

Test Item Challenge Policy and Procedures

1. Background. The test item challenge policy applies only to Online Training (OLT) courses. As outlined in the Student Assessment and Evaluations attachment, students who fail to achieve mastery standards for an OLT course (e.g. fail a test for the third time) may contest the failure by initiating a test item challenge if they believe the failure was because of a “bad” test question or the course material does not support the test question.

2. Policy

a. Students who fail to achieve the OLT mastery standards outlined in Attachment 7, *Student Assessment and Evaluation*, will be automatically restarted at the beginning of the course unless one of the following two conditions exists:

a. DAU System Failure. When there has been a DAU system(s) failure and it has been substantiated that it caused a student(s) to fail an exam, the affected student(s) may have the last exam manually passed so the student may complete or move forward in the course. Since DAU systems are beyond the student’s control. This condition does not apply when a student hits the wrong key or experiences some other failure such as a power outage etc.

b. Approved Test Item Challenge. When a course failure is related directly to a course content/test question challenge and that challenge has been accepted (validated by the Course Manager), the student will be manually passed for the exam in question.

c. Final approval of the above conditions rest with the Director, Foundational Learning Directorate (FLD).

3. Procedures for a DAU System Failure

a. Outside of a general systems failure such as the DAU Learning Management System (LMS) going down, minor technical malfunctions in the LMS could affect the grading system such as the student responding correctly to a question but not receiving credit.

(1) The DAU Help Desk handles all DAU system failures.

(2) When a student or faculty member believes there has been a DAU systems failure, the student or member must notify the DAU Help Desk at DAUHelp@dau.mil as follows:

From: *(Student or DAU faculty member)*

To: DAUHelp

Subj: NOTICE OF SYSTEM FAILURE

I am requesting an exam manual pass due to a DAU systems failure.

(Describe what you believe the issues to be causing you or the student to fail a course)

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If validated, the manual pass is for:

Student Name: *(Student Name)*

Student ID: (DAUID)

Course: *(Course ID such as ACQ101)*

Exam: *(Identify the exam at issue such as Lesson 2 Test)*

I can be reached by phone at: *(insert requestor's phone number)*

/s/

(3) Should a student notify a DAU staff or faculty member of a DAU systems failure that adversely affects a student's progress in an OLT course, that staff or faculty member is responsible for directing the individual to the DAU Help Desk for assistance.

(4) Upon notification of a systems failure, e.g. the exam attempt is incorrectly scored, the DAU Help Desk validates the problem, creates a trouble ticket, and sends information to FLD (appropriate representative in the Integrated Learning Environment Center such as the ILE Help Desk). The student's course record will be reviewed, and upon verification, the student will be manually passed (moved forward) in the course. When an ILE Help Desk representative updates the student's course record, an email will be automatically generated back to the student.

4. Procedures for a Test Item Challenge

a. If a student fails the third test attempt but has a reason why a test question is bad or why course material does not support the question, the student may initiate a test item challenge.

(1) The course manager handles all test item challenges.

(2) When a student believes there is a bad test question or the content in the course does not support the test question, the student may notify the DAU Help Desk at DAUHelp@dau.mil as follows:

From: *(Student)*

To: DAUHelp

Subj: TEST ITEM CHALLENGE

I am initiating a test item challenge, and if approved, request that I be manually passed (moved forward) in the course. The below information is provided:

Student Name: *(Student Name)*

Student ID: (DAUID)

Course: *(Course ID such as ACQ101)*

Exam: *(Identify the exam at issue such as Lesson 2 Test)*

Justification: (Describe what you believe the issues to be causing you to fail a course)

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I can be reached by phone at: *(insert requestor's phone number)*

/s/

(3) Upon notification of a test item challenge, the DAU Help Desk will direct the student to the assigned course manager for assistance.

b. Course Manager's (CM) Decision

(1) If the CM determines that the student's rationale is not supported, the CM responds back to the student with an explanation.

(2) If the CM concurs with the students' claim that the test question is bad or the content of the course does not support the question, the CM sends an e-mail to the DAU Help Desk (see below), recommending the Help Desk manually pass the student. The CM's email must fully explain why the CM concurs with the student. Since this presumes a change is needed to either the test bank or content, the Help Desk immediately elevates this to a Tier 2 ticket for final disposition.

From: *(DAU Instructor)*
To: *(DAUHelp)*
Subject: *(Pass Test)*

It appears that Please manually pass the exam for the student below.

Student Name: *(Student Name)*
Course: *(Course ID such as ACQ101)*
Exam: *(Identify the exam at issue such as Lesson 2 Test)*

(3) ILE Help Desk requests of this nature are disposed of by the Director, Foundational Learning Directorate (FLD). After the Director, FLD or his designee makes a decision regarding the CM's findings, an e-mail will be sent to the ILE Help Desk with a copy to the Director, Integrated Learning Systems, CM, Learning Director (LD) and Center Director approving or disapproving the CM's request.

(a) If approved:

1 ILE Help Desk manually move a student forward and generates an appropriate email back to the student with a copy to the CM and LD.

2 The CM and LD takes an action to correct the test question or content as appropriate. This may include: notifying ILE_Help to disable the bad question in the DAU Learning Management System; and/or updating the question; or replacing the question. In all of these cases, the test bank documentation in DAU Blackboard must also be updated by the CM.

(b) If not approved, ILE Help Desk generates an appropriate email back to the student with a copy to the CM. No further action is required.