



this issue

NBT Logistics P.1
NBT on social media P.1
Visits and Presentations P.3
Just for Fun P.3

NBT Logistics staff at work

NBT Logistics

Did you know that the NBT Help Desk is just one aspect of a number of operations that are run by the Logistics team?

The Help Desk is open every week day from 8am to 4pm, and on test weekends from 7 to 10am. They receive telephone calls and emails from writers and their parents, asking for assistance with, inter alia, registration, payment, and accessing their NBT scores.

Logistics staff are also responsible for:

- ⇒ sourcing of testing venues
- ⇒ packing and delivery of test materials for testing venues
- ⇒ facilitation of testing in remote areas and for writers who need special accommodations
- ⇒ employment and supervision of a number of site coordinators and invigilators
- ⇒ receiving test materials
- ⇒ scanning answer sheets
- ⇒ archiving of past tests
- ⇒ communication with writers confirming test venues and dates



NBT on social media

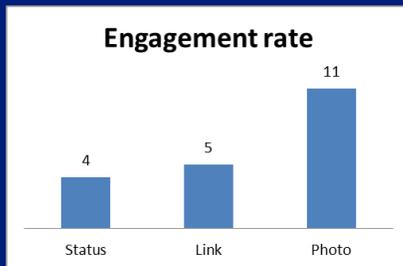


Having been established in January 2015, the NBT Facebook page has accumulated some interesting data. We analysed a year's worth of this data (1 April 2015 to 31 March 2016) to find out what kind of questions writers are asking about the NBTs and the types of posts they prefer.

During this period, we posted 97 times and received 295 comments on our posts, along with 395 private messages.

Here are some of the results:

Types of posts



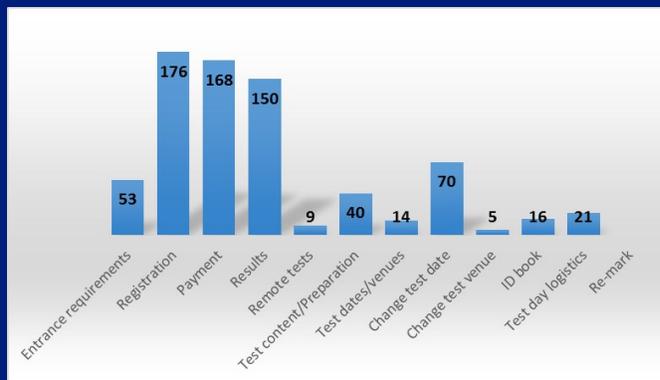
Engagement rate is the amount of interaction a page has with its followers, and is measured in the number of likes, comments, and shares posts get. There are three types of posts: Status (text only), Link (link with or without text), Photograph (image with or without text).

We found that photographs elicited the highest level of engagement (11%), while a text-only status elicited the least engagement (4%). Infographics were the most popular type of post, with an average engagement rate of 13%.

Questions being asked

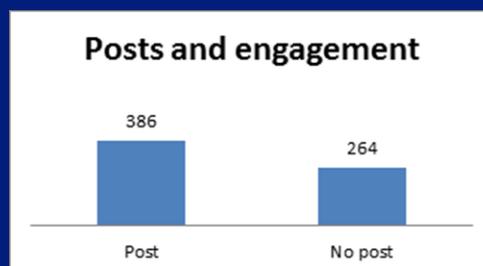
Our comments and messages were counted and collated to determine the most popular questions and to find out what our writers need to know about the NBTs.

We found that questions about registration (how to register, how to login, and lost passwords) were most popular, followed by questions about how to pay for the tests, and how to access NBT results.



Engagement

We tested a hypothesis that the more we post, the more engagement we get from our followers. The number of comments and messages were counted for days that we posted and for days that we did not post. The hypothesis was proved right: we received 386 messages and comments on the days that we posted and 264 messages and comments on the days that we did not post.



NBT-by-numbers



Facebook followers



Twitter followers



Institutional reports distributed this year



Writers so far this year

Visits and Presentations

- ◇ Robert Prince was a speaker at the Tshwane University of Technology Higher Education Development and Support (HEDS) Colloquium this month. The title of the colloquium was “A case for selection/admissions testing in higher education” and Robert spoke about “Broadening real access to higher education: the case for using the National Benchmark Tests alongside the National Senior Certificate”.
- ◇ Robert was also one of the plenary speakers at the North-West University’s workshop entitled “Broadening access to tertiary mathematics”. Robert’s paper was titled “Broadening epistemological access to tertiary mathematics: challenges and opportunities”.
- ◇ Emlyn Balarin, Darlington Mutakwa, and Robert attended a workshop on Admission, selection and placement at Stellenbosch University. Robert presented a paper entitled “Admissions (selection and placement) for success: formal and/or epistemological success?”
- ◇ Emlyn, Darlington, and Robert also visited the University of Venda (UniVen), where Robert presented a similar presentation to the one given at Stellenbosch. Darlington presented NBT data about UniVen’s applicants and Emlyn provided an overview of our operations and logistics.
- ◇ Kabelo Sebolai and Natalie le Roux visited Walter Sisulu University this month to provide information about the NBT. The university is planning to pilot the tests in 2017.
- ◇ CETAP had the pleasure of hosting Prof. Michael Nettles from Educational Testing Service (ETS). Prof. Nettles heads the Policy Evaluation and Research Center. He gave us some fascinating insight into educational testing in the US and his presentation was followed by lively discussion.



Staff News



...to the September

babies,

Suzanne Rosslind (7
Sept)

Janine Dunlop (23 Sept)

Just for Fun



“Surely you were aware when you accepted the position, Professor, that it was publish or perish.”

originally from the New Yorker

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by the 20th of each month