INTERNATIONAL COUNCIL FOR OPEN AND DISTANCE EDUCATION

WORK & LEARN

NATIONAL OPEN UNIVERSITY OF NIGERIA

International reflections on lessons learned during the COVID-I9 pandemic

QUALITY ASSURANCE IN ASSESSMENT

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OUTLINE

- COVID-19 Impact on School Closure
- Quality Issues in Online Learning
- COVID-19 Impact on School Closure
- Quality in Assessment
- Challenges of Virtual Assessment

COVID-19 Impact on School Closure

- Over 50 million children were kept at home in Nigeria.
- Over 1.7 million university students were also kept at home in Nigeria.
- Set back on students progress
- Institutions were making frantic effort to provide online learning infrastructures
- Capacity building of staff on the use of online learning tools intensified
- Online learning programmes on the Radio, TV and the use of Social Media
- Schools in the rural areas were not benefiting from the few initiatives
- Internally Displaced Persons and those in Correctional Centres were not catered for.

COVID-19 Impact on School Closure Continued

- Online Learning solution providers were making a field day

Quality Issues in Online Learning

- COVID-19 sent many institutions into panic mode.

- Haste to shift learning online without taking quality into account.

- Result – poorly structured systems of coordinating learning activities.

- Compromised quality of academic project of institutions.

- Opens up criticism from sceptics - higher education institutions have relegated students to the vagaries of technology.

FEDERAL GOVERNMENT INITIATIVES DURING THE PANDEMIC

- WAEC e-learning portal (https://waeconline.org.ng/e-learning)
- Schoolgate e-learning service for primary school pupils (https://www.schoolgate.g/)
- Mobile Classroom Application. (http://mobileclassroom.com.ng/)
- National Open University of Nigeria (http://www.ceagslearn.nounedu.net/)
- Khan Academy (http://www.khanacademy.com/)
- Seasaw (http://webseasaw.me/)
- UNESCO School meet the Learner approach (shorturl.at/fkmpr)
- Teacher Development (http://www.tdpnigeria.org/home

FEDERAL GOVERNMENT INITIATIVES DURING THE PANDEMIC

- **Junior School**: https://t.me/joinchat/PXkmchrCjpmpuvT8RLH_tg
- **Senior School https://t.me/joinchat/PXkmckev-4nIkoHoqes3cg**
- **Edufirst TV** https://www.youtube.com/channel/UCH2ONb1eLgZ76FvtGuLJDnA

STATES GOVERNMENTS THAT EMBARKED ON E-LEARNING DURING THE COVID-19 PANDEMIC WITH AVAILABLE RESOURCES:

- **Ondo State**: **http://odsgelearning.com.ng/**

- **Ogun State:** https://www.ogundigiclass.ng/

- **Edo State:** http://subeb.edostate.gov.ng/home-school/

- **Kaduna State:** https://education.kdsg.gov.ng/?portfolio=teaching-on-tv-and-radio
- **Lagos State:** http://www.naija102.com/l

QUALITY IN ASSESSMENT

Reflections on lessons learned during the COVID-I9 pandemic: National Open University of Nigeria Experience

The Combination of software used

- Exam Platform - Revised Engineered MOODLE

- Proctoring Software approach - Mpass Proctoring Tool

Features of NOUN Exam On-Demand Platform

Exam Application	Proctoring Software Approach

Support Essay, Multiple Choice, Short answer and many more question type	• Artificial Intelligence (AI) based
	   • Flag attempts on several looks away from exam window
	   • Flag/Block attempt to navigate away from exam window
	   • Flag/Block any keyboard combination

Student responses are saved immediately	• Record Exam session from start to finish • All record session can be reviewed and flagged students will be easily identified

Essay Questions are easily marked virtually	• Human proctoring also enabled
	   • Listen to all student background
	   • See student live feed

Features of NOUN Exam On-Demand Platform

Exam Application	Proctoring Software Approach
All transactions are secured in the back end	Live Chat with Student if there is any anomaly detected
Immediate Feedback for Multiple choice and short answer Questions	
Mathematical questions supported where student insert in their responses	
Secured browsing	
Secured submission	
Handle Concurrent Users	
Backup Plan	
Audit Trail	
All Essay exams are marked in secure environment	
Marker have no access to student detail to guarantee integrity Scripts are securely stored	

Security Features Guaranteeing Quality

Exam Platform	Proctoring

• Firewalls install to protect against server attacks
• Secure submission
• Browser Lock
• Full Screen invoked
• All other Computer applications locked
• Keyboard shortcut locked
    • No Copy and Paste (Ctr +C)
• All other keyboard combination locked
	• Artificial Intelligence (AI) enabled
	  Flag attempts on several looks away from exam window
	  Flag/Block attempt to navigate away from exam window
	  Flag/Block any keyboard combination
	Human proctoring also enabled
	Listen to all student background conversation

Protection against an-authorized access	Secured browsing guaranteed

Types and Nature Misconducts Detected

- Several Impersonation cases (over 200 candidates out of over 40k attempts)

- Consulting external material via third party (Over 93 candidates out of over 40k attempts)

- Second party intrusion (over 180 candidates out of the total sittings)

- Blocking webcam after proctoring is successfully established to prevent human proctor monitoring student activities (over 250 candidates)

- Mobile phone Detection (Over 90 candidates)

- Several Looking away from the screen (over 400 candidates)

Challenges of Online Learning Assessment

- Poor internet connectivity

- Poor student awareness on virtual assessment ethics

- Cross device support

- Not all students afford PC or laptop

- Not all students have moderate computer skills

- Data subscription