Session 8:

Plateau Question Editor (PQE)/
Online Exams
(Advanced Topic)

VA TMS Administrators
Role-Based Training

Virtual Instructor-Led Training

Participant Guide

April 2014
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1.0 About This Training

1.1 Training Purpose
The purpose of the VA TMS Administrators Role-Based Training Session 8: Plateau Question Editor (PQE)/Online Exams is to teach you the concepts and terminology associated with using the PQE in the VA Talent Management System.

1.2 Target Audience
This session is an Advanced Topic training session for any VA TMS administrators with some experience in Online Exams that are looking for more in-depth instruction.

1.3 Training Length
This training will run for approximately 3.5 hours. Brief breaks will be given.

1.4 Participant Guide
This Participant Guide contains all key content presented in this training, including PowerPoint slides with room for taking notes, activities, and demonstrations for each lesson.

The Participant Guide is divided into two sections:

- About This Training
- Training Content

NOTE: Print a hardcopy of this Participant Guide to use during training. You will need to reference the steps for all demonstrations and activities in this guide while completing steps in the VA TMS.
1.4.1 Participant Guide Icons

<table>
<thead>
<tr>
<th>Icons</th>
<th>Description</th>
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<tbody>
<tr>
<td><img src="image1.png" alt="Icon" /></td>
<td>This icon indicates that there will be a demonstration conducted by the instructor within the VA TMS.</td>
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<tr>
<td><img src="image2.png" alt="Icon" /></td>
<td>This icon indicates that participants will complete an activity.</td>
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<tr>
<td><img src="image3.png" alt="Icon" /></td>
<td>This icon indicates that there is a job aid available for the task.</td>
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1.5 Participant Preparation and Guidelines

1.5.1 Requirements

Participants must complete the following for this training:

- Register for training through the VA TMS.
- Print a hardcopy of this Participant Guide for use during the training. It will be difficult to access electronically during training.

1.5.2 Demonstrations and System Practice Activities in VA TMS

During this training, you will observe instructor demonstrations and complete system practice activities within the VA TMS. These demos and activities will allow you to study and apply what you’ve learned about the features, functions, and processes critical to your role within the VA TMS. The steps for each demonstration and system practice activity have been provided in this guide so you can follow-along. You may also want to reference these steps after the training.

1.5.3 Virtual Instructor-Led Training Guidelines

This training will be delivered as a Virtual Instructor-Led Training (VILT) using Web conferencing software program. You will need a computer and phone with speakers or headset in order to participate in this training. Follow the guidelines below to ensure the best training experience:

- Print a hardcopy of the Participant Guide for use during training.
- Be sure to log in to the Web conferencing software and dial in to the conference line 5 – 10 minutes early.
- Mute your phone line for the duration of the training session unless otherwise instructed.
- Use the chat feature for any questions during the session.
- The instructor may be able to answer your question immediately. Otherwise, he or she will answer at the end of the training, or send an e-mail afterward.

1.6 *VA TMS Administrators Role-Based Training Sessions and Target Audiences*

The table below includes a list of all training sessions in this training series, along with the target audience.

<table>
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<tr>
<th>Session</th>
<th>Required for</th>
<th>Recommended for</th>
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</table>
| **Session 1: Introduction to VA TMS for All Administrators and Help Desk and Reports Managers** | - Help Desk (as stand-alone training)  
- Reports Managers (as stand-alone training)  
- Assignment Managers  
- Scheduling Managers  
- Registration Managers  
- Domain Managers  
- Learning Managers  
- Item Managers  
- AP Managers | n/a |
| **Session 2: VA TMS Training for Scheduling Managers, Assignment Managers, and Registration Managers** | - Assignment Managers  
- Scheduling Managers  
- Registration Managers | Domain Managers  
- Learning Managers  
- Item Managers  
- AP Managers |
| **Sessions 3–5: VA TMS Training for Domain Managers, Learning Managers, and Item Managers** | - Domain Managers  
- Learning Managers  
- Item Managers | n/a |

**NOTE:** Sessions 6-10 are advanced topics that are optional for managers who already have experience using the VA TMS.
### 1.7 VA TMS Functions and Associated Roles

**NOTE:** Gray columns indicate add-on roles; white columns indicate stand-alone roles.

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2.0 Training Content

2.1 Welcome

Slide 1: Session Preparation

Plateau Question Editor (PQE)/
Online Exams (Advanced Topic)
Registration Questions/No TRAIN ADMIN ID?
Email: clarence.bashshar@va.gov

Please complete the following BEFORE training begins:
1. Audio: Dial into the VANTS line
2. Presentation & Demonstrations: Adobe Connect
3. Download & Print Training Materials: VA TMS Training SharePoint site
4. Sign In to VA TMS TRAIN: https://va-train2.plateau.com/learning/admin/login.do. Use your TRAIN ADMIN ID and PASSWORD

Slide 2: VA TMS Administrators Role-Based Training:
Plateau Question Editor (PQE)/
Online Exams (Advanced Topic)
Session Agenda

- Welcome and Introduction
- Lesson 1: Online Exams Overview
- Lesson 2: Question Editor
- Lesson 3: Creating an Exam Object
- Questions and Answers

Slide 3: Session Agenda

Session Objectives

After completing this session, you will be able to:

- Use the Question Editor
- Create an exam object
- Run related reports

Slide 4: Session Objectives
Introductions

- Name
- Division of VA
- Experience with VA TMS
- Personal training goal

Slide 5: Introductions
2.2 Lesson 1: Online Exams Overview

Slide 6: Lesson 1: Online Exams Overview

Lesson 1:
Online Exams Overview

Notes:

Online Exams Overview

The Question Editor (QE) allows you to:

- Create questions
- Associate questions to an online exam
- Allow users to launch the exam from their To-Do Lists
- Track users’ scores
- Allow users to review the questions they missed or all the questions

Slide 7: Online Exams Overview
**Exam Process Flow**

1. Create questions in QE related to the objectives.
2. Identify and create the objectives (optional, but needed for question pooling on exams).
3. Create a new exam.
4. Add questions to the exam.
5. Create a new item or add exam to the item.
6. Define online settings for the item.
7. Test the item and exam in the user interface.

**Knowledge Check**

The QE allows you to create _____ inside the VA TMS and associate them to an online exam.

When an _____ is associated with an item, users can launch it from their To-Do Lists.

When pooling exam questions, you need to identify and create the ______.
2.3 Lesson 2: Question Editor

Lesson 2: Question Editor

Notes:

Slide 10: Lesson 2: Question Editor

Understanding the Screen Layout

The QE interface is different from the other features and tools in the VA TMS.

Notes:

Slide 11: Understanding the Screen Layout
Question Types

- True/False
- Multiple Choice/Single Answer (MCSA)
- Multiple Choice/Multiple Answer (MCMA)
- External: Questions imported from another application outside the VA TMS

Slide 12: Question Types

Demonstration: Creating a New Question

Slide 13: Demonstration: Creating a New Question
Demonstration: Creating a New Question

To create a question in the QE:

As previously described, a question is made up of the question text (question stem) with optional supporting graphics, and one or more correct responses and additional incorrect responses (distractors). For the basic exam question, you do not need to associate any objectives.

To create a new basic question in the Question Editor:

1. Log in to the VA TMS as an admin.
2. Navigate to **Content > Questions**. The Questions Search screen displays.
3. Select **Add New**. The Add New Question pop-up window displays.
4. Enter the **Question Name** and **Domain**. **NOTE:** Avoid using spaces in the question name. If you do not know the domain, select the Search icon to search for and select the domain.
5. Select a question type from the Question Type drop-down menu.
6. Select the **magnifying glass** to search for an objective.
7. Enter search criteria in the Objective Search window.
8. Select **Search**.
9. Select the desired objective. **NOTE:** We will discuss more details for associating objectives to an exam question later.
10. Select **Add**. You are taken to the Questions Add New screen.
11. Select in the **top box** and enter the question stem.
12. Select in each of the boxes with the radio buttons and enter the answer choices for the question. **NOTE:** Enter the correct answer in the textbox with the selected radio button.
13. When you have finished entering your question stem and answer choices, select the **Available for Exams** checkbox and select **Activate** to make the question active in the database.
14. Select **Save Question** to save the question.
System Login

- Go to https://va-train2.plateau.com/learning/admin/login.do
- Enter your TRAIN Admin Username
- Enter your TRAIN Admin Password

Activity #1: Create a New Question

System Practice

Notes:
Activity #1: Create a New Question

1. Log in to the admin interface of the VA TMS.
4. Enter the Question Name and Domain. NOTE: Avoid using spaces in the question name. If you do not know the domain, select the search icon to search for and select the domain.
5. Select a question type from the Question Type drop-down menu.
6. Select the magnifying glass to search for an objective.
7. Enter search criteria in the Objective Search window.
8. Select Search.
9. Select the desired objective. NOTE: We will discuss more details for associating objectives to an exam question later.
10. Select Add. You are taken to the Questions Add New screen.
11. Select in the top box and enter the question stem.
12. Select in each of the boxes with the radio buttons and enter the answer choices for the question. NOTE: Enter the correct answer in the textbox with the selected radio button.
13. When you have finished entering your question stem and answer choices, select the Available for Exams checkbox and select Activate to make the question active in the database.
14. Select Save Question to save the question.
15. You can choose to keep this question open as you will be building from this in the next activity.

The Job Aid: Question Editor is available in the VA TMS.
Question Metadata

- Metadata is used to uniquely identify each question. When you create a new question, you enter the question name and domain.
- In the QE question workspace, you can add a description and relevant keywords for the question in the Question Metadata section.

Slide 16: Question Metadata

Demonstration:
Adding Question Metadata

Slide 17: Demonstration: Adding Question Metadata
**Demonstration: Adding Question Metadata**

To add question metadata:

1. Using the question created in Activity #1, select the arrows on the Question Metadata section to expand the section. **NOTE:** If you already navigated away from the question, search for the question and access it in edit mode (see “Searching for Questions” for details on how to search for questions in Question Editor).

2. Enter a domain (administrative group that controls the question record).

3. Enter a description of the question.

4. Enter keywords that can be used to locate the question when conducting a search. The format is keyword one, keyword two, keyword three, etc.

5. If custom columns have been defined, enter/select the applicable data.

6. Save the question by selecting the **Save** button on the toolbar.
Activity #2: Create Metadata

System Practice

Notes:

Slide 18: Activity #2: Create Metadata
Activity #2: Create Metadata

1. Using the question created in Activity #1, select the arrows on the Question Metadata section to expand the section. **NOTE:** If you already navigated away from the question, search for the question and access it in edit mode (see “Searching for Questions” for details on how to search for questions in Question Editor).

2. Enter a domain (administrative group that controls the question record).

3. Enter a description of the question.

4. Enter keywords that can be used to locate the question when conducting a search. The format is keyword one, keyword two, keyword three, etc.

5. If custom columns have been defined, enter/select the applicable data.

6. Save the question by selecting the Save button on the toolbar.
**Variant**

- A variant is a different way to ask the same question
- All questions have one or more variants, and each variant of a question can use a different question type
- All variants share the same question name

---

**Variant Table**

The variant table contains all variations of a question. Select the expand arrow to see all variants of a question.

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Notes:

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Slide 21: Demonstration: Adding Variants
Demonstration: Adding Variants

To create a variant of a question in Question Editor:

1. Search for and access a question record in edit mode. The Edit Question screen displays. 
   NOTE: See “Searching for Questions” section for details on searching.
2. Select Actions on the toolbar.
3. Select Add New Variant from the drop-down menu. A new variant is added to the list and the 
   workspace is ready for you to enter your question variant.
4. Select the Type drop-down in the variant Type column to select a new question type if desired. 
   If you change the type, a warning box displays.
5. Select OK to proceed.
6. Select in the top textbox and enter the question stem.
7. Select in each textbox below the question stem to enter the distractors (remember to indicate the 
   correct response(s)).
8. Enter question metadata as necessary.
9. If necessary, check the Available for Exams checkbox to make the variant available and active.
10. Select Activate if the warning message displays.
11. Select Save to save the question variant.
Activity #3: Adding a Variant

System Practice
Activity #3: Adding a Variant

To add a variant:

1. Using the question created in Activity #1, select Actions on the toolbar.
2. Select Add New Variant from the drop-down menu. NOTE: If you already navigated away from the question, search for the question and access it in edit mode (see “Searching for Questions” for details on how to search for questions in Question Editor).
3. Change the question type.
4. Select OK to the alert message.
5. Enter the question stem.
6. Enter the distractors. Make sure to indicate the correct response(s).
7. Enter any appropriate metadata in the Question Metadata section.
8. Make the question variant available for all exams.
9. Save the question variant.

The Job Aid: Question Editor is available in the VA TMS.
Knowledge Check

The Question Editor allows:

a) Images to be imported for use in questions
b) Text editing features
c) Question preview
d) All of the above

Slide 23: Knowledge Check

Knowledge Check

Which of the following is not true regarding a question’s appearance in QE?

a) Graphics can be imported
b) Two questions can appear on the same page
c) Answers can be randomized
d) Questions can be randomized

Slide 24: Knowledge Check
Knowledge Check

While taking an exam, users see only one revision of a question variant on the exam.

a) True
b) False

Notes:

Knowledge Check

The Question Editor allows the admin to:

a) Create multiple versions of the same question
b) Determine the number of distracters to use
c) Make the individual questions active or inactive
d) All of the above
Lesson 3:
Creating an Exam Object

- An exam object consists of questions that display to users when they launch the item from their To-Do Lists
- All exam objects are graded and the score is captured in the user’s Learning History
Key Points regarding Question Editor

- **Messages**: Can be defined to display to users before, during, and after the exam.
- **Object Settings**: Minimum score, number of attempts, required questions, in sequence, actions performed based on score, and whether a proctor must be used can all be defined within the object.

Slide 29: Key Points regarding Question Editor

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Question Selection for Exams

There are two general methods for including questions on an exam:

1. Guarantee the inclusion of specific questions on the exam.
2. Randomly select those questions that are related to specific objectives.

Slide 30: Question Selection for Exams
Exam Creation

When creating an exam in the VA TMS, you can:

- Define the exam type as sequential or free-form
- View the question count: this is defined on the Questions tab of the exam object record
- Define the pass percentage, maximum number of tries, and duration of the exam (if the exam is timed)

Slide 31: Exam Creation

Exam Object Actions

After creating the item, you will want to determine the exam object actions including whether:

- A proctor code is needed
- To display a welcome message and whether the exam taker sees feedback
- To allow a user to start and stop the exam
- To display point values of each question or if they see exam scoring
- The exam results should be analyzed

Slide 32: Exam Object Actions
Demonstration: Creating an Exam

Slide 33: Demonstration: Creating an Exam
Demonstration: Creating an Exam

Creating an Exam

Creating an exam in the VA TMS creates an exam object which can be added to online or blended items. When a user launches a VA TMS exam, the system tracks user’s response to each question and grades the exam when the user submits his or her answers.

To create a simple exam:

1. Navigate to Content > Exam Objects.
2. Select Add New. Complete the required fields.
3. Check the Is Active checkbox to make this exam active. NOTE: If you are not ready to make the exam active, leave this checkbox blank. You can return to the exam object record later to make the exam object active.
4. Determine the pass percentage necessary for users to pass the exam for grading purposes. Also decide the number of attempts users can make before the system locks them out of the exam (an administrator must reset their access).
5. Enter the number of tries a user is able to take this exam in the Maximum Tries textbox.
6. Enter the duration of the exam in the Exam Duration textbox.
7. Select Add when you are done to add the exam record.
8. Select the Questions tab.
9. Enter keywords to search for questions and/or objectives to add to the exam object.
10. Select Search. The search results are displayed in a separate window.

To select individual questions that must appear on every exam (this is also how to add a specific variant of a question to the exam):

1. Select the arrows to the left of the question name to expand each question.
2. Select the radio button for the questions you want to add. Note that you can only add one variant of a question to the exam.
3. Select Select.
4. Your selected questions are listed at the bottom of the Questions tab screen.
5. Select on the Points field and enter the points that the question is worth.
6. The system enforces order when you select the Display Questions and Objectives in Order checkbox.
7. Select the Move Up or Move Down buttons to change the display order, thereby controlling the order the questions appear in the user interface.
8. Select Save.
9. Select the **Preview Exam** link to view the exam as it appears at run time.

10. Select **Close** to return to your exam object record.

11. Select **Apply Changes** as you make changes to the exam. **NOTE:** Once questions are added to the exam, the administrator must still activate the exam and make it available for users to launch. Follow the steps below to perform these actions.

12. Select the **Summary** tab.

13. Check the **Is Online** and (if needed) **Is Active** checkboxes.

14. Select **Apply Changes**.

**Adding Required Question to an Exam Object:**

1. Select the **Questions** tab of the exam object record.

2. Enter search criteria to search for the question.

3. Select **Search**.

4. Expand the questions listed.

5. Select the radio buttons for the questions to add to the exam.

6. Choose **Select**. **NOTE:** Once questions are added to the exam, the administrator must still activate the exam and make it available for users to launch. Follow the steps below to perform these actions.

7. Select the **Summary** tab.

8. Check the **Is Online** and (if needed) **Is Active** checkboxes.

9. Select **Apply Changes**.

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The Job Aid: Online Exams is available in the VA TMS.
Activity #4: Creating an Exam

System Practice

Slide 34: Activity #4: Creating an Exam
Activity #4: Creating an Exam

To create a simple exam:

1. Navigate to Content > Exam Objects.
2. Select Add New. Complete the required fields.
3. Check the Is Active checkbox to make this exam active.
4. Determine the pass percentage necessary for users to pass the exam for grading purposes. Also decide the number of attempts users can make before the system locks them out of the exam (an administrator must reset their access).
5. Enter the number of tries a user is able to take this exam in the Maximum Tries textbox.
6. Enter the duration of the exam in the Exam Duration textbox.
7. Determine the additional settings.
8. Select Add when you are done to add the exam record.
9. Select the Questions tab.
10. Enter keywords to search for questions and/or objectives to add to the exam object.
11. Select Search.

To select individual questions that must appear on every exam (this is also how to add a specific variant of a question to the exam):

1. Select the arrows to the left of the question name to expand each question.
2. Select the radio button for the questions you want to add. Note that you can only add one variant of a question to the exam.
3. Choose Select.
4. Your selected questions are listed at the bottom of the Questions tab screen.
5. Select on the Points field and enter the points that the question is worth.
6. The system enforces order when you select the Display Questions and Objectives in Order checkbox.
7. Select the Move Up or Move Down buttons to change the display order, thereby controlling the order the questions appear in the user interface.
8. Select Save.
9. Select Preview Exam link to view the exam as it appears at run time.
Add Exam Object to Existing Item

After an exam has been defined using questions that were created in QE, the next steps to implement an exam are to:

1. Create an online item or add the exam object to an existing item
2. Define the online settings to include the exam

Slide 35: Creating an Exam Object

Demonstration: Adding an Exam Object to an Item

Slide 36: Demonstration: Adding an Exam Object to an Item
Demonstration: Adding an Exam Object to an Item

1. Navigate to a previously created item and go to the Online Content tab in the related area.
2. Select the Associate content to item icon within the Content tab of the item record.
3. Select Add Exam from the drop-down menu.
4. Search for and select your exam.
5. Enter an exam name.
6. Select/enter other settings and enter appropriate options.
7. If necessary, select Additional Information Required: Completion Status and Failure Status.
8. Select OK to add the exam object to the item.
9. Within the Online Content tab, select the Settings drop-down menu.
10. Select Modify Settings to display the Edit Settings and Status window.
11. Select the Content is available for launch (available for users) checkbox.
12. Select the Record learning event checkbox when all content is complete.
13. Select OK.

NOTE: Exams and quizzes created outside of the VA TMS with AICC or SCORM 1.2 can be added to Items as well. The content can send pass/fail item completion information to the VA TMS. In Settings you would choose the options for Record Learning event when content passed or Record learning event when content failed.

14. In addition, you can choose an option in Configuration Settings that allows the VA TMS to capture a content object grade as an item grade.
Activity #5: Adding Exam Object to Item

System Practice

Slide 37: Activity #5: Adding Exam Object to Item
Activity #5: Adding Exam Object to Item

1. Navigate to Learning > Items.
2. Enter search criteria to search for the item and select Search.
3. Locate the item and select the item key to access the item in edit mode.
4. Select the Online Content tab from the Related area.
5. Select Associate content to item.
6. Select Add Exam from the drop-down menu.
7. Search for and select your exam.
8. Enter an exam name.
9. Check the Restrict access to other online item objects when this exam is in progress checkbox.
10. Check the Record learning event when exam passed checkbox.
11. Check the Record a learning event when exam failed checkbox.
12. Leave the Exam Duration blank.
13. Configure the Review Options.
14. Select OK. The exam is now associated with the item.
15. Within the Online Content tab, select Settings and select Modify Settings from the drop-down menu.
16. Check the Content is available for launch (available for users) checkbox.
17. Check the Record learning event when all content is complete checkbox.
18. Select a completion status and failure status.
19. Select OK.
20. Assign the item to a user.
21. Log in to the user interface, launch the item, and test the exam.

The Job Aid: Online Exams is available in the VA TMS.
Session 8: Online Exams

Notes:

Knowledge Check

What are the two types of exams?

Slide 38: Knowledge Check

Knowledge Check

Exams can be timed.

a) True
b) False

Slide 39: Knowledge Check
Knowledge Check

An exam object can be directly assigned to users.

a) True
b) False

Slide 40: Knowledge Check

Related Reports

- Exam Item Analysis
- Exam Objects
- User Exam Data

Slide 41: Related Reports
Evaluation & Self-Certification Reminder

- You will be prompted to complete the Evaluation and then you can complete your Self-Certification for this session.
- Evaluations can be found on your To-Do List.

Questions?

Slide 42: Evaluation & Self-Certification Reminder

Slide 43: Questions?