

KnowledgeSmart

by  EAGLE POINT
SOFTWARE



BEST PRACTICES FOR TEST AUTHORIZING

Creating effective assessment tests involves more than just writing questions. This guide outlines best practices for authoring high-quality assessment tests, ensuring they are structured, consistent, and easy to manage.

CREATED BY

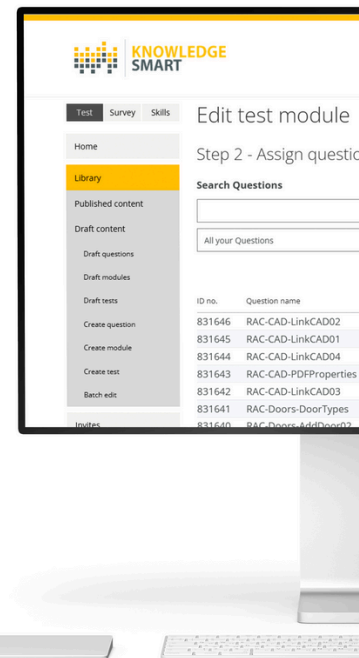
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INTRODUCTION

Welcome to the KnowledgeSmart Test Authoring Tips and Tricks Guide. This guide provides best practices, practical tips, and detailed instructions for creating effective and efficient skills assessments using the KnowledgeSmart platform.

Our goal is to help you develop high-quality assessments that evaluate skills accurately and enhance learning and development within your organization. Incorporating insights from industry standards and leveraging KnowledgeSmart's customizable tools, this guide will support you in every step of the test authoring process — from structuring your assessments and using multimedia content to strategic naming conventions and governance. Whether creating or modifying new assessments, these tips and tricks will ensure your assessments are reliable, valid, and aligned with your organizational goals. Let's get started on building assessments that make a difference!



BEST PRACTICES FOR SKILL ASSESSMENT CREATION



WORK THE STRUCTURE

- Each assessment consists of a number of modules which in turn consists of a number of questions.
- Modules provide a framework by which to group your questions, i.e. by topic, skill level, question type.
- Content can be shared between linked accounts and is only editable in the account it was shared from.

CATEGORY TAGS

- Use category tags to help you group and manage your assessment library (question, module and test)
- Use Category Tags to improve content searchability in the admin dashboard.
- Use category tags to streamline assessment approval or customization, e.g., approved, 2025, for interviewees, requires edit, not US approved.
- Separate each entry with a comma.



KEEP TRACK OF ID'S

- When you import and edit an assessment, module or question the respective test, module and question id's will change. The higher the ID number the more recent the edit.



TRAINING TAGS

- Keep your learning content in mind when refining training tags.
- Pinnacle Series Learning Tags are now available within our consolidated data query to ensure alignment.
- These training tags will help you analyse and group and visualise test results. Don't forget to define training tags with new bespoke content and add granularity to existing training tags when editing content.
- You can tag your questions with accompanying training recommendations.



KNOWLEDGE OR TASK BASED






- **Knowledge-Based:**
 - Questions that do not require any associated files.
 - Test users' understanding and recall of information.
- **Task-Based:**
 - Task (Interrogate): Users open a file to find the answer without modifying it.
 - Task (Modify): Users open and modify a file to determine the correct answer.



SKILL LEVEL

- Tag your questions according to the difficulty level to help differentiate and organize content for targeted assessments.
 - Basic, Intermediate or Advanced

BEST PRACTICES FOR SKILL ASSESSMENT CREATION

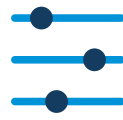
	<h3>EDITING TESTS</h3> <ul style="list-style-type: none"> • View Available Tests - This page lists all the tests available on your account. If you are in a linked account content can be shared from the parent account. • Click the 'List all training tags' icon to view all training tag keywords (metadata) associated with the test. • Export test questions for maximum flexibility in viewing, segmenting, and filtering test content. • Look at module names to easily remove knowledge-based or task-based questions from an assessment. The former will have (k) and the latter will have (t). • You can re-order draft tests by clicking on either the test name header or ID No header. • To create a locked copy of your test/module make sure you hit the publish icon.
	<h3>ADDING MORE QUESTIONS TO EXISTING OR NEW MODULES</h3> <ul style="list-style-type: none"> • Search Filters: Easily isolate knowledge-based or task-based questions by category or skill level. • Question Summary: Click the question name to view a summary. • Quick Preview: Use the magnifying glass icon to preview questions quickly. • Group Questions: Add suitable questions to a new group for easy reference. • Author Tagging: Include the author's name as a category tag. • Check for Duplicates: Always double-check for duplicates when combining questions from multiple tests. • Add a few ranking questions <ul style="list-style-type: none"> ◦ These questions require users to arrange answer options in the correct order. They effectively test a user's proficiency with a tool and can enhance their skills even if they initially don't know the answer.
	<h3>KNOWLEDGE QUESTIONS ONLY</h3> <ul style="list-style-type: none"> • If users do not have access to the applicable software select knowledge base questions only
	<h3>KEEP DATA CLEAN AND PREVIEW DISPLAY TESTS</h3> <ul style="list-style-type: none"> • When pasting text from Word please use the 'paste from Word' icon so the text can be cleaned up. • Use the magnifying icon inside the text editor to preview your question text is displaying as expected.
	<h3>EDIT QUESTION ANSWER PRECISION SETTINGS (STEP 3)</h3> <ul style="list-style-type: none"> • In your question wording, be clear about numerical input (e.g., the number of decimals) and formatting requirements. For example, use lowercase or uppercase. • Numerical questions - precision hint, variance scale, partial scoring. • Text-Based Answers - allowance for white space and case variance.

BEST PRACTICES FOR SKILL ASSESSMENT CREATION



MULTIPLE CHOICE QUESTIONS AND CHARACTER LIMITS

- When authoring multiple choice question answers please remember the 50 character limit.
- Longer multiple choice options should appear in the question text (Step 1) and answers (Step 3) then kept to just A, B, C, etc.
- This is necessary to keep question formatting in a browser looking neat and tidy.



TEST SETTINGS

- Add a customized welcome message.
- Set a time limit.
- Limit or enable dataset downloads.
- Limit or enable timer visibility.
- Append a general survey to capture subjective feedback from users in one streamlined workflow.
- Test category tags.
- Enable Exam Mode.
- Enable 'Hide Test Score' to remove test scores from assessment reports.

CHARACTER LIMITATIONS

Question Name	75 Characters
Question Summary/Description	3,000 Characters
Module Name	75 Characters
Assessment/Test Name	50 Characters
Assessment Description	1,000 characters
All Question Answers (FT, PL, MC, OL)	50 characters
CoachingText and LearningText	3,000 characters
CategoryTags and TrainingTags	400 characters

BEST PRACTICES FOR SKILL ASSESSMENT CREATION



CONFIGURE TEST

- Customise the number of assigned questions versus number of available questions per module.
- The larger the question pool and the smaller the number of assigned questions, the higher the randomization.
- A randomized set of questions is created at the time of the invite.
- If you want each user to receive exactly the same questions your question pool total must equal your assigned question total. Adjust feedback settings to no report until the assessment plan has been closed to prevent users from sharing screenshots of questions and ensure tests are taken under exam conditions.



DID YOU KNOW - BATCH EDIT

- When you import your batch edit file via 'Batch Import,' the edited questions are automatically grouped with a time/date stamp so that you can easily keep track of your edited content.
- Batch Import is only available for a selected number of question types - Free text, Multiple choice, Pick list, Order list, and True or false, respectively.
- This feature can be used to upload additional questions in bulk, and a template is provided within the on-screen help area.
- **Important Note – Batch Edit Character Limits**
 - When editing existing questions or creating new ones, it is vital to keep the contents of each column in the Batch Edit Excel file within the limit for the number of characters for that field within the KnowledgeSmart Library. Exceeding the character limit may lead to an error at Upload, or truncation of the text within the question.



DID YOU KNOW - COACHING NOTES

- Coaching text (how you would answer the question 100% accurately and a line or two of background notes about the topic being covered by the task).
- You can create a short video as a coaching note via step 5 of the edit question process instead of uploading a PDF or Word document. This might be more impactful for your users. If feedback settings are set to include coaching notes, then users will receive these in their assessment reports if they showed a skills gap for that specific question.



DID YOU KNOW - LINKS TO LEARNING?

You can embed a YouTube or internal training video via step 6 of the edit questions process. KnowledgeSmart gives you the ability to edit the html source code. Paste your embed code into the window that appears and preview to make sure all displays as expected. The user will receive the visual video link directly on their skills assessment report if they have registered a skill gap for that specific question.



DO'S AND DON'TS FOR SKILL ASSESSMENT CREATION

Do's

Plan Your Structure	Organize Content: Start with a clear structure. Group related questions into modules for easier management and better analysis.	
Establish Governance Rules Set Rules for Multi-Department Use.	Personalize the KS Assessment Policy and Assessor Manual to establish clear governance rules for accounts used by multiple departments or geo-locations.	
Keep Organized	Use Tags and Groups: Utilize grouping and category tags to manage and identify unique content.	
Create Clear, Specific Questions	<ul style="list-style-type: none"> • Concise Wording: Ensure each question is clear and specific to avoid any confusion. • Relevant Content: Tailor questions to match the skill set you are assessing. 	
Maintain a Clean Draft Area	<ul style="list-style-type: none"> • Before importing an assessment for editing, check your drafts area to avoid duplicates. Re-importing creates unnecessary duplicates. Always duplicate and rename content before editing. • Delete Unused Drafts: Keep the workspace organized by removing any draft modules, questions, and tests that are not used in tests. Use indicators and filters to easily identify non-active modules. 	
Use Multimedia Effectively	Enhance Understanding: Incorporate images, videos, and files where appropriate to clarify questions.	
Strategically Name Modules	Meaningful Names: Use specific names for modules to enhance data analysis (e.g., "Advanced Data Analysis" instead of "Module 1").	
Publish Final Tests and Modules	Show Finalization: Publish your test and modules to indicate they are finalized and secure. This ensures other admins need to unpublish before editing.	
Leverage Batch Edit	Efficiency: Use the Batch Edit feature for bulk uploading and editing of Multiple choice, Pick list, Order list and True or false questions to save time.	
Regularly Update Content	<ul style="list-style-type: none"> • Stay Current: Keep your assessments up-to-date with the latest information and industry standards. • Continuous Improvement: Regularly review and improve assessments based on user feedback and performance data. 	

DO'S AND DON'TS FOR SKILL ASSESSMENT CREATION

Dont's

<p>Ignore Question Meta Data (Tags)</p>	<p>Define and Use Tags: Properly define and use training tags for better searchability and result analysis. Use Category Tags for descriptive labeling (e.g., AutoCAD, xrefs), and Training Tags for training recommendations visible in user reports (e.g., Family creation). Questions can be Knowledge-Based (no file), Task (interrogate) (find answers without modifying files), or Task (modify) (modify files for answers). Tag questions by Skill Level to indicate difficulty.</p>	
<p>Group all your questions into one module</p>	<p>Avoid Overloading: Grouping all questions into a single module can overwhelm users and make it difficult to analyze specific areas of competency. Instead, distribute questions across multiple modules based on topics or skill levels to provide a clearer and more focused assessment experience.</p>	
<p>Don't Use Ambiguous Language</p>	<p>Clarity Is Key: Ensure all questions and instructions are unambiguous to avoid misinterpretation. Ambiguous language can confuse users and affect the accuracy of the assessment results.</p>	
<p>Edit Active Modules Without Consensus Admin Agreement</p>	<p>Avoid changes to active assessment modules without consensus from all admins to prevent disruptions.</p>	
<p>Neglect the Importance of Thorough Testing</p>	<p>Ensure thorough testing to prevent unresolved issues impacting the user experience.</p>	
<p>Don't Forget to Provide Clear Instructions</p>	<p>Training Request and Skipped Question Buttons: Users should receive clear instructions on how to use specific features such as the training request and skipped question buttons. Clear guidance ensures users can navigate the assessment effectively and understand how to make the most of its features.</p>	
<p>Don't Overlook Feedback Mechanisms > Feedback Settings</p>	<p>Incorporate Feedback: Failing to provide feedback can hinder learning and improvement. Always include mechanisms for users to receive constructive feedback on their performance.</p>	
<p>Don't Forget to Hover Over the Question Mark Icon</p>	<p>On-Screen Guidance: Hover your mouse over the question mark icon on each page for additional on-screen guidance. This feature provides helpful tips and information to enhance the admin experience.</p>	