the assessment name and you can change this.
- ‘Limit attempts’ enter the number of attempts you want to give to students. If you wish the students to have an unlimited number of attempts then leave this blank.
- ‘Review Results Assessment’ leave unchecked

Note: If you set up a Group schedule you DO NOT need to set the number of attempts. If you set the number of attempts to ‘1’ or ‘2’ only the first two students attempting the test will have access to it, then the schedule will become inactive.

- For invigilated assessments and exams you will need to create individual schedules for each user in a group, select ‘Create schedule for each participant in groups’.
- Overriding the time limit will extend the time for users who need extra time. If the assessment duration set up in Authoring is 60 minutes and the student has an extra 15 minutes allowed than the override time should be 75 minutes.

- ‘Limit days between retakes’ stops users who have more than one attempt from retaking the test immediately. If you set this to ‘1’ the users will need to wait 24 hours before re-attempting the test.

- All schedules must have a start and end date. ‘Set access period’ allows you to set the date and time during which the test will be available. Please note that this is independent from the assessment duration so, for example, if the assessment is set to be available on the 20th of January from 2-4 pm and it is 30 minutes long, users will be able to access the test between 2 and 4 pm; even if a user accessed the test at 3.55 pm he/she will still be able to submit at 4.25 pm.

- ‘Require monitoring’ allows administrators to verify the user’s identity before they start the exam. This will require the invigilator to enter their user name and password on each PC to allow the user to start the assessment. This option is not recommended.

• Click next to verify the Group that is being scheduled.
• Click Finish to save then schedule

How to check schedules
• **Log into Questionmark**
• Go to **Administration> Schedules**
• **Filter** by **Participant ID** or **Group**
• Select the **Schedule** and click **Edit** on the left men if you wish to edit the schedules

**Reporting**

Questionmark has a very sophisticated reporting engine and offers a wide range of report types to export scores, run coaching reports, or generate item analysis. This guide only covers the Export for Excel, which is the most common type of report staff need to run after an assessment/exam to generate scores. For more information on Reporting and on how to generate other types of reports, either use the Help tab in Reporting, located on the right-hand side of the screen, or visit the Questionmark help pages: [http://www.bristol.ac.uk/tel/support/tools/questionmark/reporting.html](http://www.bristol.ac.uk/tel/support/tools/questionmark/reporting.html)

**Export results in an Excel spreadsheet**

• **Log into Questionmark**
• Go to **Reporting**
  Select the **Export for Excel** report type
• In the next window, select ‘**Report Template**’
  If you are likely to need to run the same set of data over a period of time we would suggest that you customise your own template. To do this, click on Report Manager, select Create New Report, and then select Export for Excel (alternatively email digital-education@bristol.ac.uk for assistance). Your customised template will then appear in the drop-down list. You may edit one of the existing templates by clicking on the ‘edit’ button. Click ‘Save and View’ to generate the report.
• Select ‘**Browse**’ to search for your assessment, then select the filter ‘**All finished**’ or ‘**Do not use filter**’
• Click on ‘**View Report**’ to generate the export for Excel.
Special characters in Questionmark

Several special characters are considered illegal and cannot be used in Questionmark. Such characters will throw up an ‘invalid character’ error message when entered in areas such as:

- assessment names
- passwords
- group names
- participant details
- topic and assessment folder names

These illegal characters should also not be used to create any of items above.

For example, you cannot use comma characters (,) or double quotation characters (") in names, as they have special meanings. The following is a list of special characters which are restricted:

- “ (double quote)
- ‘ (single quote)
- & (ampersand)
- / (forward slash)
- \ (back slash)
- , (comma)
- £ (British pound)
- | (pipe)
- < (less than sign)
- > (greater than sign)
- : (colon)
Analytics
Questionmark Analytics is a new functionality in the latest version of Questionmark that provides staff with a new set of reports that generate detailed data on students’ performance and item analysis.

Using Analytics
a) Before using Analytics, administrators need to be aware of the following:

- As a separate functionality, Analytics is accessible through its own tab within Questionmark. This will appear after the administrator has been granted permission to use Analytics.
- Administrators with permission to run reports with Analytics will have access to all results in the Questionmark database, and not just their own results, therefore it is recommended that they attend a short induction on how to use this functionality before starting to run reports.
- Results in Analytics will be available the day after the assessment has been submitted.

The help tab within the Analytics interface provides a wide range of support materials to get you started, including an interactive demo, knowledge base articles, troubleshooting, and individual description and examples for each type of report.

b) To get started, click on the Analytics Tab and either click on the arrow on the ‘View Demo’ button or the arrow on the ‘Get Started’ button.

Results
In Results, you can review the results after the assessment has been taken.

Results Remover
This is the area of Results where you can remove results that are no longer needed from the database. Although this may look like a useful option, we do not recommend removing results from the database in case you need to run reports for future queries, to compare results, or for research and analysis purposes. Please contact the DEO office (digital-education@bristol.ac.uk) for assistance if you need to remove results.

Change a score using the Score Editor
- Click on Score Editor to open the Search window. Either click on the assessment in the list or enter the assessment name in the search box and click ‘Go’.
- Select the filters if necessary, eg enter the student username, and the date, or click on the student username in the list.
- Edit the score in the score box and click Save at the top left.

Note that you will need to enter the exact assessment name and not just part of it.

- Select the filters if necessary, eg enter the student username, and the date, or click on the student username in the list.
- Edit the score in the score box and click Save at the top left.

The Scoring Tool allows you to score essay-type questions and set up rubrics, while the Results Importer allows you to import results from a text file. Neither of these are currently widely used in Questionmark and therefore are outside the scope of this guide; if you would
like to find out more about how they work please contact the DEO office (digital-education@bristol.ac.uk)
Glossary of Terms

Administrators: Staff using the administrative interface to register students, set up schedules, etc. In Blackboard, administrators are called Instructors, so when Questionmark Perception assessments are delivered through Blackboard, the QMP administrator role corresponds to the Blackboard Instructor role.

Authoring Manager: Sophisticated authoring tool that requires local installation.

Enterprise Manager: The Administrative interface of Questionmark.

Participants: Users, students or anyone taking tests and assessments on Questionmark.