TMS 2.0 Exam, Quiz, and Survey Training

Administrator Role-Based Training

Virtual Instructor-Led Training

Participant Guide

December 2020

Table of Contents

1.0 TMS 2.0 Exam, Quiz, and Survey Session Overview

1.1 *Introduction*

Thank you for attending the Veterans Affairs (VA) Talent Management System (TMS) Exam, Quiz, and Survey Training. This is a role-based course that will cover the basics of creating surveys and assessments in the VA TMS.

A web conferencing software tool will be used to conduct the training sessions.

1.2 *Course Goal*

This session provides information, demonstrations, and practice opportunities related to the Assessments tool, online exams, and surveys in VA TMS 2.0.

At the end of this course, participants should be able to:

- Understand and use the Assessments tool
- Create and configure an exam or quiz
- Associate an assessment to an item
- Associate an assessment as a pre- or post-test
- Create surveys for course feedback and follow-up evaluation
- Create direct links to surveys

1.3 *Target Audience*

The participants of this course are Domain Managers and Learning Managers.

1.4 *Participant Guide*

This Participant Guide is attached to the web-conferencing session and is divided into two sections:

- About This Training
- Training Content

NOTE: Print a hard copy of this Participant Guide to use during training. You will need to reference the steps for all demonstrations and activities in these guides while completing steps in the VA TMS.

Table 1: Participant Guide Icons

Icons	Description
	This icon indicates that there will be a demonstration conducted by the instructor within the VA TMS TRAIN environment.
	This icon indicates that participants will complete an activity in VA TMS TRAIN environment.
	This icon indicates that there is a job aid available for the task.

1.5 *Participant Preparation and Guidelines*

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 it electronically during training.
- Complete all knowledge checks and a post-assessment exam.

1.6 *Demonstrations and System Practice Activities in VA TMS TRAIN Environment*

During this training, you will observe instructor demonstrations and complete system practice activities within the VA TMS TRAIN environment. 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 activity have been provided in this guide so you can follow along. You may also want to reference these steps after the training.

1.7 *Virtual Instructor-Led Training Guidelines*

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

- **Print** a hardcopy of the **Participant Guide** to use during training.

- Be sure to log in to the Web conferencing software and dial into 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 questions immediately. Otherwise, they will answer at the end of the training or send an email afterward.

1.8 *Course Length*

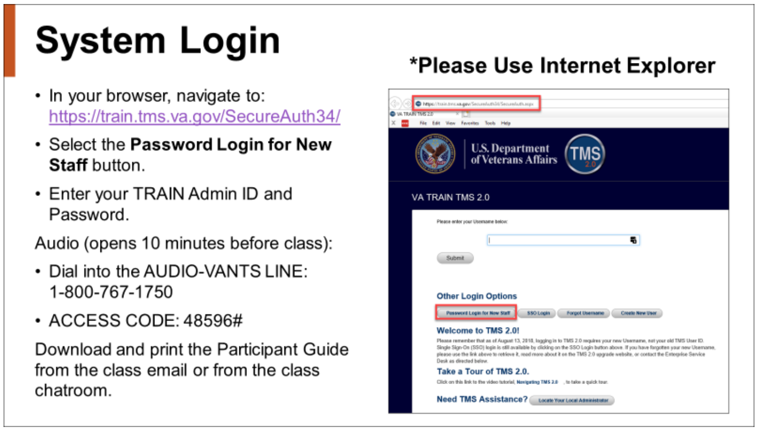
The table below includes a list of all training lessons in this session, along with estimated times.

Table 2: Session Lessons and Durations

Lesson Title	Estimated Time
Welcome and Introduction	10 minutes
Lesson 1: Online Assessments Overview	15 minutes
Lesson 2: Creating Assessments	45 minutes
Lesson 3: Configure Assessments Settings	30 minutes
Lesson 4: Item Association and Reports	30 minutes
Lesson 5: Course Feedback Surveys	60 minutes
Lesson 6: Learning Evaluation: Pre- and Post-Tests	30 minutes
Lesson 7: User Survey Evaluation	10 minutes
Wrap-up/Questions	10 minutes
Total:	**4 hours**

2.0 TMS 2.0 Exam, Quiz, and Survey Training

2.1 *Introduction*

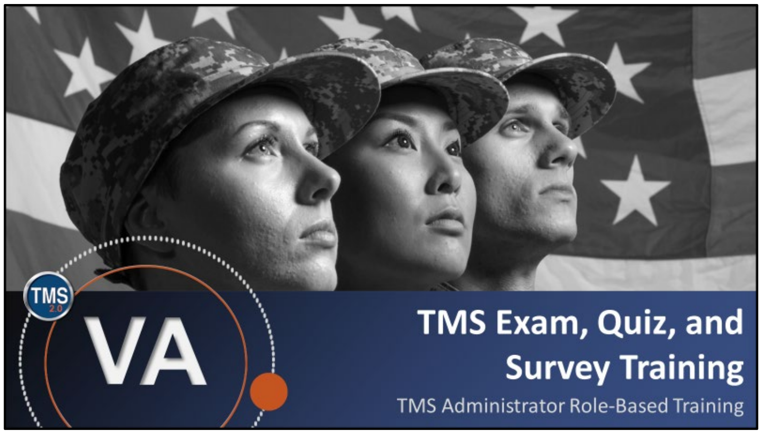


Slide 1: System Login

System Login

Follow the instructions on the slide to log in to the Train Environment, dial into the Audio-VANTS line, and download the Participant Guide.

- Train Environment Link:
    - https://train.tms.va.gov/SecureAuth34/
    - Select Password Login for New Staff
    - Enter your TRAIN Admin ID and Password
- VANTS Line Audio:
    - 1-800-767-1750
    - Access Code: 48596#



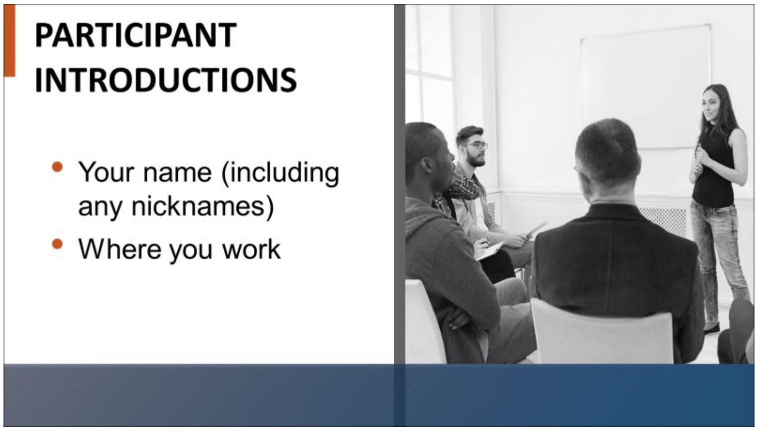
Slide 2: TMS Exam, Quiz, and Survey Training

Welcome

Welcome to TMS Exam, Quiz, and Survey Training.

If you have any questions throughout the training session, you can send a message through the Chat function, and the instructor can answer it or show a demonstration where appropriate. Otherwise, there will be a question session at the end of the training.

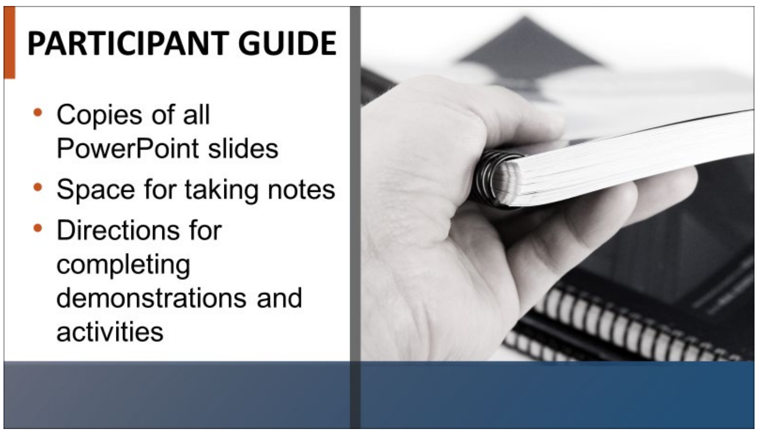
Also, please make sure that you mute your phone lines to minimize any background noise during the training session.



Slide 3: Participant Introductions

Participant Introductions

Please use the chat feature to introduce yourself by sharing your name and VA division.

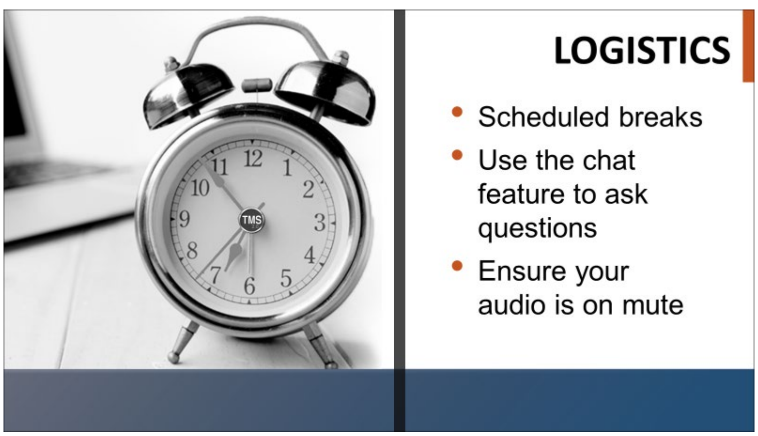


Slide 4: Participant Guide

Participant Guide

You should have a Participant Guide that has been developed to support learning during and after this training session. This guide contains copies of all PowerPoint slides, space for taking notes, and directions for completing activities.

You can download the Participant Guide from the session, or the email sent out with today's class information.

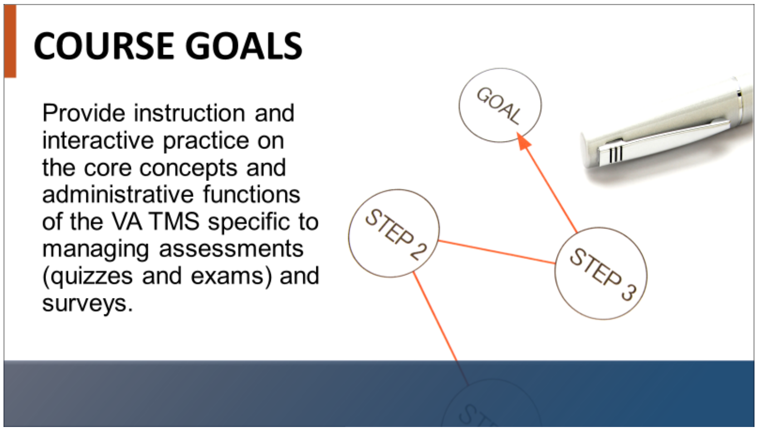


Slide 5: Logistics

Logistics

Please review the following training logistics:

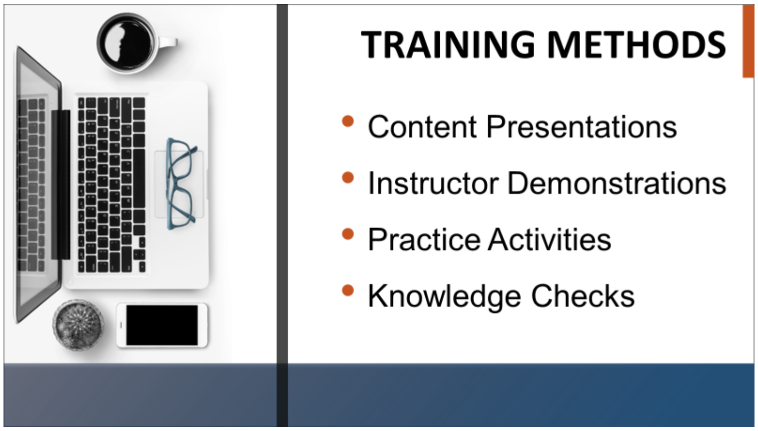
- A 10-minute break will be provided roughly every hour.
- Feel free to ask questions at any time using the chat feature.
- Please mute your phone and do not put the call on hold at any time during the training.



Slide 6: Course Goal

Course Goal

The goal of this training is to provide instruction and interactive practice on the core concepts and administrative functions of the VA TMS specific to managing assessments and surveys.

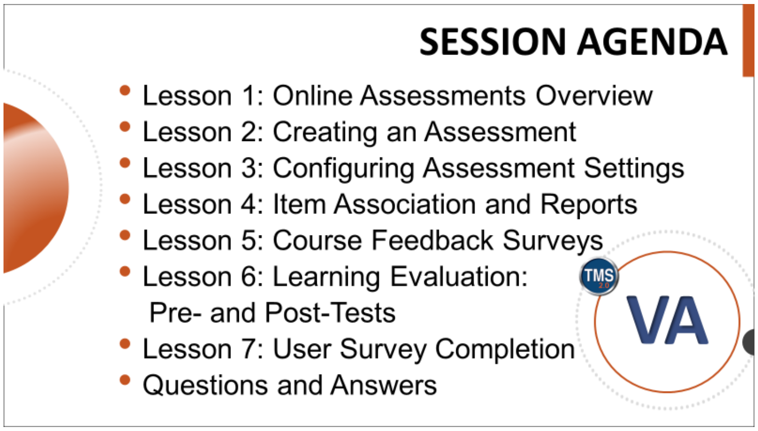


Slide 7: Training Methods

Training Methods

This VILT session will include the following training methods:

- Content presentations: content presentation refers to the delivery of the training to best facilitate participants' engagement, and the content presentations include the visual elements of the PowerPoint slides and demonstrations and activities within the VA TMS.
- Instructor demonstrations: I will demonstrate many of the VA TMS tasks you will perform as an administrator.
- Practice activities: you will practice key actions through hands-on activities in the VA TMS.
- Knowledge checks: your knowledge of key content will be assessed through multiple-choice/true-false knowledge checks.



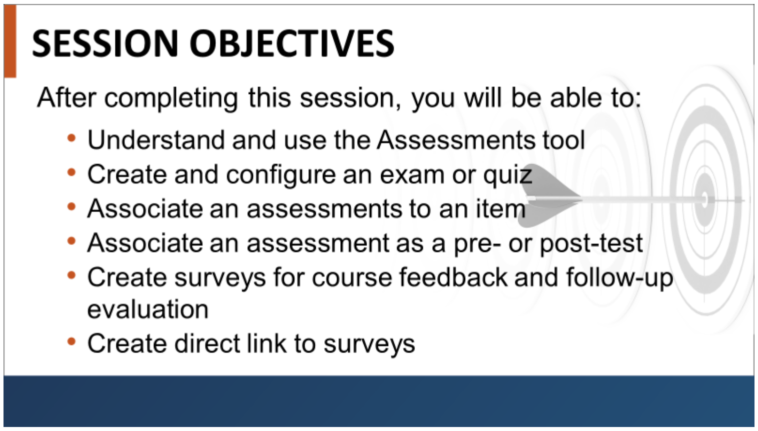
Slide 8: Session Agenda

Session Agenda

This training session is 4 hours long and is organized as follows:

- Lesson 1: Online Assessments Overview
- Lesson 2: Creating an Assessment
- Lesson 3: Configuring Assessment Settings
- Lesson 4: Item Association and Reports
- Lesson 5: Course Feedback Surveys
- Lesson 6: Learning Evaluation: Pre- and Post-Tests
- Lesson 7: User Survey Completion
- Questions and Answers

There will be short breaks provided during the training approximately every hour.



Slide 9: Session Objectives

Session Objectives

After completing this session, you will be able to:

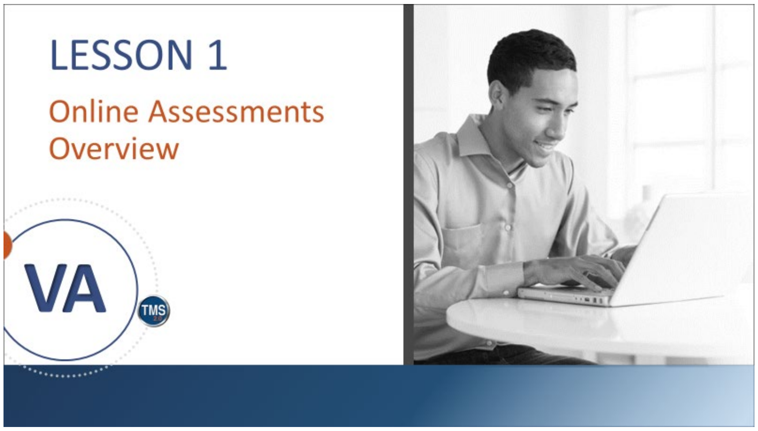
- Understand and use the Assessments tool
- Create and configure an exam or quiz
- Associate an assessment to an item
- Associate an assessment as a pre- or post-test
- Create surveys for course feedback and follow-up evaluation
- Create direct links to surveys

Slide 10: Questions?

Questions?

If you have any questions about the material covered so far, please ask them using the chat feature at this time.

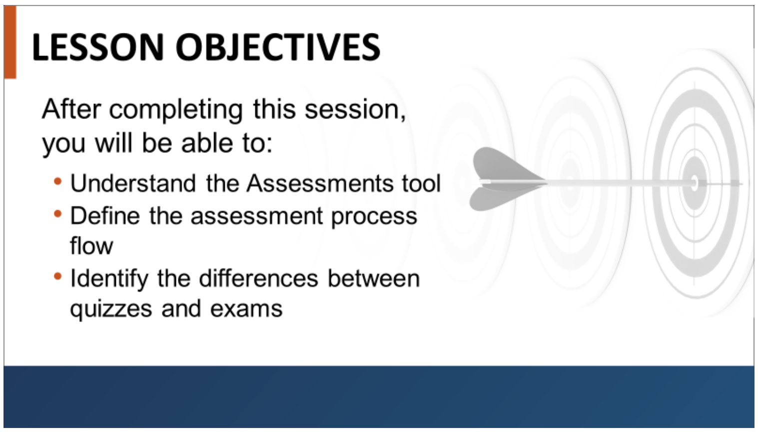
2.2 *Lesson 1: Online Assessments Overview*



Slide 11: Lesson 1: Online Assessments Overview

Lesson 1: Online Assessments Overview

The goal of this lesson is to establish a general understanding of the concepts and terminology associated with online exams and quizzes created with the Assessments tool.



Slide 12: Lesson 1 Objectives

Lesson 1 Objectives

After completing this lesson, you will be able to:

- Understand the Assessments tool
- Define the assessment process flow
- Identify the differences between quizzes and exams

Notes:____

Online Assessments Overview

The Assessments tool allows you to:

- Create an exam/quiz
- Associate questions (new or existing) to an online assessment
- Enable users the ability to launch the assessment from their My Learning
- Define score availability to users
- Provide users the ability to review questions

Slide 13: Online Exams Overview

Online Assessments Overview

The Assessments tool allows you to create online exams or quizzes within the VA TMS. When an exam is associated with an item, users can launch it from their My Learning, and upon successful completion of the exam, receive credit for that item.

When enabled, users can review the questions they missed on the exam, or they can be given access to review all questions. The user’s score is only available to administrators unless it is made available through a custom report once a user exits the exam. Users and managers can view the item completion status but cannot see the score as part of the user’s history record.

The VA TMS allows administrators to specify system behaviors and rules for recording users’ completion and performance on exams.

Assessment Process Flow

1. Identify, create, and add objectives to questions (optional, but needed for question pooling on exams)
2. Create a new assessment
3. Add questions (or question pools) to an exam/Create questions in the assessment
4. Configure the assessment
5. Add the assessment to an item
6. Define online settings for the item
7. Confirm the item was assigned to the user

Slide 14: Assessment Process Flow

Assessment Process Flow

This slide describes the assessment process flow and all the steps associated with it.

1. Identify, create, and add objectives to questions (optional, but needed for question pooling on exams): This must be done outside of exam creation
2. Create a new assessment
3. Add questions (or question pools) to an exam/Create questions in the assessment

Notes:____

4. Configure the assessment
5. Add the assessment to an item
6. Define online settings for the item
7. Confirm the item was assigned to the user

When executed properly, this process allows users to successfully access and complete assessments associated with items in TMS 2.0.

Quizzes and Exams

Quizzes:

- Lightweight assessments that do not require centralized management of questions.
- Have fewer available settings than exams.
- Questions must be created for each new quiz.

Exams:

- Formal assessments that allow advanced features such as randomization of questions, question pools, and question variants.
- Versions and user responses are both trackable and reportable.

Slide 15: Quizzes and Exams

Quizzes and Exams

A **quiz** is an assessment that does not require question and answer tracking. Quizzes have fewer options than exams, and questions must be created within the quiz.

Think of quizzes as more Knowledge Checks than a formal exam.

An **exam** is a formal assessment that allows advanced features such as using question pools and question variants (more than one version of a question). Exam versions and user responses are both trackable and reportable.

Exams are formal and may be used for content object completion.

Notes:____

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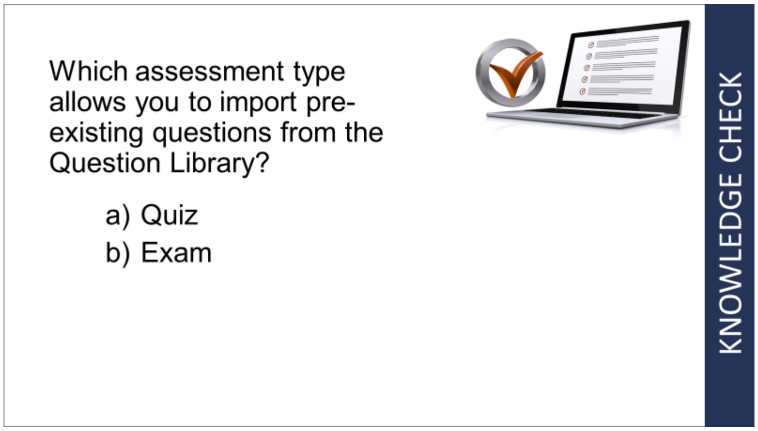


Slide 16: Knowledge Check

Knowledge Check

Which assessment type allows you to add pre-existing questions from the Question Library?

a) Quiz

b) Exam

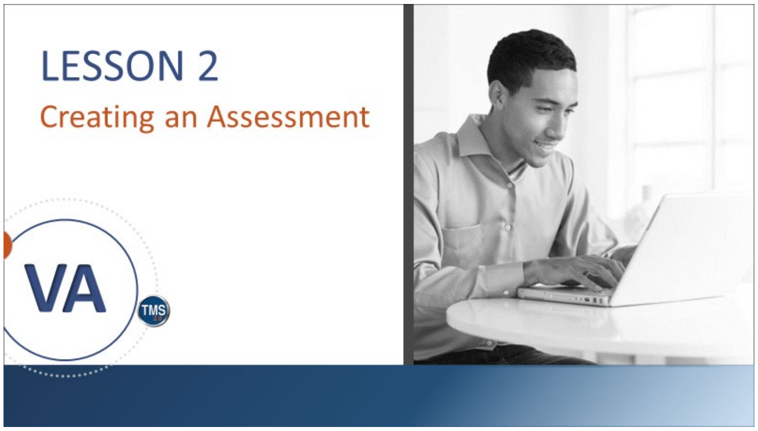
Slide 17: Questions?

Questions?

If you have any questions about the material covered so far, please ask them using the chat feature at this time.

Notes:____

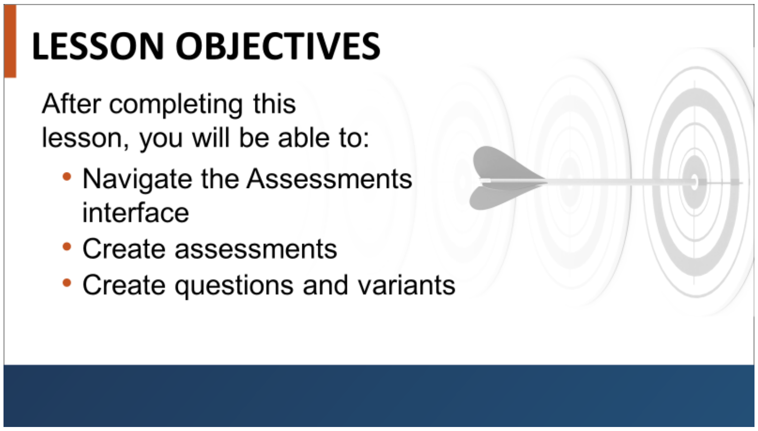
2.3 *Lesson 2: Creating an Assessment*



Slide 18: Lesson 2: Creating an Assessment

Lesson 2: Creating an Assessment

The goal for lesson 2 is to become familiar with creating quizzes and exams using the Assessments tool. The hands-on activities will provide you with opportunities to practice modules learned.



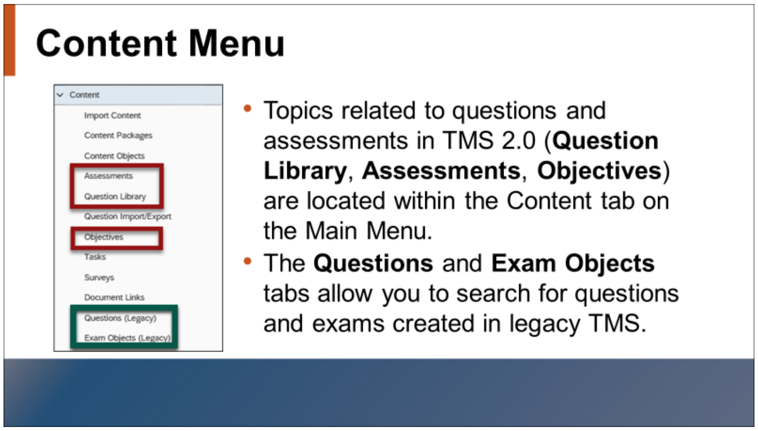
Slide 19: Lesson 2 Objectives

Lesson 2 Objectives

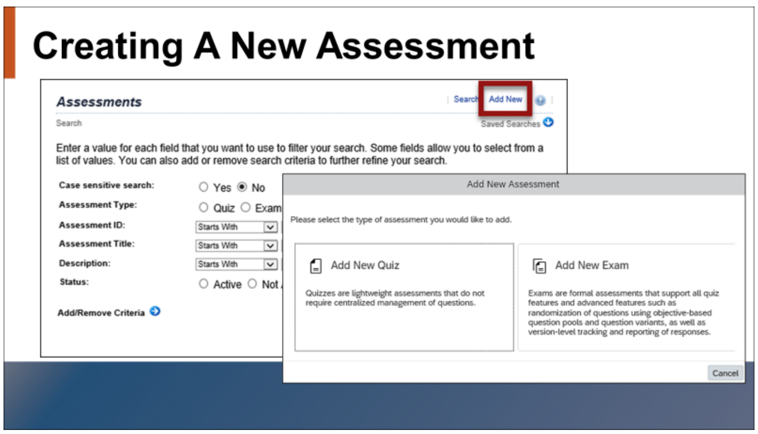
After completing this lesson, you will be able to:

- Navigate the Assessments interface
- Create assessments
- Create questions and variants

Notes:____



Slide 20: Content Menu



Slide 21: Creating A New Assessment

Content Menu

Topics related to questions and assessments in TMS 2.0 (**Question Library**, **Assessments**, **Objectives**) are located within the Content tab on the Main Menu.

The **Questions** and **Exam Objects** tabs allow you to search for questions and exams created in the legacy TMS. **Note:** questions and exams in legacy TMS are for read-only purposes and may not be edited in TMS 2.0.

Creating a New Assessment

The VA TMS 2.0 has a quiz and exam feature, which can be accessed through the Assessment tab. You may search for existing assessments or add new ones.

When you elect to add a new assessment, you are prompted to choose between creating a quiz or an exam.

Notes:____

Slide 22: Demonstration: Creating a New Assessment

Demonstration: Creating a New Assessment

Now the instructor will demonstrate how to create a new assessment in TMS 2.0.

Notes:____

Demonstration: Create a New Assessment

Before the creation of an exam, if objectives and question pools will be needed, these must be created first. Objectives allow for adaptive exams where flags can be used for reporting on passed and failed objectives.

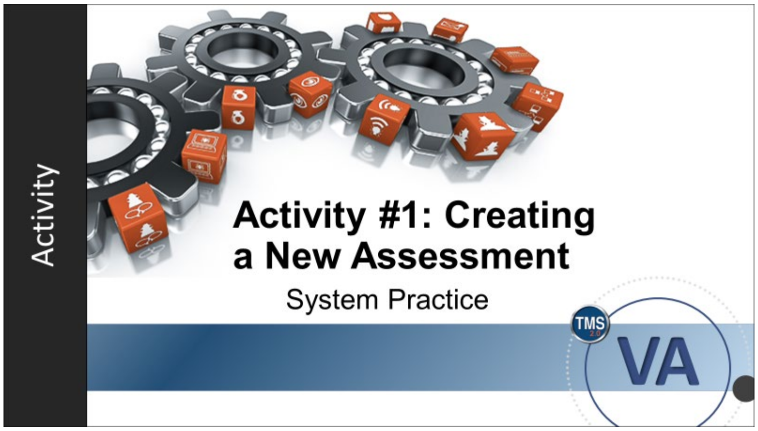
To Create an Objective:

1. Navigate to **Content > Objectives**
2. Select **Add New**.
3. Enter an **Objective Name.**
4. Enter a **Description**. This should be a summary of what the objective is trying to accomplish.
5. Enter a **Security Domain**.
6. Ensure the **Active** and **Online** checkboxes are checked.
7. Select **Add**.
8. Make a note of the **Objective ID**. This will be added to all questions in the question library that are needed in the question pool. We will add the objective to existing questions in the next demonstration.

To Create a Quiz or Exam:

1. Navigate to **Content > Assessments**. The Assessments search screen displays.
2. Select the **Add New** link.
3. Select **Add New Exam**.
4. Enter the **Exam ID**, **Exam Title**, **Description** (optional), **Primary Locale**, and **Security Domain**.
5. Set the **Active** slider to **Yes**. (Note: you can leave the slider to **No** if you wish to wait until the exam is completed before activating it.)
6. Select **Create**.

Notes:____



Slide 23: Activity #1: Create a New Assessment

Activity #1: Create a New Assessment

Now you will have an opportunity to practice creating a new objective and assessment in the VA TMS.

Complete the steps for Activity #1 on the following page.

If you have any questions during the activity, you may ask them using the chat feature.

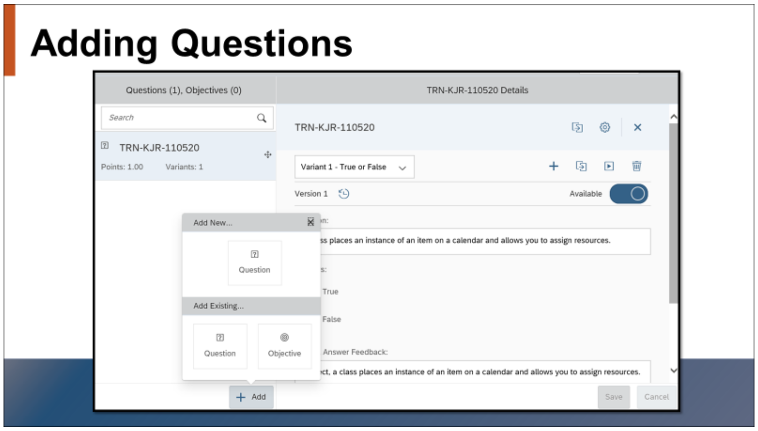
Notes:____

Activity #1: Create a New Assessment

To Create a Quiz or Exam:

1. Navigate to **Content > Assessments**. The Assessments search screen displays.
2. Select the **Add New** link.
3. Select **Add New Exam**.
4. Enter the **Exam ID** (TRA-Your Initials-Today's Date), **Exam Title**, **Description** (optional), **Primary Locale**, and **Security Domain**.
5. Set the **Active** slider to **Yes**. (Note: you can leave the slider to **No** if you wish to wait until the exam is completed before activating it.)
6. Select **Create**.

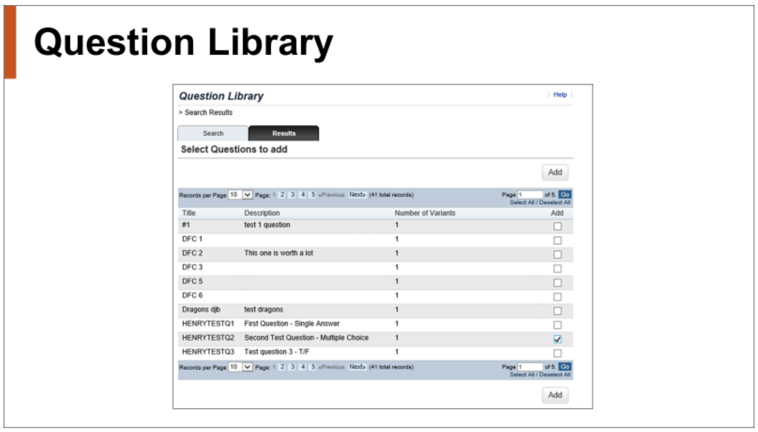
Notes:____



Slide 24: Adding Questions

Adding Questions

Questions can be created within the Assessments tool (shown on slide) or added from the Question Library (next slide).

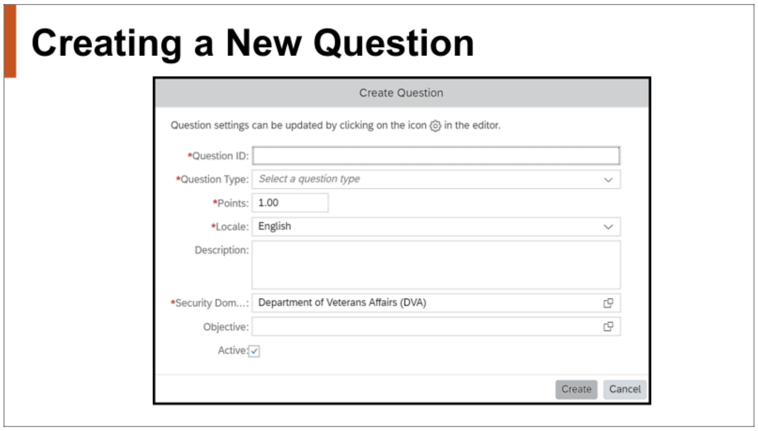


Slide 25 Question Library

Question Library

The Question Library will contain questions created using the Assessments tool. New questions are created here. Also, questions already existing in the Question Library may be added to exams. However, existing questions may not be added to quizzes using this tool.

Notes:____

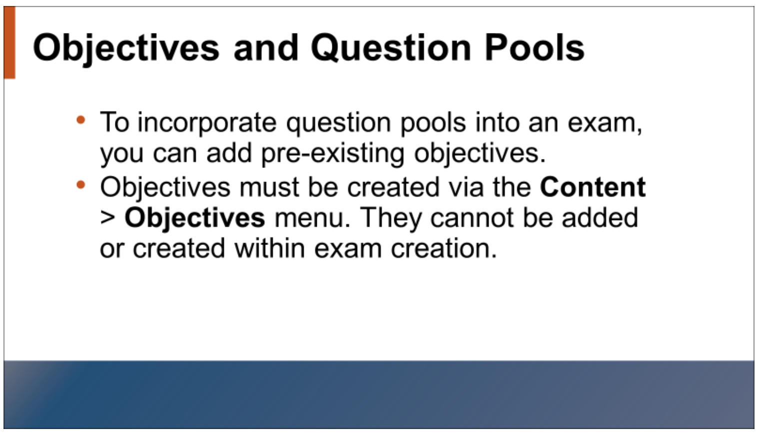


Slide 26: Creating a New Question

Creating a New Question

When creating a question, you must enter a Question ID, Question Type, Points worth, Locale, and a Security Domain. Objectives may also be added if you wish to associate the question with an objective.

As of the most recent TMS update, Question IDs are allotted a 100-character maximum (the same maximum for questions created in the legacy Plateau Question Editor).



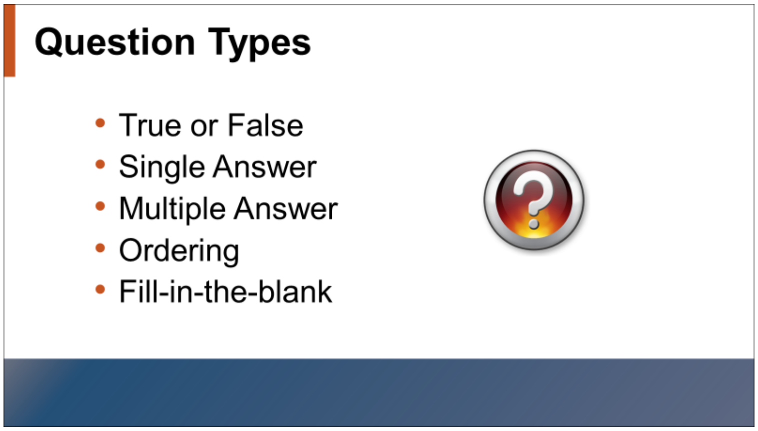
Slide 27: Objectives and Question Pools

Objectives and Question Pools

To create a question pool, an Admin can use the Question Library to search and add an objective to select questions. All questions that are part of the same objective can be added to exams as question pools (objectives and question pools can be added to exams only).

Objectives must be created via the Content > Objectives menu. Objectives and question pools cannot be added or created within exam creation.

Notes:____



Slide 28: Question Types

Question Types

To continue creating an exam, you must start with the questions. There are five (5) types of questions that can be added to an assessment:

- True or False – this a statement question with a True or False answer. Note: you can edit the text to also display Yes or No.
- Single Answer – This is a question that has multiple answer options, but only one is correct.
- Multiple Answer – this is a question with multiple answers where more than one answer choice may be correct.
- Ordering – this question type provides the user the opportunity to place answer choices in a correct order.
- Fill-in-the-blank – this question type requires the user provide the correct missing word or phrases from a sentence.

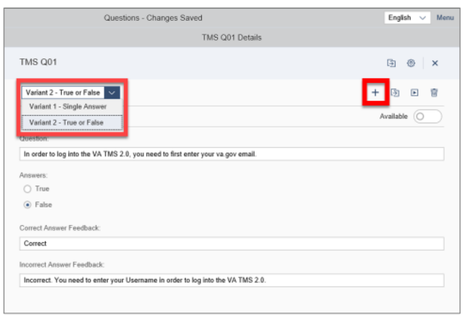
Notes:____

Question Variants

- A variant is a different way to ask the same question
- All **exam** questions have one or more variants, and each variant of a question can use a different question type
- Variants are selected randomly by the system for each question
- All variants share the same question ID as their parent question

Slide 29: Variants

Variants (cont'd)



Slide 30: Variants (Cont'd)

Variants

Once your questions are created, you can create variants of that question. Each question created in an exam is the first variant. Additional variants may be created to ask a user another version of the same question.

All exam questions have one or more variants, and each variant of a question may be created using a different question type.

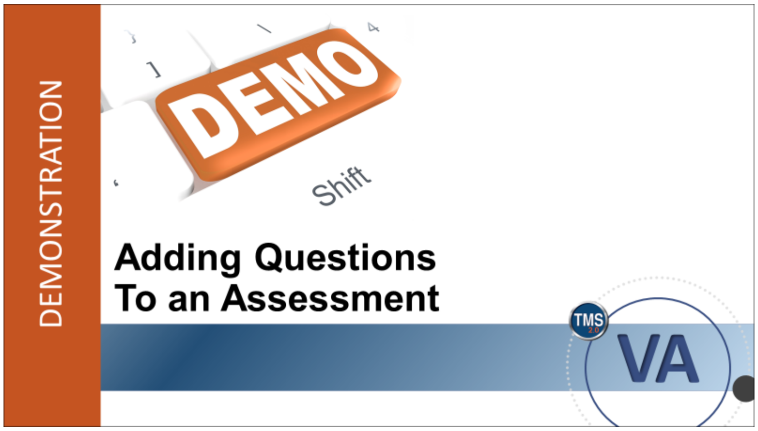
While each is a separate variant, all variants share the same question name and ID.

It is important to note that quizzes do not use variants.

Variants (Cont'd)

In the Question editing interface, there is a dropdown menu to select which variant is editable. An exam will only display one variant of a question (chosen at random) when the exam is completed by a user.

Notes:____



Slide 31: Demonstration: Adding Questions to an Assessment

Demonstration: Adding Questions to an Assessment

Now the instructor will demonstrate how to add questions and variants to an assessment in TMS 2.0.

Notes:____

Demonstration: Adding Questions to an Assessment

Add Objective to an Existing Question

1. Navigate to **Content > Question Library**.
2. Search for an existing question in the train **Security Domain**.
3. Select the **checkbox** next to a question.
4. Select **Edit.**
5. Select the **settings** (gear) icon.
6. Enter the **objective ID** from the first demonstration in the **Objective** field. You can also select the search icon to search for an objective.

Add Questions to an Assessment

1. Search for and access the exam you created in the first demonstration. **Note**: Choose an exam, not a quiz, to demonstrate the available options.
2. From the Exam Overview page, select **Menu > Questions**.
3. From the Questions Details section, select the **Objective** option under the Add Existing section.
4. Search for the objective using the **Objective ID.**
5. Select the **Add checkbox** next to your objective.
6. Select **Add.**
7. To add another question, the **Add** button.
8. Select the **Question** option in the **Add New** section.
9. The **Create Question** window appears. Enter a **Question ID.**
10. Select the **Single Answer** question type.
11. Enter the number of **Points** for this question.
12. Select the **Locale** (note: currently, English is the only locale option).
13. Enter a question **Description** (optional).
14. Select the appropriate **Security Domain**.
15. Note the **Objective** is not editable, and the question defaults to **Active**.

Notes:____

16. Select the **Create** button.

The **Question Details** page is displayed.

1. Review the icons available at the top of the page. These include; **Copy Question, Settings, Remove Question, Add Variant, Copy Variant, Review Question,** and **Delete Variant**.
2. Now let's create the question. Enter your question in the text box that shows **Write your question here…**
3. Enter your correct answer in the text box that has the radio button selected
4. Enter your distractors in the remaining text boxes. (Note: the default for the single answer question type is one correct answer and three distractors. If you would like to add additional distractors, use the **+Add Answer** button. Or use the **Trashcan** icon to remove any unwanted distractors).
5. Use the **Randomize Answers** slide button to randomize the order in which answers will display on the exam.

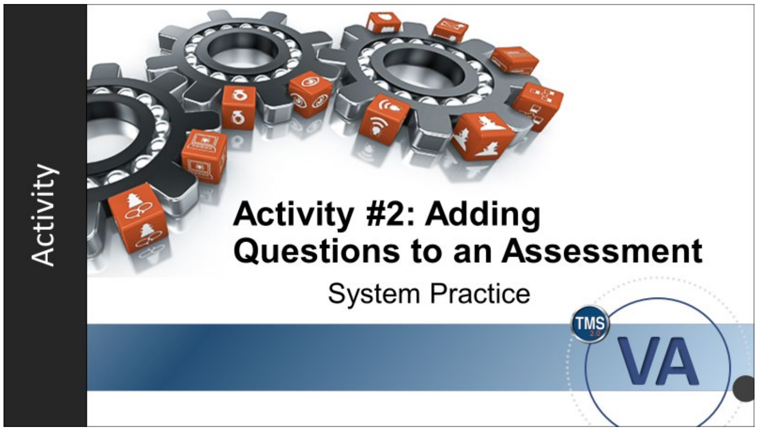
Feedback can be customized. The system default for **Correct Answer Feedback** is Correct. For Incorrect Answer Feedback, it is Incorrect. You can edit the feedback as desired by typing your new feedback in the text boxes.

6. Select **Save** to complete the process and add a new question. (Note: to add a new question, use the **+ Add** button on the Questions/Objectives panel.)

The question is now saved. Now, let's add a variant for the question.

1. Select **Add Variant** in the question workspace. A new variant is added to the list, and the workspace is ready for you to enter your question variant.
2. Select a new question type of **True/False**, and enter the body of the question, correct feedback, and incorrect feedback.
3. If necessary, check the **Available** checkbox to make the variant available and active.
4. Select **Save** to save the question variant.
5. Choose the **Review Question** option to preview your variant.

Notes:____



Slide 32: Activity #2: Adding Questions to an Assessment

Activity #2: Adding Questions to an Assessment

Now you will have an opportunity to add questions to an assessment in the VA TMS.

Complete the steps for Activity #2 on the following page.

If you have any questions during the activity, you may ask them using the chat feature.

Notes:____

Activity #2: Adding Questions to an Assessment

1. Search for and access the exam you created in the first demonstration.
2. From the Exam Overview page, select **Menu > Questions**.
3. From the Questions Details section, select the **Single Answer** button to create a new multiple-choice question with one correct answer.
4. The **Create Question** window appears.
5. Enter a **Question ID.** The Question Type defaults to the selected question button (in this example, Single Answer was selected.
6. Enter the number of **Points** for this question.
7. Select the **Locale** (note: currently, English is the only locale option).
8. Enter a question **Description** (optional).
9. Select the appropriate **Security Domain** (TRAIN).
10. Note the **Objective** is not editable, and the question defaults to **Active**.
11. Select the **Create** button.
12. The **Question Details** page is displayed. Enter your question in the text box that shows **Write your question here…**
13. Enter your correct answer in the text box that has the radio button selected
14. Enter your distractors in the remaining text boxes. (Note: the default for the single answer question type is one correct answer and three distractors. If you would like to add additional distractors, use the **+Add Answer** button. Or use the Trashcan icon to remove any unwanted distractors).
15. Use the **Randomize Answers** slide button to randomize the order in which answers will display on the exam.

Feedback can be customized. The system default for **Correct Answer Feedback** is Correct. For Incorrect Answer Feedback, it is Incorrect. You can edit the feedback as desired by typing your new feedback in the text boxes.

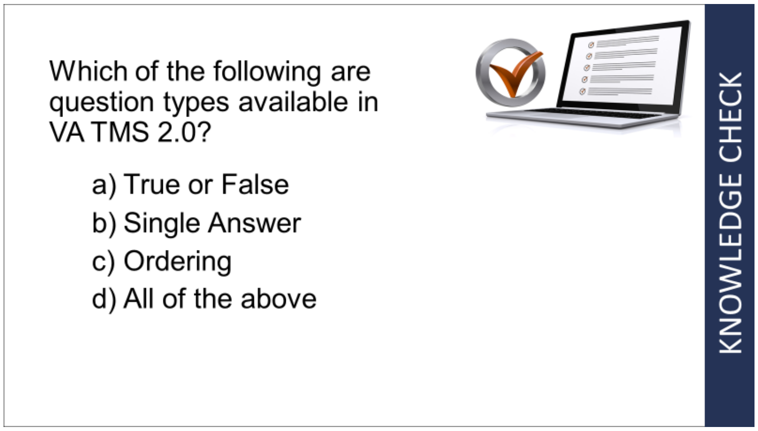
16. Select **Save** to complete the process (Note: to add a new question, use the **+ Add** button on the Questions/Objectives panel).

The question is now saved. Now, let's add a variant for the question.

Notes:____

1. Select **Add Variant** in the question workspace. A new variant is added to the list, and the workspace is ready for you to enter your question variant.
2. Select a new question type of **True/False**, and enter the body of the question, correct feedback, and incorrect feedback.
3. If necessary, check the **Available** checkbox to make the variant available and active.
4. Select **Save** to save the question variant.
5. Choose the **Review Question** option to preview your variant.

Notes:____



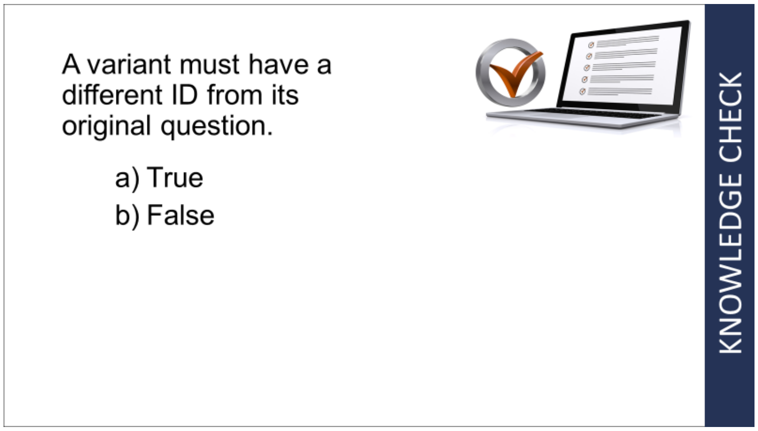
Slide 33: Knowledge Check

Knowledge Check

Answer the following question using the chat feature.

Which of the following are question types available in VA TMS 2.0?

a) True or False
b) Single Answer
c) Ordering
d) All of the above



Slide 34: Knowledge Check

Knowledge Check

Answer the following questions using the chat feature.

A variant must have a different ID from its original question.

a) True
b) False

Notes:

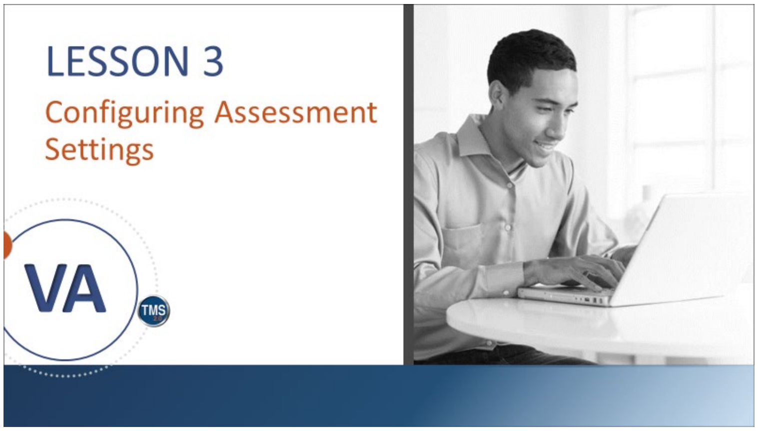
Slide 35: Questions?

Questions?

If you have any questions about the material covered so far, please ask them using the chat feature at this time.

Notes:____

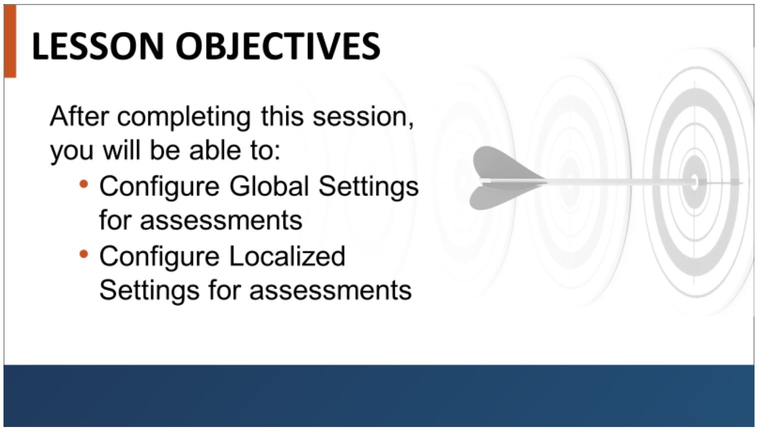
2.4 *Lesson 3: Configuring Assessments Settings*



Slide 36: Lesson 3: Configuring Assessment Settings

Lesson 3: Configuring Assessments Settings

The goal for Lesson 3 is to learn how to configure the settings for assessments. The settings are different for exams and quizzes. Remember, exams are more formal and can be used to complete a content object, whereas quizzes will not have any effect on content object completion.



Slide 37: Lesson 3 Objectives

Lesson 3 Objectives

After completing this session, you will be able to:

- Configure Global Settings for Assessments
- Configure Localized Settings for Assessments

Notes:____

Global and Localized Settings

From the Assessment overview, navigate to **Menu** > **Settings:**

- An assessment's **Global Settings** allow an admin to adjust the number of attempts allowed, passing percentage, and assessment behavior, such as whether the assessment is free-form or sequential.
- An assessment's **Local Settings** allow an admin to create a welcome message and messages for success or failure.

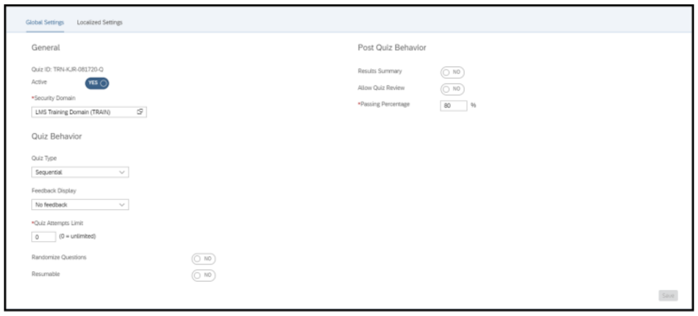
Slide 38: Global and Localized Settings

Global and Localized Settings

An assessment's Global Settings allow an admin to adjust the number of attempts allowed, pass percentage, and assessment behavior, such as whether the assessment is free-flow or sequential.

An assessment's Localized Settings allow an admin to create a welcome message and messages for success or failure.

Quiz Global Settings

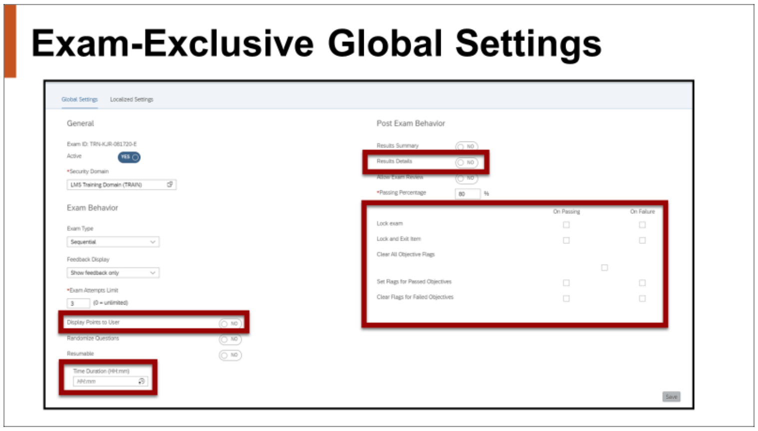


Slide 39: Quiz Global Settings

Quiz Global Settings

Quizzes are informal and, therefore, do not have all the options available when creating an exam.

Notes:____



Slide 40: Exam-Exclusive Global Settings

Exam-Exclusive Global Settings

Settings exclusive to exams include enabling post-exam actions and content object completion flags, as well as enabling users to view their score during an exam.

Slide 41: Demonstration: Configuring Global and Localized Settings

Demonstration: Configuring Global and Localized Settings

Now the instructor will demonstrate how to configure global and localized settings for assessments in the VA TMS.

Notes:____

Demonstration: Configuring Global and Localized Settings

1. Search for and access the exam you created in the first demonstration. You can perform a search navigating to Content > Assessments. You can also find your exam in the Recents menu.
2. From the Exam Overview page, select **Menu > Settings**.
3. From the **Settings** > **Global Settings** window, review the General settings. If the assessment is not set to active, use the **Active** slide button to select **Yes**.

Exam Behavior Section

1. Select the **Exam Type** from the dropdown. The options are Sequential or Free-form.
2. Select **Show Feedback and correct answer choices** from the **Feedback Display** dropdown.
3. Enter the number 3 in the **Exam Attempts Limit** window.
4. Leave the **Display Points to User** slide button set to **No**.
5. Set the **Randomize Questions** slide button to **Yes**.
6. Set the **Resumable** slide button to **Yes**. **Note**: If the exam is set to resumable, the exam cannot be a timed exam

Post Exam Behavior Section

1. Set the **Results Summary** slide button to **Yes**.
2. Set the **Results Detail** slide button **Yes**.
3. Set the **Allow Exam Review** slide button to **Yes**.
4. Input 80% in the **Passing Percentage** window.
5. Place a checkmark in the **On Passing** checkbox for the **Lock exam.**
6. Place a checkmark in the **On Passing** checkbox for the **Lock and Exit Item.**
7. Place a checkmark in the **On Passing** checkbox for the **Set Flags for Passed Objectives**.
8. Place a checkmark in the **On Passing** checkbox for the **Set Flags for Failed Objectives**.
9. Place a checkmark in the **On Failure** checkbox for the **Set Flags for Passed Objectives**.

Notes:____

10. Place a checkmark in the **On Failure** checkbox for the **Set Flags for Failed Objectives**. This allows the user to only review the objectives for which they failed without having to redo the sections with passed objectives.
11. Select the **Save** button.

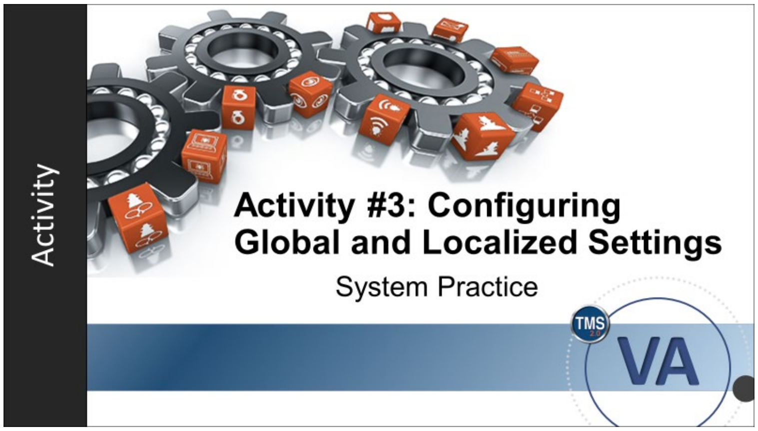
Set the Localized Settings

1. Select the **Localized Settings** tab.
2. Input a customized welcome message in the **Additional information on welcome page** window.
3. Input a customized message in the **Success** window.
4. Input a customized message in the **Failure** window.
5. Select the **Save** button.

Preview and Publish the Assessment

1. Select **Menu > Exam Overview**.
2. Select the **Preview** button.
3. Review the exam to ensure the welcome instructions, questions, and answers are rendered properly.
4. Set the **Published** slide button to active to publish the exam.

Notes:____



Slide 42: Activity #3: Configuring Global and Localized Settings

Activity #3: Configuring Global and Localized Settings

Now you will have an opportunity to practice configuring assessment settings in the VA TMS.

Complete the steps for Activity #3 on the following page.

If you have any questions during the activity, you may ask them using the chat feature.

Notes:____

Activity #3: Configuring Global and Localized Settings

1. Search for and access the exam you created in the first demonstration. You can perform a search navigating to Content > Assessments. You can also find your exam in the Recents menu.
2. From the Exam Overview page, select **Menu > Settings**.
3. From the **Settings** > **Global Settings** window, review the General settings. If the assessment is not set to active, use the **Active** slide button to select **Yes**.

Exam Behavior Section

1. Select the **Exam Type** from the dropdown. The options are Sequential or Free-form.
2. Select **Show Feedback and correct answer choices** from the **Feedback Display** dropdown.
3. Enter the number 3 in the **Exam Attempts Limit** window.
4. Leave the **Display Points to User** slide button set to **No**.
5. Set the **Randomize Questions** slide button to **Yes**.
6. Set the **Resumable** slide button to **Yes**. **Note**: If the exam is set to resumable, the exam cannot be a timed exam

Post Exam Behavior Section

1. Set the **Results Summary** slide button to **Yes**.
2. Set the **Results Detail** slide button **Yes**.
3. Set the **Allow Exam Review** slide button to **Yes**.
4. Input 80% in the **Passing Percentage** window.
5. Place a checkmark in the **On Passing** checkbox for the **Lock exam.**
6. Place a checkmark in the **On Passing** checkbox for the **Lock and Exit Item.**
7. Place a checkmark in the **On Passing** checkbox for the **Set Flags for Passed Objectives**.
8. Place a checkmark in the **On Passing** checkbox for the **Set Flags for Failed Objectives**.
9. Place a checkmark in the **On Failure** checkbox for the **Set Flags for Passed Objectives**.

Notes:____

10. Place a checkmark in the **On Failure** checkbox for the **Set Flags for Failed Objectives**. This allows the user to only review the objectives for which they failed without having to redo the sections with passed objectives.
11. Select the **Save** button.

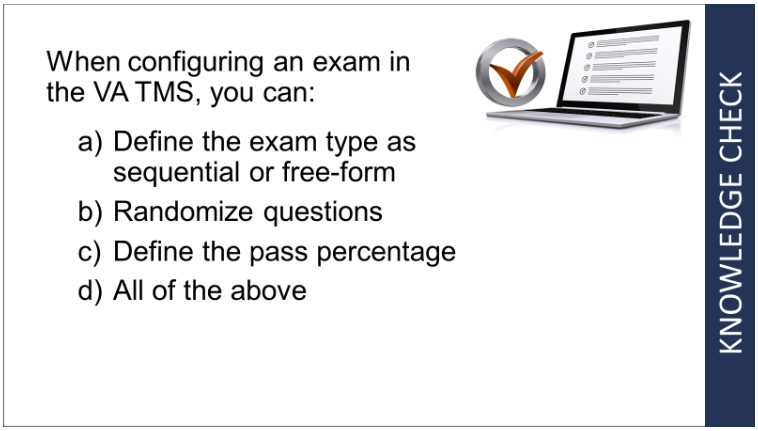
Set the Localized Settings

1. Select the **Localized Settings** tab.
2. Input a customized welcome message in the **Additional information on welcome page** window.
3. Input a customized message in the **Success** window.
4. Input a customized message in the **Failure** window.
5. Select the **Save** button.

Preview and Publish the Assessment

1. Select **Menu > Exam Overview**.
2. Select the **Preview** button.
3. Review the exam to ensure the welcome instructions, questions, and answers are rendered properly.
4. Set the **Published** slide button to active to publish the exam.

Notes:____



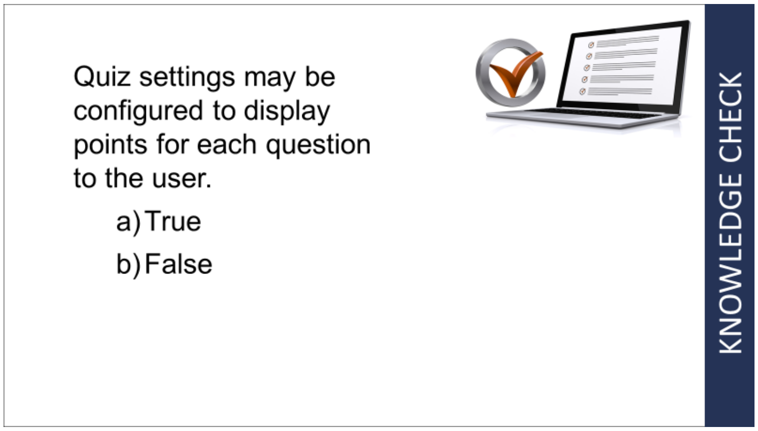
Slide 43: Knowledge Check

Knowledge Check

Please answer the following question using the chat feature.

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

a) Define the exam type as sequential or free-form
b) Randomize questions
c) Define the pass percentage
d) All of the above



Slide 44: Knowledge Check

Knowledge Check

Please answer the following question using the chat feature.

Quiz settings may be configured to display points for each question to the user.

a) True
b) False

Notes:____

Slide 45: Questions?

Questions?

If you have any questions about the material covered so far, please ask them using the chat feature.

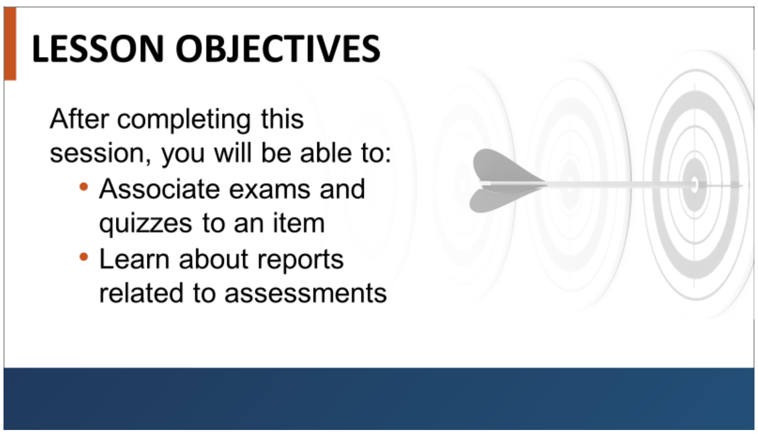
Notes:____

2.5 *Lesson 4: Item Association and Reports*

Slide 46: Lesson 4: Item Association and Reports

Lesson 4: Item Association and Reports

The goal for Lesson 4 is to learn how to associate an assessment to an item. Once associated with an item, a user can launch it from their My Learning. We will also discuss reports related to Assessments.



Slide 47: Lesson 4 Objectives

Lesson 4 Objectives

After completing this session, you will be able to:

- Associate exams and quizzes to an item
- Learn about reports related to assessments

Notes:____

____

____

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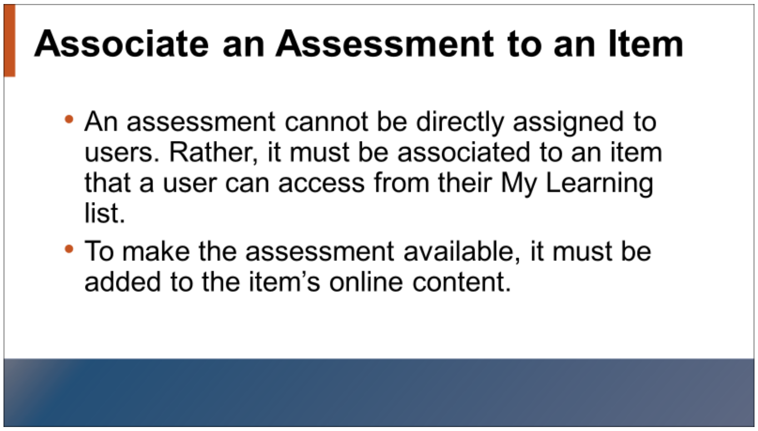


Slide 48: Associate an Assessment to an Item

Associate an Assessment to Existing Item

An assessment cannot be directly assigned to users. Rather, it must be associated to an item that a user can access from their My Learning.

To make the assessment available, it must be added to the item's online content.

Slide 49: Demonstration: Associating an Assessment to an Item

Demonstration: Associating an Assessment to an Item

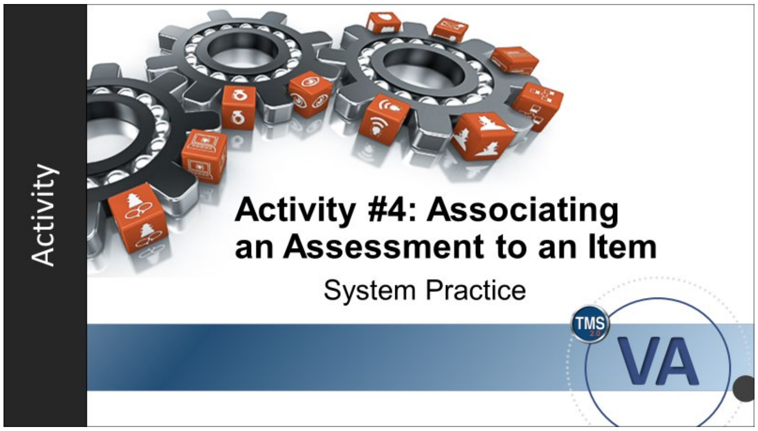
Now the instructor will demonstrate how to associate an assessment to an item in TMS 2.0.

Notes:____

Demonstration: Associating an Assessment to an Item

1. Navigate to a previously created item. Navigate to Learning Activities > Items to search for an Item in the TRAIN Security Domain. You can also find an item by selecting one from Recents.
2. Select the **Online Content** tab in the **Related** area.
3. Select the **More** icon (…) for the Root Content Type or select the Add Content Object dropdown menu if no prior content was attached. Next, select **Add Assessment** from the dropdown menu.
4. Enter or search for your Exam ID in the **Assessment** field.
5. Insert an **Assessment Title** the users will see.
6. Select **OK** to add the assessment to the item.
7. In the Online Content area, select **Save**.
8. Within the Online Content tab, select the **Settings** icon (gears).
9. Under the **Completion** tab, ensure the Completion Status is **VA-COMPLETE (VA-COMPLETE)-For Credit.**
10. Select the **Launch** tab.
11. Ensure **Content is available for launch (available for users)** is set to **ON**.
12. Check the box to "Lock Other Content When in Progress" next to the listed Exam.
13. Select **OK**.
14. Select **Save** in the Online Content area.

Notes:____



Slide 50: Activity #4: Associating an Assessment to an Item

Activity #4: Associating an Assessment to an Item

Now you will have an opportunity to practice associating an assessment to an item in the VA TMS.

Complete the steps for Activity #4 on the following page.

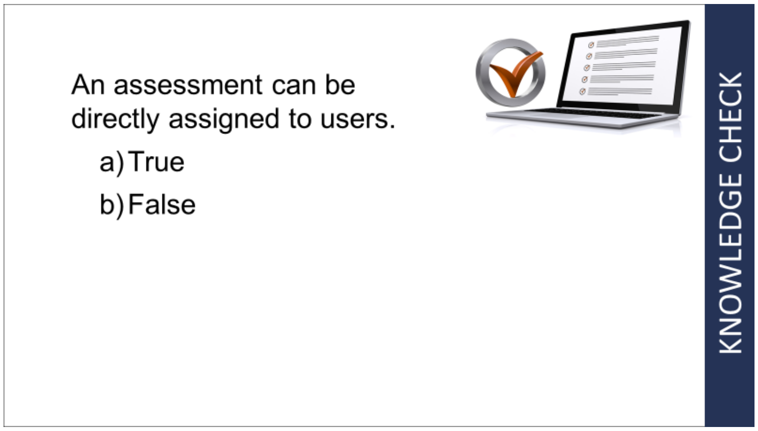
If you have any questions during the activity, you may ask them using the chat feature.

Notes:____

Activity #4: Associating an Assessment to an Item

1. Navigate to a previously created item. Navigate to Learning Activities > Items to search for an Item in the TRAIN Security Domain. You can also find an item by selecting one from Recents.
2. Select the **Online Content** tab in the **Related** area.
3. Select the **More** icon (…) for the Root Content Type or select the Add Content Object dropdown menu if no prior content was attached. Next, select **Add Assessment** from the dropdown menu.
4. Enter or search for your Exam ID in the **Assessment** field.
5. Insert an **Assessment Title** the users will see.
6. Select **OK** to add the assessment to the item.
7. In the Online Content area, select **Save**.
8. Within the Online Content tab, select the **Settings** icon (gears).
9. Under the **Completion** tab, ensure the Completion Status is **VA-COMPLETE (VA-COMPLETE)-For Credit.**
10. Select the **Launch** tab.
11. Ensure **Content is available for launch (available for users)** is set to **ON**.
12. Check the box to "Lock Other Content When in Progress" next to the listed Exam.
13. Select **OK**.
14. Select **Save** in the Online Content area.

Notes:____



Slide 51: Knowledge Check

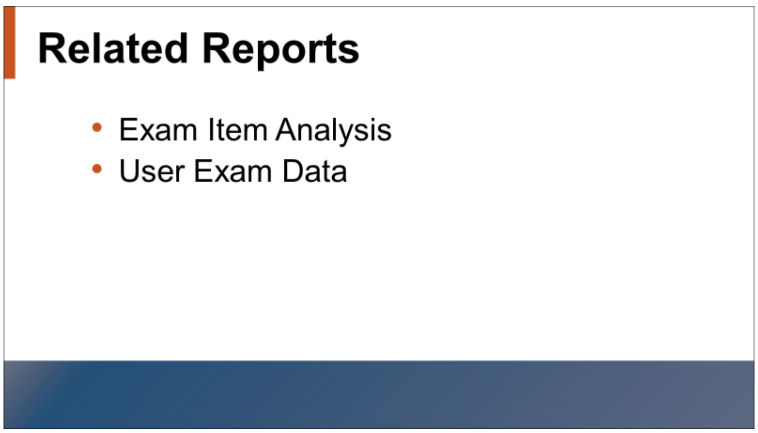
Knowledge Check

Answer the following question using the chat feature.

An assessment can be directly assigned to users.

a) True

b) False



Slide 52: Related Reports

Related Reports

There are reports in the VA TMS that relate to topics presented in this module. They are:

- **Exam Item Analysis:** This report returns the questions that were associated with an exam at run time. Exams can be randomized; their questions drawn from a pool. The report accounts for randomization and pools
- **User Exam Data:** This Report returns (for all selected users, exams, and surveys) the details of users' performance on exams and surveys, including external exams

Notes:____

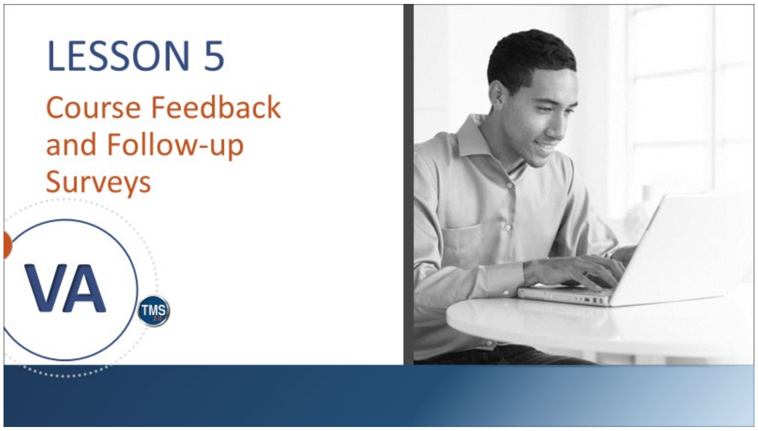
Slide 53: Questions?

Questions?

If you have any questions about the material covered so far, please ask them using the chat feature at this time.

Notes:____

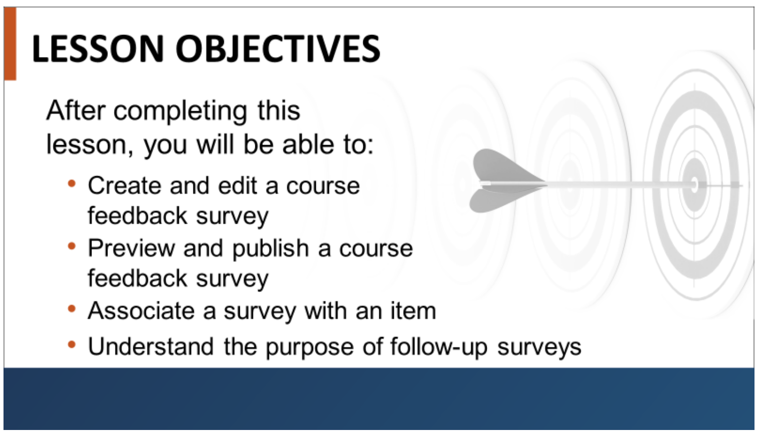
2.6 *Lesson 5: Course Feedback and Follow-up Surveys*



Slide 54: Lesson 5: Course Feedback and Follow-up Surveys

Lesson 5: Course Feedback and Follow-up Surveys

In Lesson 5, we will talk about the course feedback and follow-up survey process. Let's look at the learning objectives for Lesson 5.



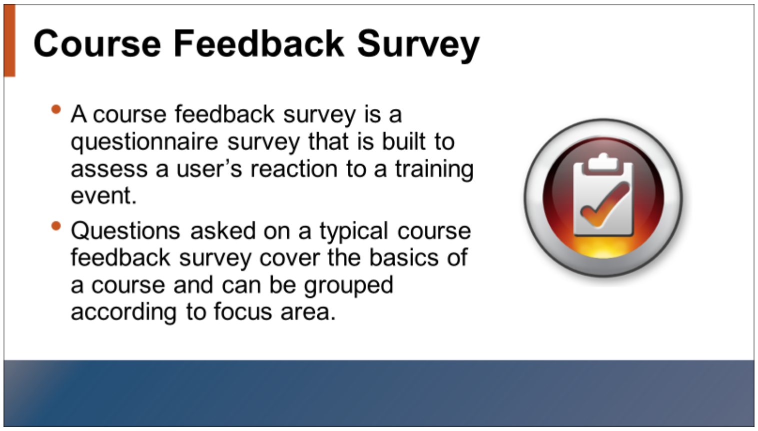
Slide 55: Lesson 5 Objectives

Lesson 5 Objectives

After completing this lesson, you will be able to:

- Create and edit a course feedback survey
- Preview and publish a course feedback survey
- Associate a survey with an item
- Understand the purpose of follow-up surveys

Notes:____



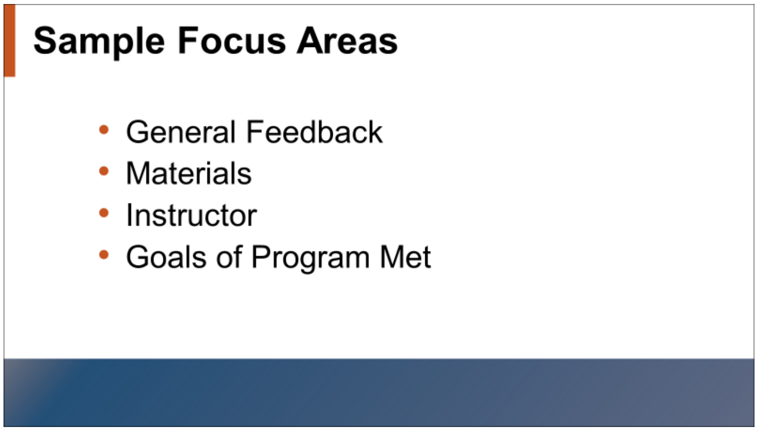
Slide 56: Course Feedback Survey

Course Feedback Survey

A course feedback survey is a questionnaire that is built to assess a user's reaction to a training event. It is typically most effective if delivered immediately after the training event ends when a user's reaction is still fresh in his or her mind.

Questions asked on a typical course feedback survey cover the basics of a course and can be grouped according to focus areas, such as instructor or materials.

In its simplest form, course feedback measures how well users liked the training.



Slide 57: Sample Focus Areas

Sample Focus Areas

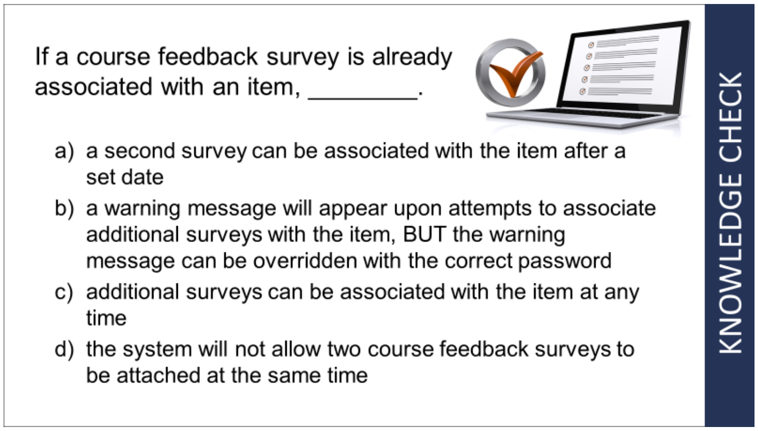
Questions asked on a typical course feedback survey cover the basics of a course and can be grouped according to focus areas.

For example, one set of questions might be related to the effectiveness of the instructor, and another set of questions might inquire about the usefulness of the materials.

Because this type of evaluation is so easy and inexpensive to administer, it is conducted in many organizations, including the VA.

Within the VA TMS, a course feedback survey can be structured with one or more pages and one or more questions per page.

Notes:____



Slide 72: Knowledge Check

Knowledge Check

Answer the following question using the chat feature.

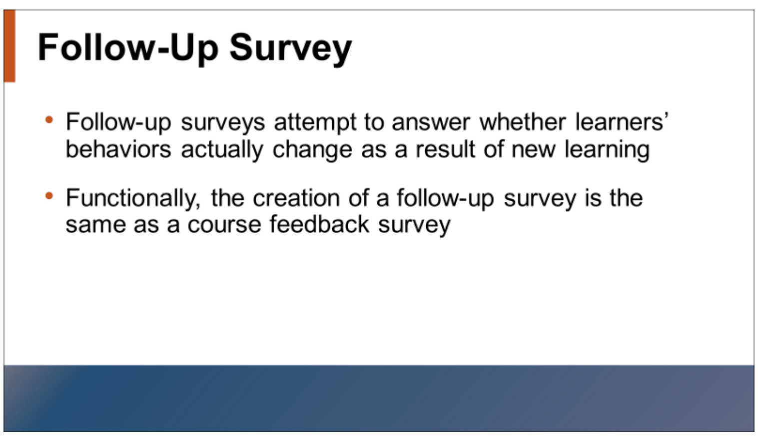
If a course feedback survey is already associated with an item, _______.

a) a second survey can be associated with the item after a set date.

b) A warning message will appear upon attempts to associate additional surveys with the item, BUT the warning message can be overridden with the correct password.

c) additional surveys can be associated with the item at any time.

d) the system will not allow two course feedback surveys to be attached at the same time



Slide 73: Follow-Up Survey

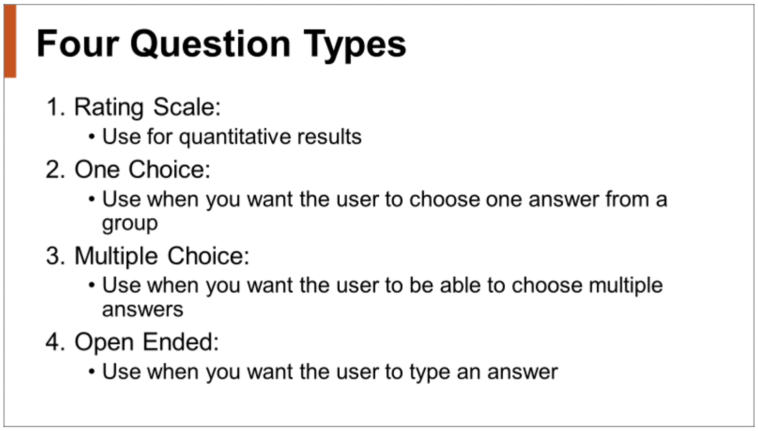
Follow-Up Survey

Learners typically score well on post-tests, but the real question is whether any of the new knowledge and skills are retained and transferred back on the job.

Follow-up surveys attempt to answer whether learners' behaviors change because of new learning.

Ideally, this measurement is conducted three to six months after the training program.

Notes:____



Slide 59: Four Question Types

Four Question Types

When building your course feedback survey, you must create questions and answer choices. There are four types of questions:

- **Rating Scale:** Use this question type when you want to get quantitative results.
- **One Choice:** Use this question type when you want the user to choose one answer from a group. The choices appear next to radio buttons.
- **Multiple Choice:** Use this question type when you want the user to be able to choose multiple answers from a group. The choices appear next to checkboxes.
- **Open-Ended:** Use this question type when you want the user to type an answer (up to 3,990 characters).

NOTE: You are encouraged to use the same rating scale per question throughout a survey to provide a mean score across the entire survey.

It is important to keep in mind the type of training event the survey is used to assess. Ensure that the questions being asked are applicable and relevant. For example, a set of questions on how well an instructor kept the class engaged might not apply to an online course.

Notes:____

Slide 60: Demonstration: Creating a Survey

Demonstration: Creating a Survey

Now the instructor will demonstrate how to create a course feedback survey.

Notes:____

Demonstration: Creating a Survey

1. Navigate to **Content > Surveys**.
2. Select **Add New**.
3. Enter a **survey ID**.
4. Enter a **survey name**.
5. Select an **evaluation level** (for this example, select **Course Feedback**).
6. Enter survey **description**.
7. (Optional) Enter **comments**.
8. Select a **security domain** (OHRA).
9. Ensure **Active** checkbox is selected.
10. Select **Add**.
11. Select the **Questions** tab.
12. Enter **survey instructions**. These are the general instructions for how you want the user to move through the survey.
13. Enter the first page **title**. This doubles as an indication of your chosen focus area.
14. Enter first page **instructions.**
15. Select **Add Question** icon (Page with red question mark and green plus sign).
16. Enter question stem.
17. Select **question type** (rating scale).
18. Select a **rating scale**.
19. (Optional) Select the delete icon (garbage can) to delete either the question or an answer.
20. Repeat steps 15–18 to add additional questions.

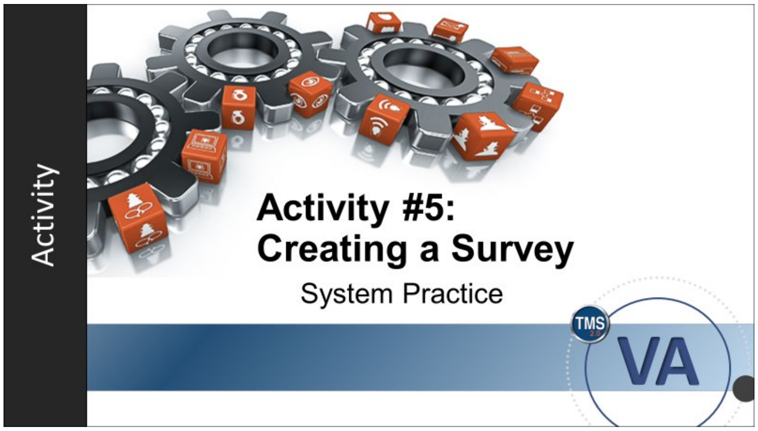
Note: You can use the **Green Plus** icon to add additional Answer Choices for each question on Multiple Choice and One Choice type questions. You can also use the **Open/Close** page icon to expand/collapse each page to view all questions.

21. Select the **Add Page** icon (Page with blue plus sign).
22. Enter the second page **title**.

Notes:____

23. Enter second page instructions.
24. Select **Add Question** icon.
25. Enter question stem.
26. Select **question type** (rating scale).
27. Select a **rating scale.**
28. Repeat steps 23–26 to add additional questions.
29. Demonstrate moving questions to a different page. Select the **Move Question** icon.
30. From the dropdown box, select where to move the question.
31. Select **Move**.
32. Select the up/down arrows to rearrange questions on a page.
33. Select **Save Draft**.

Notes:____



Slide 61: Activity #5: Creating a Survey

Activity #5: Creating a Survey

Now you will have an opportunity to create a survey on your own.

Complete the steps for Activity #5 on the following page.

If you have any questions during the activity, you may ask them using the chat feature.

Notes:____

Activity #5: Create a Survey

Please read through the scenario and use the information provided to create a survey.

Scenario:

An online course on how to deal with customers, conflict, and confrontation has been created. You are responsible for creating the course feedback survey to be assigned to all users immediately after the course is completed. This is the general course evaluation survey to be used after every online HR course.

Each question will be a rating scale type using the five-point scale (as demonstrated).

The comments question at the end of each page is an open-ended question type.

Note: This data will be used to complete the next activity.

Information:

Survey Instructions: Please help us improve our quality. Your feedback is important to us. Complete the survey to the best of your ability.

Page 1 Title: General Course Feedback (question type: rating scale).

Page 1 Instructions: Please complete the following questions to the best of your ability.

- The training was relevant to my job.

Page 2 Title: Training Materials Feedback (question type: same rating scale as above).

Page 2 Instructions: Please complete the following questions to the best of your ability.

- The visual aids were accurate and of satisfactory quality.

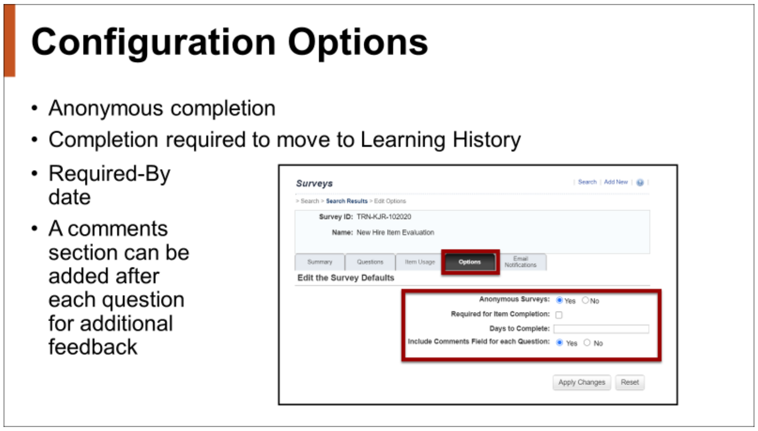
Actions:

1. Navigate to **Content > Surveys**.
2. Select **Add New**.
3. Enter a **survey ID** (TRA-Your Initials-Today's Date) and **name**.
4. Select an evaluation level (for this example, select **Course Feedback**).
5. Enter survey **description**.
6. (Optional) Enter comments.

Notes:____

7. Select a **security domain** (OHRA).
8. Check **Active** checkbox.
9. Select **Add**.
10. Select the **Questions** tab.
11. Enter survey instructions.
12. Enter the first page title and instructions.
13. Select **Add Question** icon.
14. Enter question stem.
15. Select question type (rating scale).
16. Select a rating scale.
17. Select the **Add Question** icon.
18. Enter “Please leave any comments or suggestions you have” in the **Questions** field.
19. Select **Open Ended** from the Question Type dropdown list.
20. Select **Add Page** icon.
21. Repeat steps 12-20 for each page mentioned in the **Information** section at the beginning of this activity.
22. When all pages have been completed, select **Save Draft**.

Notes:____



Slide 62: Configuration Options

Configuration Options

Each course feedback survey can be configured uniquely. A survey can be configured to be submitted anonymously by users.

This prevents an administrator from accessing reports from identifying certain feedback from a specific user.

A survey can be required for item completion, causing the item to sit in a pending state until the survey has been completed and submitted by the user, at which time the item will be moved to the user's Completed Work. This also makes all questions within the survey required. The opposite is also true. If the survey is not set to required, all questions are optional.

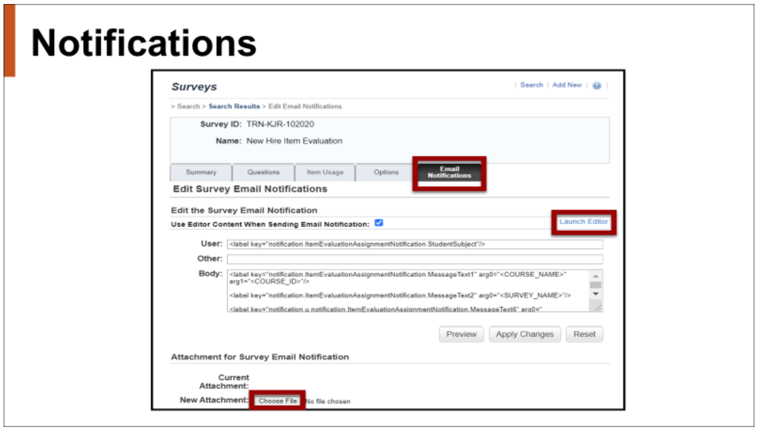
To ensure there is a defined period in which users should submit feedback, a configurable number of days can be entered to determine a date by which the user should complete and submit the survey. If the user does not complete the survey in the timeframe configured, the survey will move into an overdue status. However, even though the survey is considered overdue, the user can still open, complete, and submit the survey.

The admin can remove course feedback and follow-up surveys from user records, which is especially useful for overdue surveys. This can be done by accessing the Surveys tab of the user record or using the Manage Assignments tool.

Notes:____

A comments section can be added after each question for additional feedback per question.

Notes:____



Slide 63: Notifications

Notifications

The notification template associated with the survey functionality is the Survey Notification Email Template

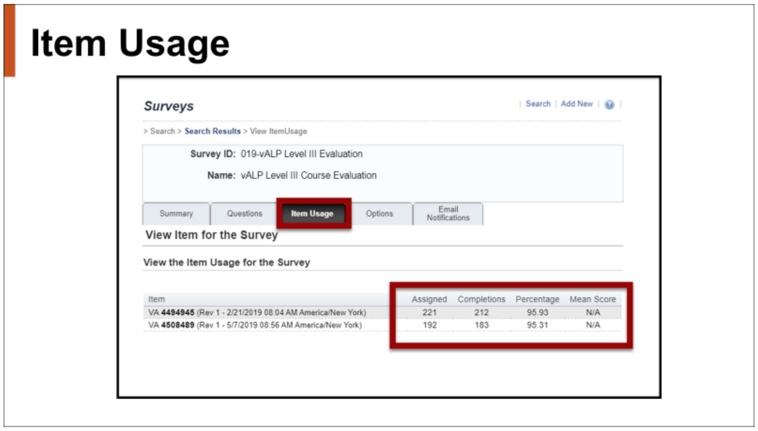
A user is sent a notification upon the assignment of a survey. (It is recommended to embed a questionnaire survey direct link into the notification template to generate an actual link within the email).

A course feedback survey is assigned to a user upon completion of an item (a learning history is recorded).

A follow-up survey is assigned to a user and/or the user's manager in a configurable number of days after item completion and is triggered by an Automatic Process Manager (APM).

To edit the survey, an admin can use the Launch Editor feature. Like other notification areas in the VA TMS, an administrator can also attach a document to notifications.

Notes:____



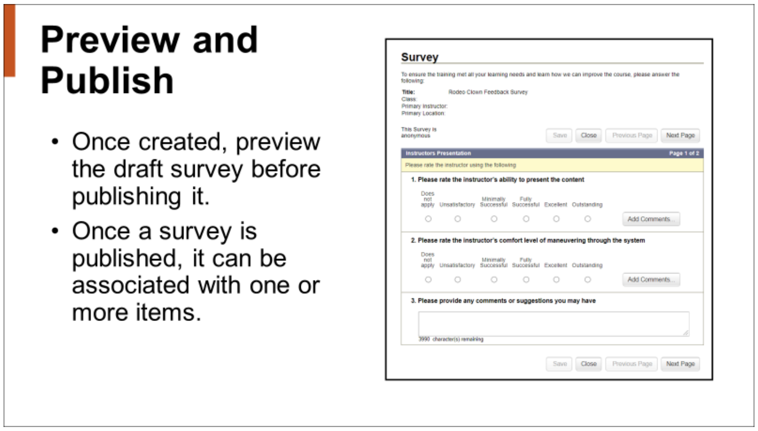
Slide 64: Item Usage

Item Usage

From the survey record's Item Usage, an admin can view the number of users assigned who have completed the item and been assigned to the survey, the number of completed surveys, the percentage of assigned surveys that have been completed, and a mean score for the survey results.

The mean score is the average of all the rating scale question responses across all completed surveys for that item.

For each item associated with the survey, the system calculates the mean score only if, for all surveys completed for that item, all the rating scale type questions use the same rating scale as specified in the Rating Scale field.



Slide 65: Preview and Publish

Preview and Publish

Once a survey has been created and configured, it is important to preview the draft survey before publishing and making it available for use.

From the **Questions** tab, select the **Preview** button and select **Draft** for an option to preview the draft version of the survey.

Once you have reviewed your questions and layout, close the preview and return to the **Questions** tab.

Select the **Publish** button to officially publish and make this survey available. Once a survey is published, it can be associated with one or more items.

Notes:____

Slide 66: Demonstration: Configuring, Previewing, and Publishing Surveys

Demonstration: Configuring, Previewing, and Publishing Surveys

Now the instructor will demonstrate how to configure, preview, and publish a survey.

Notes:____

Demonstration: Configuring, Previewing, and Publishing Surveys

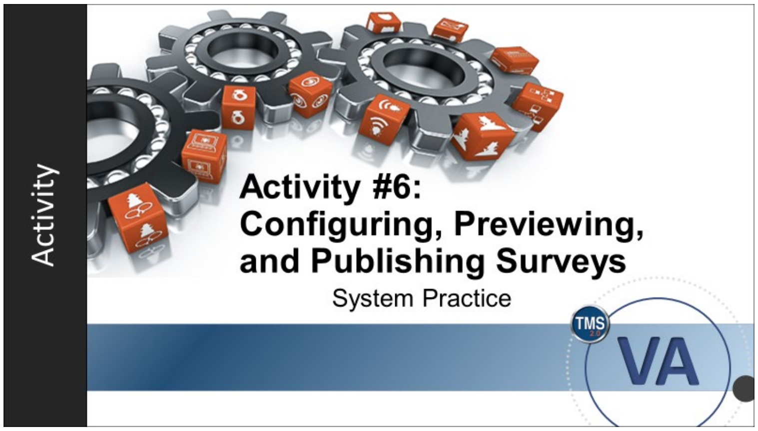
Configuring Surveys:

1. Access the survey record you created in the previous activity. If you've navigated away from the survey, go to **Content > Surveys** and use the search filters to find your survey.
2. Select the **Options** tab.
3. Select **Yes** for anonymous surveys.
4. Check the **Required for Item Completion** checkbox.
5. Enter the number of days to complete survey from assignment.
6. Select **Yes** to include comments field for each question.
7. Select **Apply Changes**.
8. Select the **Email Notifications** tab.
9. Display and explain the **Attachment for Survey Email Notification** area. Note, only one attachment is allowed at a time.
10. Select the **Launch Editor** link.
11. If necessary, edit the template of the notification message. Adjust the message and add any token.
12. Select the **Save** button.
13. Exit the Email Notification Template Editor page.
14. Select the **Use Editor Content When Sending Email Notification** checkbox.
15. Select **Apply Changes**.

Previewing and Publishing Surveys:

1. Select the **Questions** tab.
2. Select **Preview**.
3. Select **Draft** from the dropdown menu.
4. Review the survey pages and questions.
5. Select **Close** to close the preview of the survey.
6. Select **Publish**. The survey is now ready for use.

Notes:____



Slide 67: Activity #6: Configuring, Previewing, and Publishing Surveys

Activity #6: Configuring, Previewing, and Publishing Surveys

Now you will have an opportunity to configure, preview, and publish a survey.

Complete the steps for Activity #6 on the following page.

If you have any questions during the activity, you may ask them using the chat feature.

Notes:____

Activity #6: Configuring, Previewing, and Publishing Surveys

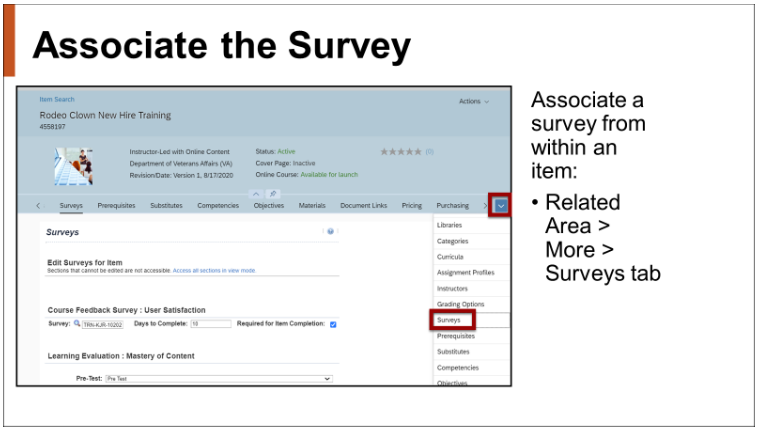
Configuring Surveys:

1. Access the survey record you created in the previous activity. If you've navigated away from the survey, go to **Content > Surveys** and use the search filters to find your survey.
2. Select the **Options** tab.
3. Select **Yes** for anonymous surveys.
4. Check the **Required for Item Completion** checkbox.
5. Enter the number of days to complete survey from assignment.
6. Select **Yes** to include comments field for each question.
7. Select **Apply Changes**.
8. Select the **Email Notifications** tab.
9. Select the **Launch Editor** link.
10. If necessary, edit the template of the notification message. Adjust the message and add any token.
11. Select the **Save** button.
12. Exit the Email Notification Template Editor page.
13. Select the **Use Editor Content When Sending Email Notification** checkbox.
14. Select **Apply Changes**.

Previewing and Publishing Surveys:

1. Select the **Questions** tab.
2. Select **Preview**.
3. Select **Draft** from the dropdown menu.
4. Review the survey pages and questions.
5. Select **Close** to close the preview of the survey.
6. Select **Publish**. The survey is now ready for use.

Notes:____

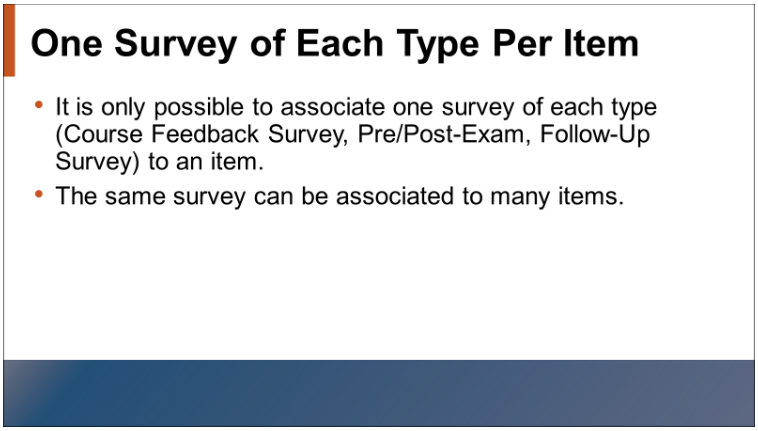


Slide 68: Associate the Survey

Associate the Survey

Associating a survey with an item is the next step. An association between the item and a survey can be created within an item record from the Surveys tab.

The proper pathway to associate a survey to an Item record is **Related Area > More > Surveys** tab.



Slide 69: One Survey per Item

One Survey per Item

It is only possible to associate one survey of each type (Course Feedback Survey, Pre/Post-Exam, Follow-Up Survey) per item.

However, the same survey can be associated to many items.

This means you cannot create separate surveys of the same type for users and managers, for example. One way around this is to split the survey into two pages – one to be completed by users and one to be completed by managers.

Notes:____

Slide 70: Demonstration: Associaing a Survey

Demonstration: Associating a Survey

Now the instructor will demonstrate how to associate the survey.

Notes:____

Demonstration: Associate the Survey

1. Navigate to **Learning Activities> Items**.
2. Enter search criteria for the item to which you want to associate a survey. (Select an item from the TRAIN security domain or select one from your Recents list).
3. Select **Search**.
4. Select the item from the search results.
5. Select **More** in the Related area of the item record.
6. Select the **Surveys** tab.
7. Select the **Survey** magnifying glass.
8. Enter search criteria for the survey you want to locate.
9. Select **Search**.
10. Choose the **Select** link next to a survey from the search results.
11. Select **Apply Changes**.
12. Depending on how the survey was configured, the Days to Complete field and the Required for Completion checkbox may or may not be auto-filled. If necessary, enter or change these fields.
13. If any changes are made, select **Apply Changes** to save your modifications.

Notes:____

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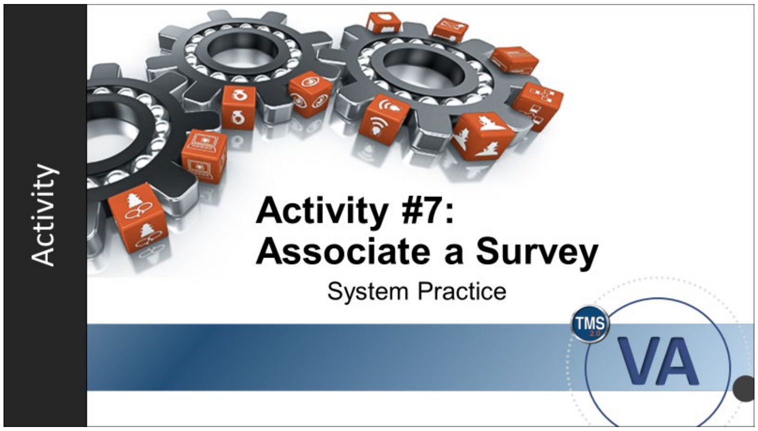

Slide 71: Activity #7: Associate a Survey

Activity #7: Associate a Survey

Now you will have an opportunity to practice associating a survey to an item.

Complete the steps for Activity #7 on the following page.

If you have any questions during the activity, you may ask them using the chat feature.

Notes:____

Activity #7: Associate a Survey

1. Navigate to **Learning Activities> Items**.
2. Enter search criteria for the item to which you want to associate a survey. (Select an item from the TRAIN security domain or from your Recents list).
3. Select **Search**.
4. Select the item from the search results.
5. Select **More** in the Related area of the item record.
6. Select the **Surveys** tab.
7. Select the **Survey** magnifying glass.
8. Enter search criteria for the survey you want to locate.
9. Select **Search**.
10. Choose the **Select** link next to a survey from the search results.
11. Select **Apply Changes**.
12. Depending on how the survey was configured, the Days to Complete field and the Required for Completion checkbox may or may not be auto-filled. If necessary, enter or change these fields.
13. If any changes are made, select **Apply Changes** to save your modifications.

Job Aid available on the TMS Resource site

Notes:____

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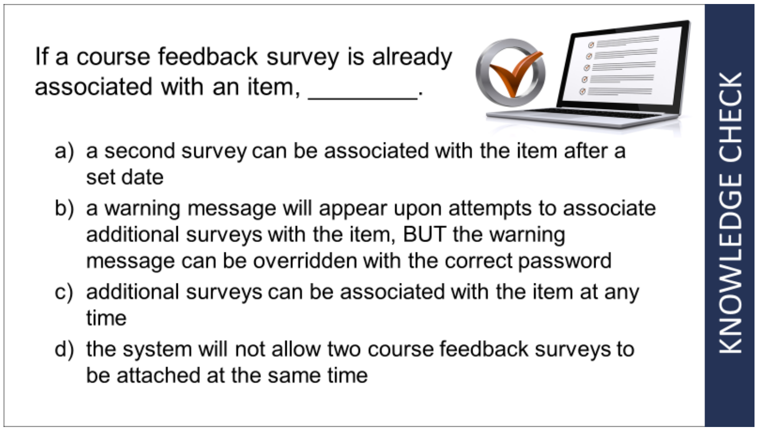


Slide 72: Knowledge Check

Knowledge Check

Answer the following question using the chat feature.

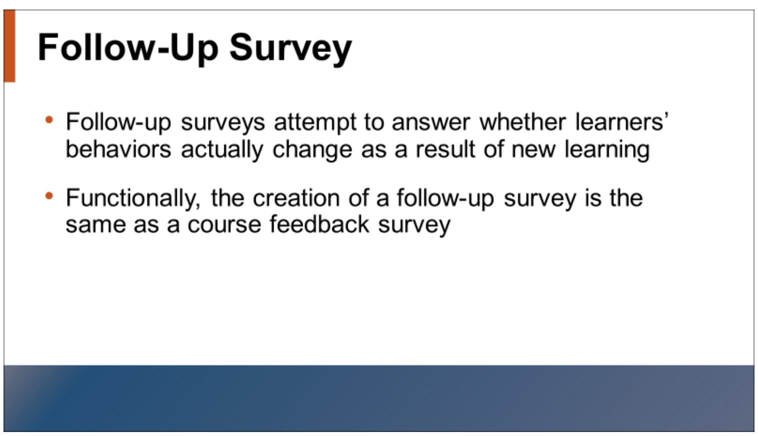
If a course feedback survey is already associated with an item, _______.

a) a second survey can be associated with the item after a set date.

b) A warning message will appear upon attempts to associate additional surveys with the item, BUT the warning message can be overridden with the correct password.

c) additional surveys can be associated with the item at any time.

d) the system will not allow two course feedback surveys to be attached at the same time



Slide 73: Follow-Up Survey

Follow-Up Survey

Learners typically score well on post-tests, but the real question is whether any of the new knowledge and skills are retained and transferred back on the job.

Follow-up surveys attempt to answer whether learners' behaviors change because of new learning.

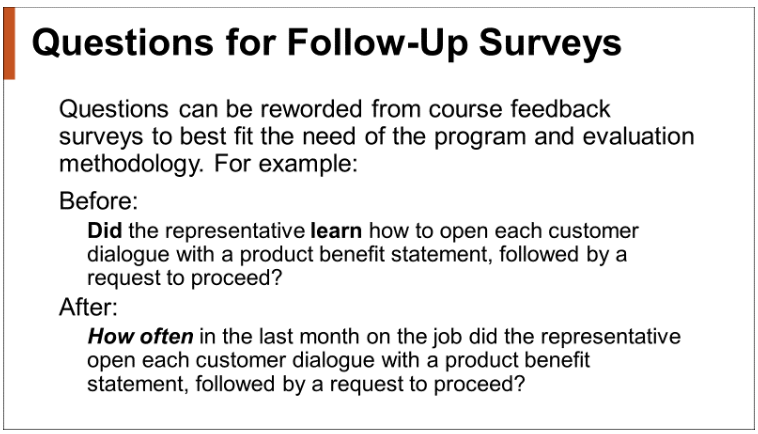
Ideally, this measurement is conducted three to six months after the training program.

Notes:____

By allowing some time to pass, learners can implement new skills, and retention rates can be checked.

Follow-Up surveys can be completed by the user and/or the user's manager.

For the most part, creating a follow-up survey is the same as creating a course feedback survey, though they have two different purposes, and therefore the line of questioning is radically different.



Slide 74: Questions for Follow-Up Surveys

Questions for Follow-Up Surveys

Questions can be reworded from course feedback surveys to best fit the need of the program and evaluation methodology. For example, a course feedback survey evaluating a sales training program might seek to answer the following question:

- Did the representative learn how to open each customer dialogue with a product benefit statement, followed by a request to proceed?

These questions can be reworded to best fit the need of the program and evaluation methodology. For example, the same question above may be reworded for use with a rating scale defined by frequency:

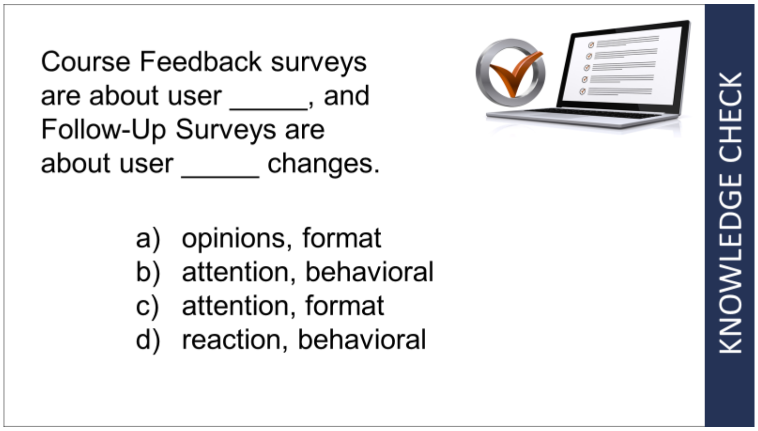
- How often in the last month on the job did the representative open each customer dialogue with a product benefit statement, followed by a request to proceed?

Notes:____

____

____

____



Slide 75: Knowledge Check

Knowledge Check

Answer the following question using the chat feature.

Course Feedback surveys are about user ______, and Follow-Up Surveys are about user ______ changes.

a) opinions, format

b) attention, behavioral

c) attention, format

d) reaction, behavioral

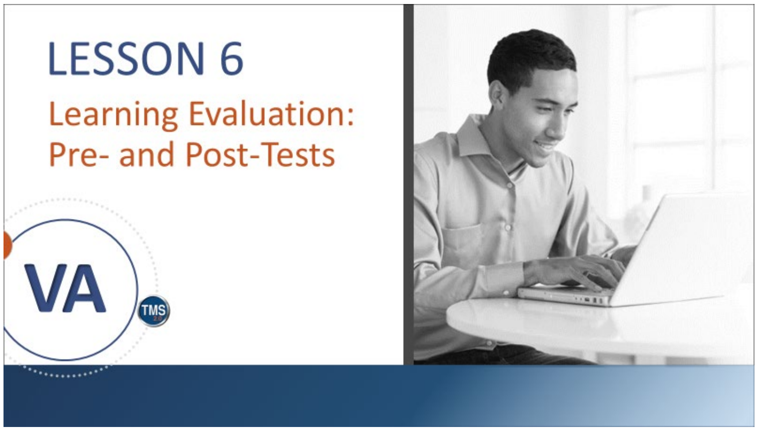
Slide 76: Questions?

Questions?

If you have any questions about the material covered so far, please ask them using the chat feature at this time.

Notes:____

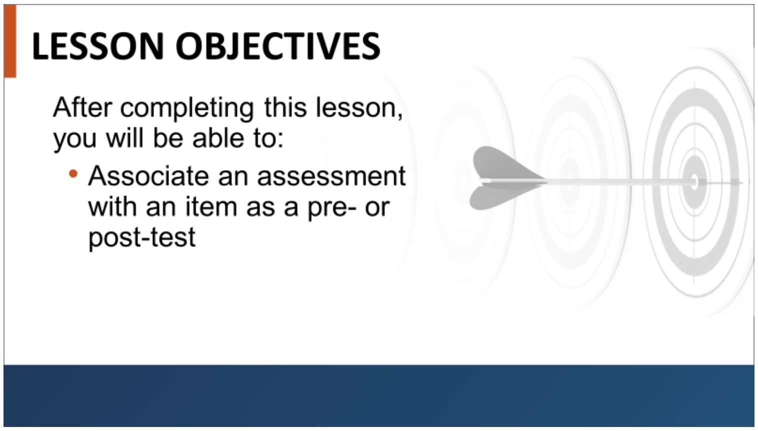
2.8 *Lesson 6: Learning Evaluation: Pre- and Post-Tests*



Slide 77: Lesson 6: Learning Evaluation: Pre-and Post-Tests

Lesson 6: Learning Evaluation: Pre-and Post-Tests

Lesson 6 introduces learning evaluations and associating assessments as a pre- or post-test.



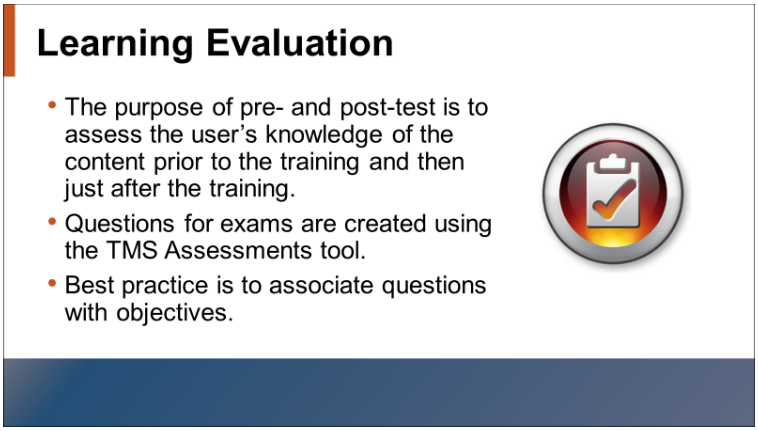
Slide 78: Lesson 6 Objectives

Lesson 6 Objectives

After completing this lesson, you will be able to:

- Associate an assessment with an item as a pre- or post-test

Notes:____



Slide 79: Learning Evaluation

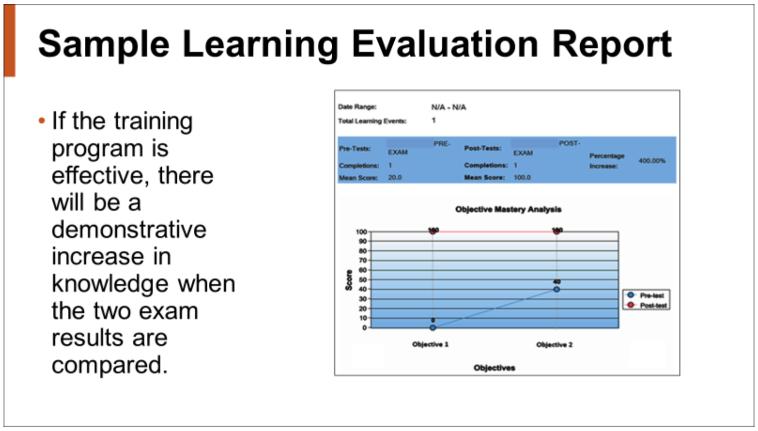
Learning Evaluation

Configuring an item to support learning evaluations is simple if the exams to be used as pre- and post-exams have already been created. They must be online and available. Two separate exams must be added to an item, one as a pre-test and one as a post-test. You cannot use the same exam object for both.

Although it is optional to associate objectives with questions using the Assessments tool, it is highly encouraged to use this methodology when creating questions to be used in pre- and post-exams that are part of an evaluation model.

Learning evaluation reports display results per objective; however, this information is not available if the questions are not tied to objectives.

Notes:____



Slide 80: Sample Learning Evaluation Report

Sample Learning Evaluation Report

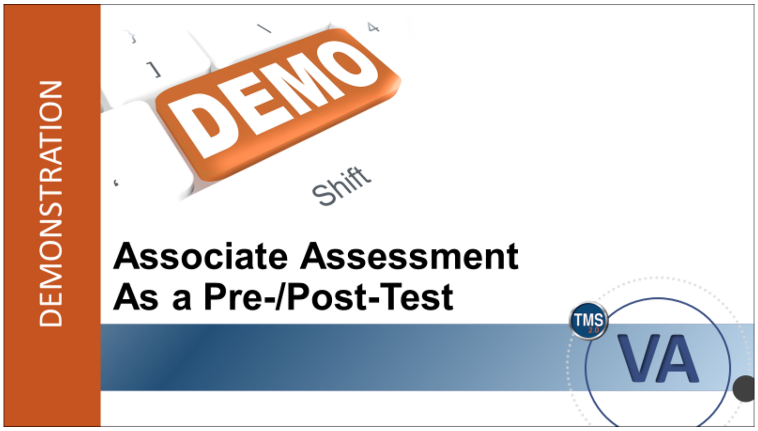
The purpose of including a pre- and post-exam is to assess the learners' knowledge of the content prior to the training and then just after the training.

If the training program is effective, ideally, there will be a demonstrative increase in knowledge when the two exam results are compared. This can only be reported with the use of objectives.

An item's original classification may change when configuring to support a learning evaluation.

If the item is Online Only, associating one or more exams does not affect the online classification.

If the item is Instructor-Led, associating one or more exams to it will change the classification to Instructor-Led with Online Content (Blended).



Slide 81: Demonstration: Associate Assessment as a Pre-/Post-Test

Demonstration: Associate Assessment as a Pre-/Post-Test

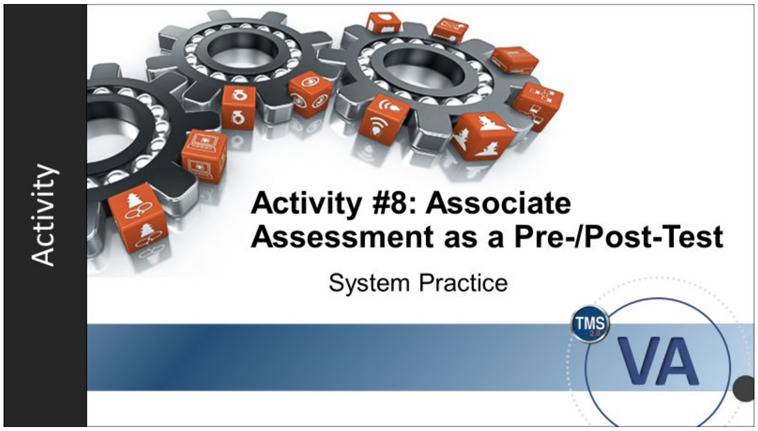
Now the instructor will demonstrate how to associate an assessment as a pre- or post-test.

Notes:____

Demonstration: Associate Assessment as a Pre-/Post-Test

1. Navigate to **Learning Activities > Items**.
2. Enter search criteria for the item to which you associated a test in Activity #4. You can also find the record in your Recents.
3. Select **Search**.
4. Select the item from the search results.
5. Select **More** in the Related area.
6. From the dropdown list, select the **Surveys** tab.
7. In the **Learning Evaluation: Mastery of Content** section, select the dropdown menu for **Pre-Test,** and select the desired exam.
8. Select **Apply Changes**.

Notes:____



Slide 82: Activity #4: Associate Assessment as a Pre-/Post-Test

Activity #8: Associate Assessment as a Pre-/Post-Test

Now you will have an opportunity to associate an assessment as a pre- or post-exam.

Complete the steps for Activity #8 on the following page.

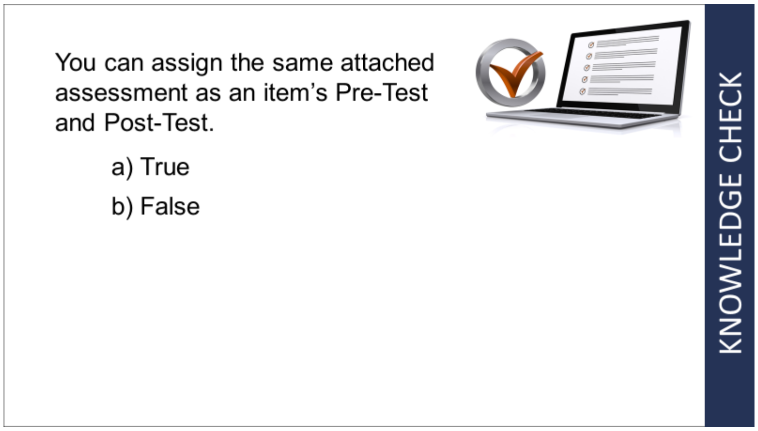
If you have any questions during the activity, you may ask them using the chat feature.

Notes:____

Activity #8: Associate Assessment as a Pre-/Post-Test

1. Navigate to **Learning Activities > Items**.
2. Enter search criteria for the item to which you associated a test in Activity #4. You can also find the record in your Recents.
3. Select **Search**.
4. Select the item from the search results.
5. Select **More** in the Related area.
6. From the dropdown list, select the **Surveys** tab.
7. In the **Learning Evaluation: Mastery of Content** section, select the dropdown menu for **Pre-Test,** and select the desired exam.
8. Select **Apply Changes**.

Notes:____



Slide 83: Knowledge Check

Knowledge Check

Answer the following question using the chat feature.

You can assign the same attached assessment as an item's Pre-Test and Post-Test.

a) True
b) False

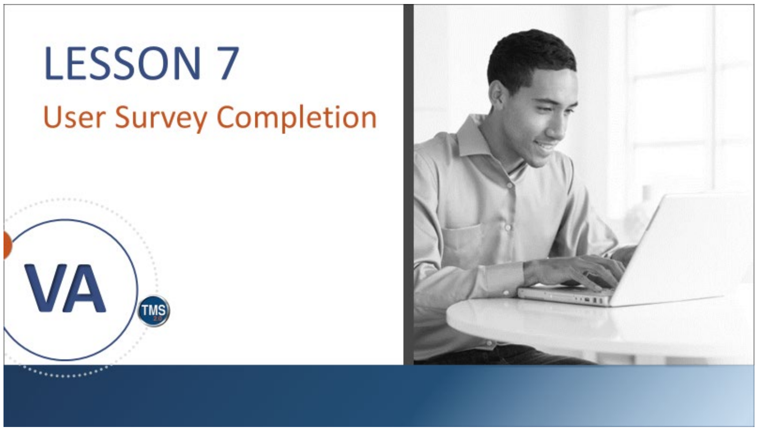
Slide 84: Questions?

Questions?

If you have any questions about the material covered so far, please ask them using the chat feature at this time.

Notes:____

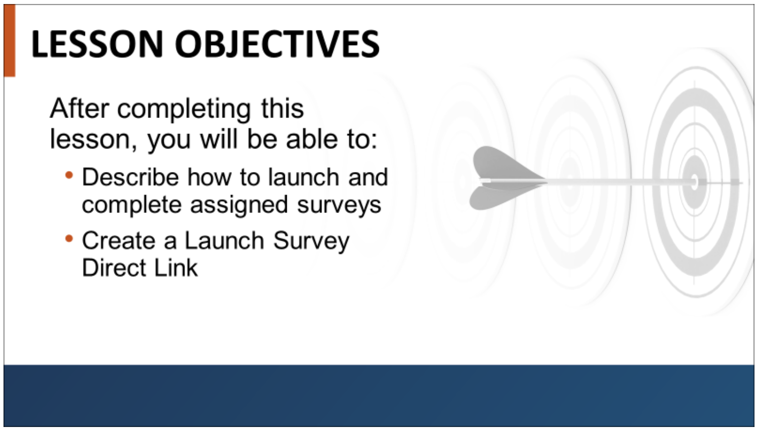
2.9 *Lesson 7: User Survey Completion*



Slide 85: Lesson 7: User Survey Completion

Lesson 7: User Survey Completion

In Lesson 7 you will learn about user survey completion.



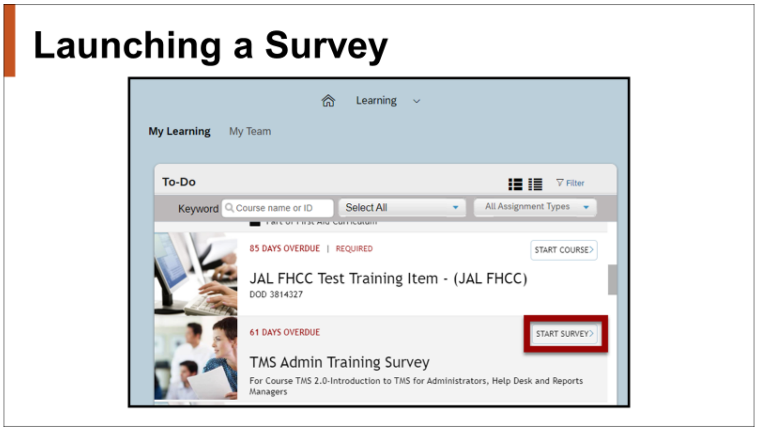
Slide 86: Lesson 7 Objectives

Lesson 7 Objectives

After completing this lesson, you will be able to:

- Describe how to launch and complete assigned surveys
- Create a Launch Survey Direct Link

Notes:____



Slide 87: Launching a Survey

Launching a Survey

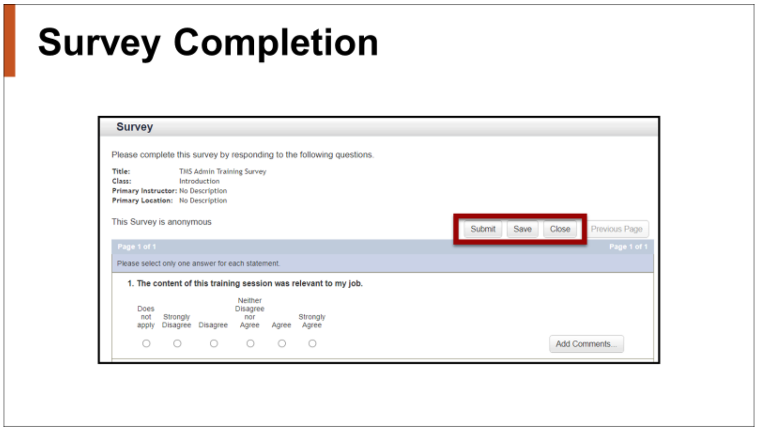
When a survey is assigned to a user, the survey will display in their To-Do List.

When launched, if the survey has been configured to be anonymous, the checkbox at the top of the survey will be inactive.

If the survey is configured to be required for item completion, a warning message displays to the user if he or she had missed or skipped any questions in the survey when submitting.

If the survey is optional (not required for item completion), then the questions within the survey are also considered optional, and the user can omit and skip questions when submitting.

Furthermore, with an optional survey, the user can completely remove the survey from his or her To-Do List, like a self-assigned item.



Slide 88: Survey Completion

Survey Completion

To launch the survey, select the Launch Evaluation. You may also select the Return to Content Structure.

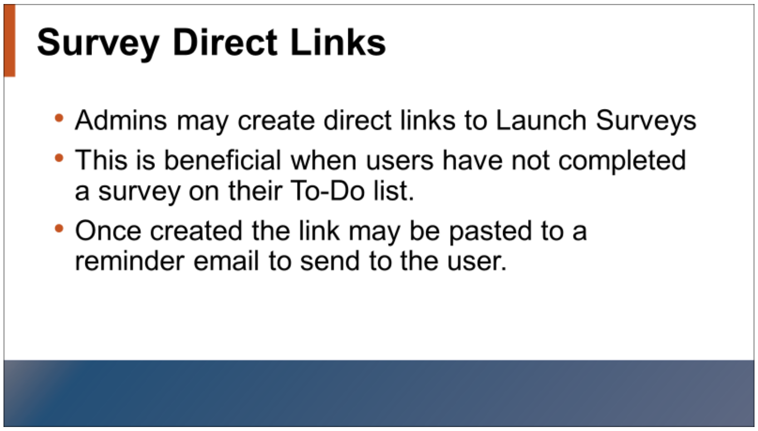
When the user gets to the last page of the survey, a Submit button will be available to submit the completed survey.

If a user does not complete the survey, the Save button allows the user to save and complete later.

Once a survey has been submitted, it disappears from the user's view.

There is no record of a survey completion in a user's Learning History.

Notes:____



Slide 89: Survey Direct Links

Slide 90: Demonstration: Launch Survey Direct Link

Survey Direct Links

Occasionally, users forget to complete evaluations on their My Learning list.

This feature enables administrators to create direct links to a survey. This is beneficial to provide a reminder to users who have not completed a survey on their My Learning list.

Once the link is created, it can be pasted to an email and sent directly to the user. They may select the link and proceed to the survey for completion.

Demonstration: Launch Survey Direct Link

Now the instructor will demonstrate how to create survey direct links.

Notes:____

Demonstration: Launch Survey Direct Link

1. Navigate to **System Administration > System Management Tools > Generate Direct Link**.
2. Select the Down Arrow for the **Direct Link Type.**
3. Select the **Launch Survey** option.
4. Leave the **Link Output Format** as URL and **Learning Only Users** as No.
5. Use the Magnifying Glass icon to search for the Item ID.
6. Select the Evaluation Level. The options are **Course Feedback** or **Follow-up Survey**.
7. Select the **Display Link** button. The link is displayed in the window.
8. Copy and paste the link to an email.

Notes:____

Slide 91: Activity #9: Launch Survey Direct Link

Activity #9: Launch Survey Direct Link

Now you will have an opportunity to create a Launch Survey Direct Link.

Complete the steps for Activity #9 on the following page.

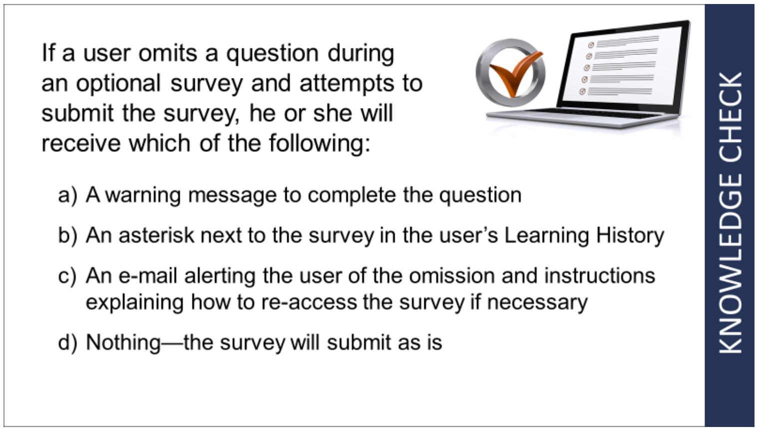
If you have any questions during the activity, you may ask them using the chat feature.

Notes:____

Activity #9: Launch Survey Direct Link

1. Navigate to **System Administration > System Management Tools > Generate Direct Link**.
2. Select the Down Arrow for the **Direct Link Type.**
3. Select the **Launch Survey** option.
4. Leave the **Link Output Format** as URL and **Learning Only Users** as No.
5. Use the Magnifying Glass icon to search for the Item ID.
6. Select the Evaluation Level. The options are **Course Feedback** or **Follow-up Survey**.
7. Select the **Display Link** button. The link is displayed in the window.
8. Copy and paste the link to an email.

Notes:____



Slide 92: Knowledge Check

Knowledge Check

Answer the following question using the chat or polling feature.

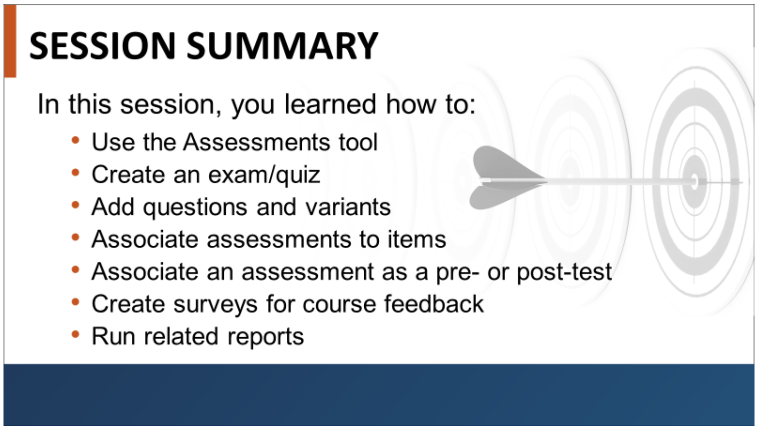
If a user omits a question during an optional survey and attempts to submit the survey, he or she will receive which of the following:

a) a warning message to complete the question

b) an asterisk next to the survey in his or her Learning History

c) an email alerting the user of the omission and instructions explaining how to re-access the survey if necessary

d) nothing — the survey will submit as is



Slide 93: Session Summary

Session Summary

This concludes this session. You should now be able to:

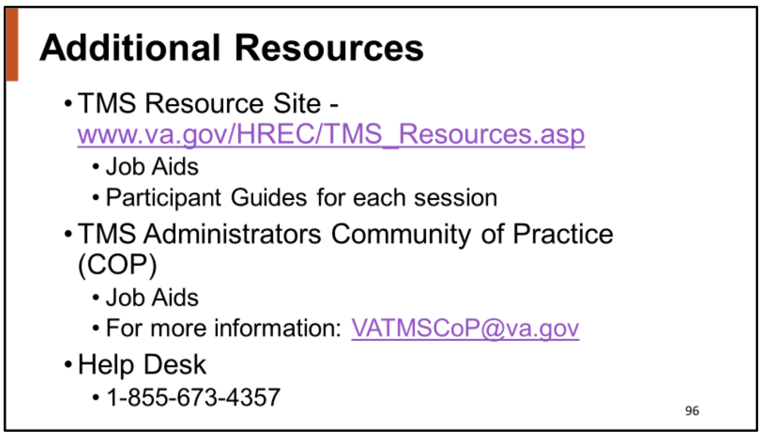
- Use the Assessments tool
- Create an exam/quiz
- Add questions and variants
- Associate assessments to items
- Associate an assessment as a pre- or post-test
- Create surveys for course feedback
- Run related reports

Notes:____

Slide 94: Questions?

Questions?

If you have any questions about the material in the session, please ask them using the chat feature at this time.



Slide 95: Additional Resources

Additional Resources

Here are some additional resources:

- TMS Resource Site:
  - https://www.hcsc.va.gov/
- TMS Administrators Community of Practice (COP):
  - VATMSCoP@va.gov
- Help Desk
  - 1-855-673-4357
- Dr. Clarence Bashshar: clarence.bashshar@va.gov

Note: Once you receive your admin roles for the TMS Production Environment, you will be able to log in to TRAIN with your regular TMS credentials and maintain the same roles. This can be very helpful in case you need to test anything before you create it or work with it in the live TMS.

Notes:____