Test Item Challenge Policy and Procedures

1. **Background.** The test item challenge policy applies only to Online Training (OLT). As outlined in Attachment 7, *Student Assessment and Evaluation*, students who fail to achieve mastery standards for an OLT (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 training 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 training unless one of the following two conditions exists:

      (1) DAU System Failure. When there has been a DAU system(s) failure and it has been substantiated that it caused a student or students 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 OLT 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.

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

b. Final approval of the above conditions rests with the LAM.

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.edu 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)
         If validated, the manual pass is for:

         Student Name: (Student Name) Student ID: (DAUID)
         Training: (Course ID such as ACQ1010)
         Exam: (Identify the exam at issue such as Lesson 2 Exam)
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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, 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 the appropriate representative in the Integrated Learning Solutions Center (ILE Help Desk). The student’s training record will be reviewed, and upon verification, the student will be manually passed and allowed to move forward. When an ILE Help Desk representative updates the student’s training 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 training content does not support the question, the student may initiate a test item challenge.

   (1) The LAM handles all test item challenges.

   (2) When a student believes there is a bad test question or the content in the training does not support the test question, the student may notify the DAU Help Desk at DAUHelp@dau.edu 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 training. The below information is provided:

   Student Name: (Student Name) Student ID (DAUID):
   Training: (Course ID such as ACQ1010)
   Exam: (Identify the exam at issue such as Lesson 2 Exam)

   Justification: (Describe what you believe the issues to be causing you to fail)
   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 LAM for assistance.
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b. LAMs Decision

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

(2) If the LAM concurs with the students’ claim that the test question is bad or the content of the training does not support the question, the LAM sends an email to the DAU Help Desk (see below), with final disposition to the Help Desk to manually pass the student. The LAM’s email must fully explain why the LAM concurs with the student.

From: (DAU Instructor)
To: (DAUHelp)
Subject: (Pass Exam)

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

Student Name: (Student Name)
Training: (Course ID such as ACQ1010)
Exam: (Identify the exam at issue such as Lesson 2 Exam)

(3) ILE Help Desk manually moves a student forward and generates an appropriate email back to the student with a copy to the LAM. The LAM 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 LMS, and/or updating the question, or replacing the question. In all of these cases, the test bank documentation must be updated in DAU’s content management system by the LAM.