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General Information

The VWGoA Assessment Management Application (AMA) provides a user-friendly interface to create online assessments, view survey evaluation reports, and other various customized reports from a course summary level to specific individual assessments.

Access to the AMA is available at www.datarunners.net/AssessmentManager. To log in, enter your User Name, typically your last name.first name; i.e. Douglas Smith would enter smith.douglas. Enter the password assigned to you by the AMA administrator.

The Welcome page allows access to the Management and Assessment Builder areas of the AMA.

The Management feature of this application provides statistical and survey data for management to analyze and evaluate assessment information. This information can be used to improve the quality of the assessments, the user experience, instructor performance, and more. All of which will contribute to overall improvement of the LMS.

The Assessment Builder tool allows a user to create a new assessment, copy and edit existing assessments, copy an existing assessment to use as a base for a new assessment (a new course code is required), and export a PDF file of an assessment with or without the answer key.
Assessment Management

The information and reports within the Management area of the AMA are available only to users with management permissions. Users with limited access, such as suppliers contracted by Volkswagen to develop assessments are not able to enter this area.

**Note:** The Assessment builder allows a user to view, edit, or copy only assessments they have created.

For users with management permissions, click on the ‘Management’ tab and then click on the ‘Reporting Center’ tab in the navigation bar to open the Reporting Center page. There are currently seven reports available, as shown below.

- ILT Evaluation Reporting
- General Assessment Statistics presented as either a PDF or Excel (XLS) file.
- Question/Response Statistics
- Instructor Assessment Statistics
- Skill Demonstration Statistics
- User Assessment Report
- Assessment User Report
ILT Evaluation Reporting (CRC)

ILT Evaluation Reporting presents data collected from class survey evaluations that are completed by employees who have attended an ILT training course. It allows management/instructors to create and view customizable reports specific to criteria they define.

To view ILT Evaluation Reporting information:

Click on the radio button next to the report you want to generate.

Use the ‘Date Range’, ‘Class’ and ‘Instructor’ tabs to define search criteria for the selected report.

**Date Range Search:**

1. Click on the ‘Date Range’ tab to use the ‘From’ and ‘To’ calendars to set your date range.
2. Use the forward/back arrows to select the months.
3. Click on a date in each calendar to complete the date search criteria.

**Class Search:**

1. Click on the ‘Class’ tab.
2. Scroll down the courses list and click on the course to select.
3. Multiple courses can be selected by holding down the ‘Ctrl’ key while selecting (as shown here.)
4. To select all courses, click HERE.

**Instructor Search:**

1. Click on the ‘Instructor’ tab.
2. Scroll down the instructor list and click on the instructor’s name to select.
3. Multiple instructors can be selected by holding down the ‘Ctrl’ key while selecting.
4. To select all instructors, click HERE.
Example: Creating a Class Summary Report for all classes led by one instructor between January 1 and May 31, 2013.

1. Click ‘All’ to use the Date Range, Class, and Instructor as the search criteria.
2. Click on the Class Summary Report Radio Button.
3. Set the date range using the calendar arrows to move to desired the months and then click a ‘From’ and ‘To’ date.
4. Select all courses by clicking on ‘click HERE’.
5. Scroll through the instructor list and then click on the instructor’s name to select.
6. Click ‘Submit’.
The Class Summary Report will display results from a 15 question survey submitted by attendees of all ILT Classes led by this one instructor during the selected date range.

Click on the ‘Back Button’ to return to the ILT Reporting page.
General Assessment Statistics

The General Assessment Statistics: Assessment Listings report provides statistical information on the average score received, the number of attempts per user, and the total number of attempts of an assessment.

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Version</th>
<th>Assessment Name</th>
<th>Scoring Average</th>
<th>Attempts Per User</th>
<th>Total Attempts</th>
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<td>Audi Body Construction SSP</td>
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<td>1.00</td>
<td>2</td>
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<td>77.12</td>
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<td>2.25</td>
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<tr>
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</tr>
<tr>
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<tr>
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<tr>
<td>41V601CAF</td>
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<tr>
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<td>Marchandage des pièces et des accessoires</td>
<td>68.75</td>
<td>2.94</td>
<td>32</td>
</tr>
</tbody>
</table>
Question/Response Statistics

The Assessment Question/Response Statistics: Assessment Listings page provides a list of both ‘active’ and ‘inactive’ assessments that are part of the LMS.

To view a Question/Response Statistics report:

1. Enter an assessment code or a keyword into the search field.
2. Click the Search icon.
3. Place the cursor on the assessment row and then click to open the report.

A new browser window will open displaying the assessment’s questions and answers. The correct answers are highlighted. The statistical data shows the number of times each possible response was selected and as a percentage of the total responses.

Close the browser window to return to the Questions/Response Statistics page. Click on Reporting Center to return to the Reporting Center selection screen.
Instructor Assessment Analysis

The Instructor Assessment Analysis report allows viewing Assessment Question/Response Statistics of Instructor Led Training courses as taught by a specific instructor. This data provides information to the instructor of how well a topic is understood and identifying where there may be opportunities for improving or revising a lesson plan.

To locate an instructor:

1. Enter the instructor’s last name into the search field.
2. Click the Search icon
3. From the search results, click the Select icon to view ILT courses taught by that instructor.

From the list of courses taught, click the Select icon to view the Assessment Question/Response Statistics report for the course.
Multiple (previous) versions of a course assessment may exist in the AMA database. ‘True’ indicates the version that is active in the CRC. ‘False’ indicates previous versions that are inactive and archived. Place the cursor on the version of the assessment you wish to view and then click to open the report.

The Assessment Question/Response Statistics data is displayed. With this information the assessment questions can be reviewed to determine the effectiveness and level of understanding of the ILT course or of a specific topic covered.

**Example:** Question 4 shows only 59% of attendees answered correctly and 37% incorrectly. This could suggest that during the course more emphasis may be needed on how to upgrade a part on back-order to a Red order. It could also mean the question and/or responses could be presented differently for better user understanding.
Skills Demonstration Statistics

The Skills Demonstration Statistics Listing page provides a list of assessments that are part of the LMS.

To view the Skill Demonstration Response Statistics report:
1. Enter an assessment code or a key word into the search field.
2. Click the Search icon
3. Place the cursor on the assessment row and then click to open the report.

The report opens in new browser window.

Click the browser tab to close this window to return to the Skill Demonstration Listing page. Click on ‘Reporting Center’ to return to the reports selection page.
User Assessment Report

The User Assessment Report allows users with authorized ‘permissions’ to create a report displaying the assessments and results of an individual employee. To create a User Assessment Report:

1. Enter the employee’s LMS User ID, if known, or switch tabs and enter their last name, the last four digits of their SSN, and select a domain from the drop down list.
2. Click on the ‘User Lookup’ button

![User Assessment Lookup]

3. Click on the ‘Get User Assessments’ button

4. To locate a specific assessment, enter the assessment code or a keyword into the ‘Search’ field and then click the Search ‘🔍’ icon.
5. Click on the Details icon to view the assessment details that include the assessment version, number of user attempts, score, the user responses, and results.

![User Assessment Detail Report](image)

6. Click the ‘Export Assessment Data’ button to view or download a complete listing of user assessments detailed on the User Assessment Transcript report.

![User Assessment Transcript](image)

Close the PDF window and then click ‘Home’ to return to the Home page.
Assessment User Report

The Assessment User Report allows users with authorized ‘permissions’ to select an assessment and view the list of employees that have taken the assessment along with their attempts and scores. To create an Assessment User Report:

New User Request

Users with Manager ‘permissions’ may request a new user be given access to the AMA.

1. Click on the ‘New User Request’ tab
2. Enter the new ‘User Name’ and ‘User Email’ information
3. Use the ‘Permission Description’ information to determine the desired level of access and then click to select.
4. Click the ‘Submit Request’ button.

The AMA administrator will process the request. An email notification will be sent to the new user and the requester.

Note: Multiple permissions groups can be selected by holding down CTRL while make selections, as shown below.
Assessment Builder

The Assessment Builder tool allows a user to create a new assessment, copy and edit existing assessments, copy an existing assessment to use as a base for a new assessment, and export an assessment as a PDF file with or without the answer key.

From the Home page click on ‘Assessment Builder’ located in the top menu bar to open the ‘Assessments Under Development’ page.

Note: Only an assessment under development may be deleted, if necessary, by clicking on the Delete Icon 🗑️ in the Delete column. Assessments that have been rolled to the STAGE server cannot be deleted using the AMA. The previous version of an assessment is archived when a new version is developed and rolled to the CRC/LMC.
Creating a New Assessment

On the ‘Assessment Under Development’ page, click on the ‘Create Blank Assessment’ button to open the ‘Assessment Creator’ page.

1. Enter the Course Code
2. Enter the Assessment Name
3. Enter the Assessment Description
4. Use the pull down menu to select the language
5. Use the pull down menu to select the assessment type.
6. Enter the ILT course code associated with the assessment you are creating.
7. Click on the ‘Require Evaluation’ checkbox to require participants of the ILT class to complete the course evaluation before they can access the assessment.
8. Enter the number of ‘Attempts Allowed.’ Zero (0) is the default allowing unlimited attempts.
9. Enter a minimum ‘Score Required’ to receive credit for the class (as defined by the appropriate VWGoA authority.)
10. Searchable in Course Catalog checkbox is checked by default. If you do not want users to find the assessment in the Course Catalog, click to uncheck this box.
11. Check the ‘Require Access Key’ box if you want restricted access to this assessment. See instructions for creating ‘Access Keys’ at the end of this section.
12. The ‘Developer’ field is pre-populated with the User Name you signed in with.
13. Click the ‘Insert New Assessment’ button.
**Note:** All required fields must be complete before you are allowed to proceed. Incomplete items are flagged as shown below.

![Image](image1.png)

**Note:** If the course code already exists, the AMA program displays that information.

![Image](image2.png)

**Creating Access Keys**

To create assessment keys, log onto the LMS. Click on the ‘Assessment’ tab and then click on ‘Generate Assessment Keys’.

Click on ‘Generate Access Code’ to create an ‘Assessment key.’ Continue to click until you have created the desired number of keys. Click ‘Email’ and the list of ‘Assessment Keys’ will be emailed to you.

![Image](image3.png)

**IMPORTANT!** Each unique 10 digit access code assigned to a class participant may be used **only once** to access an assessment. However, the participant will have the ability to stop and resume an in-progress assessment. If the participant completes the assessment and fails, they must request a new access key.
**Audience Selector**

Click the check box next to the audience(s) that need(s) to have access this assessment. The assessment will be visible on the respective CRC/LMC Catalog page based on the selected audience(s).

**NOTE:** Many assessments for WBT courses are being designed to launch directly from the WBT course. If the assessment is intended to be launched only from a WBT, then select only the Call Center & Administrator as required audiences. Placing the cursor over a specific audience provides details about that audience.

**Training Categories**

Click on ‘Categories’ to open the category assignment tool. Click on a brand to view the specific categories of departments, vehicle models, employee development, and so on, as defined by each brand. To assign the assessment to a category, click the check box.

Click ‘Next’ to proceed.
Adding Assessment Categories to an Assessment

1. Click on the ‘Add Category’ button.

2. The Create New Category screen opens. Enter the category description (optional) and number of questions to be asked in that category.

The number of questions to be asked will be randomly pulled from the available pool of questions that exist for that category.

Example: If you develop a pool of 25 questions for the ‘General’ category and enter 10 as the ‘Question Count,’ the assessment builder will pull 10 random questions from that pool of 25 questions.

Click on the ‘Add Category’ button to add additional categories, as necessary.

Note: A category description and question count can be changed at any time by clicking on the ‘Edit’ icon in the Edit column.

Adding Questions to a Category

From the Categories screen, click the ‘Go To Questions’ button to open the ‘Questions’ screen, and then click on ‘Create New Question’ button.

Creating a True/False Question

1. If there is more than one category set up for the assessment, use the category pull down to select the category you are creating a question for.

2. Use the ‘Question Type’ pull-down menu to select the True/False as the question type. The screen changes to accommodate a True/False question and response.

3. Enter the question text
4. Click on the ‘✗’ icon in the Answer column to indicate the correct answer. The correct answer will be indicated by a green checkmark ‘✓’.

5. Click on the ‘Insert Question’ button. The question is added to the questions list for the selected category.

Click on the ‘Create New Question’ button to add the next question. Repeat until the assessment questions are complete.

Creating a Multiple Choice Question

1. Select the correct category (Step 1 only applies if the assessment has multiple categories.)

2. Use the pull-down menu and select Multiple Choice as the question type.

3. Enter your question text in the ‘Question Text’ field.

4. Enter any feedback you want to provide the user into the Feedback (Optional) field.

5. Enter the answer choices in the ‘Question Choices’ text fields.

**Note:** Use the Add or Delete Choice buttons to increase or decrease the number of choice fields.

6. Click on the ‘✗’ icon to identify the correct ‘✓’ answer. Only one selected choice is possible.

7. Click on the ‘Insert Question’ button to save the question.
Creating a Multiple Response Question

To create a Multiple Response question, follow the same steps as described above for Multiple Choice questions. The difference being that a multiple response question allows you to select more than one choice.
Adding an Image to an Assessment

To add an image to an assessment question:

1. Click on the Media icon to open the 'Media Uploader' window.
2. Click on the 'Browse' button and locate the desired image from your computer.
3. Click on the 'Save Media' button to add the image to the assessment.

Note: Questions may be edited or deleted using the Edit ' or Delete' icon in the question row. You will be prompted for confirmation before a question can be deleted.
Finalizing the Assessment

When all questions are complete click the ‘Finalize Assessment’ button to validate the assessment before rolling it to the STAGE server. If the assessment is incomplete a pop up notice will appear stating the ‘Assessment is Not Valid’ and will also list the issues needing correction.

Resolve all issues and then click on the ‘Finalize Assessment’ button. If correct, the assessment is now deemed ‘Valid.’
Click the ‘Test Assessment’ button to open a new window. This feature allows the developer to review and answer assessment questions formatted exactly as the end-user will see them.

**Note:** For assessment that have a ‘pool’ of questions, the ‘Test Assessment’ feature overrides the defined ‘question count’ and allows the developer to review the entire pool of questions created for the assessment. The ‘Test Assessment’ feature also bypasses any assessment restrictions such as prerequisites or an access key.

The Assessment can be reviewed as a PDF with or without an answer key by clicking on one of the PDF Assessment Review icons.
Rolling an Assessment to the CRC/LMC

Click on the ‘Roll Assessment’ button. Information regarding rolling an assessment is displayed.

**Warning:** Once an assessment is rolled to STAGE, that version is no longer editable.

Click the ‘Roll to Stage’ button. A confirmation pop-up window will appear and confirm the assessment was successfully rolled and is now available on the STAGE server for testing.

Updates to a rolled assessment can be accomplished by using the ‘Copy Assessment’ feature of Assessment Builder.
Copy an Existing Assessment
From the Home page click on ‘Assessment Builder’ and then click on the ‘Copy Assessment’ button. Enter the course code or descriptive keyword into the Search field to assist in locating the assessment you wish to copy.

![Copy Assessment (New Assessment or New Version)](image)

Click on the Copy icon. A confirmation pop up will appear to verify that you want to create a copy.

**Note:** Copying an existing assessment can be used as a base for a new assessment with pre-populated questions and choices from the copied assessment. Copying an assessment should not be used to create a new version of the existing assessment. A new Course Code will be required.

Creating a New Version of an Existing Assessment
Click the New Version icon to create a new version of an existing assessment. A pop-up will open requesting that you confirm your intent is to create a new version of the assessment.
A copy of that assessment is placed on the Assessments Under Development page. The assessment version is incrementally raised automatically by one by the AMA. At this point, all the functionality previously used when creating a new assessment, adding or editing categories and questions is available to use when creating the new version.

The previous version of the assessment is archived when a new version is developed and rolled to the CRC/LMC.

### Deleting an Assessment

Click the Delete icon of the assessment you wish to delete. A ‘Delete Assessment Confirmation’ pop up will open asking you to verify your intent to delete the assessment.

**Note:** Deleting an assessment can only be done from the Assessments Under Development page.

**IMPORTANT:** Once deleted, THIS CANNOT BE UNDONE.

**Note:** Only authorized AMA administrative personnel have permissions to remove an assessment that has been finalized and rolled to the STAGE CRC/LMC.