Enterprise Manager guide

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About this Guide

This is a step-by-step guide to the system administrator functions within the Enterprise Manager in Questionmark Perception. This guide is aimed at local administrators or academics who are undertaking the management of users, scheduling and reporting with Questionmark Perception. This guide doesn’t cover the authoring functionality of Questionmark Perception, although it briefly touches on the basics of setting up a question and a test using the authoring functionality.

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 Questionmark ‘How To’ pages on the TEL 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 TEL website: http://www.bristol.ac.uk/tel/support/tools/questionmark/.

Essential Information

This guide is maintained by the TEL team; please contact tel-help@bristol.ac.uk if you require further help and support.

Enterprise Manager 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 Enterprise Manager
- Authoring
- Administration
- Reporter (‘export for Excel’ only)
Section 1: Log in to Enterprise Manager

You login for the Enterprise Manager will be provided by the TEL helpdesk and is not the same as your UOB login. Please contact tel-help@bristol.ac.uk if you need a login or if you have any problems logging in.

a) Open a web browser (Internet Explorer or Chrome are recommended, Safari is also supported) and go to https://qmp.bris.ac.uk to open the UoB Questionmark homepage.

b) Click on ‘Staff only: Enterprise Manager (Questionmark Admin Area)’

Note 1: The UoB student login link takes you to the users’ secure login page; you can access this with your own student login if you want to try out an assessment.

If your assessment is open access (no need for username and password to log in) you will need to provide your users with a direct link to the assessment. See http://www.bristol.ac.uk/tel/support/tools/questionmark/delivering.html for instructions on how to deliver an assessment via the open platform.

c) In the next window, enter your UoB username and the password provided to you by the TEL team and click Login to access the Enterprise Manager Home page.

In Enterprise Manager Home you can access the following areas:

- **Authoring** (to create/edit questions and assessments)
- **Administration** (to view and create users, set up schedules, etc)
- **Reporter** (to generate result spreadsheets, collect data and run other types of reports)
- **Analytics** (to generate item analysis report and other specific types of reports)
- **Result** (to change or delete results or use the ‘score editor’ for grading essays)
- **Settings** (to change your password and other settings)

**Note 2:** Click on **Change My Password** to change the password you have been given by the TEL team. Please note that, unlike student passwords, administrator passwords are not visible to central administrators.
Section 2: Authoring

Authoring allows you to create or edit questions and assessments, or add resources to your questions (such as images or audio). Although questions and assessments created with Authoring Manager can be edited using Authoring, this interface only provides a basic authoring functionality and not all question styles can be edited. Normally we would recommend using Authoring Manager for the full functionality, although web-based Authoring is available if you don't have a licence or cannot get access to a machine with Authoring Manager installed. Authoring also allows you to import ‘qpacks’ (compressed zip files containing questions or assessments that can be saved on a memory stick or even attached to an email), or to use the try-out function to test your assessment. (*Please note: It is not possible to try out assessments that contain question blocks or that are branched to other assessments.*) The Resource Manager functionality has not been included in this guide because it only gives users the option to either view resources or upload resources to a folder. Folders are only visible to the users once they have been granted the appropriate permissions.

With Question Manager you can author/edit only the following question styles:

- Essay
- Likert Scale
- Multiple Choice
- Multiple Response
- Numeric
- Text Match
- True/False
- Yes/No

Any other style that cannot be edited is marked with a red cross symbol.

Step 1: Use Authoring to create a multiple choice question

a) Open Enterprise Manager and click on Authoring.

This will open the Authoring window, where you have access to the following areas: Question Manager, Assessment Manager and Resource Manager.
b) Click on **Question Manager** to open the repository, then double click on the folder (topic), or highlight your folder and then click on ‘open’ on the left-hand menu, to view the questions. Enter your topic area and click on **New Question**.

c) In the following window, select Multiple Choice and click on Create.

d) In the next window define the question settings (ie the wording (stimulus), the options, the choices, the feedback, etc), then click on Finish to complete the question.

To include a graphic, click on ‘Choose Graphic’ and select the file from the drop-down list. Please note that the list will only contain the resources associated with the topic/folder where you are creating the question. If you wish to upload a new resource from an external directory, you will need to do this from the ‘Resource Manager’ area by importing the file into a specific folder.
Note 3: Question descriptions, assessment names, and schedule names should not contain punctuation characters such as hyphens [-], apostrophes ['], etc. See 'Special Characters in Perception' at the end of the guide.

Step 2: Use Assessment Manager to create an assessment

a) In Enterprise Manager, click Authoring and then click on Assessment Manager. This will open your assessment folder structure. If your assessments are organised in a series of sub-folders, a plus sign will appear next to your main folder name; click on the plus sign to expand the sub-folders, or click on the folder name to open the folder to create a new assessment.

b) Create a new assessment. Open your folder and click on New Assessment in the menu on the left, as shown in the image below.

c) Define assessment name, assessment type and add instructions.
d) Define main settings: display feedback, time limit, etc. Note the important settings that are highlighted in the red boxes in the image below. Click ‘Next’ to continue to the next screen.

**Note 4:** The option ‘Record results in database’ is not automatically selected in Quiz and Survey.

**Note 5:** The option ‘Allow run from integration’ must be ticked if the assessment is delivered through Blackboard.

e) Add questions to your assessment. The following windows will allow you to add questions to your assessment. There are three different ways in which you can add questions into an
assessment: 1) all from topic, 2) randomly, and 3) single question. Click on the folder (or sub-folder) and then select the preferred options to add questions, click 'Add' as needed and then click on 'Close'. You can use the 'Remove' button to remove questions from the assessment after you have added them if they are no longer needed.

![Image of assessment options]

In the next window you can define the feedback settings, such as setting the percentage required to 'Pass' or 'Fail', and include a message for the students after they have submitted.

**Note 6:** If you have set the assessment to have overlapping Pass/Fail outcomes (eg fail 0-50%, pass 50-100%) it won't be possible to edit it with Authoring, but only with the Authoring Manager. It is recommended that the outcomes are set not to overlap.
Section 3: Administration
Administration is the user management area that allows you to add a new user or group, edit a user's or group's details, set up new schedules, or edit existing schedules.

Step 1: Create a new user
a) In Enterprise Manager, click on Administration and then Users.

b) On the left-hand menu, select the first option, 'Create Individual', to create a single user, or the second option, 'Create Multiple', to create a set of multiple users.

This will open the following window. Complete with the information required and then click on 'Finish'.

Note 7: The system automatically generates a password that will appear in the password field. With this password users can access the system via the Guest login access, but not via the Single Sign On access.

Step 2: Creating and managing groups
a) In Enterprise Manager, click on Administration and then Groups.
b) On the left-hand menu, select the first option, ‘Create Group’. Complete with the information required and then click ‘Create’.

You can edit or delete the group name by selecting ‘Edit’ or ‘Delete’ in the Group menu.

**Note 8:** To facilitate the integration with the UoB data hub it is recommended to use the UoB unit code as a name for the group (rather than ‘first year’ or ‘second year’). Within a group it is possible to set up one or more sub-groups; however if you need to set up different schedules for each sub-group it is better to set up individual groups, since schedules can only be controlled at main group level. Please also note that local administrator can’t give access to groups to other local administrators, this can only be provided by central support. If you need some of your colleagues to access your group(s), email their name(s) together with the name of the group to tel-help@bristol.ac.uk.

**Step 3: Allocate users to a group**

a) In Enterprise Manager, click on Administration then Participants. Search for the user you need to add to the group and double click on the name to open his/her details. Click on the grey dotted button next to Group Membership to open the group membership windows. If your group already exists, it will appear in the list of available group; if not, see Step 2: ‘Creating and managing groups’.

b) Select the group from the Group(s) Available list and then click ‘Add’. If you want to remove the user from the group, select the group from the Group(s) Selected list and then click ‘Remove’. Click ‘Done’ when finished.
Step 4: Batch enrol users using the customised import template (Excel)

Before you can batch enrol users into the system you'll need to populate the customised template with your data. Full instructions are provided on the Questionmark information for administrators page, together with the template: http://www.bristol.ac.uk/tel/support/tools/questionmark/scheduling.html.

a) In Enterprise Manager, click on Administration and then Participants. In the menu on the left-hand side, select 'Import'.

b) Complete with the information requested. Please note the instructions below.

- 'Overwrite existing participants' will overwrite all the users that are already in the group (if there is an existing group of users)
• 'Replace existing groups' will replace the group (if there is an existing group)

• ‘Generate passwords randomly’ will generate a password for the users. This option is recommended and required if the password is not included in the import file.

• ‘Use groups in import file’ allows you to add users to the group specified in the import file.

Click ‘Import’ to complete the process.

You may get a message saying that some users could not be imported because the users already exist in Questionmark. To add the user(s) to your group, go back to ‘Participants’, search for the user(s) and click ‘Change group membership’ on the left-hand menu.

c) Go back to your Groups, select your group, and then click on ‘Show participants’ on the menu on the left to check that all your users have been imported. Double clicking on the name of the group will give you the total number of users enrolled in the group.
Section 4: 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
- whether students have to option to review assessment results, which is a functionality that gives them the option to provide feedback on the questions after they have submitted the assessment.

Step 1: Set up a new schedule for a single user or a group

a) In Enterprise Manager click Administration then Participants if you want to set up a schedule for an individual or Groups for a group schedule.

b) Select a user or group and then click on ‘Schedule’ on the left-hand side.

c) In the next window the option ‘Schedule for Web Delivery’ should be already selected. Click ‘Next’.

d) 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.

e) Schedule settings. Read the instructions below 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.
- In '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’ is a functionality that enables students to provide feedback after they have submitted the assessment (see section 4.1)
**Note 9:** 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.

To create individual schedules for each user in a group, select ‘Create schedule for each participant in groups’. These are quite useful if you need to go back and edit the schedule before or after the assessment has been opened.

- Overriding the time limit will extend the time for users who need extra time. If the assessment duration set up in Authoring Manager 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.

- ‘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. Because of the time required to authorise each user, **this option is not recommended**.

Click ‘Next’ when you have finished if you wish to send an email announcement, or ‘Finish’ if you don’t want to send an email to the students via the system.

f) Select ‘Email broadcast’ to send an email announcement.

In the following window complete the fields with the information below:

- In the ‘From’ field enter your email address.
• Click on the ‘To...+’ button to add additional users or groups.
• Click on Admin if you want to include an administrator into the email. (The last two options allow you to send an email to a local administrator or to send a summary to the administrator. This option is useful if you need to retain the message, since it is not possible to retrieve the message after it has been sent.)

Click ‘Next’ to complete the email body, as displayed in the next window.

• In ‘Subject’ enter the subject of the email, eg “Week 4 assessment”.

You can either write your own message in the body of the email or use the merge field to help you auto-populate it with specific information (listed in the drop-down menu).

Please note: the Participant name is displayed as the UoB username.

Once you are happy with the email, click ‘Send’. The system will notify you about how many people have received the email.

If you wish to use an email to send a reminder, you can use the main Email Broadcasting functionality located in Enterprise Manager > System Administrator > Email Broadcasting.

**Step 2: What is ‘Review Results Assessment’ and how can I use it?**
‘Review results assessment’ is a new functionality in the latest version of Questionmark that allows students to provide feedback on the questions after they have submitted the assessment.
This may be useful if you want to get some feedback on your questions from the students – for example, the level of difficulty, or any comments about the question content, such as wording, distracters or feedback.

a) Schedule an assessment as in Step 1 and select the option ‘Review Results Assessment enabled’.

b) After the students have taken the assessment, reschedule the group/student, and in the scheduling window select ‘Review Results Assessment’. Click ‘Next’ to move to the next window.

c) Click on ‘Find assessments’ to select the assessment and browse to select an Attempt.

d) To generate the student comments you will need to run the ‘Assessment Content Report’ in Questionmark Analytics. Please see Section 7 on Analytics for more information on this functionality.
Section 5: Reporter

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 Reporter and how to generate other types of reports, either use the Help tab in Enterprise Manager, 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)

**Note 11:** The Item Analysis report, which was part of Reporter, it is now a brand new report located in Analytics.

Step 1: Export results in an Excel spreadsheet

a) In Enterprise Manager, click on Reporter and then select the Export for Excel report type.

b) 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 [tel-help@bristol.ac.uk](mailto:tel-help@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 ‘Next’ if you want to filter by Groups or Participants. Special Fields are First Name, Second Name and Email Address, and allow you to filter the search even further – but this may not be necessary for the purpose of this task. The last tab, Dates, allows you to filter the assessment by dates (Yesterday, Months, Year and/or Custom) – this is necessary if the assessment has been run for a couple of years and you only need the latest results. Click on ‘View Report’ to generate the export for Excel.

**Section 6: Special characters in Perception**

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

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

These illegal characters should also not be used in conjunction with QMWISe 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)
Section 7: 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.

7.1: 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 Enterprise Manager. 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.
Section 8: Results
In Results, you can review the results after the assessment has been taken.

8.1: 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 TEL team (tel-help@bristol.ac.uk) for assistance if you need to remove results.

8.2: Change a score using the Score Editor
a) 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’.

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

b) Select the filters if necessary, eg enter the student username, and the date, or click on the student username in the list.
c) 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 TEL team (tel-help@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.