

Student support for Inspira Assessment



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Quick List of Student Support

- Add information about Inspira Assessment to your ECP (see [Appendix A-1](#) for suggested text).
- Put up an announcement for your students in Week 1 (see [Appendix A-2](#) for suggested text).
- Add Inspira Information links to the Assessment area of your course site.
- At assessment time: remind students of the support materials you have posted.
- Provide a link to the practice test for students to take so they can become familiar with the platform and ensure it functions correctly in their browser.
- For courses with on-campus digital invigilated exams: Direct students to the Safe Exam Browser download page so they can install this software and trial it well before exam day.

Introduction

Inspira Assessment is an online assessment tool that is currently being rolled out in a range of courses across all UQ faculties. The pilot in Semester 2, 2020 and extended pilot in Semester 1, 2021 were successful with very few technical issues reported. This success can in part be attributed to ensuring students were well-equipped to use the platform and provided with sufficient support options upfront.

This document outlines ways in which you can provide support options to students that aim to mitigate problems at assessment times.

How to support your students

While students should be directed to AskUs for Inspira technical support, there is still some support work that rests with Course Coordinators. Much of this is focused around proactively providing self-help materials and adequate communication to set and manage expectations. This will ensure students know where to go if they need support.

From the pilot and extended pilot we found that:

- If you do not do the student support work, you are at greater risk of issues. More than once, students had issues doing a practice test that we were able to rectify before the actual high-stakes assessment.
- You must push students to take advantage of the support that is there for them. Generally, “practice tests” in Inspira were done by very few students until the Course Coordinators communicated firmly about the importance of doing the practice test.

Below you will find details of how and where you can provide support materials for your students to help mitigate issues at assessment times.

ECP

The **Electronic Course Profile** (ECP) sets out the requirements of the course from the beginning of the semester. Based on the information in the ECP (particularly about assessment) students may decide whether to select a course. It is therefore recommended that you:

- Include the “ECP Suggested Text” in the “Assessment Detail” section of your ECP (See [Appendix A-1](#))
- Make a note under each relevant piece of assessment that it will be hosted in Inspira (students are more likely to read these sections closely).
- Specify the opening and closing times and dates for assessment items (note: all exams (including digital) should include 10 minutes planning time).
- Provide clear and consistent information about late submissions (please refer to section 3.3.4 of the Assessment Procedures document in the UQ Policy and Procedures Library - <https://ppl.app.uq.edu.au/content/3.10.02-assessment#Procedures>).

Learn.UQ (Blackboard) Announcement

Students may not read the ECP carefully and may skim over the information about Inspira. We therefore also recommend adding an Announcement in Learn.UQ (Blackboard) (See [Appendix A-2](#) for announcement text).

Learn.UQ (Blackboard) Assessment Content Area

Add a web link to your Blackboard course site that points to the [Assessments in Inspira](#) web page (from Library services) to remind students that Inspira Assessment will be used for the assessment items in the course. This web page contains information for students such as:

- How to access Inspira
- Device requirements
- Familiarisation opportunities
- Submitting assessment and viewing feedback
- Access to the Student Laptop Scheme and short-term laptop loans

The URL for Assessments in Inspira is <https://web.library.uq.edu.au/library-services/it/assessments-inspera> (use the title “Inspira Assessment Information” when linking in your course site)

If your course includes an on-campus invigilated exam using Inspira, you should also provide a link to this page: <https://web.library.uq.edu.au/library-services/it/assessments-inspera/campus-invigilated-exams-inspera> (use the title “On-campus invigilated exams in Inspira”).

Ideally, these should be placed in the Assessment Content area of your course site alongside any assessments that use Inspira. For instructions on how to add a web link to your course site, please see <https://elearning.uq.edu.au/guides/content-area/add-content-menu-web-link>

General Assessment Support

Providing students with general assessment support saves time and could pre-empt common issues students face with various assessment types. The pilot revealed that many small-scale issues can be easily resolved with the self-help text and the practice test. Make use of these to facilitate a smooth semester.

- Each time a new form of assessment is used in the course (e.g., the first essay, the first quiz, the first exam, etc.) remind students of where to find support.
- If necessary, provide a subject-specific practice opportunity so that students can acquaint themselves with the question types that will be used in their assessments. For example, if coding is part of the course, students will need to know how to use the Code compile feature. Or, if a language course is taking advantage of the audio record type question, students will need to know how to use that feature.
- Place announcements in your Learn.UQ (Blackboard) course site when assessment is forthcoming to assist students with accessing it. See [Appendix A-3](#) for example wording.

Exam Support

Exams can be stressful for students and teachers alike. While Inspira’s layout can provide some reprieve in terms of exam design and accessibility, adjusting to a new platform may cause anxiety for students. To avoid the complications at exam time, please ensure students are comfortable with the Inspira platform and know where to seek support should they need it.

- Post a link to the demo test – “Navigating an online exam” – a number of weeks prior to the end of semester. While some students may feel it is too early, others who are anxious about the new platform may find it reassuring. NB: The eAssessment team will provide this to you prior to this time.
- One or two weeks before the exam, remind students of the available practice test. Encourage them to complete it if they have not already.
- Two weeks before the exam, release your exam information sheet.
- Two weeks before the exam, provide students with Inspera Exam Information, which will include a demo test with exam functionality.

Instructions on how to create Exam Information Sheets

- [Exam Information Sheet On-campus Invigilated.docx](#)
 - [Exam Information Sheet Online Non-invigilated.docx](#)
 - [Exam Information Sheet Online Zoom Invigilated.docx](#)
- Direct students to information on who to contact in the event of technical issues so they do not email Course Coordinators. AskUs is the first tier of support for students (<https://web.library.uq.edu.au/contact-us>)
 - For on-campus, digital invigilated exams, students will require the Safe Exam Browser software. See the Safe Exam Browser section below for more details.

Safe Exam Browser

Safe Exam Browser is a piece of software students install on their computers that will lock down access to other software and online resources during an exam to mitigate cheating. If your course includes an invigilated exam, students should download Safe Exam Browser well ahead of exam day. Provide students with an opportunity to undertake the practice test using the Safe Exam Browser to ensure it is supported by their computer and will work correctly at exam time.

Safe Exam Browser can be downloaded from <https://support.inspera.com/hc/en-us/articles/360018691091>.

For additional information (including screenshots) please see the *On-campus invigilated exams* guide at <https://web.library.uq.edu.au/library-services/it/assessments-inspera/campus-invigilated-exams-inspera> and Inspera’s *Safe Exam Browser* guide at <https://support.inspera.com/hc/en-us/articles/360038587891-Tests-with-Safe-Exam-Browser-for-candidates>

Student Laptop Access

As Inspera is a web-based assessment platform, students will require access to a device to use it. The student-facing “Assessments in Inspera” page (<https://web.library.uq.edu.au/library-services/it/assessments-inspera>), as mentioned above, details the Student Laptop Scheme and short-term laptop loans. More information for staff regarding the Student Laptop Scheme can be found at <https://itali.uq.edu.au/about/projects/student-laptop-initiative>

Appendix

A-1: ECP Suggested Text

UQ is presently rolling out a new assessment tool, Inpera Assessment. Inpera Assessment provides additional functionality to complement the existing suite of digital learning tools at UQ with a greater range of question types, accessibility provisions, and non-English languages.

Inpera Assessment may be used in [insert course code and name]. The [assessment item(s)] could include a [non-invigilated/invigilated on-campus] digital [assessment/exam/quiz] and students in this course will [complete/submit] this using their own device. Details about Inpera Assessment including an introduction to Inpera functionality and where to go for support are available <https://web.library.uq.edu.au/library-services/it/assessments-inspera>. Further information will be provided in the Blackboard site for this course in Week 1 of the semester, and practice opportunities will be available throughout the semester.

A-2: Learn.UQ (Blackboard) Announcement Text

Hello <course code> students,

[insert course code and name] has been selected as a course in the Inpera Assessment rollout. The [assessment item(s)] will be a digital [assessment/exam/quiz] and you will complete [this assessment / these assessments] using your own device.

Please refer to [insert Assessment area link] for further information and support on the use of Inpera.

A-3: Learn.UQ (Blackboard) Safe Exam Browser (SEB) Preparation

Initial Communication

As per your Electronic Course Profile, you will be completing your end-of-semester exam using Inspera. This will be an **on-campus invigilated exam** using your own laptop. Please refer to your personal timetable for the date, time and venue.

To ensure you are prepared for your exam, please complete the following steps as soon as possible so you can ensure your laptop is suitable for the exam:

Download Safe Exam Browser (SEB)

1. Go to the [On-campus invigilated exams in Inspera](#) page
2. Click the button to 'Download Safe Exam Browser'

Complete the [Inspera Safe Exam Browser Preparation](#) test

3. Login to <https://uqi.inspera.com> using your student UQ username and password.
4. Navigate to the "Demo tests" tab on the right
5. Click on "[Inspera Safe Exam Browser Preparation](#)"
6. Read the instructions carefully - and don't forget to write down the password before you start!
7. Complete the test

Your laptop will be **suitable** to complete your exam as long as:

- you can charge your laptop to 180+ minutes of battery power
- you have downloaded Safe Exam Browser (SEB)
- you have successfully completed the "[Inspera Safe Exam Browser Preparation](#)" test

If your laptop **is not suitable**, or you have any technical issues with the above steps, contact [AskUs](#) for assistance. They can assist you with

- Troubleshooting Safe Exam Browser (SEB)
- [Borrowing a laptop](#)*
- [Applying for financial hardship assistance to loan or purchase a laptop](#)

*As there are limited laptops available, it is important that you determine whether your personal laptop is suitable **as soon as possible**.

Your course coordinator may also schedule a Practice Exam Session. These workshops will provide you with an opportunity to submit a practice exam in mock exam conditions. It will also be an opportunity for you to ask technical questions you may have about your Inspera exam. Even if you have completed the [Inspera Safe Exam Browser Preparation](#) test, it is recommended that you attend one of these workshops if it is made available to you.

If you have any questions about using Inspera and Safe Exam Browser, please contact [AskUs](#) for assistance.

Invitation to Attend a SEB Practice Session

Hello everyone,

<Course code> is using Inspera Assessment for the <End-of-Semester / Mid-Semester> exam. This exam is a digital on-campus invigilated exam that you will complete using your own laptop. There will be a Practice Exam Session using Inspera Assessment and Safe Exam Browser on <date of Practice session> in <Location of Practice Session>. **Please ensure that you bring your laptop to the session.**

Before the Practice Exam Session, please complete the following on your laptop:

Download Safe Exam Browser (SEB)

8. Go to the [On-campus invigilated exams in Inspera](#) page
9. Click the button to 'Download Safe Exam Browser'

Complete the [Inspera Safe Exam Browser Preparation test](#)

10. Login to <https://uqi.inspera.com> using your student UQ username and password.
11. Navigate to the "Demo tests" tab on the right
12. Click on "[Inspera Safe Exam Browser Preparation](#)"
13. Read the instructions carefully - and don't forget to write down the password before you start!
14. Complete the test

Your laptop will be **suitable** to complete your exam as long as:

- you can charge your laptop to 180+ minutes of battery power
- you have downloaded Safe Exam Browser (SEB)
- you have successfully completed the "[Inspera Safe Exam Browser Preparation](#)" test

If your laptop is **not suitable**, or you have any technical issues with the above steps, contact [AskUs](#) for assistance. They can assist you with

- Troubleshooting Safe Exam Browser (SEB)
- [Borrowing a laptop](#)*
- [Applying for financial hardship assistance to loan or purchase a laptop](#)

*As there are limited laptops available for loan, it is important that you request this assistance if necessary, **as soon as possible**.

If you do not have a suitable laptop, or if you have any technical difficulties with the above, please contact [AskUs](#) for assistance.

Following Practice Session / Before Exam Week

As per your Electronic Course Profile, you will be completing your end-of-semester exam using Inspera on **<date of exam>**. This will be an **on-campus invigilated exam** in Inspera using your own laptop.

By now you should have:

- Downloaded Safe Exam Browser (SEB)
- Completed the [Inspera Safe Exam Browser Preparation](#) test
- **<optional>** Attended a Practice Session if this was provided in your course.

You can find more information on how to download SEB and complete the preparation test on the [On-campus invigilated exams in Inspera](#) page.

Your laptop will be **suitable** to complete your exam as long as:

- you can charge your laptop to 180+ minutes of battery power
- you have downloaded Safe Exam Browser (SEB)
- you have successfully completed the “[Inspera Safe Exam Browser Preparation](#)” test

If your laptop is **not suitable**, or you have any technical issues with the above steps, contact [AskUs](#) for assistance. They can assist you with

- Troubleshooting Safe Exam Browser (SEB)
- [Borrowing a laptop*](#)
- [Applying for financial hardship assistance to loan or purchase a laptop](#)

*As there are limited laptops available for loan, it is important that you request this assistance if necessary **as soon as possible**.

If you have any questions about using Inspera and Safe Exam Browser, please contact [AskUs](#) for assistance.

A-4: Learn.UQ (Blackboard) Assessment Announcement Text

Announcement Template: Exam - Non-Invigilated

Title: Inspera Exam Information

Dear students,

Your end of semester exam is this week. Please REVIEW the Exam Information Sheet which is under **Assessment** in the Learn.UQ (Blackboard) course site. Your exam has been activated so you should be able to see it on your Inspera dashboard at [Inspera Assessment](#) under ‘My Tests’.

Please check that you can see it. If you cannot, please contact AskUs **NOW Contact us - Library - University of Queensland** so that this can be addressed before the exam.

On the Inspera dashboard you will see the following:

- **Duration:** This is the maximum amount of time you will have to complete your assessment. Once you click ‘Start’, you will have a countdown timer for the Duration in the top left of your screen to know how much time you have remaining during the exam. The Duration includes your:

- working time
 - planning time
 - any additional time you may have as an Approved Exam Adjustment*
- **Test Open Date/Time:** This is when the exam opens. Be ready to commence the exam at this time unless you have an approved Time Zone Adjustment.
 - If you have an approved Time Zone Adjustment** , refer to your exam timetable for your individual start time.
 - **Test End Date/Time:** This should be your Exam Start time (as per your timetable) plus your Duration (as mentioned above). If you have not submitted your exam by this time, your exam will be automatically submitted at this time.

*For more information on Approved Exam Adjustments, view [Additional time to complete an assessment](#)

**For more information on Time Zone Adjustments, view [Different time zones](#)

BEFORE THE EXAM, make sure you have:-

- saved this link to your browser - [Inspira Assessment](#)
- arranged to do your exam where there is reliable internet access
- fully charged your laptop or are near a power source
- written down the AskUs Exam Support phone number - +61 7 3506 2615. You will not be able to refer to the link above if you lose internet.
- reviewed the Inspira Exam Preparation videos ([Timer & accessibility features](#), [Navigating questions](#), [File uploads](#), [Exam assumptions & navigating longer exams](#), [Exam submission](#)) if you would like further familiarisation opportunities.

DURING THE EXAM

If you have any tech issues during the exam you **MUST** contact AskUs with your student number (e.g. s1234567) and a full-screen screenshot if possible. Do not email or call the course teaching team - you will be re-directed back to AskUs.

If you have no internet, please call the AskUs Exam Support number on +61 7 3506 2615 for assistance.

Announcement Template: Exam - Invigilated

Title: Inspera Exam Information

Dear students,

Your end of semester exam is next week. Please REVIEW the Exam Information Sheet which is under Assessment. Your exam has been activated so you should be able to see it on your Inspera dashboard at [Inspera Assessment](#) under 'My Tests'.

Please check that you can see your exam on the Inspera dashboard. If you cannot, please contact AskUs **NOW**  [Contact us - Library - University of Queensland](#) so that this can be addressed before the exam.

On the Inspera dashboard you will see the following:

- **Duration:** This is the maximum amount of time you will have to complete your assessment. Once you click 'Start', you will have a countdown timer for the Duration in the top left of your screen to know how much time you have remaining during the exam. The Duration includes your working time, planning time and any additional time you may have as an [Approved Exam Adjustment](#)*
- **Test Open Date/Time:** This is when your exam opens.
 - If you have an approved [Approved Exam Adjustment](#)* to complete the exam at a different time, you will not be required to commence at this time. Refer to your exam timetable for your individual start time.
- **Test End Date/Time:** This should be your individual Exam Start time (as per your timetable) plus:
 - your Duration (as mentioned above)
 - plus a *30 minute buffer* to allow for getting settled in the examination venue or zoom invigilation and announcements on the day. It does NOT mean you have more working time. Once your Duration timer has reached zero you will not be able to continue working

*For more information on [Approved Exam Adjustments](#), view [Additional time to complete an assessment](#)

**For more information on [Time Zone Adjustments](#), view [Different time zones](#)

BEFORE THE EXAM, make sure you have:-

- saved this link to your browser - [Inspera Assessment](#)
- **fully charged your laptop**
- removed any USB connections (such as a wired or wireless mouse) from your laptop. No accessories are permitted for security reasons.
- **closed down any programs running on your computer.** These can interfere with Safe Exam Browser or Zoom Invigilation and may disrupt your exam experience on the day.
- logged out any other users of your computer. If you use a Mac, and have multiple Apple IDs or family sharing, make sure everyone else is logged out of your computer and all applications when you close them down.
- For [on campus](#) exams, make sure you have:

- packed your power cable so that you don't forget to bring it with you to the exam. Again, please fully charge your laptop. Unless you have been told that a powered spot has been reserved for you, you should not attend the exam expecting to be able to plug in your device. You should bring your power cable in case you experience unexpected battery issues during the exam. If you experience an unexpected battery issue and no powered spots are available you will be provided with a backup laptop.
 - packed the other permitted materials listed on your Exam Information Sheet
 - **memorise your UQ Authenticate password** if you do not know it. You should not rely on 'autofill' on your computer. If for any reason your computer fails and you need to use a backup laptop, you will need to type your password.
 - if you have not already done so, review the "Student Intro to Inspira SEB" demo test and any other practice opportunities that have been provided by your course teaching team under 'My Tests' (refer to the previous Blackboard Announcement)
- For zoom invigilated exams, make sure you have:
 - arranged to do your exam where there is reliable internet access
 - written down the AskUs Exam Support phone number - +61 7 3506 2615. You will not be able to refer to the link above if you lose internet

The following videos may also be helpful if you would like any more familiarisation with Inspira ([Timer & accessibility features](#), [Navigating questions](#), [File uploads](#), [Exam assumptions & navigating longer exams](#), [Exam submission](#))

DURING AN ON-CAMPUS EXAM

You will be provided with clear instructions by your Chief Invigilator. Listen to these instructions closely. The Chief Invigilator will:

- Read the normal exam announcements and advise you of the exam rules;
- Provide you with the exam password at the appropriate time;
- Instruct you about when to commence the exam.
- If you experience a technical issue at any time during the exam, raise your hand and you will be offered assistance. There will be a technical support person/s in every exam venue.

DURING A ZOOM INVIGILATED EXAM

If you have any tech issues during the exam you **MUST** contact AskUs with your student number (e.g. s1234567) and a full-screen screenshot if possible. Do not email or call the course teaching team - you will be re-directed back to AskUs.

If you have no internet, please call the AskUs Exam Support number on +61 7 3506 2615 for assistance.

Announcement Template: Other Assessments - broad access window, accessed via Learn.UQ (Blackboard) Link

Dear students,

[Assessment name] is now open. To access it, please follow these steps:

1. Go to the Assessment > **[assessment name]** folder in the Learn.UQ (Blackboard) course site

2. Click the link titled **[assessment name]** to be taken to Inspera Assessment
3. Click **Continue** and complete **[assessment name]**.
4. When you get to the end, you **must** click **Submit**.

[Include any assessment-specific information here such as deadline, whether results are displayed immediately, etc].

If you have any technical issues with Inspera, please **call AskUs on +61 7 3446 4312**. Please DO NOT email your Course Co-ordinator or tutor - they are not expected to know the answers to technical queries and may well not be able to help you.

Announcement Template: Other Assessments - broad access window, accessed with Test Code

Dear students,

[Assessment name] is now open. To access it, please follow these steps:

1. Go to <https://uqi.inspera.com/> and log in using your UQ Single Sign-On details
2. Click on the **Register** button and enter the test code: **[test code here]**
3. Click **Continue** and complete **[assessment name]**.
4. When you get to the end, you **must** click **Submit**.

[Include any assessment-specific information here such as deadline, whether results are displayed immediately, etc].

If you have any technical issues with Inspera, please **call AskUs on +61 7 3446 4312**. Please DO NOT email your Course Co-ordinator or tutor - they are not expected to know the answers to technical queries and may well not be able to help you.

A-5: Learn.UQ (Blackboard) Assessment Folder Text for Exam

To access the exam:

15. Go to <https://uqi.inspera.com/>
16. Sign in using your UQ Single Sign-On username and password
17. Under the **"My tests"** tab (which is where you should land) find the **<test name>**
18. Click the **"Click here to get ready"** button
19. Click **"Start test"**



Contact details

eAssessment Team

E eAssessment@uq.edu.au

W itali.uq.edu.au

CRICOS Provider Number 00025B