

Onboarding Guide

Welcome to your ExamSoft Onboarding

ExamSoft was originally designed as a secure digital assessment platform but has evolved into so much more. ExamSoft's reporting capabilities will give your program a holistic view of assessment and what your exam-takers have truly learned, all while optimizing the assessment process.

From ease of exam creation to more efficient grading, ExamSoft will save your institution time and money. Pick and choose the functions and features you need, and we'll help you achieve your desired results. ExamSoft's onboarding team will be with you every step of the way to ensure that your launch is seamless and on time.

Getting Started with ExamSoft



ExamSoft

What Does Your Onboarding Consultant (ExamSoft Project Manager) Do?

- Oversees your implementation, from kickoff to launch, ensuring that your ExamSoft portal configuration meets your needs.
- Collaborates with you to deliver consultations specific to the products in your ExamSoft suite of solutions.
- Coordinates internally at ExamSoft to accomplish technical tasks and communicate your requests.
- Facilitates access to on-demand training modules.



You

What Do You Do?

- Align with internal project contributors on requirements, goals, timelines, and dependencies.
- Create, share, and manage a project plan. Make sure tasks are completed by internal owners and track overall progress.
- Organize internal contributors responsible for exam content and delivery, student communications, technical configurations, and integrations.
- Identify early adopters to participate in onboarding.

ExamSoft Resources

These resources are available to you throughout the implementation process:

- Dedicated onboarding consultant
- On-demand training modules
- 24/7 support team
- [ExamSoft Exam-Maker Community](#) and webinars



Identifying Your Team's Roles

When implementing a new assessment platform, it's important to start with the right people focusing on the right tasks. We suggest defining and filling those roles as early as possible to ensure the onboarding process and your launch are successful.



Institution administrator

(Project manager or other decision maker)



Early adopters

Faculty/exam-makers who will be the first to make and administer mock or first assessments to exam-takers



Deans and department/course coordinators

Responsible for making department-wide decisions (exam-makers, leadership)



Exam-takers

Students who will complete assessments using Exemplify



Tech team

IT, LMS administrator, student help desk support (lab)

ExamSoft Tip

Communicate early and frequently with all members of your team to ensure a smooth implementation.

Stages of Onboarding

Kickoff

We'll begin with your high-level objectives. We want to know your desired learning outcomes, technical goals and dependencies, and exam schedules. This valuable information will inform your overall implementation strategy.

Sample tasks:

- Define key roles (Institution administrator [IA], executive sponsor, on-site support).
- Review and align on timeline and deliverables.
- Establish cadence for regular project team meetings.

Configuration

The onboarding team will support your IT team as they integrate single sign-on (SSO) and your supported LMS, as well as install the Exemplify application (if applicable).

Sample tasks:

- Coordinate, configure, and test LMS and SSO integrations.
- Support Exemplify installation in lab settings and on individual devices.

Training & Content

You will learn about all stages of portal usage via on-demand training modules. In conjunction with the modules, you will meet with your Onboarding Consultant to discuss your organization's structure and exam policies.

Sample tasks:

- Complete training modules (Portal Administration, Categories & Question Management, Question Importing, Assessment Building, Exam Day Prep, and Reporting & Adjust Scoring modules).
- Submit questions included in the implementation package for import to the ExamSoft team.
- Import the mock exam.
- Add category structures, which will depend on your institution's focus.

Exam-Taker Launch

Exam-taker (student) preparation includes processes for acquainting exam-takers with the ExamSoft exam-taker portal and the Exemplify application.

We will assist by providing the following:

- Sample exam-taker invitation documentation.
- Sample Exemplify mock exam.
- Resources to prepare for administration of mock and high-stakes assessments.

Optimization & Adoption

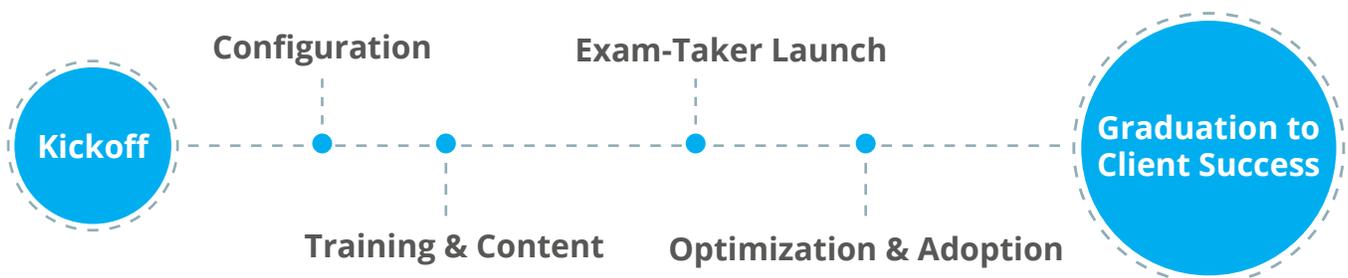
We will provide consultations to fine tune your ExamSoft usage and policies.

Sample tasks:

- Check for additional assessment needs or best practices for your institution.
- Work through identifying categories to measure exam-taker learning over time.
- Recommend best practices for review of item-level strength and performance.

Graduation to Client Success

Completion of ExamSoft 101 and transition to your long-term ExamSoft home.



Considerations/Best Practices to Prepare for Onboarding

We've found that our clients have the most success when they come to the kickoff call with answers to the following questions already decided.

Establish a Group of Early Adopters

Identify a group of super users who will be the first to complete the self-paced training, make and administer assessments, and help to support faculty who will onboard at a later time.

Testing Modality

- Will a computer lab, laptop cart, or departmental devices need to be configured for testing?
- If exam-takers are using their own devices, is there a technology policy in place? Do their devices meet ExamSoft's Minimum System Requirements?

Request Technical Resources Early On

- Initial launch team: Define each stakeholder's role. Do you have a contact for all applicable integrations and setups? Example: LMS integration, SSO configuration, computer lab setup.
- Does your security team need any forms to review before approving integration with a vendor?
- Pinpoint potential risks that could delay implementation. Are there any possible barriers to adoption?

Examples:

- Program-wide adoption of a new LMS (Canvas, Blackboard, D2L, Moodle, etc.)
- Exam-taker environment (Are your students in transition between remote and on-campus learning?)
- Faculty buy-in (workload)
- Technology or privacy concerns



You are well on your way to a successful implementation of the ExamSoft platform and we look forward to a long and prosperous partnership!

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