Questionmark OnDemand Reference Guide

Introduction

The Questionmark OnDemand Interface was a new feature available (as an added option) starting with SOLABS QM10 Release 10.6 and is now a standard part of the Training Management option starting with Release 10.9. It allows for creation and delivery of online Training Assessments through a collaboration between SOLABS and Questionmark.   Questionmark's *Questionmark OnDemand* product is used to author the Training Assessments, which can then be linked to SOLABS QM10 Training Activities.

Client accounts for Training Administrators are created by SOLABS in a *Questionmark OnDemand* instance – either stand-alone or shared (where clients see only their own folders and a Public folder). Assessments are created, published and scheduled by the Training Administrator in their Questionmark OnDemand instance and are then available to link to Training Activities within their **SOLABS QM10** instance.

Questionmark OnDemand   **SOLABS QM10**

May 2022

Purpose of this Reference Guide

Training on how to create questions and assessments in *Questionmark OnDemand* is initially provided by trainers at Questionmark.   Questionmark maintains a Knowledge Base for their training materials and will provide access to it for the Training Administrators that they have trained. They are also available to provide assistance when needed.   The purpose of this Reference Guide is to provide a quick high level reference for SOLABS QM10 Training Administrators to review as a refresher on the steps for creating online assessments. It is not meant to provide the full detail required to use the functionality of Questionmark OnDemand.

Training on how to link published and scheduled *Questionmark OnDemand* Training Assessments to SOLABS QM10 Training Activities is provided by trainers at SOLABS. A separate User Guide is available in the SOLABS Knowledge Base titled ***SOLABS QM10 Questionmark OnDemand Interface Feature – User Guide***.

Questionmark OnDemand Accounts

## The link between SOLABS QM10 and Questionmark OnDemand

The **SETUP/Administration** menu includes the option for **External Training Provider Configurations**.

Clicking on the **Questionmark** option in that section will bring up the **Questionmark Details** screen, where the Questionmark OnDemand URL and administrative credentials will be displayed.

- The **Questionmark Instance Type** field will indicate whether you have a Shared instance or a Stand-alone instance of Questionmark OnDemand.

    In a shared instance, you have access only to your own folders, as well as a Public folder. No other clients can see your folders. The Public folder allows convenient access to some general Training Assessments that may be created by SOLABS and made available to all clients to consider using.

- The **Questionmark Endpoint** field displays the URL to your Questionmark OnDemand instance.   This should **not** be modified or access to existing Assessments will be lost.

- The **Questionmark Username** and the **Questionmark Password** fields are for internal use by SOLABS and Questionmark.
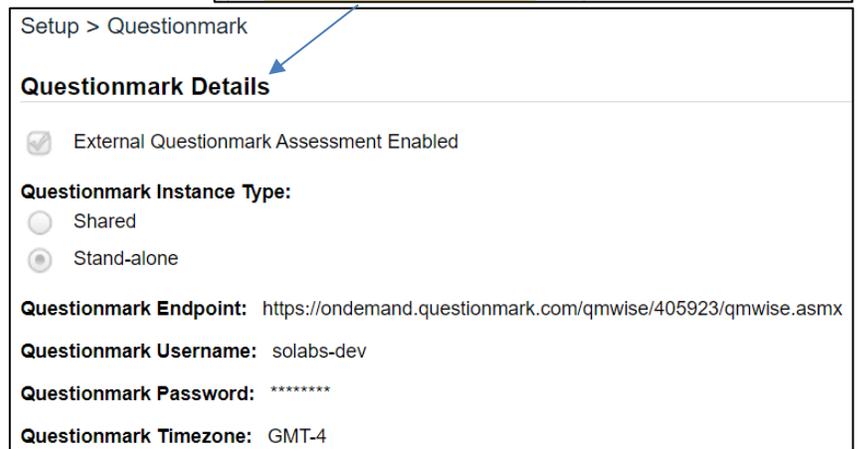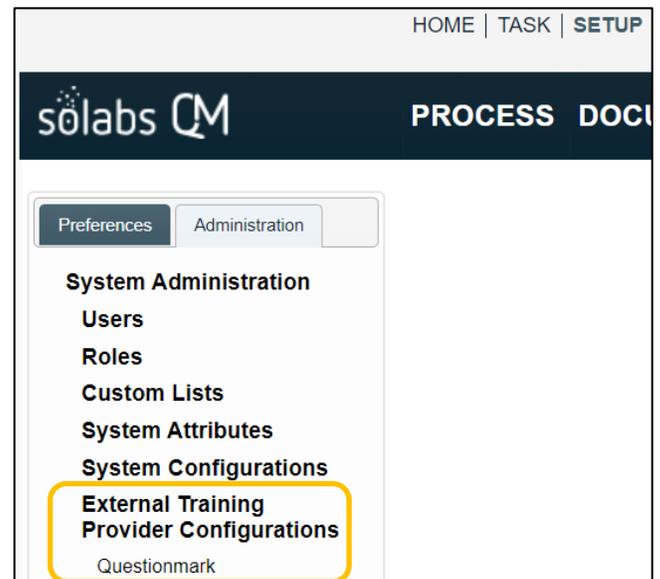
Each Training Administrator (up to 5 per client) will be provided with their own unique Username and Password as described in the next section of this Reference Guide.

- The **Questionmark Timezone** field will be aligned with the SOLABS QM10 Timezone but is in GMT (Greenwich Meantime), where the SOLABS server is in UTC (Universal Time Coordinated). Since GMT does not take daylight savings time into consideration, this should be checked and adjusted by the SOLABS System Administrator twice yearly when changes between standard time and daylight savings time occurs.

Account Creation in Questionmark OnDemand:

- Send a request to the SOLABS Support Team at the following email address: support@solabs.com.
- Provide the following information:
  - **Subject:** Request for User (Author/Publisher) Creation in Questionmark OnDemand instance
  - **Body:**
    - Provide the **Full Name** of the user
    - Provide the **Username** of the user that needs to have an account created. Must be the same as their SOLABS QM10 Username.
    - Provide the **Email Address** of that user

SOLABS will create the accounts in Questionmark OnDemand and provide the initial login credentials to the requested users. Users created in Questionmark will need to change their password directly in Questionmark on the first Login once the credentials provided by SOLABS are received.

Once the account is created in Questionmark OnDemand, the user will be able to modify the general details of his/her account. However, they will not be able to modify any role assignments, privileges, or delete their own account.

Account Deactivation in Questionmark OnDemand:

- Send a request to the SOLABS Support Team at the following email address: support@solabs.com.
- Provide the following information:
  - **Subject:** Request for User Deactivation in Questionmark OnDemand instance
  - **Body:**
    - Provide the **Full Name** of the user

NOTE: It is **NOT** possible to modify the **Name** of the user account once created. Therefore, if a user has a name change, the current account will need to be deactivated and a new one created.

Accessing Your Questionmark OnDemand Account

Log into Questionmark OnDemand with your Username and Password. This will bring you to the My Dashboard tab. On the Home page you can change your password if you'd like. All other settings will have been established for you by SOLABS. All of your work to create online Training Assessments will be done using the Authoring tab.
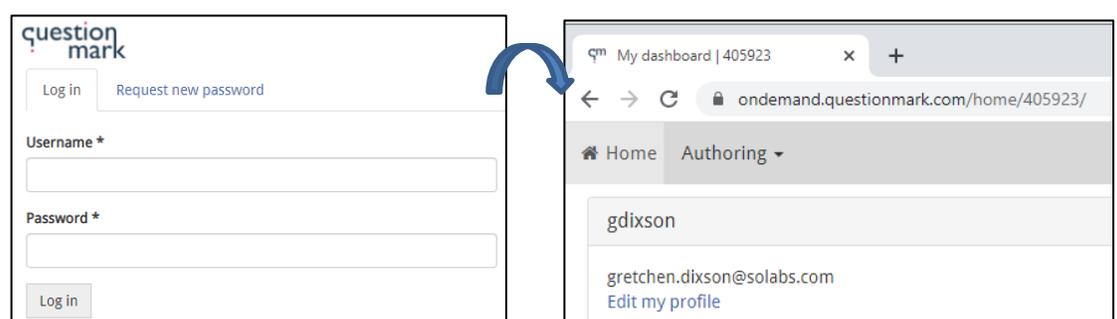
Authoring in Questionmark OnDemand

Options on the **Authoring** tab are all you need to create and publish online assessments that can be linked to SOLABS QM10 Training Activities.
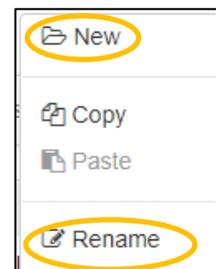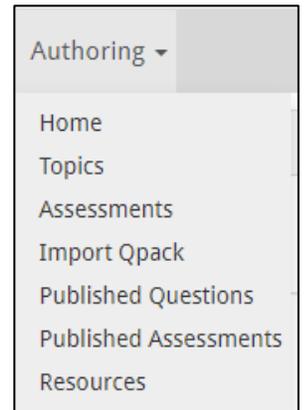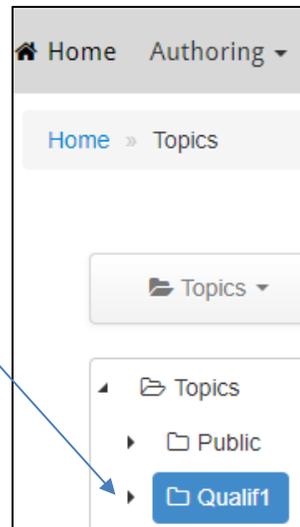
Topics Folders - Organizing Questions

The **Topics** folders are used to create and organize the **Questions** you will use for your online **Assessments**.

Clicking on **Topics** from the Authoring menu will display the Topics folders created and named for your organization. SOLABS will create one initially. You can add subfolders to that folder and create other Topics folders as needed.

If you are set up in a shared instance, like most clients, you will also see a Public folder that may include some general questions related to SOLABS QM10 or the life sciences industry that you can use if you'd like.

To rename your Topics folder or to add Subfolders, right click on your folder to see various options including **New** (to create a subfolder) and **Rename**.

You will create your questions within the Topics folders. You can organize and name the folders in a way that makes sense for you and your organization. Each Topic folder can contain a group of questions. You can therefore name the folders to group questions by subject, by area, or by the name of the Assessment you plan to use them for. Naming and organization is totally up to you but should provide a way for you to easily find the questions you are looking for when you build your Assessments.

To start creating Questions within a folder, highlight that folder and click **+New**.
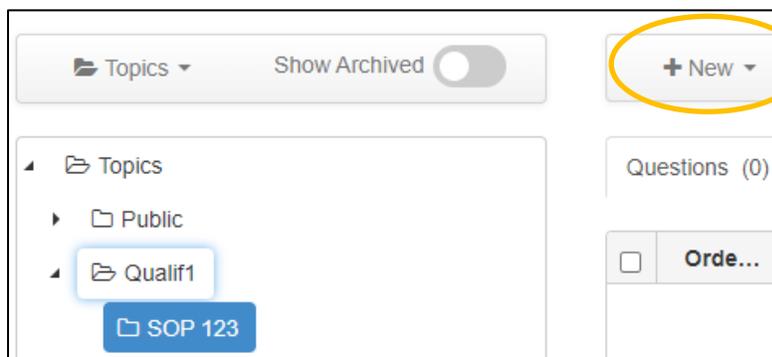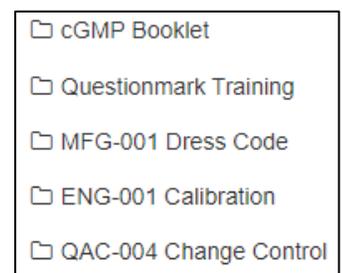
Creating Questions

After highlighting the Topic folder and clicking **+New**, the first thing you will do is to select the type of Question you wish to create.

Your training with Questionmark trainers will include instruction on creating various types of questions. The types circled to the right would be compatible with the interface to QM10 since they would have a discreet score that can be passed over. Other types cannot be used.

After selecting the type you'd like, the fields to create and save it will be displayed. They will vary based on the question type.

+ New ▾   **Copy** ▾   **Publish**

- Multiple choice
- Multiple response (right / wrong)
- Multiple response (score per choice)
- True / False
- Yes / No
- Text match
- Essay
- Likert
- Pull-down list
- Explanation
- Fill in the blanks
- Select a blank
- Numeric
- Matching
- Hotspot
- Drag and drop
- Job task analysis
- File upload
- Ranking
- Knowledge matrix
- Survey matrix

Save ▾   Exit   Spell check   Show feedback   ?

Click here to change the question wording

⊕ ○ True   0

⊕ ○ False   0

Add New Choice
Add "All of the above" choice
Add "None of the above" choice
Add comment box
Edit question properties
Notes
Assign metatags

Save ▾   Exit   Spell check   Show fee...

Click here to change the question wording

⊕ ○   Enter new choice text here

⊕ ○   Enter new choice text here

Delivery style
Scored

Shuffling option
No shuffling

Display
Vertical

Video Tutorial

Some Question Types include a handy Video Tutorial on how to create it.

Questionmark also maintains a Knowledge Base for training materials and will give you access to it.

All types have various editing options and ability to link pictures, videos, sound bites, math, etc.

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Publishing Questions

After you have created a question, you can use the **Try out** option to see what it will look like to the trainee. When you are happy with it, you need to use the **Publish** option in order for it to be available for your Assessments.
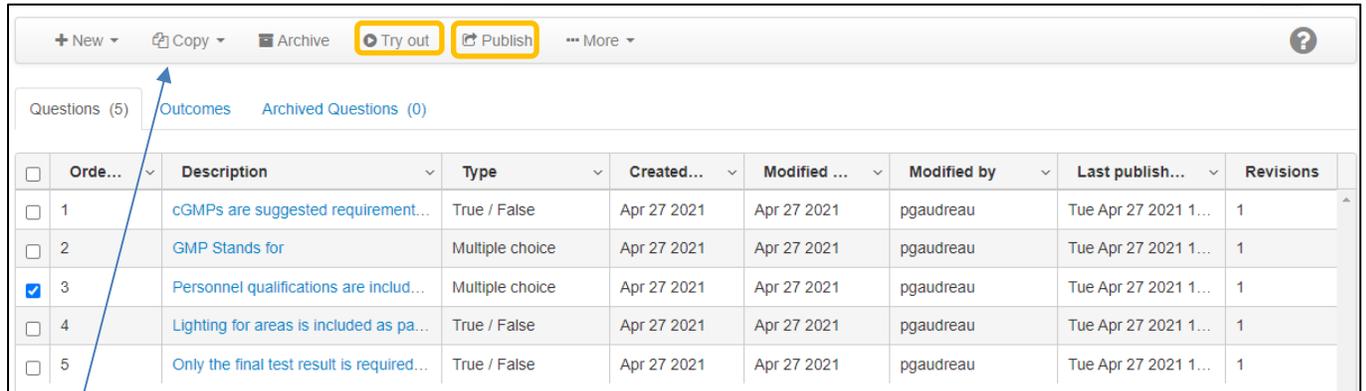

The **Copy** option is handy if you are creating multiple questions of the same type. You can copy and then edit the new question as needed.

## Assessment Folders – Organizing your Training Assessments

The **Assessments** folders are used to create and organize the **Training Assessments** you will link to your SOLABS QM10 Training Activities.

Clicking on **Assessments** from the Authoring menu will display the Assessments folders created and named for your organization. SOLABS will create one initially. You can add subfolders to that folder and create other Assessments folders as needed.
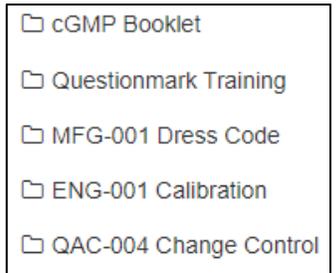
If you are set up in a shared instance, like most clients, you will also see a Public folder that may include some general assessments related to SOLABS QM10 or the life sciences industry that you can use if you'd like.
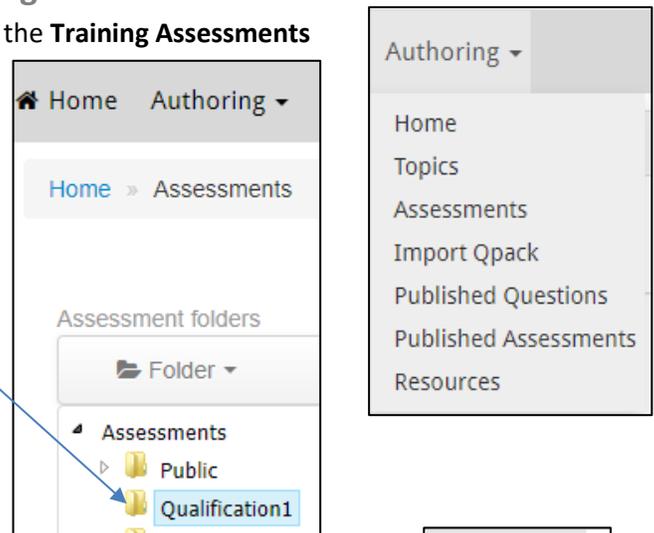
To rename your Assessments folder or to add Subfolders, highlight your folder and then click on Folders to see various options including **New** (to create a subfolder) and **Rename**.
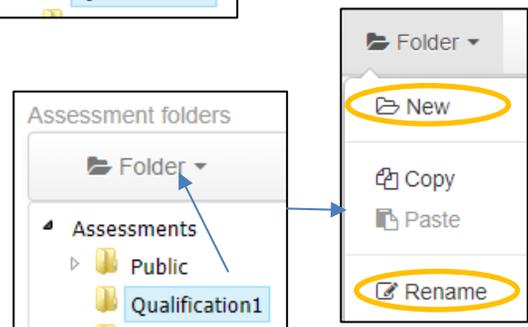
You will create your assessments within the Assessments folders.   You can organize and name the folders in a way that makes sense for you and your organization. You can therefore name the folders to organize assessments by subject, by area, or by the name of the SOLABS QM10 Training Activity you plan to link them to. Naming and organization is totally up to you but should provide a way for you to easily find the Training Assessments you are looking for when you are creating your QM10 Training Activities.

☐ cGMP Booklet

☐ Questionmark Training

☐ MFG-001 Dress Code

☐ ENG-001 Calibration

☐ QAC-004 Change Control

To start creating Assessments within a folder, highlight that folder and click **+New**.

Creating Assessments

After highlighting the Assessment folder and clicking **+New**, the first thing you will do is to select the type of Assessment you wish to create.

Your training with Questionmark trainers will include instruction on creation of various types of assessments.   The assessment needs to be one that will have a discreet score to pass over to QM10. Therefore, types such as Survey will usually not be compatible.

After selecting the type you'd like, the fields to create and save it will be displayed.
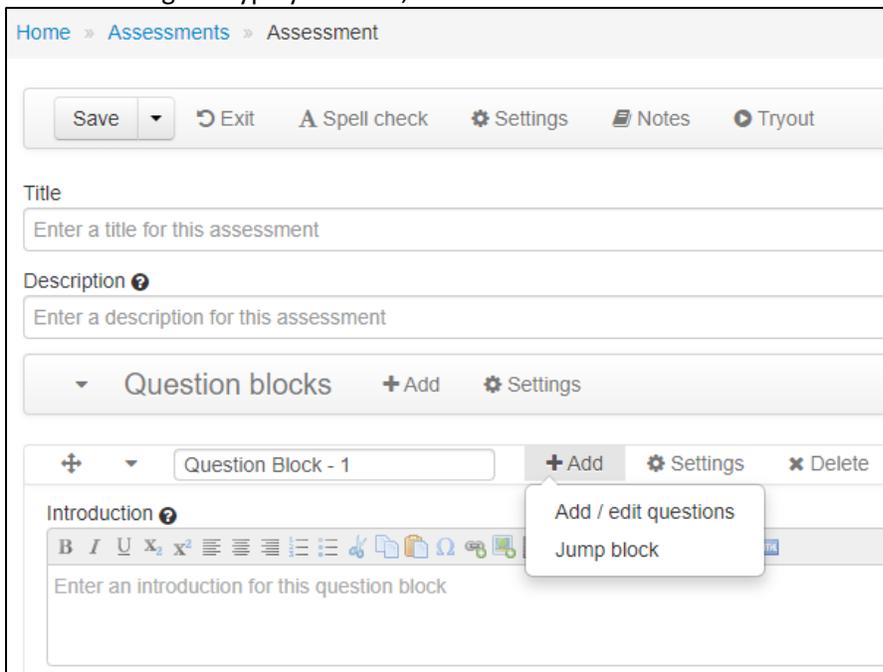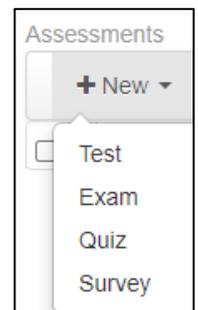
As with Questions, there are various editing options and ability to link pictures, videos, sound bites, math, etc.

After completing the Title, Description and Introduction fields, click **+Add** in the first Question Block section to start adding questions. Choose the **Add / edit questions** option to access the questions from your Topics folders.

There are various options for selecting the questions. It will depend on how you have organized your Topics folders.
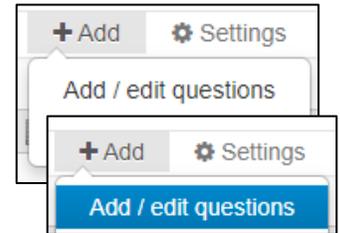
After selecting the Topic folder and how you would like the questions to be added, click the **Add** button below that window.

Your selection will appear in the **Selected questions** window, which has an **OK** button at the lower right when you are finished.
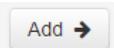
After adding questions to your new Training Assessment, you will scroll down to the **Outcomes** section to enter information about the scoring of the assessment.

Your training from Questionmark trainers will include information on this section as well. The Training Assessment will need a discreet passing score and will transfer that to the QM10 Training Activity.

You have options to send Feedback to the trainee based on their outcome.

Publishing Assessments

After you have created an assessment, you can use the **Try out** option to see what it will look like to the trainee. When you are happy with it, you need to use the **Publish** option in order for it to be available to link to a QM10 Training Activity.

	Title	Type	Assessment ID	Created by	Created on ▲	Modified on	Last exported	Last published
☐	QA-001 Batch Review and Release Pharma V3.0	Test	0264496000264496	pdemers@solabs.com	12/14/2020	4/27/2021		4/27/2021
☐	cGMP Booklet Knowledge Assessment	Quiz	0272641000272641	pgaudreau@solabs.com	4/27/2021	4/27/2021		4/27/2021
☐	QA-002 Batch Review and Release Device V3.0	Test	0272642000272642	pgaudreau@solabs.com	4/27/2021	4/27/2021		4/27/2021
☐	QA-001 Batch Review and Release Pharma V5.0	Test	0272646000272646	pgaudreau@solabs.com	4/27/2021	4/27/2021		4/27/2021
☐	QAC-004 Change Control - Revision 6.0	Quiz	0272647000272647	pgaudreau@solabs.com	4/27/2021	4/27/2021		4/27/2021
☐	Training for New Release	Quiz	0277066000277066	pgaudreau@solabs.com	6/7/2021	6/7/2021		6/7/2021

The **Copy** option is handy if you are creating multiple assessments of the same type. You can copy and then edit the new question as needed.

The **Copy** option can also be used to make a copy of an assessment when your QM10 Training Activity goes up a revision, but the related Questionmark Training Assessment does not need to change.

An Assessment in Questionmark OnDemand can be linked to only one Training Activity in SOLABS QM10. A Training Activity in SOLABS QM10 can be linked to only one Training Assessment in Questionmark OnDemand. If you need to link an assessment to more than one Training Activity, or if a revised Training Activity does not require updates to the previously linked assessment, a copy of that Training Assessment can be created in Questionmark OnDemand under a different name.

Scheduling Published Assessments

Once you have published your Training Assessment there is one more step to ensure it is available to link to a SOLABS QM10 Training Activity. **This is necessary ONLY if you have access to more than one Assessment folder – including the Public folder.**

From the **Authoring** tab, choose Published Assessments. From there, click on the appropriate Assessment Folder (click on the name/link; do not "check" the box).

This will bring up a list of the Assessments within that folder. Choose the recently published assessment and then click on Set Scheduling Permissions.

In the next window, select the appropriate Group (your client acronym) from the "Groups available" list and move it to the "Groups assigned" list. Click Finish.
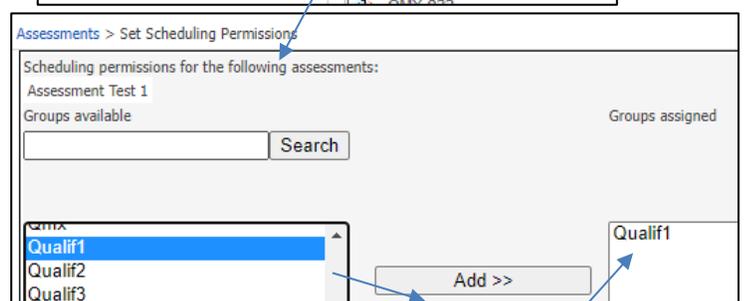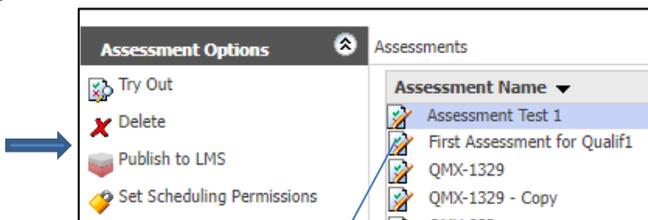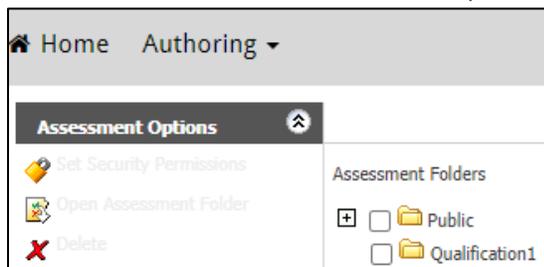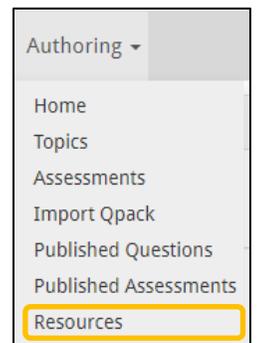
NOTE: Refer to *SOLABS QM10 Questionmark OnDemand Interface Feature – User Guide* for instructions on linking a published Assessment to a QM10 Training Activity.

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