Problem
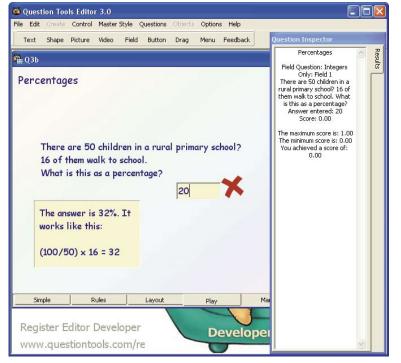
Addressing skills issues amongst staff can be difficult. Most workers feel embarrassed by mistakes they make, while well-educated professionals, such as engineers or hospital consultants, are likely to be particularly resistant to assessment. However, basic skills, such as calculating percentages and dealing with statistics, can be lost if not practised. Moreover, organizational procedures and operating practices can be missed by some employees.

Solution

Question Tools Editor can be used to devise online tests for these basic skills. Staff need only a web browser such as Internet Explorer to access the tests anonymously across an intranet or the internet. Question Tools NetResult can deliver these tests, while automatically collecting and analysing the results. Questions can be categorized so that group performance across different topics can be analysed. The performance data, and even the answers to each question, can be easily exported into a spreadsheet or integrated into a management system.

www.questiontools.com

Outcome

- There is no marking burden.

- Anonymity guaranteed.

- Staff are quickly but discreetly made aware if they have lost certain basic skills, or are unaware of key facts, or procedures.

- Professionals are given the information they need for objective self-diagnosis.

- Management information is immediately available, including performance breakdown into categories.

- NetResult's automatic question analysis can reveal common misunderstandings.