

# iSupervise

## Administrator Guide





# 1. What is iSupervise?

iSupervise is a tool designed to allow you to supervise an assessment remotely. Typically ability/reasoning assessments are not permitted to be sent to respondents to complete in an unsupervised fashion as it is difficult to be sure who has completed the assessment, whether the respondent had assistance or that the respondent is in an unsuitable location to complete a standardised assessment. Unlike other administration methods that require multiple verification assessments, iSupervise addresses all of these problems with a single solution. With iSupervise you are confident with the validity of the assessment as you can be in a traditional group testing session. You can administer ANY assessment ANYWHERE through GeneSys Online, with no need for retesting to confirm the authenticity of the results.

iSupervise requires that your respondents have a webcam connected to their computer. This webcam remains active throughout the administration of the assessments, allowing you to view the respondent live as they complete the onscreen assessments.

You are given the opportunity before the assessment begins to chat to the respondent via the inbuilt instant messenger, allowing you to give any instructions or answer any questions that the respondent may have. The respondent may also ask to communicate with you at certain times of the process, however, once the questionnaire(s) has begun no further communication can be made until the end.

iSupervise offers you full control of the remote assessment as if you were running it locally. If for any reason you believe that the respondent is not following the guidelines of the assessment you can pause the test to issue a warning. If the breach of administration guidelines is severe you may wish to terminate the testing session.



## 2. Preparing for an iSupervise session

Before setting up an iSupervise session you will need to ensure that your respondents have a webcam installed. iSupervise will not start on the respondent's computer if a webcam is not present. Also, as iSupervise is a remote supervised administration system, it requires that both the respondent and the administrator are online simultaneously and remain so for the duration of the assessment. It is therefore advisable to set up the time of the session in advance so that it is agreeable to both parties.

An iSupervise session is setup in much the same way as an unsupervised session. It can hold multiple respondents, and multiple iSupervise assessments can be monitored at the same time\*. At the point of creation you will need to set a session expiry date and an Email Introduction if you wish. An email introduction is a very important part of the iSupervise session as it allows you the chance to include instructions to the respondent and to notify them of the start time.

You will need to provide the following information to the respondent details when adding them to the session in GeneSys Online:

- Family name
- First Name
- Email address
- The test or battery to be taken
- The language the test will be in (Default English).



Once you have added this information you can save the respondent details and invite the respondent to the session. It is best to send out the invitations well in advance of the session as the respondent may need to prepare for it. Please see the iSupervise respondent guide for information which can be downloaded from:

<http://www.genesysonline.net/iSupervise/RespondentGuide.pdf>



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\*Depending on your internet connection.

It is important to remember that iSupervise does require that you and the respondent both have high speed internet connections. Streaming video can consume much of a computer's internet bandwidth. iSupervise will adjust the image quality of the video depending on the connection between your computer and the respondent's. If for any reason the connection is lost, the assessment will be put on hold until both parties have re-connected.

### 3. What the respondent will see

Having sent the invitation, the respondent will receive an email containing a link that will launch the questionnaire/battery, and an alternative login method in case the first link fails to work for any reason. These email invitations may be customised by the administrator, please see page 9 for details.

The respondent may click on this link at any time before the assessment, but will not be able to start until the administrator is online and has authorised the respondent to begin. If the respondent clicks on the link they will see the following pages:

#### The Data Protection Screen

This screen holds a typical data protection declaration that the respondents should read and agree to by clicking the check box before continuing.

#### Adobe Flash Player

When continuing on from the data protection screen, an alert message will appear. This message is from the Adobe Flash Player installed on the respondent's computer. For Flash Player to access the webcam, the respondent must first grant it permission to do so. By clicking "Allow", they grant this permission to use of the hardware. If the respondent does not allow Flash to use the camera, they will not be able to start the assessment.

#### Webcam Test Page

The next screen to appear will be the webcam test page. The left hand of the screen will show the current output of the webcam. If there is no image then the webcam is not connected properly, and it may need to be re-installed. There are guidelines for setting up the webcam which can be found in the iSupervise Respondent Guide.



There are several things the respondent should bear in mind when setting up their webcam, these are listed in the administration chapter and in the Respondent Guide.

### The Bio Data Page

The bio data page allows the respondent to fill in their personal details. Bio data is collected from all people taking these assessments and is used by test publishers to help provide evidence that tests do not discriminate unfairly on the grounds of age, disability, gender or race. Bio data is only used for the purpose of ensuring that all assessments are fair for all groups. Although it may not be necessary to complete all bio data it is appreciated if it is filled in correctly. Bio data is not used when scoring results, and is not provided in the assessment feedback reports. It is therefore not possible to use the information provided to discriminate unfairly.

### Awaiting Authorisation

This is a holding area where the respondent must wait before starting the assessment. At this point they may request to chat with you using the instant messenger provided. You may answer by selecting the respondent and launching the instant messenger. At this point you may provide the respondent with any instructions, ask them to adjust their webcam or surroundings. It is best if you can see as much of the work area as possible. If necessary ask the respondent to pan the camera to ensure they are alone and in a place they will not be disturbed.

The respondent may not begin the assessment until you are satisfied, and authorise them to do so.



## 4. Administration

At the appointed time log into your account and go to the appropriate session. When the respondent reaches the Authorisation Screen, their webcam image will appear in the small icon window next to their name. You may enlarge the webcam image by double clicking on the image. You may view multiple webcam feeds at once; the number you can view will depend on the speed of your internet connection.

You can chat with the respondent by using the instant messenger. This is available once you have enlarged the video image. Before authorising the respondent you will need to ensure the following:

### Standards

Ensure that you follow all the typical testing standards wherever possible. Explain to the respondents what is happening, what they are going to do, and what will happen after the assessment is complete. Try to put them at ease and answer any questions that they have.

### Webcam Positioning

Ensure that the webcam is positioned correctly. If possible you should try to ensure you have a wide view that allows you to see the respondent and their work place. This may not always be possible if the respondent has a fixed webcam for example.

Ensure that you can see the respondent clearly, that the room they are in is private, and that there is no-one else present. If, at any point, you become suspicious you may pause the questionnaire. If you witness a breach of the testing procedure you should cancel the assessment. It is important that it be made clear to respondents prior to the start of the session that it can be suspended if at any point you feel that appropriate conditions are not met. You may also take screen shots of anything you see by pressing the PrtScn (Print Screen) button on the keyboard. This will allow you to take one shot for you to paste into another document.

Please see the respondent guide for details of webcam positioning.

<http://www.genesysonline.net/iSupervise/RespondentGuide.pdf>



## 5. Authorisation

When you are satisfied that everything appears to be in order you may authorise the respondent to start the assessment. If the respondents have any further questions they may still launch the instant messenger during the instructions of each questionnaire, or once they have finished the assessment.

You may watch the entire progress of the assessment enlarged, flick between multiple video feeds, or watch the testing session in the minimised form. When minimised you are shown the test name and last item number that each respondent has attempted or whether they are still on the instructions.

It is possible to pause a session by right-clicking in the respondent image and selecting Pause from the menu. The assessment will then be paused for the respondent, the question hidden, and they will be prevented from continuing. You can then re-start it when you are ready. You should only pause the assessment if you consider that there has been a breach of testing conditions.



## 6. Email Introduction

There are two possible forms of Email Introduction, Plain Text, and HTML.

### Plain Text Emails

Plain text emails are the simplest form of Email Introduction. You can just type the text you want to include into the box provided, and it will be included in the email invitation, in the format that you have provided.

### HTML Emails

GeneSys Online supports HTML emails for the Email Introduction. This means that you can use HTML tags inserted in the text to change the appearance of the email. This in reality is the equivalent of emailing a web page to a respondent. This option does however require a knowledge of HTML web design.



For more information on the HTML email introduction please see the GeneSys Online tutorial :

<http://www.genesysonline.net/tutorial/HTMLemail.htm>



## 7. Recommended Requirments

### Recommended Respondent Requirements

- PC running Windows 2000, XP or Vista. (Windows 2000 users require DirectX 9.0 or above).
- Internet connection. (A broadband connection of 2Mb/s or above is best).
- A computer with at least a 1GHz processor, 256 MB RAM.
- A webcam. (Any webcam will work).
- Adobe Flash Player Version 8 or above.

### Recommended Administrator Requirements

- PC running Windows 2000, XP or Vista. (Windows 2000 users require DirectX 9.0 for video calls).
- Internet connection. (A broadband connection of 2Mb/s or above is best).
- A computer with at least a 1GHz processor, 256 MB RAM.
- Adobe Flash Player Version 8 or above.

### For best results we recommend the following

- A broadband connection of 4Mb/s or greater.
- A USB 1.3Megapixel webcam or greater.
- The latest version of Adobe Flash Player (Currently Version 9).

