# Exam Supervisors Survey on 2020 Exams

## NOVEMBER / DECEMBER 2020

## Who we heard from

**145**
**Exam Supervisors**
and Supervisor Coordinators who managed the 2020 exams completed the survey

**28**
**minutes**
average time to complete survey
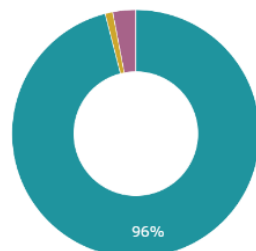
**254**
exam supervisors employed

**57%** survey participation
*(survey held after exams)*

## What we heard – exam centres
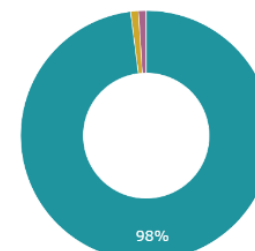
**School staff** provided sufficient **support** to run the exam centre

**96% agree**
3% neutral
1% disagree

96%

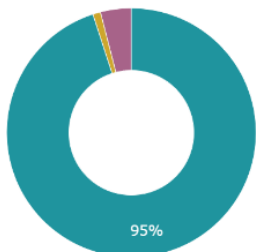**Exam centre colleagues** provided appropriate **support** to do my job
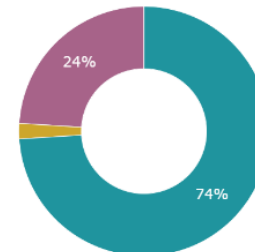
**98% agree**
1% neutral
1% disagree

98%

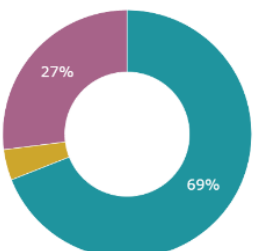**TASC provided useful information** to support the running of exam centres (Supervisor Handbook and checklists)

**95% agree**
4% neutral
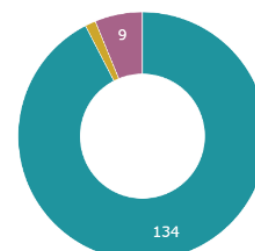1% disagree

95%

**TASC communications** were clear and timely

**74% agree**
24% neutral
2% disagree

24%
74%

**TASC responded promptly** to queries

**69% agree**
27% neutral
4% disagree

27%
69%

**I would work for TASC again** as a Supervisor Coordinator or Supervisor

**134 Yes**
9 Unsure
2 No

9
134

## Comments
about the operation of your exam centre

*"It was a pleasure to be part of the system and I would be happy to help out again if offered the opportunity"*

*"Having questions answered and procedures clearly outlined allowed confident, supported exam supervision"*

*"Far too many students granted extra time, and students with special arrangements not turning up"*

*"The job is more demanding now, with a lot more adjustments meaning longer sessions with little time in between"*

*"Major improvements in the systems this year, with much clearer, more systematised communications between organisers and supervisors"*

*"This was the first time I've been an exam supervisor and I was very impressed with the organisation and preparation"*

*"A well oiled machine with a real human interface"*

*"Staff handling COVID requirements were extremely efficient"*

## What we heard – exam centres

### Suggestions
about the operation of your **exam centre**

*"Concerned that the TASC guides not always followed to the detriment of the examinees"* (i.e. inconsistent advice to students, not using TASC scripts, preparing papers for future exams during an exam)

*"Rooms with 25+ students hard to monitor"*

*"Notify exam paper errors by text and email"*

*"Need more space to record toilet breaks – is it really necessary to record?"*

*"USBs, as it's hard to find CD players as dated technology"*

*"Provide the handbook and checklists in Word format for customisation / restructuring"*

*"Rework the handbook and have it available at the training"*

*"Instructions to students on the exam cover sheet and answer books to be less wordy"*

*"More stationary and stick-on labels for coordinator names"*

*"A stationary checklist to check off when the exam materials received"* (items, enough books missing)

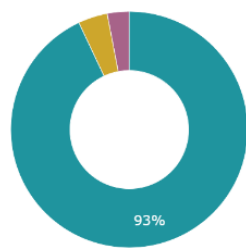*"TASC could provide the basics for morning and afternoon teas"*

*"Please ensure candidate labels and the attendance roll match and in order"*

*"Instead of more time as an adjustment, have scheduled breaks but provide the same amount of time overall"*
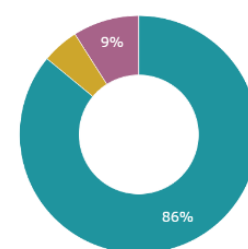
## What we heard – employment

### Recruitment process was simple
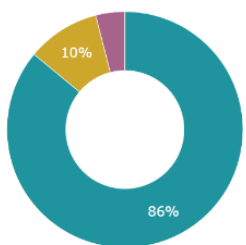**93% agree**
3% neutral
4% disagree
93%

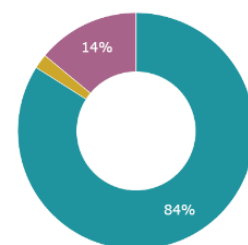### HR processes are satisfactory
**86% agree**
9% neutral
5% disagree
9%
86%

### Enough shifts provided
**86% agree**
4% neutral
10% disagree
10%
86%

### Training meeting was useful
**84% agree**
14% neutral
2% disagree
14%
84%

### Comments
about employment with TASC

*"Coordinators do far more hours preparation than their pay reflects and the responsibility they accept"*

*"Rate of pay is low, particularly compared to teaching relief rate"*

*"Instead of two supervisor coordinators, have a Coordinator and Assistant"*

*"Notify people earlier and roster for at least 'X' sessions – people keep two weeks clear of commitments"*

*"Acknowledge receipt of applications please"*

*"Training should address usage of mobile phone by supervisors"*

*"Being informed of employment one week before the start of exams is too short notice"*

*"Paying coordinators the same as general supervisors ignores their extra responsibility and time spent"*

*"I have always enjoyed my employment with TASC"*

*"The process was excellent, professional and organised really well"*

*"I'd prefer my personal details weren't available for others to see, when we file timesheets together in a folder"*

*"As a coordinator I gave work to as many supervisors as possible, however this disappointed supervisors who wanted more shifts"*

*"Sent emails and text messages to several TASC employees and hardly received a reply"*

*"Online employment forms to avoid printing and scanning"*

## Next steps

### Research
Gathering feedback on what we need to know from TASC stakeholders

### Findings
Analysing survey feedback to pull out the key ideas

### Recommendations
Approval and planning for improved processes based on what we heard

### Delivery
Communicate with and support stakeholders to be prepared for the adjusted processes

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