



# EXAMSOFT

## CERTIFICATION STUDY GUIDE

ADMINISTRATOR

## Overview

In this study guide, you will find the exam blueprint and sample questions for all certification exams, as well as activities to help you prepare for becoming ExamSoft certified! The exam blueprint provides all of the learning objectives you will be measured on within each exam, along with corresponding resources to help you review and practice within those areas. You will also see the weight of each learning objective in relation to the overall exam. Next, you'll get a glimpse of the exam by viewing sample questions. Last, you'll come across the activities section, which has tailored action items to give you hands-on practice related to your learning objective.

Be sure to take full advantage of the resources laid out in this guide. If additional information is required, be sure to use our additional resources:

- [ExamSoft University](#)
- [OnDemand Webinars](#)
- [Upcoming Live Webinars](#)
- [Support Knowledge Base](#)

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# Exam Blueprint

## Administration

Objectives	Resources	Weight
<b>Logging In:</b> Perform troubleshooting techniques for users of all permission types when unable to log in to the portal.	Administration Activity 1 Adjusting Your Preferences Video	4%
<b>User Rights:</b> Apply a comprehensive understanding of available user permissions to assign, interpret, and troubleshoot user rights based on a description of the user's responsibilities.	User Security Overview QRG How to Set Up User Permissions Webinar Creating New Users QRG Managing Users QRG	40%
<b>Importing Student and Course Data:</b> Properly create and format import files used for uploading exam taker and course data to the portal.	Sample courses file Sample exam taker file Sample exam taker courses file Importing Data QRG Importing Data Webinar Administration Activity 2	8%
<b>Exam Taker Management:</b> Demonstrate Exam Taker management proficiency and apply this knowledge to justify troubleshooting techniques for a given scenario reported by a faculty member.	Exam Taker Management QRG	20%
<b>Course Management:</b> Demonstrate course management proficiency and apply this knowledge to justify troubleshooting techniques for a given scenario reported by a faculty member.	Course Management QRG	24%

<b>Global Settings:</b> Illustrate how to use options available in the global settings section as they pertain to a given scenario.	<a href="#">Global Settings QRG</a> <a href="#">Global Settings Video</a>	8%
<b>Categories:</b> Interpret best practices for category structure and explain the benefits.	<a href="#">Creating Categories QRG</a> <a href="#">Categories Simulation</a> <a href="#">How to Import a Category Structure Video</a> <a href="#">Editing Your Category Structure Video</a>	8%
<b>Accommodations:</b> Understand different forms of accommodations, how to enable them, and the impact they can have on various exam settings.	<a href="#">Managing Accommodation Rules QRG</a>	4%

Passing Score: 68%

Total # of Questions: 28

Question Types: M/C, T/F, FITB, Essay

Time Limit: 75 minutes

# Exam Blueprint

## Questions

Objectives	Resources	Weight
<b>Questions Tab:</b> Use the features in the Questions tab to organize and perform adjustments to questions.	<a href="#">Search for Questions QRG</a> <a href="#">Questions Activity 1</a>	13%
<b>Item Banking:</b> Apply question creation strategies and best practices for item banking.	<a href="#">Questions Simulation</a>	20%
<b>Question Import:</b> Use both Rich Text Format and Tab Delimited files to import questions.	<a href="#">Sample RTF File</a> <a href="#">Sample Tab Delimited File</a> <a href="#">Questions Activity 2</a> <a href="#">Question Importing Video</a>	17%
<b>Question Import Troubleshooting:</b> Identify and resolve question importing errors.	<a href="#">RTF Import QRG</a> <a href="#">Tab Delimited Import QRG</a>	10%
<b>Question Options:</b> Demonstrate knowledge of all options for questions and be able to justify use for each given scenario.	<a href="#">Creating a Question Video</a> <a href="#">Creating a Question Group QRG</a>	10%
<b>Questions in SofTest:</b> Understand how different options affect the appearance and behavior of questions in SofTest.	<a href="#">Questions Activity 3</a> <a href="#">Using SofTest Video</a>	17%
<b>Question Editing:</b> Interpret the different modifications that can be made to a question as well as the associated pros and cons.	<a href="#">Revising vs. Duplicating QRG</a>	20%

<b>Bulk Editing:</b> Demonstrate knowledge of using bulk edit options to modify multiple questions simultaneously.	<a href="#">Bulk Editing Options Video</a>	6%
<b>Question Performance:</b> Analyze question performance to assess the strength of a question over time.	<a href="#">Question History QRG</a> <a href="#">Evaluating the Statistics QRG</a>	6%

Passing Score: 77%

Total # of Questions: 29

Question Types: M/C, T/F, FITB, Essay

Time Limit: 75 minutes

# Exam Blueprint

## Assessments

Objectives	Resources	Weight
<b>Exam Options:</b> Employ the most appropriate exam settings given a set of questions or a faculty member's goal.	<a href="#">Creating an Assessment Video</a> <a href="#">Creating a Performance Assessment Webinar</a> <a href="#">Assessments Activity 1</a>	6%
<b>Exam Taker's View:</b> Demonstrate knowledge of adjusting exam settings in relation to an exam taker's SofTest experience.	<a href="#">Previewing an Assessment QRG</a>	13%
<b>Question Prerequisites:</b> Understand the requirements for adding questions to an exam.	<a href="#">Assessments Activity 2</a>	6%
<b>Assessment Administering:</b> Describe best practices when preparing to administer an assessment.	<a href="#">Tips &amp; Tricks for Exam Delivery Video</a>	13%
<b>Reposting vs. Duplicating Exam:</b> Classify scenarios in which it is most appropriate to repost or duplicate an exam.	<a href="#">Duplicating vs. Reposting QRG</a> <a href="#">Posting an Assessment Webinar</a>	6%
<b>Make-Up Exams:</b> Apply best practices for make-up and remediation exams across various scenarios.	<a href="#">A Student Didn't Show Up Video</a>	3%



<b>Assessment Tab:</b> Demonstrate functional knowledge of the properties within the Assessments Tab.	<a href="#">Assessment Simulation</a> <a href="#">Assessments Activity 3</a>	17%
<b>Editing Posts:</b> Apply best practices for editing a post and understanding limitations.	<a href="#">Editing an Assessment QRG</a> <a href="#">Editing an Assessment Video</a>	13%
<b>Exam Policies:</b> Apply exam policies for a successful exam day experience.	<a href="#">Proctoring an Assessment Video</a>	17%
<b>Security Features:</b> Implement and evaluate security features within the portal to deter cheating.	<a href="#">Remote Assessment Deletion QRG</a> <a href="#">Secure Exam Review QRG</a> <a href="#">Ping &amp; Release QRG</a> <a href="#">Ping &amp; Release Webinar</a> <a href="#">Assessments Activity 4</a>	6%

Passing Score: 83%

Total # of Questions: 29

Question Types: M/C, T/F, FITB, Essay

Time Limit: 75 minutes

# Exam Blueprint

## Reports & Scoring

Objectives	Resources	Weight
<b>Report Purpose:</b> Interpret the purpose for each report; compare and contrast the functions and data available.	<a href="#">Reporting &amp; Scoring Overview QRG</a> <a href="#">Introduction to Reports Video</a>	30%
<b>Report Use Cases:</b> Choose the best reporting option based on a hypothetical description of data requested by a faculty member and justify choice.	<a href="#">Scoring Simulations</a>	13%
<b>Release Results:</b> Demonstrate a high level of understanding regarding various ways to release results to students and troubleshooting techniques.	<a href="#">Reading S&amp;O Report QRG</a> <a href="#">Releasing Results to Exam Takers QRG</a>	6%
<b>Scoring Options:</b> Understand the differences between scoring options, what they mean, and how they are represented in reporting.	<a href="#">Adjusting Scoring Video</a> <a href="#">Assessment Reviewing and Scoring QRG</a>	6%
<b>Adjust Scoring/Exam Taker Activity Tab:</b> Identify the effects that the Adjust Scoring and Exam Taker Activity tab have on various reports.	<a href="#">Adjusting Scoring on an Assessment Video</a> <a href="#">Adjusting Scoring and Answer Key QRG</a> <a href="#">Exam Taker Activity Video</a> <a href="#">Reporting &amp; Scoring Activity 1</a>	20%

<p><b>Rubrics Reports:</b> Understand and describe how grading with a rubric affects various reports.</p>	<p><a href="#">Rubrics: Exam Taker Results &amp; Releasing Results QRG</a>  <a href="#">Rubrics: Category Report QRG</a>  <a href="#">Rubrics: Summary Report</a>  <a href="#">Rubrics: Detailed Grader &amp; Rubrics Analysis Report QRG</a></p>	<p>6%</p>
<p><b>Psychometrics:</b> Demonstrate a competency in interpreting and evaluating psychometrics to improve questions.</p>	<p><a href="#">How to Review your Question Performance Video</a>  <a href="#">Evaluating the Statistics QRG</a></p>	<p>10%</p>
<p><b>Categories and Reports:</b> Understand how to use categories to garner useful data from a report.</p>	<p><a href="#">How to Track Learning Outcome Performance Video</a></p>	<p>6%</p>

Passing Score: 74%

Total # of Questions: 30

Question Types: M/C, T/F, FITB, Essay

Time Limit: 75 minutes

# Exam Blueprint

## SofTest

Objectives	Resources	Weight
<p><b>SofTest Functionality:</b> Demonstrate ability to use SofTest through an understanding of its behavior, functionality, and features for each platform.</p>	<p>Using SofTest Video Using SofTest-M Video Taking Exams with SofTest-M Frequently Asked Questions about SofTest</p>	46%
<p><b>Download and Install:</b> Demonstrate knowledge of the download and installation process of SofTest on all devices.</p>	<p>Installing and Registering SofTest QRG Installing SofTest-M QRG SofTest Activity 1</p>	6%
<p><b>SofTest Troubleshooting:</b> Apply knowledge of basic troubleshooting techniques to resolve technical issues reported by exam takers.</p>	<p>SofTest Troubleshooting Video SofTest Troubleshooting Guide SofTest-M Troubleshooting Guide</p>	33%
<p><b>SofTest Platforms:</b> Compare and contrast the functionality of SofTest-M and SofTest on Windows and Mac.</p>	<p>SofTest for Win Users Video SofTest for Mac Users Video SofTest-M Video</p>	23%
<p><b>Security and Posting Options:</b> Describe how the security and posting options chosen for the assessment function in SofTest can shape the exam taker experience.</p>	<p>Maintaining Security on your Assessments Video Posting an Assessment Video</p>	20%

<p><b>Exam Day Best Practices:</b> Implement exam day best practices for both students and faculty.</p>	<p>Best Practices for Exam Takers QRG            First Exam Checklist            Best Practices for Delivering Exams            Delivering Exams with SofTest-M            Best Practices for Take Home Assessments            Handing Computers Issues in the Exam Room Webinar            Detecting Suspicious Behavior Using ExamSoft            Proctoring an Assessment Webinar</p>	<p>13%</p>
<p><b>Exam Taker Activity Tab:</b> Leverage the Exam Taker Activity tab to monitor and analyze exam takers' actions.</p>	<p>Exam Taker Activity Video            Additional Exam Downloads            Adding Comments and Marking            Assessment Review and Scoring            Uses of ET Activity Tab Day of Exam Webinar</p>	<p>20%</p>
<p><b>Student Portal:</b> Navigate through and demonstrate proper usage of the student portal.</p>	<p>What Does the Student Portal Look Like? Video            Exam Taker Portal Guide            Grading Rubrics in Student Portal            SofTest Activity 2</p>	<p>13%</p>

Passing Score: 78%

Total # of Questions: 30

Question Types: M/C, T/F, FITB, Essay

Time Limit: 75 minutes

## Sample Questions

### Administration

1. A user must have \_\_\_\_ rights under Assessment Folder rights to have access to the Exam Taker Activity tab in an assessment.
2. True or False: Exam Taker IDs cannot be modified by an Admin.
3. Who will initially need to create accommodation rules for an institution?

### Questions

1. When revising a previously approved question, which part of the question's identifier will update to show that a change has been made?
2. You have created a multiple choice question that contains an answer choice marked as 'all of the above'. If the answer choices will be randomized, how do you indicate that this response should always be the last answer choice?
3. True or False: Copying and pasting questions from an outside source into the portal will not remove HTML formatting.

## Assessments

1. A User would \_\_\_\_\_ an assessment to create a new identical copy of that assessment in draft mode.
2. A question must be in what status before it can be added to an assessment?
3. True or False: The Download End Date for an exam posting can be extended past the Remote Assessment Deletion date.

## Reports & Scoring

1. Which report is used to see the total time an exam taker has spent in a particular assessment?
2. What is the purpose of the KR-20?
3. True or False: An Exam Taker's score can never be higher than 100%

## SofTest

1. What is the keyboard command for reverse downloading an exam on a Windows machine?
2. True or False: Log time stamps are based on the computer's local time
3. SofTest saves automatically every \_\_\_\_ seconds.

## Answer Key

### Administration

1. Track
2. True
3. An ExamSoft Account Manager

### Questions

1. Revision ID
2. Lock the Answer Choice
3. True

### Assessments

1. Duplicate
2. Approved
3. False

### Reports & Scoring

1. Elapsed Time Report
2. To measure the internal consistency of an assessment
3. False

### SofTest

1. Ctrl + F3
2. True
3. 60



# Activities

## Administration

1. Reset a user's password from the user account information page.
2. Attempt to create three exam takers and add them to a course only through imported files.

## Questions

1. Add the ETs column to the Questions Listing Page.
2. Attempt to import one of each question type using both RTF and Tab Delimited files (Ex: At least eight questions).
3. Create one of each available question types and add them to an assessment. Once all questions have been added, save the assessment and then click the [Preview Exam button](#). Attempt to take the exam and verify how each question appears on SofTest.

## Assessments

1. Create an exam and incorporate features such as: Disabling Backward Navigation, Randomizing Questions, and Disabling Security. Afterward, attempt to take the exam using a student account
2. Create a folder and then create two questions to place into that folder. Be sure to approve one question and save the other only during the creation process. Attempt to add both questions to an assessment. Are you able to add both?
3. Add the Password column to the Assessment Listing Page.
4. Attempt to post an exam and enable both Remote Assessment Deletion and Ping & Release.

## Reporting & Scoring

1. Navigate to a recently posted and scored exam. Click the Adjust Scoring tab and set a question as a bonus question. Now attempt to run reports for that exam to see any changes that were made based on an adjusted question.
2. Attempt to release results for an exam that has already been taken—try various combinations such as only showing the student name and score or more in-depth reports such as giving a full readout of the categories and how they performed for each.

## SofTest

1. Create a student account and attempt to log in using that account. Download SofTest from the portal and install the program on your computer.
2. Release results to the test student account for an exam. Log in using the student's information, navigate to the exam, and retrieve results in the same manner a student would.