



MEDICAL UNIVERSITY OF PLOVDIV

4000 Plovdiv, 15A, Vasil Aprilov Blvd., E-mail: dlc@mu-plovdiv.bg

Electronic and Distance Learning Center

Ref. No 003

TO:

Prof. Marianna Murdjeva, MD, PhD, HMM-Rector

Vice Rector of Educational Activities and Postgraduate Studies

University Quality Commission

Deans of Faculty of Medicine, Faculty of Dental Medicine, Faculty of Pharmacy, Faculty of Public Health

Directors of the Medical College and the Department of Languages and Specialized Training

REPORT

by: Dipl. Eng. Ivan Kolev – Technical Director of the Electronic and Distance Learning Center, Head of the Information and Communication Security Department, Medical University of Plovdiv

Regarding: Analysis of the conducted mock exams in electronic environment and extent of readiness for the implementation of the upcoming summer session.

DEAR PROFESSOR MURDZJEVA,

The following document is a summary analysis of the results of the conducted mock electronic exams, prepared on the basis of reports received through an electronic registration form in MS Forms from the departments.

75 mock exams were conducted in 26 departments out of a total of 63 at the Medical University of Plovdiv, distributed as follows:

- Faculty of Medicine – 14 departments (31.8% of a total of 37);
- Faculty of Dental Medicine – 3 departments (37.5% of a total of 8);
- Faculty of Pharmacy – 6 departments (60% of a total of 10);
- Faculty of Public Health – 3 departments (37.5% of a total of 8);



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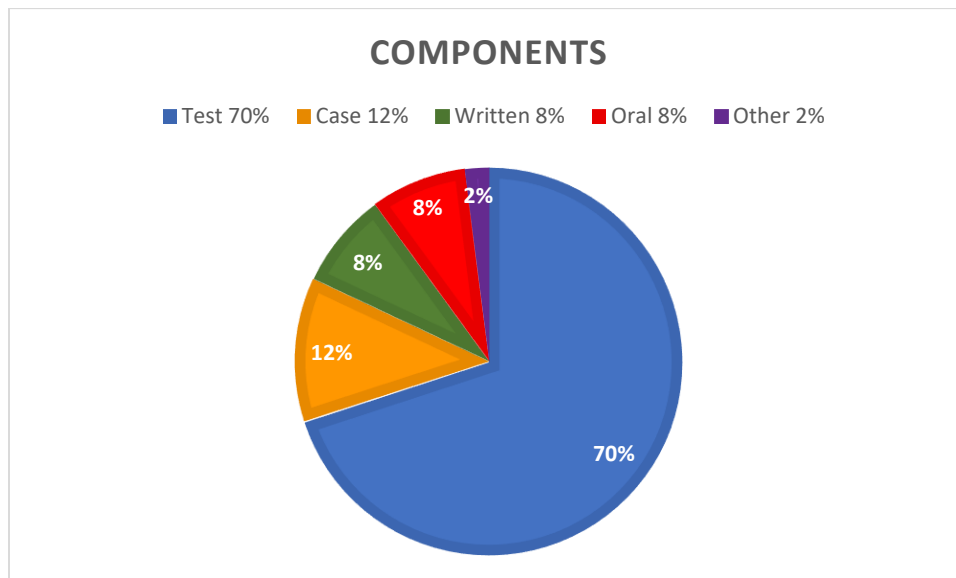
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Of the total number of mock exams, 47% were conducted with English-speaking students and 53% with Bulgarian students.

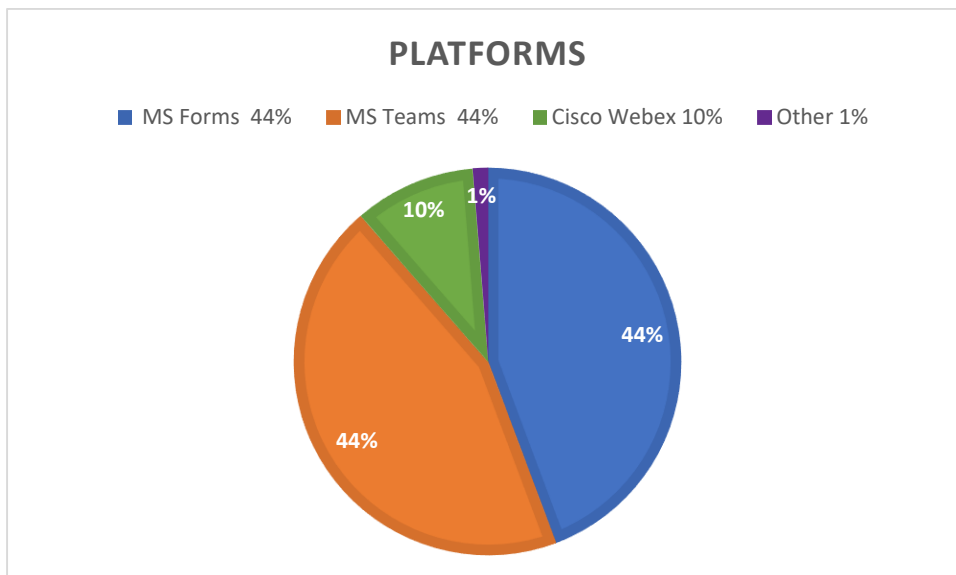
The majority of exams (80%) were conducted in one stage, and 20% in more than one.

In 80% of the exams the students from the whole course took part synchronously, and 20% were divided into groups.

Different components were used in the mock exams:



The platforms used for the mock exams are:





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Nearly 50% of the exams passed **without any reported problem or difficulty**.

The reported problems are identified with a **minimum number of users** – students and even fewer lecturers, some of whom are private cases.

The most common problems by groups are:

1. **Internet connection**

In 24% of the conducted mock exams, problems with Internet connection were reported, and they were mostly registered among students.

Main reasons:

- After research, it turned out that students used a wireless connection on their device or had a weak/unstable Internet connection. In the worst case – a combination of both.
- Cases in which more than 25 students participated in a conversation at the same time.

Recommendations:

- Students and lecturers to strive to ensure a stable and strong Internet connection.
- When conducting a synchronous exam for the whole course, students should be divided into groups of up to 25 in separate channels.

2. **User-related**

About 14% of the exams reported user-related (local hardware and software) problems for single students.

Main reasons:

- Using a mobile device (smartphone, tablet) during an exam.

Recommendations:

- Use a desktop or laptop computer.

3. **Microphonics**

Microphonics was reported in 12% of the exams conducted.

Main reasons:

- Due to increased or close to the microphone speakers.



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- In case several quaestructors or students are physically in the same room and are in the same meeting.

Recommendations:

- It is recommended to use headphones with a microphone.

4. Issues with the platforms

For 5% of the conducted mock exams, problems with the user interface were reported, again in isolated cases.

The most common difficulties are:

- Slow loading of the test;
- Slow connection to the meeting;
- Problem with the link to the test;
- Inability to install software
- *Students, please contact the IT department of the University at: studenthelpdesk@mu-plovdiv.bg;*
- *Lecturers and quaestructors, please contact the IT Manager of the Department or the Information and Communication Security Department at: it-help@mu-plovdiv.bg;*

Main reasons:

- Wireless device connection or weak/unstable Internet connection.
- Overloading of the Microsoft servers.

Recommendations:

- Students and lecturers should strive to ensure a stable and strong Internet connection.

Conclusions:

The sample contains information from 26 departments out of a total of 63 at the Medical University of Plovdiv. Most of the exams were conducted with **whole courses** (large groups of students) through **MS Teams/MS Forms**.

The analysis of the results of the mock exams at the Medical University of Plovdiv showed that Microsoft Office 365 offers a secure and convenient electronic environment for conducting



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exams. The registered technical problems were minimal, the problems that arose were analyzed, and solutions were proposed.

Most of the departments **confirm that they are ready to conduct exams in electronic form.**

This gives confidence that the upcoming session will be successful.

Respectfully,

Dipl.Eng. Ivan Kolev

Technical Director of the Electronic and Distance Learning Center

04.06.2020

City of Plovdiv