

# EVALUATION OF THE CONCERNS & BARRIERS OF ONLINE ASSESSMENT AT CUHK: STUDENTS' PERSPECTIVES

Vivian WY Lee, Paul LC Lam, Judy TS Lo  
The Center for Learning Enhancement And Research  
3943 8012 | vivianlee@cuhk.edu.hk

## BACKGROUND

Assessment is crucial in teaching to evaluate how well students understand the taught materials, with written examinations being the most common method. Yet, the recent pandemic (COVID-19) discourages human contact. Therefore, the implementation of online teaching and assessment is important during this crisis. Online assessment could be challenging with various issues that will impact teachers and students. As a result, we would like to analyze students' voices and views about the implementation of online assessment at CUHK.

## ONLINE ASSESSMENT TYPES



## AIMS & OBJECTIVES

Evaluate the advantages and disadvantages, effectiveness, obstacles and difficulties of online assessments via surveys and in-depth interviews.

We aim to evaluate the 3 aspects:

- (1) perceived effectiveness of using Zoom in assessment;
- (2) barriers and problems of using online assessment;
- (3) suggestions for improvement.

## SURVEY TARGETS

All CUHK students are eligible to participate in this research, including eight faculties:

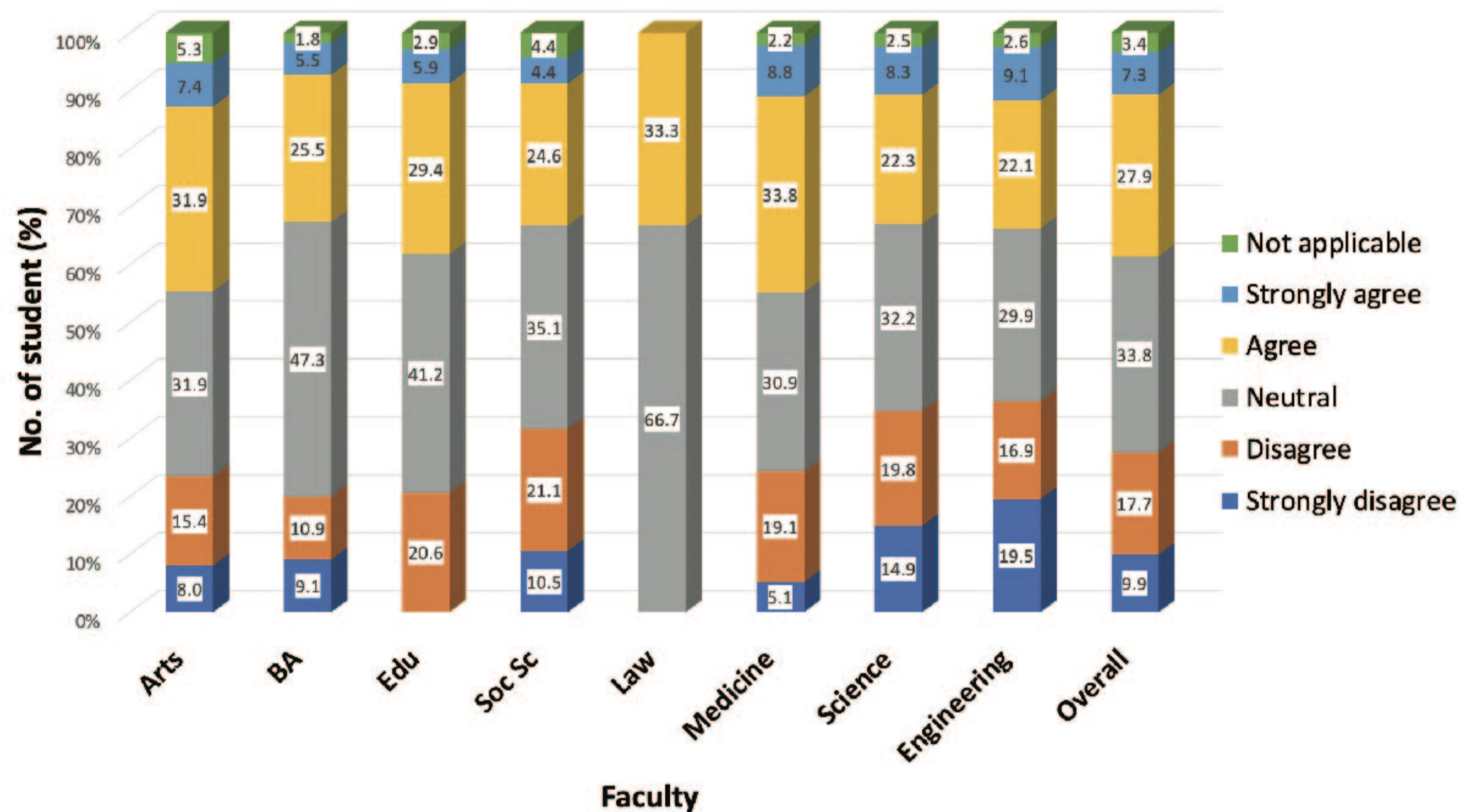


## RESEARCH TIMELINE

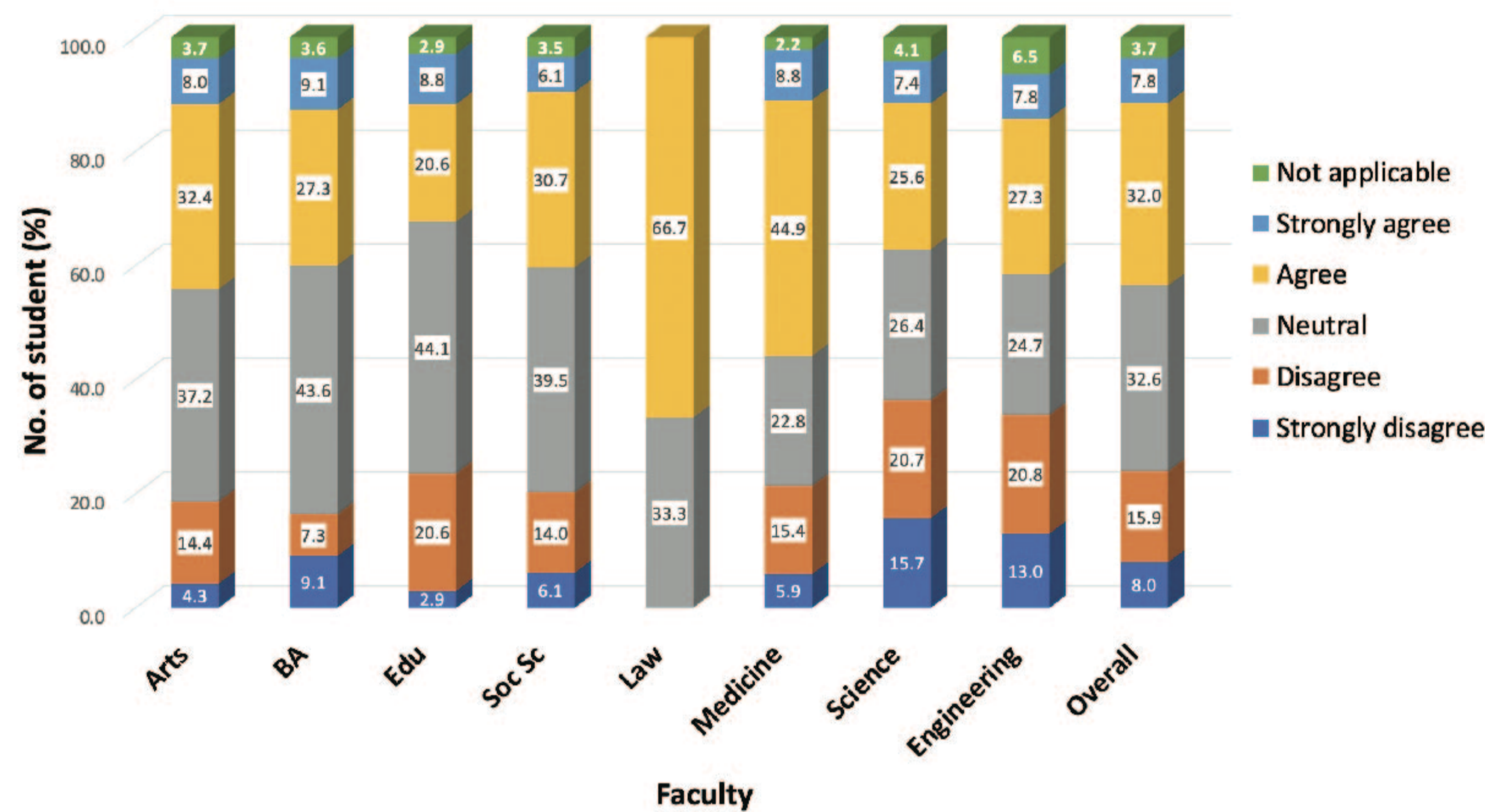


## SURVEY FINDINGS

### ONLINE ASSESSMENT CAN ADD VALUE TO STUDENTS' LEARNING AND STRENGTHEN THEIR KNOWLEDGE (BY FACULTY)



### ONLINE ASSESSMENT CAN EVALUATE HOW WELL THE STUDENTS CAN UNDERSTAND THE TAUGHT MATERIALS (BY FACULTY)



### MAJOR BARRIERS & PROBLEMS FACED BY STUDENTS IN ONLINE ASSESSMENT

- Technical problems (52.61%) such as unstable IT connection;
- Environmental problems (11.19%) such as noisy surroundings;
- Self-related issues (10.63%), such as lack of motivation;
- Online assessment design issues (8.4%);
- Lack of presentation support and feedback from classmates (6.53%);
- Inadequate support from teachers (6.16%).

### SUPPORT STUDENTS MAY NEED TO ENHANCE ONLINE ASSESSMENT

- Provide adequate technical support (14.83%) such as stable IT connection;
- Provide more support from teachers (18.18%);
- Provide more support for online assessment design (25.84%);
- Help to solve the environmental problems (3.35%) such as noisy surroundings;
- Provide presentation support and feedback for students (0.96%);
- Provide more support from the university (25.84%).

According to the survey from May to June 2020, 35.2% of the 728 respondents showed agreement, while 33.8% answered 'neutral' that online assessment could add value to their learning and strengthen their knowledge. Besides, 39.8% of students agreed, while 32.6% remained neutral that online assessment could evaluate how well the students could understand the taught materials. However, it is found that 53% of students indicated that the major barriers to online assessment were technical problems and therefore students requested for various types of technical support from the university, as well as from their teachers. These results indicated that the continued adoption of online assessment could be enhanced through curriculum planning and the betterment of the teaching and learning environment.