

LESSONS LEARNT FROM ONLINE QUIZ USING CANVAS

We held an online quiz in CANVAS on 15-May-2020. For the first part of the quiz set up as separate assignments, students are required to take photos of their hand-drawn answers on A4 papers and upload the photos into CANVAS (under Assignments)—each question is posed online and they are given a fixed time to do the question and upload to CANVAS; CANVAS will automatically move to the next question at a specified time. For the second part of the quiz, we used the quiz function in CANVAS with 3 randomly assigned versions. Students are required to type their answers into CANVAS for each question within an allocated time; and they cannot go backward after pressing the next/submit button for a question.

We came across several technical and procedural issues to share with you:

Pre-quiz Instructions:

- (i) Instructions for the quiz should be made known to students beforehand (a few days earlier and on the day of the quiz), and get them to **READ** the instructions.
- (ii) Set up a dry-run quiz to get students familiar with the flow of the online quiz (so that they know what to do during the actual quiz).
 - a. many students did not do so, and disrupted the other students when they used the mic to ask the instructors about what to do when they faced a technical problem or did not upload in time.
- (iii) Tell the students you **will not answer any questions about the quiz** during the quiz. If you allow students to ask questions, then tell them beforehand to use the chat function and not the mic.
 - a. Unfortunately, some students didn't read or pay attention to the pre-quiz instructions. Some of them will panic and speak into the mic, disturbing the other students.
- (iv) In Canvas's quiz, it will display a timer near the end of allocated time asking students to submit immediately or continue working. Quite a few students got nervous when they saw the popup alert and accidentally pressed the submit button.
 - a. You cannot recover from this error. Hence, remind students through the pre-quiz instructions (e.g., Powerpoint slides), have a dry run of a sample quiz, and emphasize many times to READ the instructions about what to do when they see the timer, so that they are not surprised during the quiz.
 - b. If you use CANVAS to randomly assign different versions of questions, then if the timer pop-up is closed, and the screen is refreshed, CANVAS will randomly choose a different version of the question; surprising the student even more. Hence, pre-assigned a version of each question set at the start, do not use CANVAS to randomly assign a question from a set of questions during the quiz.
- (v) The pre-quiz instruction should specify the time for a question (which includes the upload time). Make an announcement 5 minutes before the end of allocated time telling all students to "upload now".
 - a. When there are too many students trying to upload around the same time, it will cause a delay; some students could not upload even after 2-3 minutes. This could also be caused by poor internet connection in their home or country.
- (vi) Never extend time when the quiz is ongoing. This will change the values on two indicators of time (Due time and Until time) shown in CANVAS. Even if you intend the extra time in Until time for upload, some students will interpret it as extra time to do the quiz, and wait till a few minutes before the end of the Until time; at which time they wouldn't be able to upload (as the Due time is over). Hence, set the Due time to be the same as Until time, and do not change them during the quiz.

- (vii) Instructors must **double check questions** are transferred correctly into canvas with no typo.
 - a. We had 3 different versions of the quiz, and one of them has a typo in one question. Students assigned this question kept contacting the instructors during the quiz, disturbing the other students.
- (viii) All students should turn on their mics and speakers, and instructors can mute all of them in zoom. If instructors need to communicate with the students, then you can use the mic.
 - a. Unfortunately, some students switched off their speakers; hence they did not hear the instructors telling them to upload their answers.
 - b. If students need to communicate with instructors, they should only use the Chat function.

Problems raised by students during the quiz:

1. Students reported that they could not submit their answers by due time.

Possible Causes/Reasons:

- (i) student wait till last minute to upload
- (ii) slow or unstable Internet connection in their home or country
- (iii) too many students using CANVAS at the same time

Solutions:

- (i) remind students 5 minutes before the due time to upload.
- (ii) include upload time into the allocated time to do the question.
- (iii) students should use wired internet preferably, rather than Wi-Fi at home.

2. Students could not load and see the images (jpg, png, tiff) in the questions.

Possible Causes/Reasons:

A few students came across this problem for unknown reasons.

Solutions:

- (i) before the day of the quiz, students should check that they have the latest browser versions, and that they can actually see photos of different formats.
- (ii) provide the questions in pdf format.

3. Students complained that they could not go back to previous questions.

Possible Causes/Reasons:

Questions are locked after submit or next in CANVAS.

Solutions:

- (i) tell the students to read the pre-quiz instructions CAREFULLY.

4. Students “accidentally” pressed the submit button during the quiz.

Possible Causes/Reasons:

- (i) students click the “Submit” button with their mouse accidentally.
- (ii) students press the “tab” key on keyboard such that it changed the focus to “Submit” button.

Solutions:

- (i) remind students to be careful, and don't use “tab” key on keyboard.
- (ii) CANVAS platform should require students to confirm before submission—but not sure it has this feature.

5. Students complained that they could not re-enter the quiz after pressing submit.

Possible Causes/Reasons:

Only one attempt is allowed.

Solutions:

- (i) We did not allow multiple attempts at a question. Of course, they can change their answers until the moment they press the submit button. But once they do, they cannot go back to change their answer.

6. Students seeing another set of questions when attempting again.

Possible Causes/Reasons:

The question version is randomly picked by CANVAS for every attempt.

Solutions:

- (i) Pre-assign one version for each student, instead of randomization during the quiz.

7. Students not hearing instructor's verbal announcements.

Possible Causes/Reasons:

Some students mute their speaker or lower their speaker volume to avoid disturbance from the Zoom meeting. Hence, they could not hear any announcements/reminders during the quiz.

Solutions:

- (i) Remind students not to mute their speakers, and students should communicate with instructors via Chat only.