

Case Study

MHIP Inspectors Test MHIP Installers Test

Department of Local Affairs

December, 2017



The Problem

To become a registered Manufactured Housing Installer or Inspector in the State of Colorado, you have to pass a test administered by the Department of Local Affairs, Division of Housing.

These tests were traditionally taken in-person at the 1313 Sherman office and lasted 1 hour.

People drove from all over the State to spend that hour in a makeshift testing room, usually an empty office or conference room, to take the test.

They would leave our offices not knowing if they passed or failed. And if they failed they would have to make the entire trip again to retake the exam.



The Solution

Using Google Forms, we recreated the Manufactured Housing Installer and Inspector quizzes online.

By leveraging our existing State of Colorado contract with Google, we were able to do this free of any additional cost and use tools that were intuitive and empowering for our internal team.

The cost to the Department was only 6 hours of staff time to create and test the quizzes.

Our resulting tests increased accessibility by being mobile responsive so takers can complete them on a tablet or phone, featured a progress bar to show how much longer the test would take and collected all required administrative information as part of the test itself.

The installers and inspectors are also able to see their score and results immediately.

We created multiple versions of the test to keep the integrity of the testing throughout retakes, and gated access through a simple password entry.

MHIP Installer's Exam


Please enter your password to access the test. If you do not have a password, please contact Dawanda Jones at the Colorado Division of Housing.

Dawanda Jones
(303) 864-7837
dawanda.jones@state.co.us

* Required

Password *

Your answer

NEXT  Page 1 of 6

Never submit passwords through Google Forms.

This form was created inside of State.co.us Executive Branch, Report Abuse - Terms of Service - Additional Terms

Google Forms

MHIP Inspector's Exam


Please enter your password to access the test. If you do not have a password, please contact Dawanda Jones at the Colorado Division of Housing.

Dawanda Jones
(303) 864-7837
dawanda.jones@state.co.us

* Required

Password *

Your answer

NEXT  Page 1 of 6

Never submit passwords through Google Forms.

This form was created inside of State.co.us Executive Branch, Report Abuse - Terms of Service - Additional Terms

Google Forms

Results

Time Saved

- **Travel** | Our testers have to drive from all corners of the State to take this required test. With the online system, we're able to save them significant travel time. In 2017 from May 31 to December 31, we've saved over 70 hours of travel time.

Effort Saved

- **Scheduling** | We no longer have makeshift testing offices and rooms, freeing them up for use by the whole department.
- **Scoring** | Scoring is now handled automatically and instantaneously, giving time back to the team for other responsibilities.

Preferable Method

- **Mobile, Tablet, Desktop, or Paper** | Increased accessibility has given our testers the choice between completing the quizzes on any device or still coming into the office to do it the old fashioned way.



Continuing Efforts

We have created a few tools to help refine the quizzes, including a spreadsheet that automatically tracks the travel time saved by our test takers and a survey to collect their feedback, comments and thoughts on the new testing system. This data will let us continuously improve the service based on the suggestions of real users.

MHIP Survey

Thanks for taking your MHIP Installer or Inspector test online with the Division of Housing!

This is a new service we are offering, and we would love to get your honest feedback on the process. Please let us know what you liked and how we can improve.

The survey will take less than 5 minutes to complete.

* Required

Please rank the online testing service: *

	1	2	3	4	5	
Easy to use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Hard to use

Do you prefer the online testing service to an in-person test at the Division of Housing?

- Yes
 No

What could make the online testing service better?

Your answer

Any other comments?



Contributors

Dawanda Jones, Colorado Manufactured Housing Installation Program Administrator
Department of Local Affairs, Division of Housing

Patrick Collins, Digital Strategist
Department of Local Affairs, Executive Director's Office

