

iSupervise

Respondent Guide



Introduction

Thank you for having agreed to participate in an online assessment process. Your administrator will have already advised you about the role of the assessment in this process and you are invited to make direct contact with him/her for any further information about this.

This document outlines the procedures that you will be asked to follow in preparation for and during the online assessment starting with the invitation to undertake the assessment.

1. Preparing for the test

You will receive an email from your administrator outlining the iSupervise assessments that you will be asked to complete. This email will contain a link for you to access the assessments. You will not be able to start until both you and your administrator are online.

Before the appointed time it is best to ensure that everything is set up and working. Check that your webcam is working, and that it is positioned correctly. You can test your webcam prior to the assessment start time by clicking on the link in the email, and completing the webcam test page. Once the webcam test is complete you can close the browser window.

2. Guide to setting up the webcam for best usage.



Positioning

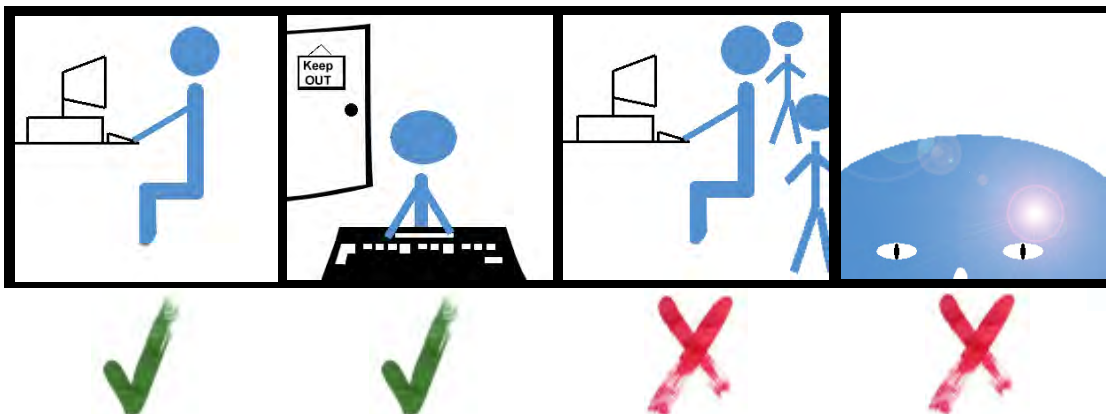
It is recommended wherever possible that the webcam is set up so that it shows as much of you and your surroundings as possible. For fixed webcams, such as built in laptop webcams, it is best where possible to zoom out to increase the viewable area. For non-fixed USB webcams it is best to position it away from the computer, so that you and the computer are in shot.

Lighting & Environment

Assessments should always be completed in private. Therefore ensure that the room where you are completing the assessment has nobody else present, is quiet, and will remain so for the duration of the assessment.

Pay attention to the lighting around you. Too much light may bleach the camera, and too little may reduce picture quality significantly to a point where the test can not continue. Try to make sure there is plenty of ambient background lighting, and avoid directional light pointing towards you, such as a desk lamp. It is also very important to ensure you do not sit directly in front of windows as the background light may bleach the camera.

Remember, if the administrator can not see you clearly, they may be forced to cancel or postpone the assessment.



Background

Remember, you are on camera! This means that your surroundings will also be on camera. Remove anything you do not wish to be seen from the background.

Again, remember, assessments must be completed in private. You must therefore ensure that you are in a room where you will not be disturbed by others entering, or where people are in your general surroundings. If there is any chance of an interruption, it is best to place a "Do not disturb" notice on the door such as the one available from the link below. If an administrator does not believe that your room is private and you are alone they may be forced to end the assessment.

http://www.genesysonline.net/iSupervise/do_not_disturb.pdf

3. The test procedure

At the appointed time open your email and click on the link. Your web browser will now launch allowing you to login. You will then go through the following screens:

The Data Protection Screen

You will need to read the data protection declaration and accept the terms by clicking the “I Accept” check box before you can continue forward.

Adobe Flash Player

When proceeding on from the data protection screen an alert message will appear. This message is from the Adobe Flash Player you have installed on your computer. For Flash Player to access your webcam you must first grant it permission to do so. Click “Allow” to grant this use of your hardware. Please note that if you disallow Flash to use the camera you will not be able to take the test.

Webcam Test Page

You will now come to the webcam test page. The left hand screen will show you the current output of your webcam. If you see no image then your webcam is not connected properly, and you may need to check the connections or re-install the supporting software.

If an image is shown, adjust the webcam as necessary to get the clearest picture and trying to follow the guides in the previous chapter. When you are happy that the image is as clear as possible you can check the “I can see the output from my webcam” box and continue.



The Bio Data Page

On this page you can fill in your 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 our tests are fair for all groups. Although it may not be necessary for you to complete all bio data it is appreciated if you do. Bio data is not used when scoring results, and is not provided in the feedback reports. It is therefore not possible to use bio data to discriminate unfairly.

Awaiting Authorisation

This is a holding area where you must wait before starting the assessment. At this point you may chat with the administrator using the instant messenger provided. The administrator will answer any questions you may have and may ask you to adjust your webcam to provide them with a clearer view of your work area. When ready the administrator will authorise you to start. Once authorised you can continue forward. As there may be other respondents completing the assessment at the same time as you, there may be some delay as everyone gets ready to start. Your administrator will inform you of any delays.



4. During and after the assessment

The administrator will watch your progress via the webcam and our tracking software throughout the assessment. If you do have any questions you may re-launch the instant messenger before the questionnaires begin while still in the instruction screens. You may not communicate with anyone during the assessment itself. At the end of the assessment you are also given another chance to chat with your administrator. When you close your browser, the video link is switched off.

If at any time the administrator perceives a problem in your environment they can pause or stop your assessment without warning until they are happy to restart. If the administrator decides to cancel the testing session it will not be restarted.

If the internet connection is lost at any time the test will be paused. If you need to reboot your browser, use the original email invitation to launch back into the test. When both you and the administrator are both online again the test will continue.



5. Recommended requirements

Recommended Respondent Requirements

- PC running Windows 2000, XP or Vista. (Windows 2000 users require DirectX 9.0 or above).
- Internet connection. (A broadband connection is preferable).
- A computer with at least a 1GHz processor, 256 MB RAM.
- A functioning webcam.
- Adobe Flash Player Version 8 or above.



For best results we recommend the following

- A broadband connection of 2Mb/s or greater.
- A USB 1.3Megapixel webcam or greater.
- The latest version of Adobe Flash Player from www.adobe.com.

