e-volve
Centre Analytics

FAQs

Answers to frequently asked questions for e-volve Centre Analytics

FAQs

Logon & Access

1	Can I access e-volve centre analytics on any other device than a desktop computer?	The current version can be accessed via any device running Microsoft Web browser IE9 and above, though it has been optimized to run on desktop screens displaying at a high resolution.
2	Is there a particular browser I can use to access this?	Microsoft IE9 or above. Google Chrome 30 or above.
3	If I put in the wrong login details, will my account be disabled?	The application does not take any action on the number of unsuccessful logon attempts so your account will not be disabled following incorrect attempts at logging in.
4	Where can I change my e-volve Centre Analytics password?	Your e-volve Centre Analytics password is linked to your SecureAssess account and password. Any changes made to your SecureAssess password will be reflected in your e-volve Centre Analytics account overnight.
5	Why can I only see information about one qualification and not the whole centre info?	You will have access to the same qualification results data you have access to within SecureAssess.
6	If I am inactive for a period of time, will I be logged out of the system?	Yes, you will be logged out of e-volve analytics after **30mins** of in-activity.
7	How do I provide access to e-volve centre analytics to other staff members in my organisation?	All e-volve Centre Analytics accounts are linked to user accounts in SecureAssess. Therefore any new user will need to be created in SecureAssess by your e-volve centre administrator. The user will then be added to e-volve Centre Analytics application during the overnight refresh.

General

1	How often does the data get refreshed?	The test booking and results data in e-volve Centre Analytics is refreshed every 24hrs overnight and ready for use before 0800 GMT.
2	How do I access the online help?	Select the help button which appears at the top of each screen. Clicking on the question mark will provide you with useful hints and tips.
3	I am unable to export data to a CSV file. What can I do?	Confirm the CSV has not downloaded in the background behind the current screen. You can try **Ctrl + J** to view hidden downloads if viewing with IE or Chrome.
4	How and to whom do I provide feedback to about the site?	Contact City & Guilds Customer Services.
5	Is there a way to save my frequent searches?	It is not currently possible to save your frequent searches in this release. This feature is planned for a future release.
6	Who can I contact for further help and support?	City & Guilds Customer Services +44 (0) 844 543 0000 (8am-6pm Monday to Friday - UK time) or email centresupport@cityandguilds.com. *Calls to our 0844 numbers cost 5 pence per minute plus your telephone company's access charge.

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Test Calendar		
1	How are the values revealed by selecting the Open/Close Test Bookings button derived?	Total tests scheduled = All tests scheduled under your ID within the -10 to + 30 day window. Tests to be taken on/before schedule date = Tests that can be taken on or up to 10 days before the date they were scheduled for. Tests to be taken after schedule date = Tests that can still be taken up to 30 days after the date they were scheduled for.
2	Do the colours on the initial Test Calendar page signify anything?	The box relating to the selected day of the month is highlighted in red. It is set to today's date by default when you enter the test calendar page.
3	In Test Calendar can I search by ENR?	It is not currently possible to search by ENR in Test Calendar.
4	Why is Test Calendar not showing any tests or is showing an incorrect number of tests?	The data should match SecureAssess. If this is not the case then contact Customer Services.
5	The attendance register is showing an incorrect number of learners or learners registered against the wrong exam. What do I do?	Confirm that the same test(s) exist in the Walled Garden and/or SecureAssess. If yes, Contact City & Guilds Customer Services.
6	Why am I not able to view future Bookings in the calendar?	It is only possible to view scheduled exams in the test calendar window up to 10 days into the future. This is in keeping with the scheduled exams visible via the SecureAssess system.
7	In Test Calendar can I search by the candidate's full name?	You can only search by first or surname in the Test Calendar.
8	Can I download multiple attendance registers?	Yes, this is possible by selecting multiple tests from the Test Calendar list.
9	I am unable to export data to a CSV file. What can I do?	Confirm the CSV has not downloaded in the background behind the current screen. You can try **Ctrl + J** to view hidden downloads if viewing with IE or Chrome.

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Test History

1	What is the global average?	The C&G global average query currently displays the average passing percentage of all exams selected in the filter criteria. This is displayed alongside the querying centre's passing average for this exam. The querying centre's results will be included in this dataset.
2	How far back can I search for data?	You can search through all your e-volve test result data going back to May 2011 when e-volve was launched.
3	Why can pass marks sometimes vary on the same test for same/different candidates?	Examiners use a variety of evidence in setting pass marks for assessments (tests). Tests are reviewed regularly using statistical evidence of candidate and test performance.

Many of the qualifications offered by City & Guilds deliver tests flexibly to facilitate 'when ready' and 'on-demand' assessment. To facilitate this, the tests are drawn from banks of assessment material. This allows for different versions of the test be available.

Pass marks may vary slightly from one test version to another. Where there is a variation, this is to ensure that no candidate is disadvantaged owing to the slight variations in demand which may exist from one test version to another. |
| 4 | Are the score report results still provisional? | The score reports available through ECA are the same reports provided following the test instance. These would have been provisional for up to 48hrs until confirmed on the Walled Garden. |
| 5 | What is the percentage set for Near Passes? | The near pass percentage is set to 10% below the pass mark for the test paper. Any candidate within this range will be picked up in this report.
e.g. If the total marks for the test is 100 and the pass mark is 35 then all the candidates who scored 25 to 34 are selected because 10% of 100 is 10. |
6	What is the City & Guilds pass average shown on the Candidate profile?	Denotes the percentage of candidates who have passed the test from all City & Guilds candidates who have taken the test to date.
7	Can I see a breakdown of results performance across multiple qualifications?	No, it is only possible to view breakdown of single qualifications.
8	How can I view qualification units breakdown across multiple centres?	it is only possible to view breakdown of results from a single centre or Installation ID.
9	How is the centre performance report calculated?	Each learning outcome in a centre performance report is the sum of all the corresponding learning outcomes from the candidates score reports for the selected timeframe, Qualification and Exam.
10	A Test History query is returning a different number of candidates than expected. What do I do?	Confirm that the same test(s) results exist in SecureAssess and the tests have been uploaded if they were taken offline. If yes, Contact City & Guilds Customer Services.
11	The score report in ECA is formatted differently to the score report produced by SecureAssess. Why?	ECA score reports have been enhanced to give performance feedback along with the percentage score and a grade. There is now an additional column to show how many raw marks were available and how many the candidate achieved for each learning outcome.

Note: ECA does not currently provide full learning outcome level feedback for the new Functional Skills Writing tests (October 2015 onwards). Please generate this score reports for these tests through SecureAssess if you need to view this level of feedback. |