

**CASE STUDY**

# Lund Municipality

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## Introduction

### About this document

The purpose of this document is to describe Inspera’s capabilities in delivering digital examinations software and support for Higher Education institutions.

### Who should use this document?

This document should be used by:

- Sales at Inspera
- Customers

### Summary of change

This section records the history of significant changes to this document. Only the most significant changes are described here.

Version	Date	Author	Description of change
0.1	25.03.2019	Anja Sisarica	Internal draft
1.0	08.05.2019	Pernilla Svensson	Review and approval by the institution

Where significant changes are made to this document, the version number will be incremented by 1.0. Where changes are made for clarity and reading ease only and no change is made to the meaning or intention of this document, the version number will be increased by 0.1.

# 1 About Lund Municipality

Lund Municipality (Lunds kommun) is located in southern Sweden's Skåne county, and represents a progressive example of the implementation of governmental educational policies, from pre-school to university. Lund has a population of about 122 000, out of which 47 000 are university students, which reflects the municipality's longstanding tradition of, and commitment to, education. Furthermore, there are about 35 000 students in Lund Municipality in pre-university education, as many of the 33 surrounding municipalities in Skåne send their upper secondary pupils to Lund. Open-minded and forward-looking, this community has been embracing EdTech and e-assessment from an early age, in order to foster continuous learning.

In March 2017, The municipality of Lund decided to tender for a digital exam solution for all of Lund's primary, secondary, upper secondary and further adult education institutions, currently supporting about 15 000 pupils (10 000 in Year-10 to adult education, and 5 000 in Years 6 - 9), and 1 300 teaching and administrative staff. Inspera was awarded the contract and a full roll-out started in April 2018 with the delivery of national tests in Swedish, English, and Mathematics. Today, all of the Year-10 to adult education students in the municipality have access to Inspera Assessment and have used it in their classrooms for assessment in all subjects, not only for national tests. Partial implementation is reached in Years K-9, with plans for expansion. Inspera Assessment is used both on school devices (Chromebook, iPad, PC, Mac), and in Bring-Your-Own-Device (BYOD) mode, with BYOD mode being predominant in the secondary school education.



*Cathedral of Lund, one of the main sights in the municipality of Lund*

For the purpose of this case study, we spoke to Pernilla Svensson, ICT Coordinator and Systems Administrator at Lund Municipality. In addition to assessment, Lund's ICT Coordination Team is successfully leading multiple projects in relation to learning platforms, cloud services, and enterprise mobility management. The role of Coordinators, such as Pernilla, is to centrally oversee the work of the ICT Teams and teachers at school-level, and align the tools and frameworks used in EdTech support.

## 2 Objectives

The following key objectives were set for Inspera Assessment implementation:

- Improve security and prevent cheating;
- Increase diversity of question types offered in assessment;
- Provide assessment access for all student profiles;
- Have low system maintenance requirements for the ICT Team;
- Allow integration with other systems, such as single-sign-on (SSO).

### 2.1 Benefits

When these objectives had been addressed with Inspera Assessment, the following main benefits were recognised from the e-assessment implementation:

#### **Benefits for students:**

- Consistent and unified view for all students across the municipality in order to achieve fairness in assessment (e.g. "Google Suite has many add-ons and extensions to make it consistent", as Pernilla adds);
- Continuity in education, as the same assessment tool is being used from Year 6 to adult education.

#### **Benefits for teachers:**

- Remote access to all assessments from one place;
- Integration between the internal LMS system (Vklass) and Inspera Assessment, allowing data flow between formative and summative assessments and richer student profiles;
- Increased productivity, with less time spent on document imports and assessment planning, delivery, and marking;
- More assessment options with digital questions types, especially in STEM subjects.

#### **Benefits for municipality and schools:**

- Municipality-level centralisation and standardisation;
- GDPR compliant archiving;
- Predictable costs;
- Relationship with the supplier in development and support;
- Improved security and easier software updating with a more modern lock-down browser, Inspera SEB.

### 3 Planning and development

Preparations for the public procurement process started in March 2017, when 4 providers were selected for consideration. After the trial, in June 2017, 40 experts were gathered in a workshop to define the list of requirements for the tender. The tender was then further revised in December 2017, to include more accessibility and SEB requirements, after which 10 experts evaluated the submissions, resulting in Inspera Assessment being a chosen provider for the municipality from March 2018.

Soon after the contract was signed, the first implementation phase was planned and executed in April 2018, when delivery of national tests was due in Swedish, English, and Mathematics for Years 10-12 and adult education, using the Essay question type in Inspera Assessment. The first national tests were delivered over the course of 4 days, with about 1 250 students taking the exams per day, with 5 schools participating.

All teachers across the municipality received training at the time, until August 2018, and the decision was made that only ICT Team staff were to be given access to Inspera Assessment in order to plan and deliver the exams in the initial implementation phase. Even though the teachers wanted to start using the platform earlier, this was delayed until the Autumn Term of 2018 to ensure the proper training was delivered first, in collaboration with Inspera. According to Pernilla, *“this was a really good decision, because the teachers became curious and all doubts were gone thanks to taking time for the proper training. It was quite a success”*.

### 4 Implementation and outcomes

Since the initial phase of launching the implementation, the adoption of Inspera Assessment at Lund Municipality has been excellent and has met expectations, as Pernilla confirms: *“Whenever we talk to principals, ICT staff, and special needs teachers, we got a positive response. People are satisfied”*. Running for the third semester now, all Year 10 to adult education students use Inspera Assessment in all subjects, and the plan is to expand implementation to include K-9 students and their teachers, with all Year 6-9 students already having at least one test in Inspera Assessment so far.

According to teachers' reports, the implementation was most successful among the language subjects (i.e. Swedish, English, German, Spanish) subjects, while there are challenges in subjects that are very hands-on in nature (i.e. Physical Education, Arts and Crafts).

In order to support the Lund Municipality education community, the ICT Coordination team, including Pernilla, is composed of 6 full-time professionals. Monthly meetings are held with different stakeholder groups: i) Principals and Vice Principals (10 school representatives); ii) ICT staff (12 school representatives). Those meetings are held according to age group. One is Year 10 to adult education, the other is K-9 education, as there are separate governmental policies referring to these two age groups in the Swedish education system. In addition to that, Inspera has been running regular training workshops with the ICT Coordination team, to train them to provide first-line

support to schools and their individual ICT staff, who are responsible for supporting teachers and students in e-assessment.

Some other outcomes include:

- Inspera Assessment is very effective with accessibility needs, e.g. visual impairment. *“Inspera gave us some great everyday accessibility tools we needed”*, as Pernilla adds;
- More teacher training is being planned in response to adoption rates in different subjects. Training needs that are being addressed now are largely related to STEM subjects and embracing the full capabilities of Inspera Assessments and its diversity of question types;
- A new initiative that was started by Pernilla’s team is “teachers training the teachers”, a monthly 2-hour workshop for teachers of different age groups and schools, to get the most out of e-assessment.

## 5 Reflections

Two key lessons learned from the implementation so far include:

- Being open-minded about Inspera Assessment had a great return on investment, as Pernilla says: *“It is not always an easy-to-learn tool, but once you get your head around it and take time to absorb, it is a really powerful and creative tool. We feel like we are growing with the system, so we are happy to recommend it”*;
- *“The way we excluded the teachers in the beginning, until we showed them everything that is possible with Inspera Assessment, won us crucial support later on. Help from Inspera at the start, when we first rolled out the national tests, was a big success factor”*, concludes Pernilla.

When it comes to design and development for the future, the collaboration between Inspera and Lund Municipality continues in the direction of expanding possibilities of integrating different tools, in relation to the local LMS, Vklass. Inspera Assessment will be sending assessment results and student groups distributions to Vklass, and import data needed to improve the monitoring and delivery of e-exams.