

Cheryl – The seasoned assessor		
 <p><i>“Being an assessor helps my students and helps me to pay for our summer holiday”</i></p>	<p>Age: 42</p> <p>Job: Teaches History at Grammar School</p> <p>Teaching experience: Over 20 years</p> <p>Assessor experience: 10 years (off and on)</p> <p>Computer & IT experience: Not very confident using computers</p> <p>Personality: Outgoing, considerate, dependable</p> <p>Likes: Social aspect of being an assessor</p> <p>Dislikes: All the admin associated with marking</p>	<p>Needs to be able to:</p> <ul style="list-style-type: none"> • Be reminded of tasks, dates and milestones • Easily get in contact with OCR • View details of her commissions and activities • Find out exactly what a commission entails • Get help and advice

Scenario 3 – Cheryl marking a June 2011 GCSE History question paper (using Scoris)	
<p>Cheryl initially started marking when she had her second child and has been an assessor off and on for the last 10 years. She has previously marked paper question papers (i.e. sent to her) and is a little bit nervous about having to mark on screen.</p>	<p>Importance: High</p> <p>Frequency: Low</p>

Id	Scenario steps	Comments	Outstanding questions	Required functionality
3.1	Cheryl receives an email informing her that OCR have an opportunity for her to undertake some assessor activities (i.e. marking answers for a GCSE history paper) that she might be interested in.	<ul style="list-style-type: none"> ○ Assuming that Cheryl has already had her system checked to ensure that it's compatible with Scoris (e.g. as part of the sign up process) ○ Assuming that Cheryl already has an assessor account with OCR (i.e. for the assessor portal) and has agreed to receive email alerts from OCR – she can switch these off in her preferences (or even request to receive Text alerts) 	<ul style="list-style-type: none"> ○ When would this happen? ○ Is Cheryl likely to sign up with a work email address or home email address? ○ How do we ensure that alerts don't go to Cheryl's spam inbox? 	<ul style="list-style-type: none"> ○ Send email alerts to assessors (e.g. commission opportunity)
3.2	Cheryl logs in to the assessor portal (using a link in the email) and can see the new commission opportunity.	<ul style="list-style-type: none"> ○ If Cheryl hadn't seen the email she might also see an alert on logging in to the assessor portal to inform her that a new commission opportunity is available ○ If Cheryl has forgotten her password 	<ul style="list-style-type: none"> ○ What will 'commissions' be called on the assessor portal? ○ How often is this likely to happen for Cheryl? 	<ul style="list-style-type: none"> ○ New commission opportunity alert on login (e.g. like email) ○ Forgotten password option to reset a password using a registered email address ○ View commission

		she can get it reset using her registered email address		opportunities
3.3	Cheryl selects the new commission opportunity to view the details. She can see exactly what is being asked (it's a marking commission so includes activities such as Scoris training, marking practice responses, marking standardisation responses and marking live responses) and when.	<ul style="list-style-type: none"> Cheryl can either accept, reject or ask to 'negotiate' a commission (see below) Cheryl has a set period within which to accept the commission opportunity before it expires (e.g. 3 weeks) 	<ul style="list-style-type: none"> Will Scoris training be in the commission or a pre-requisite? What information will Cheryl need to know about a commission? What will be of most interest to Cheryl? Which commission details can Cheryl 'negotiate'? How would she do this? 	<ul style="list-style-type: none"> View commission details (e.g. dates, activities, volume of work)
3.4	Cheryl is interested in how much work is likely to be involved and how much she could earn. The details show the payment per marked response and using the onscreen calculator provided Cheryl is also able to work out how much she could earn in total if she were to mark 200 responses (the number she marked last year). Cheryl figures that she could probably find time to do this work and the money would certainly help with this year's summer holiday to France.	<ul style="list-style-type: none"> Assuming there is a relatively standard amount of time it takes to mark a task or question paper The quantities for a commission are not always specified – it will need to be clear to Cheryl that quantities might change and there is no guarantee that for example she will receive a certain number of responses to mark 	<ul style="list-style-type: none"> How can we best persuade Cheryl to accept commissions? What happens if the commission is no longer available (i.e. has been withdrawn)? 	<ul style="list-style-type: none"> Calculator to help Cheryl work out how much she might earn from a commission
3.5	Cheryl accepts the marking opportunity and can now see the important activities, dates and milestones in her calendar and 'to do' list.	<ul style="list-style-type: none"> Cheryl might be able to enter the quantity of responses she'd expect to be able to mark The commission will have details of all the activities (i.e. lines), fees, schedules (e.g. completion dates), requirements etc... 	<ul style="list-style-type: none"> What information will Cheryl need to know about a commission? What information will we need to capture from Cheryl? (e.g. acceptance of Ts & Cs, number of responses she expects to be able to mark) 	<ul style="list-style-type: none"> Assessor 'to do' list with activities, status, dates etc... Assessor calendar showing commission activities and milestones
3.6	Cheryl can see that the first thing in her to do list is to complete Scoris training. Cheryl is pleased to see that she can do this online and at her own pace because she doesn't really want to have to travel to attend any training and often finds it	<ul style="list-style-type: none"> Assuming that Scoris training is part of the commission Assuming that Scoris training and testing (if required) can be undertaken online 	<ul style="list-style-type: none"> What sort of training will Cheryl need to undertake? 	<ul style="list-style-type: none"> Assessor to do list showing activity details (e.g. date required, status, activity details)

	takes her a while to pick up a new application.			
3.7	Cheryl undertakes the Scoris training over the course of a couple of evenings.	<ul style="list-style-type: none"> ○ Assuming that Scoris training is handled outside of the assessor portal ○ Assuming that Cheryl will install Scoris in order to undertake the training and any practice (i.e. her system will be ready to undertake Scoris marking) ○ If Cheryl struggles with the Scoris training she can get extra help? (e.g. support line) 	<ul style="list-style-type: none"> ○ How will we know when Cheryl is ready to use Scoris? (e.g. test, practice run?) ○ What happens if Cheryl fails a Scoris test / practice? 	<ul style="list-style-type: none"> ○ Update to commission activity within the assessor portal (so that Cheryl can see that this activity has been completed)
3.8	<p>4 weeks before marking is due to commence for the GCSE history assessment Cheryl receives an email reminder that she has agreed to the marking commission.</p> <p>Cheryl logs in to the assessor portal (using the link in the email) and reviews the details of her commission once more.</p>	<ul style="list-style-type: none"> ○ If Cheryl can no longer carry out the activities in her commission she'll need to inform OCR (so that activities can be re-allocated) ○ Reminders are likely to be sent out about 4 weeks before the marking window (so that OCR has time to re-allocate marking if necessary) 	<ul style="list-style-type: none"> ○ When will Cheryl be sent this reminder? 	<ul style="list-style-type: none"> ○ Automatic commission reminders
3.9	<p>Cheryl receives an email notification that she can start marking practice scripts through Scoris.</p> <p>Cheryl logs in to the assessor portal and follows the link in her 'to do' list to Scoris.</p>	<ul style="list-style-type: none"> ○ Cheryl has a universal login. She therefore can access Scoris from the assessor portal (without having to re-login) or can use her assessor portal login for accessing Scoris directly. 	<ul style="list-style-type: none"> ○ How long will Cheryl have to start marking? 	<ul style="list-style-type: none"> ○ Universal login (e.g. for assessor portal and Scoris) ○ Alerts and reminders for commission activities in 'to do' list
3.10	Cheryl marks the practice answers and submits them to her supervisor. She then downloads the standardisation answers and submits them too.			
3.11	Having received some feedback from her supervisor (he called her to chat about a few of the more difficult to mark answers)		<ul style="list-style-type: none"> ○ How can we best motivate Cheryl to carry out her marking? 	

	Cheryl begins marking the live responses.		<ul style="list-style-type: none"> How do we encourage Cheryl to complete her full quota of marking? 	
3.12	<p>Cheryl finds that not having to undertake a lot of the admin (e.g. clerical checks) by marking through Scoris means that she has been able to get through her quota of marking work quicker than expected.</p> <p>Cheryl uses the assessor portal messaging feature to contact OCR to see if she could receive some more responses to mark.</p>	<ul style="list-style-type: none"> Assuming that Cheryl does not struggle too much with Scoris (which could be quite a big assumption)! 	<ul style="list-style-type: none"> Is Cheryl likely to telephone OCR or send an electronic message? 	<ul style="list-style-type: none"> Send OCR a message regarding a commission or commission activity (i.e. requesting more responses to mark)
3.13	Cheryl receives a reply from OCR letting her know that she's been allocated more work.	<ul style="list-style-type: none"> Assuming that additional marking will be part of the existing commission (as the quantity for marking live responses is not a set figure) Cheryl will receive the same rate per script 		<ul style="list-style-type: none"> Assessor portal 'Inbox'
3.14	<p>Cheryl finishes marking the additional question paper tasks just in time to meet her deadline (her team leader got in touch just to double check that she would be able to finish in time).</p> <p>Cheryl can see that the commission is now shown as complete within the assessor portal. She can also see how much she will be paid for the additional marking and when she can expect to receive this payment.</p>			<ul style="list-style-type: none"> View status for a commission and commission activities within assessor portal View payment details for a commission (how much, expected date received, reference number etc...)
3.15	A few days later Cheryl receives an email to let her know that the payment has been made for her marking work.		<ul style="list-style-type: none"> When will Cheryl receive payment for a commission? 	<ul style="list-style-type: none"> Payment confirmation email
3.16	<p>A few weeks later Cheryl receives an email message to let her know that her assessor performance report is now available on the assessor portal.</p> <p>Cheryl logs in and views her assessor performance report. She is please to see</p>	<ul style="list-style-type: none"> Assuming that Cheryl will receive feedback (including a grading) from her supervisor 	<ul style="list-style-type: none"> How long will it take for Cheryl to receive a feedback report? What form will this report take? 	<ul style="list-style-type: none"> View feedback report Print feedback report (for records)

	that her supervisor was very happy with her work and has given her a high grade (4 out of 5).			
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