



TG Tutorial

Best Practices

Definitions

Test taker (t.taker). The test-taking audience: a.k.a., *employees, trainees, students or customers*. T.takers designations can be changed under TG's home page: System > Settings > Designations tab.

Test administrator (t.admin). The test administrator or test author—the person responsible for creating or managing courses and tests. This may include individuals in HR/Training as well as IT personnel.

Tester. Refers to the software used to deliver a test. In TG Desktop and TG LAN, this is a Windows-based client that is installed on machines used by your test-taking audience. In TG Web, it refers to the web [Tester](#) which is accessed through a web browser. T.takers can log in to take a test using either a Mac or Windows computer. TG's web Tester supports Chrome, Firefox and IE on a Windows machine and Safari on a Mac.

Computer. TG's admin client is a Windows application and t.admins must use a computer that has the Windows operating system installed on it. The TG admin client can *also* be installed on a Macintosh computer using either *Parallels or Boot Camp* and the Windows OS installed. For more information, open a web browser and search "using windows on a mac".

Course or Class. These terms are used interchangeably and refer to the TG folder/directory under which tests are saved. A course that contains active tests and enrolled/eligible t.takers, is also referred to as a *production* course.

System. In TG, a module located under TG's tree view. It contains various system parameters useful in managing the TG testing system.

Server. A centralized computer that manages access to information and resources on a network. In TG LAN the testing database is stored on a server. In TG Web, the web Tester and TG database are installed on a server.

Test Properties. In TG, a menu option accessible to t.admins during test creation/editing. This module contains various test parameters that can be applied to a test.

TG Admin Client. The Test Generator application used by t.admins.

TG Reports. TG's reports application used by t.admins to generate reports and analyze test data.

Tree View. TG's Home page includes a column on the left side of the screen beginning with a user icon and name of the t.admin who has logged in to TG. This column also contains the modules that t.admins use to create and organize test items in question banks, create courses and tests saved under one or multiple courses, manage t.takers, generate reports and analyze test data through TG Reports.

TG Tutorial: Best Practices

Introduction

Thank you for purchase and welcome to our family of Test Generator customers.

To help ensure that your TG experience is a positive and productive one, we've assembled a list of best practices for your review. We may have already shared some of this information with you during an online demo or through email/phone exchanges, if so, we apologize for repeating ourselves.

Audience

New customers or customer team members who are new to Test Generator—we recommend reviewing the entire document. Intermediate to advanced users may wish to scan the document and use it as a general reference.

Assumptions and Prerequisites

TG Desktop customers

- . You have successfully downloaded and installed TG on your computer
- . You have applied the product key that was sent to you
- . You can log in to TG and view TG's home page.

You have reviewed the following tutorials:

[Welcome to Test Generator](#)

[TG Introduction](#)

[TG Basics](#)

TG LAN and TG Web customers

- . Prior to your purchase, you participated in an online demo.
- . You have downloaded the demo recording and
- . Have reviewed it and/or shared it with other members of your team
- . You, or an IT person, have successfully downloaded, installed and configured your TG testing system
- . You have a TG client installed on your (windows) computer.
- . You can log in to TG and view the home page.
- . Your TG admin client is accessing the database on the server.

Training

Your purchase of Test Generator includes one or more online training credit hours, depending on which product you purchased: TG Desktop (1hr), TG LAN (1-2hrs) and TG Web (2hrs).

Training sessions are recorded and we email you both streaming and download links. You can replay the sessions as well as share them with other members of your team.

We recommend downloading the sessions to your computer (or server). These recordings will be removed from our servers within 15 days of the date of your online training session.

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Training continued

Best Practice

While we encourage your exploration of TG and its various features. However, before you dive in and start creating question banks and lots of test content, we recommend scheduling your first on-line training session. These sessions will accelerate your mastery of the program and help you build an organized and efficient testing system in a much shorter period of time.

The first training session covers TG basics. For customers transitioning from paper-based testing to web-based testing, the choice of options can be daunting. The important thing to remember: master the basics first and allow your subject-matter experts and/or peer t.admin to evaluate your test content **before** you make it available to your testing audience.

After the first one-hour training session, we suggest waiting 2 to 3 weeks before scheduling the second training session. The second hour is usually devoted to more Q&A based on your experience working with TG. We are also available to help you determine which TG features are best suited to your testing policies.

Best Practice

Review the TG Help topic, Tests > Test Authoring: Tests: *Review Before You Publish*

The most recent TG Help is available [online](#) and can also be launched from TG's *Help* text menu.

Training Dates/Times

Training sessions are conducted from Flagstaff, Arizona

. spring/summer: UTC -8 hours to fall / winter: UTC -7 hours

Training sessions are scheduled weekly, Tuesdays through Thursdays:

. Canada/United States: any time after 8am Pacific time.

. Europe: after 3pm UTC or UTC +1 (summer)

. Africa: after 4pm UTC or UTC +2

. Asia/East Asia: custom scheduling due to the 12+ to 15-hour time difference

. Australia/Pacific: custom scheduling due to the 16 to 17.5-hour time difference

Please suggest two dates/times: we will confirm one of them and email you an invitation.

Joining a Training Session

. As of this version of TG Best Practices, we are using GoToWebinar for online training and support.

. GoToWebinar Customer Support can also be found [here](#).

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Support

In most cases your TG purchase includes a support subscription.

Support includes expedited email, phone and online support + free 2.4.## updates.

Support hours are Monday thru Friday, 8am to 6pm Eastern except weekends and federal holidays.

TG Desktop, TG LAN_msa and _sql Plus

. 1-yr support subscription included: after the first year, support is optional but highly recommended.

TG Web Subscriptions

. Support is included in the cost of your subscription.

TG Web Direct Purchase

. TG Web DP accounts that are hosted by us include expedited email, phone, online support and updates to the latest TG2.4.# release.

. TG Web DP accounts that are hosted by the customer include a 1-yr support subscription. Yearly support subscriptions are optional but highly recommended. [Contact us](#) for details.

TG LAN_msa Basic

. Email support is included--support subscriptions are available for purchase.

General Information

Version # and TG Release Information

[Update / Upgrade History](#)

Product Key

Your product key information is located under TG's System module. The key has two parts, an *Organization* field and a *Key* field.



Note: Unless we host your TG Web account, the product key is usually sent to whomever we have listed as the technical or training point-of-contact.

TG LAN and TG Web customers can apply the product key on any TG client that is connected to the testing system's database—the key only needs to be applied once.

To check whether or not the product key has been applied:

- . Open TG and select the System module in the tree view in the left column.
- . Expand the System module and select the Settings sub-module
- . This will display System Settings information on the right under the General tab
- . If the organization key reads "TG Demo" or "TG Demo User" the product key has not been applied.
- . Also check the "Database Settings" on the page -- under the "DB Location:" parameter, the path listed should be pointing to the TG database on your server.



If it is **not** pointing to that database, you are not accessing the TG data on your server.

- . Contact your technical support person and have them "point" your TG client to the appropriate database using the instructions we provided in an email following your purchase, or contact support@testshop.com if you need assistance.

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Security

The product key should be kept in a safe place. Once applied, you should **not** attempt to modify it—doing so will cause the TG client to quit working. The "Expires" and "User Limit:" information will reflect whether or not you have a permanent product key, or a subscription.

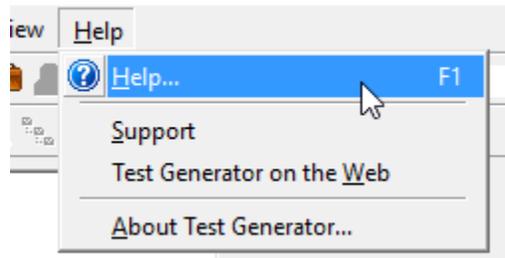
Subscriptions

If you have a TG Web subscription, the "Expires:" field will display the expiration date. This date is the date your TG product will "go dark" and cease to work. You, or the designated POC we have on file, will receive renewal notices approximately every 60 to 30 days. Please [contact us](#) to renew your subscription, or email support@testshop.com.

TG Help

We **do not** provide training manuals or printed documentation—it's about saving trees and you, money.

We **do** provide an electronic version of TG Help that is included with your installation. Online TG Help can be accessed from TG's Help menu.



We also provide various instructional materials to include: PDF, PowerPoint and video tutorials. In addition, and unless otherwise specified, your purchase includes online training-credit hours. Online training sessions are recorded: playback and download links are emailed to you.

In addition to the help resources described above, customers with active support subscriptions can contact us for personalized assistance.

TG Newsletters and Email Blasts

Newsletters

Product newsletters are emailed to the individuals we have on file for your account. If that changes, please email us with the following information:

- * first name:
- * last name:
- * title:
- * email:
- * phone:
- * comments/notes

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Newsletter content may include: FAQ's, Case Studies, TG update notices, new or updated Tutorials and How-To's. To make sure you are added to our newsletter list, please [contact us](#).

Email Blasts

. Periodically, you may receive announcements ranging from product updates to Holiday support hours.

BASIC TG STUFF

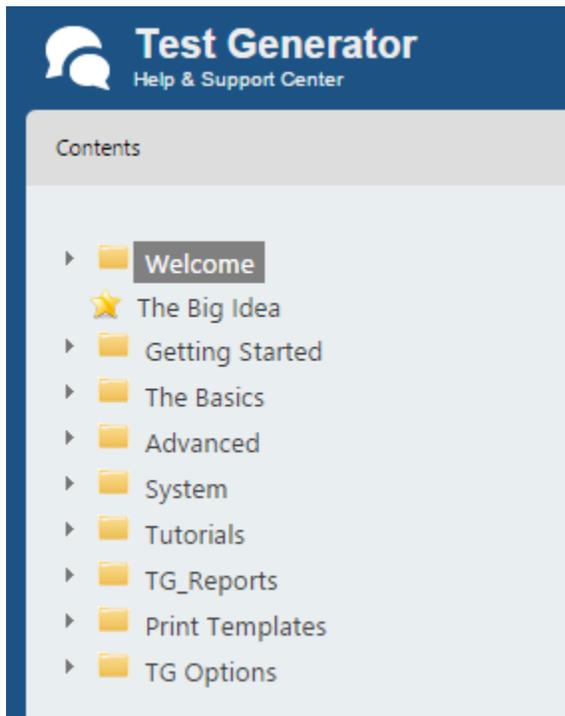
In case you're new to TG, the following links will help you become more familiar with the program:

* [Introduction](#)

* [The Basics](#)

* [Online TG Help](#)

You'll find various help topics under TG Help's tree view.



After the Basics, What's Next...

Once you're comfortable with the basics, we recommend reviewing the online recording of your first training session. Another good resource is the TG Help topic, "Question Banks" and the related sub-topics—recommended reading.

Question banking may not be for everyone; its use is optional, but HIGHLY recommended. It will enable you to streamline your test creation process and take advantage of certain features and reports that are only available *if* you use question banks.

Question banks should be thought of as containers for "known, good questions". Therefore, it's important to review the items in your question banks: check for spelling, grammar, technical accuracy and clarity. Creating a good test item is both a science and an art. If you need help, there are many excellent resources available on the internet.

Adding Items

You can use any of the following methods to add items to your question banks. You can:

- 1- Create items manually by typing in your question and answer text
- 2- Cut-and-paste text from an existing electronic file, ideally a text-only file
- 3- Import items from a TG-friendly .csv, .txt or .xls (excel) file.
- 4- Import items from a TG-friendly .rtf file
- 5- Import items from a TG-friendly .xml file

Once your question banks have been populated with your test items, you can:

6- Create a new test template and then import one or multiple questions selected from one or multiple question banks, or

7- Use the Test Wizard to select one or multiple question banks and then select—and randomly import—a subset (number) of questions from each bank. Once imported into your new test you can:

- . Keep all of the imported items, or...
- . Keep some and delete others
- . Import new items from one or multiple question banks or
- . Use methods 1 through 5 to create new items—not recommended if qbanks are being used

You can *also* create one or more courses and one or multiple tests that can be saved under these courses *without* ever creating a single question bank. However, we *do not* recommend this approach.

Standardizing Fonts

In using methods 1 through 5, you may end up with items in different fonts and font sizes.

Before you start exporting items from your questions banks into tests, we recommend standardizing your fonts at the question bank level. [Standardizing Fonts Tutorial](#)

Test Creation and Review: Best Practice: Review Before You Publish

Assumptions

- . You have created one or several question banks
- . You have reviewed the content, made as-needed changes / corrections and are confident that your items are "good" (accurate, clear / concise, spell-checked and grammatically correct).
- . You are prepared to use this content in the creation of tests

Master Course and Tests

Ideally, we recommend creating a "master" or "sandbox-type" course -- name it whatever you wish. The tests in this course should only be accessible by you and designated evaluators that are enrolled in the course--*not* your test-taking audience.

Create, save, activate your test and invite peer evaluators to take the test. By "peer evaluators" we mean any subject-matter expert or fellow t.authors / t.admins – including you.

Note: TG Desktop and TG LAN evaluators would log in to take a test using the windows Tester. TG Web evaluators would log in using the web Tester.

Option: If your TG LAN or TG Web evaluators also have a TG admin client—and assuming you grant them permission to access your test—they can open the test (in TG) and evaluate the content there as well. We *strongly* encourage evaluators to log in to the Tester and experience the test as their test-taking audience will experience it.

Based on the peer-evaluator assessment of the test, make any necessary changes / corrections to the content -- ideally, these changes will be made in the questions banks **not** at the test level -- your options include:

- 1- Open your original test and delete the "bad" items and re-import the revised items from the question banks from which they were originally imported.
- 2- Open your original test and select the first cell (*) in the first column to highlight the entire table, then press the Delete key on your keyboard (or the red "X" in the icon toolbar) to delete all of the items in the test. Then, re-import your questions from the question banks you had selected when you created the original test. This assumes that you have revised the bad items before re-importing them into your test.
- 3- Delete your old test and create a completely new test--importing items from selected question banks.

Once your evaluation is complete and you are ready to publish your test, open and save it (File > Save As) into a "production" Course. A course that contains active tests and enrolled / eligible t.takers, is also referred to as a production course.

Bad Test Items Encountered After Your Test Has Been Published and Taken

If, even after having evaluated and published your test, you encounter one or more bad test items-- don't panic and please, **do not** edit your test by changing:

- . A bad item's answer—e.g., changing the correct answer from B to D, or
- . Adding or deleting questions or answers, or
- . Changing the randomization settings, or
- . Pass / Fail percentage

IF you have

- . Published your test and
- . Had people take the test and
- . Then made any of the changes described above and
- . Then continued to allow people to take the modified test...

...*any* of these actions would *corrupt* your test data. Some TGReports may fail to display results and instead display a "corrupt data" message.

Other changes such as spelling or grammar can be made *without* corrupting your test data. *If* in doubt, we encourage you to contact us.

Corrupt Data Scenario

You created and published a test and enrolled 100 t.takers. Fifty of these t.takers took the test and you then discovered that question #10 was incorrect. You had marked "A" as the correct answer but discovered that the correct answer was "C".

You paused the test, logged in to TG, opened it and *changed* the correct answer from "A" to "C". You saved the change and then *continued* to make the test available. 50 new t.takers then logged in and took the modified test—the one containing the corrected question #10.

At this stage you have two sets of data:

Set_1 consists of the 50 people who took the test when question #10's correct answer was "A" and Set_2 consists of the 50 people who took the corrected question #10, correct answer "C".

As a result of the change described above, Set_1 and Set_2 test data no longer match. We would consider this data "corrupt" and any analysis performed on this data, unreliable.



Rescoring Your Test After Finding a Bad Item

Best Practice Scenario_1

You have published your test, we'll call it **test_1**. Some, or all, of your testing audience has taken **test_1**. You then discover that you have one or a "few" bad items. We recommend:

- a- Opening TG and checking to make sure that no one is taking the test. Locate and expand the *System* module. Then click on the *Locks* module to display the *Locks* table on the right. If any member of your testing audience is currently taking **test_1**, don't attempt to open it *until* the test session has been completed.
- b- If you discover that no one is currently taking **test_1**, open it (in edit mode) and select the *Test Settings > Test Properties* window. Click on the *Schedule* tab. De-activate the test by un-checking the *Permit Testing* checkbox. Click the OK button to close the *Test Properties* window.
- c- Next, from the test's summary screen, locate the bad item and change its point value to "0"—repeat this action if there is more than one bad item. Save your changes as you go. Changing the point value to "0" will nullify the question and remove it from the test calculation.
- d- Next, from the *Tools* menu select *Rescore Test*. This action will re-score the test for anyone who has already taken it and allow you to re-activate the test *if* you wish to continue making the test available to your testing audience.

Best Practice Scenario_2

You have published your test, we'll call it **test_2**. Only a few members of your testing audience have taken the test. You then discover that you have one or a "few" bad items. We recommend:

- a- Either follow the steps outlined in *Scenario_1*, or
- b- De-active the test and use TG Reports to print or export any **test_2** test scores *before* deleting them from the test. This step is entirely optional and really depends on whether or not you want / need to keep the current, pre-correction, **test_2** data.

Test scores can be deleted by selecting (not opening) the test located under the *Courses and Tests* module. Click on the test's *Scores* tab, select/highlight the results displayed under the *Scores* table and press the delete button on your keyboard or the *Delete* button at the bottom of the *Scores* table.

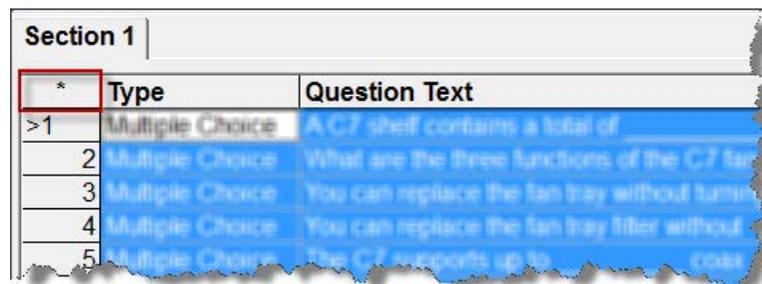
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Next, your available options include:

1- Opening the test and editing / correcting the bad item in your test. Note: if the item was imported from a question bank, any (in-test) correction will **not** automatically correct the bad item in the question bank. It would require you to correct the item twice—once in the test and then again in the question bank or you could do an in-test correction and then select and export the item *back into* the question bank—making sure to delete the original bad item from the question bank. We don't recommend this process, but it is an option.

2- Opening the question bank and correcting the bad item, *first*. Then, open **test_2**, delete the bad item and re-import the corrected item from the question bank.

3- Keep the test “shell” but remove and re-import your test items from one or multiple question banks—this assumes that you have corrected the original bad item in the question bank *before* taking this step. From **test_2's** summary screen, select the first cell (*) in the first column--this will highlight the entire question table.



Section 1		
*	Type	Question Text
>1	Multiple Choice	A C7 shelf contains a total of
2	Multiple Choice	What are the three functions of the C7 fan
3	Multiple Choice	You can replace the fan tray without turning
4	Multiple Choice	You can replace the fan tray filter without
5	Multiple Choice	The C7 supports up to _____ coast

Next, click the Delete key on your keyboard (or the red "x" in the icon toolbar) to delete the highlighted questions. Next, select File > Import > Questions from Question Bank and re-import your test items.

Test Templates

As you master the program, you may settle on a specific set of test behaviors that you would like to apply to some / all of your tests. We'll refer to our "model" test as **test_3**. The following process is optional but presented here for your consideration.

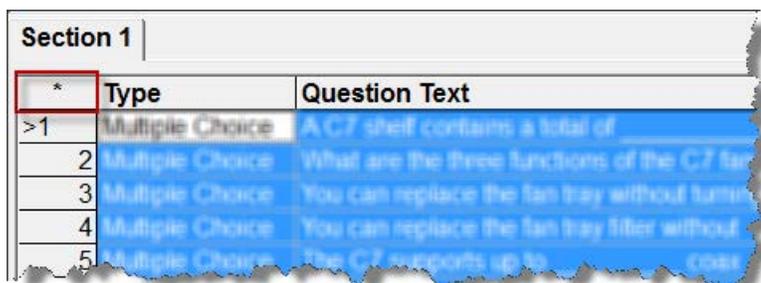
1- Create a new course: name it whatever you wish. In this example, we'll call it **MyTemplates**.

2- Next, open our "model" **test_3**. By "model" we mean a test that:

- . You have taken / evaluated as a t.taker
- . You have "road-tested" it with your test-taking audience
- . Contains test properties that you would like to replicate in other tests

3- Make a copy of **test_3** by selecting File > Save As. Name it "**template-1**" or whatever you wish, and save it under the **MyTemplates** course. Note: this copy contains the original test questions. Keep in mind that we just want to save the template, *not* the original test content.

4- From **template-1's** summary screen, select the first cell (*) in the first column--this will highlight the entire question table.



Section 1		
*	Type	Question Text
>1	Multiple Choice	A C7 shelf contains a total of
2	Multiple Choice	What are the three functions of the C7 fan
3	Multiple Choice	You can replace the fan tray without turni
4	Multiple Choice	You can replace the fan tray filter without
5	Multiple Choice	The C7 supports up to _____ ones

Next, click your keyboard's Delete key, or the red "x" toolbar icon to delete the highlighted questions.

Important: You will make a copy of **template_1** and give it a name—we'll call it **myTest** in this example. "**myTest**" is the test that will be taken by your test-taking audience.

Following steps 1 through 4, **myTest** does not (yet) contain any questions, but *does* contain the test properties inherited from **template_1**. The exception would be randomization settings since we have removed all of the questions.

5- Open **myTest** and select File > Import > Questions from Question Bank and import questions from one or multiple question banks into your new test—we assume that you are familiar with this process so we won't go into a lot of detail here.

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Important: You have the option of modifying some or all of the test properties that were inherited from **template-1**. For example, you may decide to change the Activation date ranges, Retake options and so on. Whatever you do at this stage will not affect the properties that were defined in the original **template-1** template described in step 4, above.

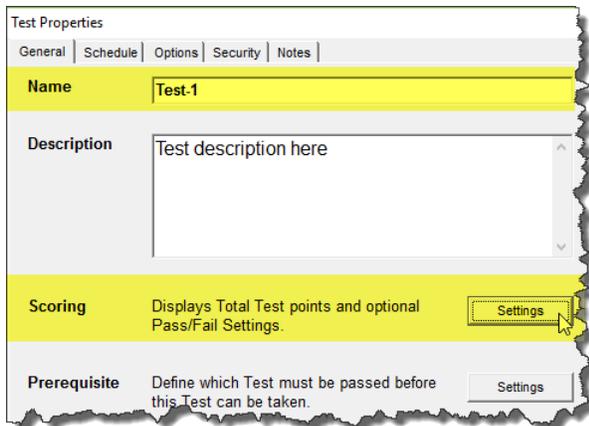
You can also create multiple templates containing different test properties. Whether you create one or several templates, we suggest maintaining a text log that describes the properties you have defined in each template. This should help you avoid any confusion later on.

6- Once you've created a new test from your test template, we recommend reviewing the *Best Practice: Review before you publish* section of this document for further instructions.

TG Web: Tester Behaviors

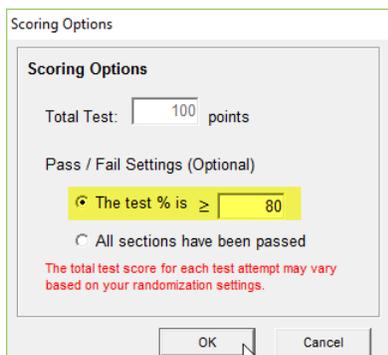
Test Settings > Test Properties: *General Tab*

The only *required* setting under the General tab is the *Name* of the test.



The screenshot shows the 'Test Properties' dialog box with the 'General' tab selected. The 'Name' field is highlighted in yellow and contains the text 'Test-1'. The 'Description' field contains the text 'Test description here'. The 'Scoring' section is highlighted in yellow and contains the text 'Displays Total Test points and optional Pass/Fail Settings.' and a 'Settings' button. The 'Prerequisite' section contains the text 'Define which Test must be passed before this Test can be taken.' and a 'Settings' button.

If you plan on setting a Pass/Fail percentage, click the Settings button under *Scoring*, and define a Pass/Fail percentage, as in the example below.



The screenshot shows the 'Scoring Options' dialog box. The 'Total Test' field is set to '100 points'. The 'Pass / Fail Settings (Optional)' section has two radio buttons: 'The test % is ≥' (selected) and 'All sections have been passed'. The 'The test % is ≥' radio button is highlighted in yellow and has a value of '80' in the adjacent field. A red note at the bottom states: 'The total test score for each test attempt may vary based on your randomization settings.' The 'OK' and 'Cancel' buttons are at the bottom.

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Best Practice

We recommend assigning question-point values when creating or editing questions at the question bank level. Once you have imported questions into a test, we *do not* recommend changing the point values listed under *Total Test* ___ *points*. This value is the sum of all the question point values in your test.

Scoring Options

Scoring Options

Total Test: [] points

Pass / Fail Settings (Optional)

The test % is \geq [80]

All sections have been passed

The total test score for each test attempt may vary based on your randomization settings.

OK Cancel

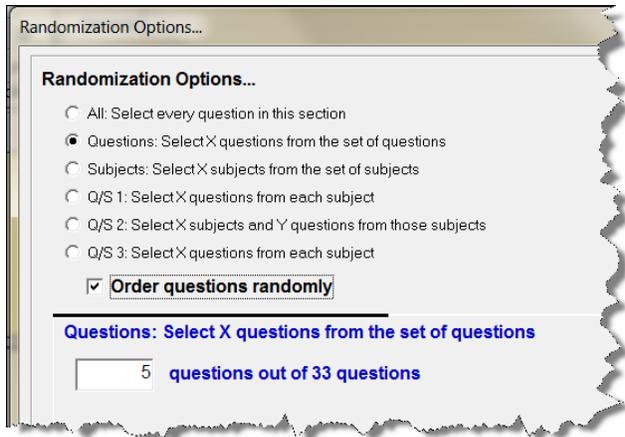
Example_1

If your test contains 40 questions, 1 point each, the value displayed in the *Total Test points* field would be 40. If you were change that value to 100 points, TG would automatically recalculate each point value (100/40) to 2.5 points per question—this is allowed but not recommended. You can correct or reset the original 1 point per question point value by typing “40” into the *Total Test points* field.

Example_2

If your test contains 33 questions, 1 point each, the value displayed in the *Total Test points* field would be 33 points. If you were to change it to 100, TG would automatically recalculate the question points. Thirty-two (32) of your questions would have a point value of 3.03 pts (subtotal of 96.96) and one question would have a point value of 3.04. Think of this number as the “remainder” point value in order for your *Total Test* to equal 100 points.

We do not recommend this approach especially if you choose a test randomization setting that randomizes a subset of questions from the total set of questions in your test – as in the example below.

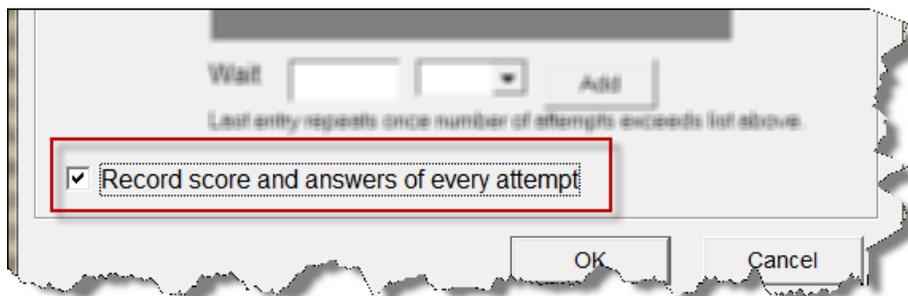


In this randomization example, your test would contain 5 questions randomly selected from a set of 33 questions. Using our 33-question Example_2 above, you run the risk of having some t.takers take a test containing five questions at 3.03 points each and some t.takers getting four questions with a point value of 3.03 each and one “odd” question with a point value of 3.04. This would result in an inconsistency in test-taker scores.

Important Reminder: TG will calculate the correct percentage *regardless* of the point value defined under the *Total Test points* field. You *can* modify these point values during your test peer-review/evaluation process; however, once you publish your test, and have actual test-taker data, **do not** change your test’s point values--doing so may corrupt your test results.

Test Settings > Test Properties: *Schedule > Retakes*

Best Practice: If you allow more than one retake, and wish to have every test attempt recorded, make sure you enable/check the ‘Record score and answers of every attempt’; otherwise, only the most recent test record will be stored in TG’s database. We don’t recommend using this setting *if* you select, *Unlimited Retakes*. Reason: since each test event is stored in TG’s database, you may end up with many superfluous test events which grow the size of your database without contributing much in the way of useful information.

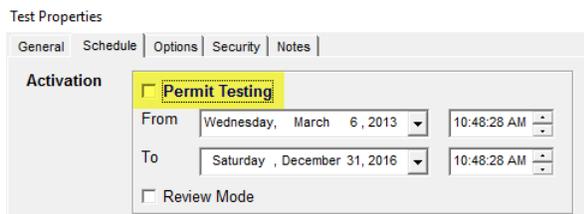


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Test Settings > Test Properties: *Schedule > Activation, Time Limit, Retakes and Eligibility*

Activation Best Practice: By default, the *From* and *To* dates are set to approximately 30 days. We recommend extending the *To* date parameter if you plan on giving the test to multiple users throughout the year, or for as long as you wish to keep the test active.

If your test is associated with a course that is only given at certain times of the year, we recommend deactivating the test by un-checking the *Permit Testing* property.



Test Properties

General | Schedule | Options | Security | Notes

Activation

Permit Testing

From: Wednesday, March 6, 2013 10:48:28 AM

To: Saturday, December 31, 2016 10:48:28 AM

Review Mode

You can activate and deactivate tests on an as-needed basis.

Time Limit Best Practice: We only recommend using this feature for high-stakes tests or for practice tests that need to emulate certification tests that your testing audience will take in another venue. If a t.taker does not complete a test in the allotted time, any items that have not been answered will be scored as incorrect.

Retakes Best Practice: For high-stakes tests, select the *No Retakes* option. For practice tests, select the *Unlimited* retakes option and do not check the *Record score and answers of every attempt* setting. For all other tests we recommend experimenting with the various retake option during the initial peer review evaluation phase.

Eligibility Best Practice: This feature includes a range of test behaviors, settings and best practices that can be found in the [Scheduling Tutorial](#). This is an advanced feature designed for t.authors/t.admins possessing an intermediate to advanced mastery of the TG admin client.

Test Settings > Test Properties: *Options > After the Test: Email*

This feature allows t.authors / admins to compose and deliver email to their t.takers, instructors and / or email group. Note: This feature is *only* available in TG Web. See [TG Email Tutorial](#) for details.

We hope you found this information useful. Your comments/suggestions are welcome. Please [contact us](#).

Thank You.