

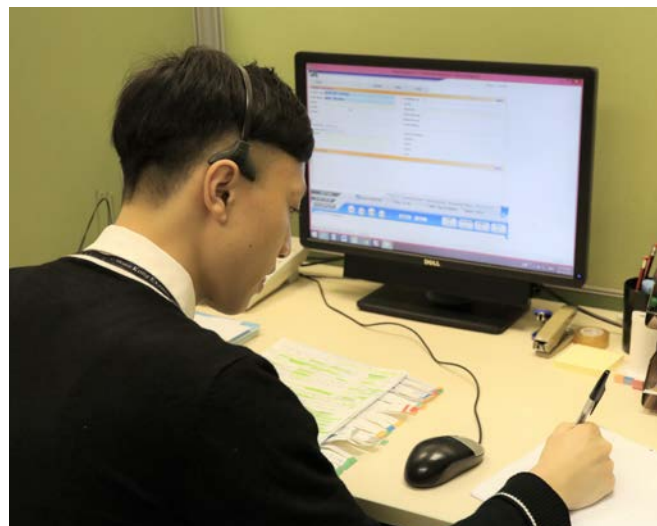
Connecting with Stakeholders

In 2018/19, the HKEAA hosted a series of public events and programmes to explain our work to various stakeholders. We have also strengthened collaborations with education communities at home and abroad.

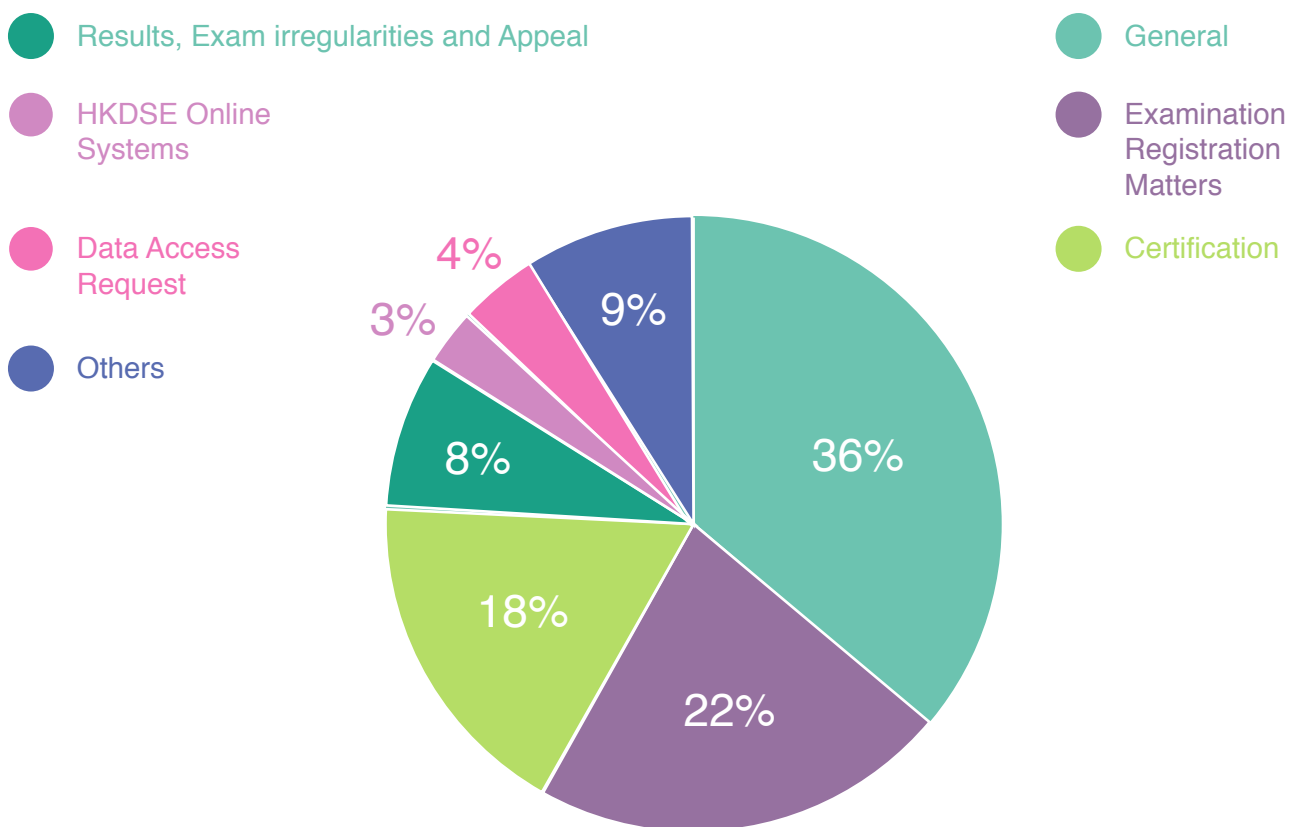


Being committed to providing quality services to best meet Hong Kong's educational needs, we highly value stakeholders' feedback. The public are welcome to express their comments or suggestions on our services through various channels.

The Public Examinations Information Centre (PEIC) operates a hotline and one-stop customer service portal to handle enquiries, complaints and suggestions from the public. This year, the PEIC received about 48,400 telephone calls and more than 8,400 emails and faxes from candidates, teachers, schools and the public. It also processed around 3,400 online reports from candidates on examination irregularities.



Categories of enquiries



Engaging with the Education Community

The Advisory Committee on Public Examinations Administration, consisting of school principals from various school councils and school teachers, met twice during the year to discuss examination administration matters, including the 2019 Hong Kong Diploma of Secondary Education Examination (HKDSE) speaking examination schedule for candidates with special educational needs (SEN), examination timetable for the 2020 HKDSE, review of home centre arrangements for SEN candidates and changes to applications for special examination arrangements (SEAs), etc. Members also shared views on setting differential fees for non-local candidates entering the HKDSE.

To further enhance the work of examination administration, the Committee also discussed the proposal of online submission of Data Access Request (DAR) for obtaining examination scripts. The Committee will deliberate some new initiatives such as the delivery of DAR report in softcopy only and the online release of HKDSE examination results to school candidates via schools in September 2019.

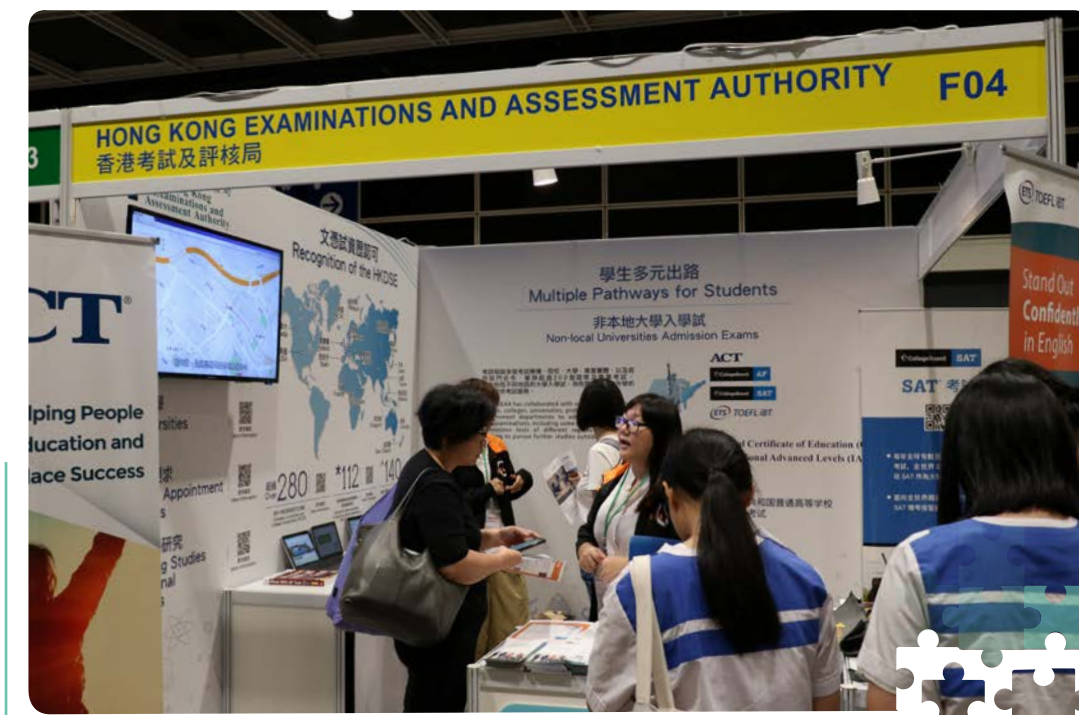
Briefing sessions on the review of examinations were held for all 24 Category A subjects and Applied Learning subjects from September to November 2018. Teachers were briefed on the gist of the examination questions, marking criteria and performance of candidates.

Over 170 briefing sessions, training sessions, workshops and conference sessions were conducted in 2018/19 for different subjects, including workshops on question-setting and marking of written examinations, teachers' conferences and experience-sharing sessions on School-based Assessment (SBA), and training sessions on designing SBA tasks and developing assessment rubrics for specific subjects.

Engaging with the Public

In January 2019, an annual Open Day and four sessions of Information Seminars on the HKDSE Core Subjects were organised. Over 1,000 visits by members of the public, including students and parents, were recorded.

The Parent Seminar series aiming to raise parents' understanding about the HKDSE and other examinations suitable for secondary school students was held in September 2018 and August 2019. The two seminar sessions attracted about 750 participants. A seminar for Non-Chinese Speaking (NCS) students and their parents was jointly organised by the HKEAA and the Committee on Home-School Co-operation, Hong Kong Institute of Vocational Education, Hong Kong Police Force and Salesians of Don Bosco Ng Siu Mui Secondary School in March 2019. During the seminar, we introduced a suite of international examinations for secondary school leavers.



Latest information about HKDSE and international examinations services was offered at the Hong Kong International Education Expo

The HKEAA participated in the 25th Hong Kong International Education Expo and the 26th Hong Kong International Education and Careers Expo in May and July 2019 respectively. Organised by The Chinese Manufacturers' Association of Hong Kong, both events provided opportunities for the HKEAA to promote the recognition of the HKDSE and understanding of various international examinations it administers. During the Expos, seminar sessions on 'Examination Services of the HKEAA and Multiple Pathways for Students' were attended by over 200 parents and students.

Stakeholders Forum

To enhance communication and engagement with stakeholders, the annual Stakeholders' Forum was held in February 2019. Convened by Mr Samuel Yung Wing-ki, the Chairman of the HKEAA, the forum gathered over 20 representatives of school councils, education concern groups, parent-teacher associations as well as youth groups to share their views on various public examination policies and services.

Publicity and Publications

The HKEAA launched 8.0 version of the HKDSE Mobile Application during the year. Candidates could login to view their examination schedule from the admission form via the latest version. By the end of August 2019, the HKDSE Mobile Application had recorded nearly 239,000 cumulative downloads since its launch in 2012.

The *DSE Express*, a dedicated blog to provide updates on the HKDSE, also recorded more than 108,000 visits in 2018/19. We also published four issues of the *HKEAA e-News* to provide updates on our latest development, including the HKDSE and other assessment services, to local and overseas stakeholders.



Media Relations

During the year, we arranged media conferences, media interviews and events as well as press releases and messages to provide the public with updates and information on the 2019 HKDSE results, assessment, examination arrangements and major policies. Press briefings were also organised to introduce international examination services and the HKEAA computer-based testing system.

From September 2018 to August 2019, about 130 media enquiries, over 70% of which related to the HKDSE, were handled.

HKEAA Code on Access to Information

We are committed to openness and transparency while ensuring that all requests for access to information held by the HKEAA are dealt with swiftly.

In 2018/19, a total of nine requests for information made under the HKEAA Code on Access to Information (the Code) were processed. Among them, five requests were fully complied with, one was withdrawn while the Authority does not have the information concerned for one other. Two requests were declined under reasons set out in Part 2 of the Code.

Building Partnerships

In September 2018, the HKEAA delegation joined the 44th International Association for Educational Assessment (IAEA) Conference with the theme of 'Assessment and Big Data' in Oxford, the United Kingdom. Representatives from the HKEAA presented its strategies and practices in the use of examination data, such as predicting candidates' performance in the HKDSE, grading in the HKDSE Chemistry subject, provision of SEAs for SEN candidates, and the use of examination data by schools.

Led by Dr So Kwok-sang, Secretary General, the HKEAA took part in the 13th Cross-Strait Conference on Educational and Psychological Testing held in Taiwan in October 2018 and presented a paper on the use of post-assessment data analysis in teachers' assessment literacy training. In November 2018, the HKEAA also participated in a conference organised by the College

Entrance Examination Center (CEEC) in Taipei to share its experience in developing the HKDSE under the New Academic Structure in Hong Kong. Over 600 participants from the Ministry of Education, universities, educational research centres, and secondary schools from different regions of Taiwan attended the conference.

Ms Brooke Hartigan, Minister-Counsellor for Education and Research at the Australian Embassy in Beijing, visited the HKEAA in March 2019. The development of the HKDSE and the recognition of the HKDSE by Australian universities for admission were discussed.

In April 2019, the HKEAA delegation visited The Education Examinations Authority (EEA) of Guangdong Province. A Memorandum of Collaboration was signed with the EEA for collaboration and sharing of best practices in examinations and assessment development.



Dr So Kwok-sang, Secretary General, shared experience in question setting for public examinations at the CEEC's conference



Ms Brooke Hartigan (second from left) from the Australian Embassy in Beijing visited the HKEAA to discuss the recognition of the HKDSE by Australian universities