

## Test Reset Policy and Procedures

**1. Background.** The test reset policy is applicable only to distance learning training courses. As outlined in the Student Assessment and Evaluations attachment, students who fail to achieve mastery standards for a distance learning course (i.e. fail a test for the third time) may contest a failure by requesting a test reset if they believe the failure was due to a “bad” test question or the course material does not support the test question.

**2. Policy.** Students who fail to achieve the distance learning mastery standards outlined in Attachment 7, *Student Assessment and Evaluation* will be dropped from the course as a failure and must be re-enrolled unless one of the following two conditions exists:

a. DAU System Failure. When there has been a DAU system(s) failure, the adversely impacted student(s) may have their last testing attempt reset and/or course failure removed if applicable.

b. Approved Content 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 instructor), the student’s last test may be reset and the course failure removed.

c. Test resets outside of one of the above conditions may be approved only by the Director, Foundational Learning Directorate (FLD) when it is substantiated that failure was due to a technical issue beyond the student’s control (i.e., a student hitting the wrong key is within the student’s control).

### **3. Procedures**

a. DAU Systems Failure. Outside of a general systems failure such as the DAU Learning Management System (LMS) going down, minor technical malfunctions in the LMS could impact the grading system such as the student responding correctly to a question but not receiving credit (i.e. a “0” percent error).

(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, they are to notify the DAU Help Desk at [DAUHelp@dau.mil](mailto:DAUHelp@dau.mil) as follows:

From: *(Student or DAU faculty member)*  
To: DAUHelp  
Subj: NOTICE OF SYSTEM FAILURE

I am requesting a test reset 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 reset is for:

Student Name: *(Student Name)*

Course: *(Course ID such as ACQ101)*

Section: *(Insert section number of the student)*

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) When a DAU staff or faculty member (to include the assigned instructor), is notified of a DAU systems failure that adversely impacts a student's progress in a distance learning 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 (typically a "0" percent error), the DAU Help Desk validates the problem, creates a trouble ticket, and sends information to FLD (appropriate representative in the Integrated Learning Environment Center, i.e. ILE Help Desk). The student's account will be reviewed and upon verification, the account will be reset/re-enrolled as appropriate. An ILE Help Desk representative updates the student's account after which an email will be automatically generated back to the student.

b. Content Challenge. If a student fails their last test attempt, but develops rationale showing why a test question is bad, or why course material does not support the question, the student may initiate a test question/content challenge.

(1) The assigned instructor handles all content challenges.

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

From: *(Student)*

To: DAUHelp

Subj: TEST QUESTION/CONTENT CHALLENGE

I am initiating a content challenge, and if approved, requesting a test reset.

*(describe what you believe the issues to be causing you to fail a course)*

If approved, the reset is for:

Student Name: *(Student Name)*

Course: *(Course ID such as ACQ101)*

Section: *(Insert section number of the student)*

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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) The DAU Help Desk upon notification of a content challenge will direct the student to the assigned instructor for assistance.

### (4) Instructor's Decision

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

(b) If the instructor concurs with the students' claim that the test question is bad or the content of the course does not support the question, the instructor sends an e-mail to the DAU Help Desk (see below) recommending the Help Desk manually pass the student. The instructor's email must fully explain why he/she concurs with the student. Since this presumes a change is needed either to the test bank or content, the Help Desk immediately elevates this to a Tier 2 ticket for final disposition. Tier 2 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 instructor's findings, an e-mail will be sent to the instructor with a copy to the course manager, Learning Director and Center Director approving or disapproving the instructor's request. An ILE Help Desk representative updates the student's account after which an email will be automatically generated back to the student.

(5) ILE Help Desk takes action as applicable to modify the student's enrollment and the Course Manager takes an action to correct the test question and/or content as appropriate.

From: *(DAU Instructor)*

To: *(DAUHelp)*

Subject: *(Pass Test)*

It appears that .....

Please manually pass/reset the exam *(as appropriate)* for the student below.

Student Name: *(Student Name)*

Course: *(Course ID such as ACQ101)*

Section: *(Insert section number of the student)*

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