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Course Introduction

Through lecture, activities, and hands-on computer lab work, this course teaches you the concepts and terminology associated with using the Question Editor (QE) in the SuccessFactors Learning Management System (LMS). The goal of this course is to teach and assist administrators on using Question Editor and creating online exams. You will create questions and objectives used in online exams, create exams using questions created in Question Editor, and include the exam in an online item. Topics include Question Editor, terminology and definitions, questions, objectives, exam objects, and online items.

COURSE OBJECTIVES

Upon completion of this course, you will be able to:

♦ Create and edit questions in the SuccessFactors Learning system
♦ Create an exam object and associate questions with the exam
♦ Associate an exam with an online item

TARGET AUDIENCE

This course is intended for administrators (admins) and course developers responsible for creating and maintaining the exam question database in SuccessFactors Learning using Question Editor.
ASSUMPTIONS

The SuccessFactors Learning system is highly configurable. During this training, you will be working in a representative environment. To properly progress through the training and when navigating the system, you must understand some assumptions.

Browser Pop-up Window

Do not block pop-up windows in your browser. Please unblock pop-up windows so that the application may function as designed.

When you first log in to SuccessFactors Learning, the following message banner may display at the top of your browser window:

Pop-up blocked. To see this pop-up or additional options, click here.

If this banner displays, perform the following steps:
1. Click the pop-up blocked message.
   A box displays with a few options.
2. Select the Always allow pop-ups from this site option.
3. Click Yes.
4. Once the setting is selected, you will not see the pop-up blocked warning again.

Administrator Role and Workflows

This training assumes that your SuccessFactors Learning administrator role is associated with all available workflows in the system. If your role does not include certain workflows, those tabs and pages will be grayed out and/or inaccessible.
Required Fields

Your system administrator configured specific fields throughout the system as *required* based on your organization’s business rules and processes. These required fields are indicated with a red asterisk (*). You must input data in these fields before you are allowed to progress.

If you are using SuccessFactors Learning for training, the fields displayed and marked as required may not reflect the settings you will encounter when accessing your organization’s system. Your system administrator can provide you with a list of the required fields for your organization.

**USING THIS GUIDE**

This classroom guide is designed to be used in conjunction with an instructor. The guide provides general information that will be elaborated upon by the instructor. For additional information, refer to the online help.

Throughout the guide, you encounter icons that call out various types of information. The following table illustrates how this guide uses icons to indicate different types of comments, activities, labs, etc. that support the text.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="icon.png" alt="Activity" /></td>
<td><strong>Activity</strong>: Indicates an activity for you to complete that helps reinforce the information you just learned.</td>
</tr>
<tr>
<td><img src="icon.png" alt="Note" /></td>
<td><strong>Note</strong>: Indicates additional information that is related to the information presented.</td>
</tr>
<tr>
<td><img src="icon.png" alt="Tip" /></td>
<td><strong>Tip</strong>: Indicates helpful hints and tips or other guidance that further explains the information it accompanies.</td>
</tr>
</tbody>
</table>
### ADDITIONAL RESOURCES

There are a number of additional resources that can provide you more information about the SuccessFactors Learning system. These resources include:

- SuccessFactors, Inc. website: [http://www.successfactors.com](http://www.successfactors.com)
- Online system help
- Task-specific job aids
- SuccessFactors monthly newsletter

For more information about other courses and registration, contact SuccessFactors University at training@successfactors.com.
Lesson 1: Online Exams Overview

The goal of Lesson 1 is to establish a general understanding of the concepts and terminology associated with online exams created with the Question Editor (QE).

OBJECTIVES

Upon completion of this lesson, you will be able to:

♦ Describe the Question Editor

♦ List the steps involved in creating an online exam using questions from QE

♦ Define the terms associated with online exams

WHAT IS QUESTION EDITOR?

The Question Editor (QE) allows you to create questions inside SuccessFactors Learning and associate those questions to an online exam. When an exam is associated with an item, users can launch the exam from their To-Do List and upon completion of an exam, users’ scores are tracked. If enabled, users can review the questions they missed on the exam or they can be given access to review all questions. Unless made available through a custom report, once a user exits the exam, the user’s score is only available to administrators. Users and supervisors can view the item completion status but cannot see the score as part of the user’s history record.
SuccessFactors Learning allows administrators to specify system behaviors and rules for recording users’ completion of their performance on exams.

**EXAM PROCESS FLOW**

In general, the steps involved in creating exams in Question Editor include:

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

Table 1 provides a list of key terms used in this guide and their respective definitions.

Table 1. Terms and Definitions

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Question</td>
<td>Used in exams and provides users with opportunities to distinguish the correct answer from a list of possible answers. Questions can be associated with objectives.</td>
</tr>
<tr>
<td>Question Type</td>
<td>The way in which the question is constructed that dictates how users are to answer. SuccessFactors Learning supports multiple choice with a single correct answer, multiple response with multiple correct answers, and true/false.</td>
</tr>
<tr>
<td>Question Stem</td>
<td>The text that is the question itself, such as “Which of the following images is a Stop sign?”</td>
</tr>
<tr>
<td>Distractor</td>
<td>Each possible answer provided to the user to select. One or more distractors may be correct, depending on the question type.</td>
</tr>
<tr>
<td>Exam Object</td>
<td>Contains questions intended to evaluate users’ understanding of an objective, or set of related learning objectives.</td>
</tr>
<tr>
<td>Objective</td>
<td>Statement of what users are expected to know and do once they have completed a specific course of instruction.</td>
</tr>
<tr>
<td>Online Item</td>
<td>An assignable unit that can be tracked in SuccessFactors Learning that is built upon online content.</td>
</tr>
<tr>
<td>Variant</td>
<td>One or more ways to ask a question that tests the same objective(s). This can be useful to ensure that users are presented with the same knowledge check, but different question/response sets to discourage copying.</td>
</tr>
</tbody>
</table>
CONCLUSION

Lesson 1 introduced you to the basic concepts of the Question Editor (QE) and the use of exams. Additionally, you were introduced to important terms applicable to the online exams functionality. In the next lesson, you learn how to use QE to create objectives and questions.

You should now be able to:

♦ Describe the Question Editor
♦ List the steps involved in creating an online exam using questions from QE
♦ Define the terms associated with online exams
LESSON CHECK

Use what you learned in this lesson to answer the following questions.

1. Fill in the blanks:
QE incorporates the use of ________ that are tied to a specific item of knowledge that users should learn.
_______ may be tracked and assessed with SuccessFactors Learning exam functionality. _______ within an exam may be tied to objectives; upon completion of an exam, users are informed of the objectives they have mastered and those that they need additional review.

2. Match the terms in Column A to their respective definitions in Column B:

<table>
<thead>
<tr>
<th>Column A</th>
<th>Column B</th>
</tr>
</thead>
<tbody>
<tr>
<td>Distractor</td>
<td>Statement of what users are expected to know and do once they have completed a specific course of instruction.</td>
</tr>
<tr>
<td>Exam Object</td>
<td>One or more may be correct, depending on the question type.</td>
</tr>
<tr>
<td>Objective</td>
<td>Used in exams and provides users with opportunities to distinguish the correct answer from a list of possible answers.</td>
</tr>
<tr>
<td>Question</td>
<td>The way in which the question is constructed that dictates how users are to answer. Choices include multiple choice, multiple response, and, true/false.</td>
</tr>
<tr>
<td>Questions Stem</td>
<td>One or more may be correct, depending on the question type.</td>
</tr>
<tr>
<td>Question Type</td>
<td>One or more ways to ask a question that tests the same knowledge.</td>
</tr>
<tr>
<td>Variant</td>
<td>The text that is the question itself, such as “Which of the following country is in Europe?”</td>
</tr>
</tbody>
</table>
The goal for Lesson 2 is to become familiar with the Question Editor and be able to add questions using the QE tool. The hands-on activities provide you with opportunities to practice lessons learned.

**OBJECTIVES**

Upon completion of this lesson, you will be able to:

- Explain the main concepts of QE
- Add questions in QE
- Search for question records in SuccessFactors Learning

**BASIC CONCEPTS FOR WORKING WITH QUESTIONS IN QE**

All questions have three main parts: the question stem, one or more correct answers (depending upon the type of question), and one or more additional distractors (Figure 1). Each question in QE is made up of a question box that remains stationary, and any number of distractors (possible responses). The distractors may be presented randomly to the users on an exam. Images can also be added as part of the question.
When used on an exam, each question displays on a single screen giving users the opportunity to demonstrate their ability to choose the correct answer from a list of possible answers.

Question types determine how users select answers and what answers are possible in a question variant. The question types in Question Editor include:

- **True/False**: Users select one of two distractors: *True* or *False*.
- **Multiple Choice/Single Answer (MCSA)**: Users select one of multiple distractors as the correct answer to the question.
- **Multiple Choice/Multiple Answer (MCMA)**: Users select one or more of multiple distractors. Users receive credit only when all correct answers are selected.
- **External**: Questions imported from another application outside SuccessFactors Learning.
UNDERSTANDING THE SCREEN LAYOUT

The Question Editor interface is different from the other features and tools in SuccessFactors Learning. It is important for you to understand how to navigate around Question Editor in order to use the tool effectively and efficiently, and to learn the available tools that will help you as you develop questions in Question Editor.

The screen layout for questions contains several important sections (Figure 2), including:

♦ **Header:** Displays the question name

♦ **Question setting menu:** Lists each variant of the question including the revision number, question type, and settings

♦ **Editing and formatting menu:** Provides the tools to edit and format the question

♦ **Question stem:** Displays the question content

♦ **Correct answer(s):** Select the radio button or checkboxes to identify the correct answer(s) to the question

♦ **Additional Distractors:** Display the incorrect answers

![Figure 2. Question Screen Layout](image)
CREATING A QUESTION IN QUESTION EDITOR

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 Question Editor:

1. Log in to the admin interface of SuccessFactors Learning.
2. Navigate to Content > Questions.

   The Questions Search screen displays (Figure 3).

   ![Figure 3. Questions Search Screen]

3. Click Add New.

© 2011 SuccessFactors, Inc. - 14 - SuccessFactors Learning
Confidential. All rights reserved.
The *Add New Question* pop-up window displays (Figure 4).

![Add New Question Pop-Up Window](image)

**Figure 4. Add New Question Pop-Up Window**

4. Enter the question name and domain.

   *Note: Avoid using spaces in the question name. If you do not know the domain, click the search icon to search for and select the domain.*

5. Select a question type from the *Question Type* drop-down menu.

6. Click *Add*.

7. Click the magnifying class to search for an objective.

8. Enter search criteria in the Objective Search window.

9. Click *Search*.

10. Select the desired objective.

   *Note: We will discuss more details for associating objectives to an exam question later.*
Online Exams

You are taken to the *Questions Add New* screen (Figure 5).

![Figure 5. Add New Questions Screen](image)

11. Double-click in the top box and enter the question stem.

12. Double-click in each of the following 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, click the *Available for Exams* checkbox and click **Activate** to make the question active in the database.

14. Click **Save Question** (✏️) to save the question.
Lab 1. Creating a New Question in Question Editor

Step

1. Log in to the admin interface of SuccessFactors Learning.

2. Navigate to Content > Questions.

3. Click Add New.

4. Enter the question name and domain. Remember to avoid using spaces in the question name.

5. Select a question type from the Question Type drop-down menu.

6. Click the magnifying class to search for an objective.

7. Enter search criteria in the Objective Search window.

8. Click Search.

9. Select the desired objective.

10. Click Add.

11. Enter the question stem in the appropriate textbox.

12. Enter the distracters and identify the correct answer.

Note: Check the radio buttons and checkboxes as appropriate.

13. Click the Available for Exams checkbox.

14. Click Activate to make the question active in the database.

15. Save the question by clicking the Save button ( ) on the toolbar.
Understanding the Question Metadata Section

Metadata is used to uniquely identify each question. When you create a new question, you enter the question name and domain. In the QE workspace, you can add a description and relevant keywords for the question in the Question Metadata section (Figure 6). This information can be useful when searching for the question.

![Figure 6. Question Metadata](image)

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Lab 2. Adding Question Metadata

Step

1. Using the question created in Lab 1, click 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 clicking the Save button ( ) on the toolbar.

   *Job Aid: Question Editor*
SEARCHING FOR QUESTIONS

Searching for questions is the same as searching for other records in SuccessFactors Learning. You need to search for questions when you need to make changes to the question, or when you are ready to add questions to an exam object.

To search for questions in SuccessFactors Learning:

1. Navigate to Content > Questions.

   The Questions Search screen displays (Figure 7).

   ![Figure 7. Questions Search Screen](image)

2. Enter any criteria to search for the question.

   **Note:** The default search criteria are the objectives identifier. Click the filter by criteria icon (▼) to search for objectives by objective ID or other criteria.

3. Click Search.

   The search results are listed. The search results list includes all the question records that match your search criteria. Each question listed includes the ID and name of the objective the question is associated with (if any), the question name, and the number of variants for each question (Figure 8).
4. To see the question variant details from the search results list, click the expand arrow (.expand) to the left of the question name. The questions variants are listed. You can now see each variant of the question with its revision number, question type, stem, and status (Figure 9).

5. Click the checkbox next to the Question Name column for the question you are searching for.

6. Click Select.

Your question workspace is displayed and ready for editing (Figure 10).
Understanding the Actions Menu

The Actions menu contains some commands that duplicate toolbar commands, and other options that can only be found in the Actions menu (Figure 11).

![Actions Menu]

Table 2. Actions Menu Options and Description

<table>
<thead>
<tr>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add Distractor</td>
<td>Adds a distractor to the question. The behavior of the command depends on the type of question you select.</td>
</tr>
<tr>
<td>Delete Distractor</td>
<td>Deletes the selected distractor.</td>
</tr>
<tr>
<td>Clean Up Question</td>
<td>Resets the question objects to their default positions: aligned to the left with distractors under the question stem.</td>
</tr>
<tr>
<td>Preview Variant</td>
<td>Opens a preview of the question to give you an idea of how it looks to users taking the exam.</td>
</tr>
<tr>
<td>Add New Variant</td>
<td>Adds a new variant to the question. You can only add variants once you have saved the first variant.</td>
</tr>
<tr>
<td>Delete this Variant</td>
<td>Deletes the variant that is currently selected in the variants area and that appears in the workspace.</td>
</tr>
<tr>
<td>Revise this Variant</td>
<td>Creates a new revision of the active variant (the one selected in the variant list). Variants can have multiple revisions, but only one active revision. To set the active revision, click its Active checkbox in the variant list.</td>
</tr>
</tbody>
</table>
### Action & Description

<table>
<thead>
<tr>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Copy Question</td>
<td>Copies the question and all its variants. You must give the new question a unique name. Copying questions is a useful way to copy objectives and question metadata into a new question, but if you want to ask the same question in a different way, consider adding a new variant.</td>
</tr>
<tr>
<td>Reset to Last Saved</td>
<td>Reverts your work on the variant to the last time you saved.</td>
</tr>
<tr>
<td>Apply Changes</td>
<td>Saves the question and variant information.</td>
</tr>
</tbody>
</table>

### Understanding the Selected Question Menu

When you open a question, you see the *Selected Question* menu. By default, the menu options are collapsed; click the **expand arrow** to expand the Select Question menu options (Figure 12). This menu contains all the questions that you want to work with, and you can use this menu to navigate between question variants. Click the different questions in the palette to open the question (and its variants) in the workspace.

![Figure 12. Selected Question Menu](image)
Table 3 provides a description of each option in the Selected Question menu.

Table 3. Selected Question Menu Options and Descriptions

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open All Close All</td>
<td>Click the Open All and Close All links to expand all the questions to see all their variants or collapse all the questions to hide their variants.</td>
</tr>
</tbody>
</table>
| Question Type Codes| Displays the question type:  
• Multiple Choice  
• Multiple Response  
• True or False |
| Save Question      | Saves the questions.                                                        |
| Eraser             | Removes questions from the workspace and takes the admin back to search screen. Once performed, this action cannot be undone. |

**Working with and Navigating Between Variants**

Once you have added and formatted your question, you may want to create variants for that question. Each variant is a different way to ask the same question, like different word problems that ask the same underlying problem. All questions have one or more variants, and each variant of a question can use a different question type. All variants, however, share the same question name (seen in the Question Metadata section of the screen).

The variant table contains all variants of a question. Click the expand arrow (🔍) to see all variants of the question (Figure 13).
The variant table contains the following information:

- **Variant Status Icon**: The icon changes depending on what you can do with the variant. If you can delete the variant, the Delete Variant icon (_Delete Variant_) displays. If it is part of an exam (and therefore cannot be deleted), the Exam icon (Exam) displays.

- **Variant**: The unique ID of the variant. Each variant has a unique ID that is assigned sequentially as you add variants. It is a system ID that is relevant to keeping the variants distinct.

- **Revision**: As you revise the variant, the revision number increases. Higher revisions have been saved more often.

- **Type**: The type of answers that can be given to the question.

- **Question Settings**: Settings that control the behavior and scoring of the question.

- **Point Value**: The points assigned to each variant that is used in scoring the question.

- **Available for Exams**: Makes variant revision available and active for use in exams. Only one variant revision is available at a time.
You can also navigate to variants of a question using the *Selected Question* menu in the Question Editor workspace (Figure 14).

![Variants in the Selected Question Menu](image)

**Figure 14. Variants in the Selected Question Menu**

To create a variant of a question in Question Editor:

1. Search for and access a question record in edit mode.
   
   **Note:** See “Searching for Questions” section for details on searching.
   
   The *Edit Question* screen displays (Figure 15).

![Edit Question Screen](image)

**Figure 15. Edit Question Screen**

2. Click *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 (Figure 16).

4. Click 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. Click OK to proceed.

6. Double-click in the top textbox and enter the question stem.

7. Double-click in each textbox below the question stem to enter the distracters (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. Click **Activate** if the warning message displays.

11. Click **Save** to save the question variant.

Later in this guide, you will learn how these question variants are used in exams.
Lab 3. Adding a Variant

Step

1. Using the question created in Lab 1, click Actions on the toolbar.

   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. Select Add New Variant from the drop-down menu.

3. Change the question type.

4. Click 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.
CONCLUSION

In this lesson, you learned about the many characteristics of the Question Editor. Through step-by-step instructions, you created an objective and associated it with a question. Additionally, you learned to search for questions, create new questions, and format questions.

You should now be able to:

♦ Explain the main concepts of Question Editor
♦ Add questions in Question Editor
♦ Search for question records in SuccessFactors Learning

In the next lesson, you will learn to create an exam using the questions you created in Question Editor.
LESSON CHECK

Use what you learned in this lesson to answer the following questions.

1. 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.

2. True or false:
   The Question Editor is a separate application and needs to be loaded locally for use.

3. Which of the following is not true regarding a question’s appearance in Question Editor?
   a) Graphics can be imported.
   b) Two questions can appear on the same page.
   c) Answers can be randomized.
   d) Questions can be randomized.
4. True or false:
   While taking an exam, users see only one revision of a question variant on the exam.

5. 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

The goal for Lesson 3 is to use the questions created in the previous lesson to build an exam object in SuccessFactors Learning. This exam will then be used within an online item.

OBJECTIVES

Upon completion of this lesson, you will be able to:

♦ Define an exam object
♦ List the two types of exams
♦ Create a new exam object
♦ Associate an exam object to an item

MAIN CONCEPTS OF EXAM OBJECTS

A SuccessFactors Learning exam object consists of questions that display to users when they launch the item from their To-Do List. All SuccessFactors Learning exam objects are graded and the score can be retrieved from the admin side with the reporting tools or by drilling into the object details of the item.

Messages can be defined that display to users before, during, and after they complete the exam. You can also define many other software behaviors and management criteria with regard to the exam. Some of these include minimum required score for passing, the number of times that users are allowed to attempt the exam,
the ability to specify whether users must answer the questions in sequence, the actions and updates that are performed when users pass or fail the exam, and whether a proctor code must be used to start the exam (requires use of the SuccessFactors Learning Instructor entity).

For users to take the exams you design, you must associate them with an item in the Online Content tab within the Related area of the item record.

Key points related to working with exams in Question Editor include:

♦ Set up exam object with:
  − Exam messages to guide users
  − Time limit, if desired
  − Feedback during exam completion
♦ Organize exam to be sequential (users must proceed in order) or freeform (users can skip question and come back)
♦ Define treatment for exam results

**QUESTION SELECTION FOR EXAMS**

When creating an exam, it is important for you to understand how exams are “generated.” You can specify which questions appear on an exam whenever a user attempts the exam, or randomize each question selection from the database of available questions (requires objectives). There are two general methods for including questions on an exam:

♦ Guarantee the inclusion of specific questions on the exam
♦ Randomly select those questions that are related to specific objectives. This will be covered in later lessons.
Assigning Point Values

The Point Value field of a question record allows you to determine the relative value of each question from a scoring standpoint. Points can also be assigned directly to questions and there is no rounding (Figure 17). If you are actively using the scoring capability of SuccessFactors Learning, we recommend that you read more about assigning relative weights to questions in the online help.

![Figure 17. Point Values for Question Variants](image)

Questions in an Exam

Each question tracks numerous statistics, such as:

- On which exams the question is being used
- How users have performed in answering the question
- Which users answered the question on which exams
- How many times the users attempted the question
- Whether or not the user answered the question
- How the user answered the question
- The points earned out of total points assigned to the question
- The amount of time it took the user to answer the question
- An answer summary indicating the distractor answer selected
TIPS FOR SETTING UP EXAM OBJECTS

When creating an exam in SuccessFactors Learning, 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)

Note: You can define exam duration for this exam object. When you associate the exam object with an item, you can edit or remove the exam duration for that item.

♦ Determine the actions to take
  – Proctor coded needed
  – Display welcome message
  – Allow user to start and stop the exam
  – Display point values of each question
♦ Decide whether the exam taker sees feedback
♦ Decide whether the test taker sees exam scoring
♦ Determine if the exam results should be analyzed
CREATING AN EXAM

Creating an exam in SuccessFactors Learning creates an exam object which can be added to online or blended items. When a user launches a SuccessFactors Learning exam, the SuccessFactors Learning system tracks users’ responses to each question and grades the exam when the users submit their answers.

To create a simple exam:

1. Navigate to Content > Exam Objects.

2. Click Add New. Complete the required fields (Figure 19).
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. Determine the settings (Figure 20) for:
   - Actions
   - Feedback
   - Scoring options
   - Analyze the exam results
8. Click **Add** when you are done to add the exam record (Figure 21).

9. Select the **Questions** tab (Figure 22).
10. Enter keywords to search for questions and/or objectives to add to the exam object.

11. Click Search.

The search results are displayed in a separate window (Figure 23).
12. 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):

a) Click the arrows to the left of the question name to expand each question (Figure 24).

![Figure 24. Selected Questions Expanded](image)

b) Click the radio button for the questions you want to add. Note that you can only add one variant of a question to the exam.

c) Click Select. Your selected questions are listed at the bottom of the Questions tab screen (Figure 25).

![Figure 25. Selected Questions](image)
d) Click on the Points field and enter the points that the question is worth.

e) The system enforces order when you select the **Display Questions and Objectives in Order** checkbox.

f) Click the **Move Up** or **Move Down** buttons to change the display order, thereby controlling the order the questions appear in the user interface.

g) Click **Save**.

13. Click the **Preview Exam** link to view the exam as it appears at run time (Figure 26).

![Figure 26. Exam Preview](image)

14. Click **Close** to return to your exam object record.

15. Click **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.

16. Click the **Summary** tab.

17. Click (check) the **Is Online** and (if needed) **Is Active** checkboxes.

18. Click **Apply Changes**.
Lab 4. Creating a New Exam

Creating an Exam Object

Step

1. Navigate to Content > Exam Objects.

2. Click Add New.

3. Enter the exam name.

4. Enter the domain for the exam.

5. Check the Is Active checkbox.

6. Enter a description for the exam.

7. Select the exam type.

8. Enter the pass percentage for the overall exam.

9. Enter the maximum tries a user will have.

10. Populate an exam duration if desired.

11. Select the exam actions.

12. Set the exam feedback setting.

13. Select your scoring option.

14. Click Add.
Adding Required Questions to an Exam Object

**Step**
1. Click the **Questions** tab of the exam object record.
2. Enter search criteria to search for the question.
3. Click **Search**.
4. Expand the questions listed.
5. Click the radio buttons for the questions to add to the exam.
6. Click **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. Click the **Summary** tab.
8. Click (check) the **Is Online** and (if needed) **Is Active** checkboxes.
9. Click **Apply Changes**.
**ADDING AN EXAM OBJECT TO AN ITEM**

After an exam has been defined using questions that were created in Question Editor, 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.

To add an exam object to an existing item, select the **Online Content** tab of the item record. Once the online settings are input and changes applied, the content structure was automatically created when you created the item with online content (see the *Online Content Management* training guide for more information). Scroll to the bottom of the screen to view the content structure (Figure 27).

![Figure 27. Content Structure](image)

To add the exam object to the item:

1. Click the **Associate content to item** icon (🔧) within the Content tab of the item record.

2. Select **Add Exam** from the drop-down menu.

3. Search for and select your exam.

4. Enter an exam name.
5. Select/enter other settings (Figure 28):

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Restrict access to other online item objects when this exam is in progress</td>
<td>Prevents users from launching content objects associated with the item while taking the exam.</td>
</tr>
<tr>
<td>Record learning event when exam passed</td>
<td>This writes a “For Credit” entry to the user’s Learning History (Completed Work) upon completion of the exam, regardless whether they have completed other content objects associated to the item.</td>
</tr>
<tr>
<td>Record a learning event when exam failed</td>
<td>This writes a “Not For Credit” entry to user’s Learning History (Completed Work) upon failure of exam.</td>
</tr>
<tr>
<td>Timed Exam</td>
<td>This designates the amount of time a user has to complete the exam.</td>
</tr>
<tr>
<td>Review Options</td>
<td>These options deal with whether user can review questions after they complete the exam.</td>
</tr>
</tbody>
</table>

6. Click OK.
7. Select Additional Information Required: Completion Status and Failure Status (Figure 29).

![Additional Information Required](image)

Figure 29. Completing Additional Required Information

8. Click **OK** to add the exam object to the item.

![Object Screen](image)

Figure 30. Object Screen

9. Within the Online Content tab, click the **Settings** drop-down menu.

10. Select **Modify Settings** to display the Edit Settings and Status window (Figure 31).
11. Select the checkbox **Content is available for launch (available for users)**.

12. Select the checkbox **Record learning event when all content is complete**.

13. Click **OK**.
Lab 5. Adding an Exam Object to an Existing Item

Step

1. Navigate to Learning > Items.

2. Enter search criteria to search for the item and click Search.

3. Locate the item and click the item key to access the item in edit mode.

4. Select the Online Content tab from the Related area.

5. Click 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. Click OK. The exam is now associated with the item.

15. Within the Online Content tab, click 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. Click **OK**.

20. Assign the item to a user.

21. Log in to the user interface, launch the item, and test the exam.

---

*Job Aid: Online Exams*
LESSON-RELATED REPORTS

The following reports in the SuccessFactors Learning system relate to topics presented in this lesson:

♦ Exam Item Analysis

  The Exam Item Analysis 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.

♦ Exam Objects

  The Exam Objects report returns metadata about exams, including its objectives and questions, scoring data, and analysis actions.

♦ User Exam Data

  The User Exam Data Report returns (for all selected users, exams, and surveys) the details of users' performance on exams and surveys, including external exams.

CONCLUSION

In this lesson, you learned how to create an exam object, created an exam, placed the questions into the exam, and modified the appropriate user and system parameters. Additionally, you created an online item and included the exam object.

You should now be able to:

♦ Define an exam object
♦ List the two types of exams
♦ Create a new exam
♦ Associate an exam object to an item
LESSON CHECK

Use what you learned in this lesson to answer the following questions.

1. What are the two types of exams?

2. True or false:
   Exams can be timed.

3. True or false:
   An exam object can be directly assigned to users.
Course Summary

The goal of this module was to familiarize you with Question Editor to create objectives and questions used in online exams, introduced you to how to create an exam using questions created in Question Editor, and how to include the new exam in an online item. Topics included Question Editor, objectives, questions, exam terminology and definitions, and online items.

You used the Question Editor tool to create questions and objectives used in online exams, create exams using questions created in Question Editor, and include the exam in an online item.

You should now be able to:

♦ Create and edit questions in the SuccessFactors Learning system
♦ Create an exam object and associate questions with the exam
♦ Associate an exam with an online item

Please complete the following two review scenarios based on what you have learned in this course.
Notes
**REVIEW SCENARIO 1**

A new set of questions needs to be created for an upcoming exam. The Instructional Design team has created a set of instructional objectives to be associated with the questions and later an exam. The objectives and related questions are listed below. Please create each objective and the related questions (and variants) using the AIR domain and your initials in all names (for example, AMS_Obj1, AMS_Q1, etc.).

Objective 1: Users are able to identify the parts and functions of an item.

Question 1 Variant 1: Which of the following is **not** part of the item key?
   A. Item ID
   B. Item Type
   C. Item Title *
   D. Item Revision Date and Time

Question 1 Variant 2: True or False: The item title is part of the item key.
   A. True
   B. False*

Question 2: How many items are needed for a curriculum to be assigned to users?
   A. Zero* 
   B. One
   C. Two
   D. Three
Question 3: Which of the following item fields are searchable from the user side of SuccessFactors Learning?

A. Item Title*
B. Item Revision Date and Time
C. Item Description*
D. Authorized Instructors

Hint: If the order in which the distractors are presented is important, please remember to use the Randomize checkbox at the top of the question editor.
**REVIEW SCENARIO 2**

An exam needs to be created for the objective and questions created in scenario 1. The exam should be timed and use 2 out of the 3 questions associated with the objective that you already created. Users should have 10 minutes to complete the exam and should be able to skip questions and come back to them to finish before grading. Users should also be able to see both correct and incorrect answers to their responses in the exam. After creating the exam, create an online item so users can find the exam on the user side of SuccessFactors Learning and successfully complete it.
Notes