Administrator access to features and functions described in the HLC Help documentation is dependent upon the administrator’s role and affiliation. Administrators may or may not have full access.
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Note: This guide is updated frequently. If you save or print this document, you should frequently cross-reference the date stamp on any local copies with the most current version posted in the Help system.
Courses Management

HealthStream Express provides functionality that allows administrators to develop and deliver education to employees. Education is delivered as courses. Courses are developed by HealthStream (e.g., HealthStream regulatory library), by third-party content vendors (e.g., Fetal Monitoring courseware) and can be developed by administrators using a variety of tools.

HealthStream regulatory courses can be modified by HealthStream Express administrators using the Annotations feature. The pre- and/or post-assessment tests within HealthStream regulatory courses can be edited using the assessment builder tool inside the Course Management feature of HealthStream Express.

Definitions

A collection of one or more learning activities made available to students by assignment, administrator registration in a class or by self-selection from the Catalog tab. A course can include one or more learning activities.

**Learning Activity:** A single educational component within a course. Learning activities that can be added to an administrator-developed HealthStream Express course include:

- Authored learning activities (Authoring Center customers only)
- Tests
- Evaluations

**Note:** Reports are based upon completion of an entire course, not on individual learning activities. If you need to report on completion of a single learning activity, you must create a course that includes only that one activity.

Developing a Course

Prior to developing a course within HealthStream Express, the administrator should consider the overall course construction, and determine what pre-work is necessary before the course details are entered into the system. For example, if the course includes:

- One or more authored activities, those activities must first be developed in the Authoring Center.
- One or more tests, the test questions must be determined.
- An evaluation, the evaluation questions must be determined.

You may also need to add or edit categories prior to developing your course. (See *Adding a Category* and *Editing a Category* in this document.)

Once all pre-work has been completed, you are ready to add your administrator-developed HealthStream Express course.
Adding a Course

To add a course

1. On the Courses tab, click Add a Course. The Add a Course page appears.

   ![Add a Course page](image)

   An orange asterisk (*) indicates a required field.

2. In the Course Title box, enter the title of the course.
   
   **Tip:** Click if you want to check the spelling of the title.

3. In the Description text area, enter a description of the course.
   
   **Tip:** Click if you want to check the spelling of the description.

4. In the Learning Objectives text area, enter the learning objectives of the course.
   
   **Tip:** Click if you want to check the spelling of the learning objectives.

   **Note:** Course title, description, and learning objectives will be visible to students on the Course Overview page.
5. Click **Select Course Categories** to choose default course categories. The **Category Selection** page appears.

6. Select the check box(es) next to one or more categories. Subcategories will be revealed, if available, by clicking the + to the left of a category name.

7. Click **Select**. The system returns you to the **Add a Course** page with the categories you selected in the **Default Categories** box.

8. In the **Default Certificate** list, select the certificate you want students to receive upon completing the course.

   **Note:** The certificate template selected as the course default is the certificate all students will receive for course completion.
9. In the **Development Status** list, select the course status.  
**Note:** Development status can assist administrators in managing course development work. Update of development status may be required to allow certain administrator roles (for example, Education Office Assistant) to publish a completed course.

10. Leave the **Learning Activities completed sequentially** check box selected if you want students to be required to complete learning activities sequentially. This selection prevents students from completing learning activities in random order. They can only access a learning activity after previous activities are completed. If cleared, students can complete learning activities in any order they choose.

11. Click **Additional Properties** to reveal the following additional, optional course properties.

- In the **Course Identifier** box, enter additional information with which to identify the course. The course identifier does not have to be unique.
- **Do not** enter a value into the **Course Fee**, **No Show Fee**, and **Cancel Fee** boxes unless the customer has a PayPal account that is linked to HealthStream Express for payment processing. If you add a course fee, the student will be presented with an online billing wizard requesting credit card payment.
• In the **Next Review Date** box, enter the date on which the course should next be reviewed.

  **Tip:** You can also click ⌁ to select the date.

• In the **Inactivation Date** box, enter the date on which the course will be inactivated. If you add an inactivation date, then when that date arrives, the course will no longer be available for assignment or enrollment. If the course was previously assigned, it will remain on students’ **My Learning** pages but they will not be able to complete it. Courses approaching an inactivation date will display a warning to students who access the course that the course is about to expire.

  **Tip:** You can also click ⌁ to select the date.

  **Note:** If you enter an inactivation date, the course will appear on the Expiring Courses report.

• In the **Keywords** text area, enter all words that may be used to assist students and administrators in course searches. Be sure to separate each keyword with a comma.

  **Tip:** Click ☑ if you want to check the spelling of the keywords.

• In the **Author** and **Author Biography** text areas, enter specific author/developer information. This information will be visible to students.

  **Tip:** Click ☑ if you want to check the spelling of the author or author biography.

• In the **Course Outline** text area, enter a course outline. Text can be added and edited to an outline or bullet format.

• In the **Technical Requirements** text area, enter any other information that you may want to communicate to students.

  **Note:** Author, author biography, course outline, and technical requirements will be visible to students on the Course Overview page.

12. Click **Save**. The **Course Builder** workspace appears. Learning activities can now be added to the course.
Learning Activities

A learning activity is a single educational component within a course. Learning activities that can be added to a course include:

- Authored learning activities (Authoring Center customers only)
- Tests
- Evaluations

Adding a Learning Activity

One or more learning activities can be added to a single course at any time until the course is published. (See Publishing a Course in this document.)

A course must be added to HealthStream Express before learning activities can be added. You may need to create learning activities outside HealthStream Express prior to incorporating them into a course. For example, you can author online activities through the Authoring Center before adding them to a course.

You can add learning activities to a course as soon as the course is added to HealthStream Express (See Adding a Course in this document) or you can search for the course at a later time and add learning activities if the course has not yet been published (see Searching for a Course in this document).

**Note:** You cannot add, delete, or rearrange learning activities after a course has been published; however, you can edit learning activities and republish the course (see Editing a Course and Republishing a Course in this document). If you need to add, delete, or rearrange learning activities after a course is published, you must create a new course or a new course version (see Creating a New Course Version in this document).

Regardless of the type of learning activity you wish to add, you will complete a common properties page.

Completing the Common Properties page

1. In the Name box, enter the name for the activity.
2. In the Completion Mode list, select the completion mode. This selection dictates the student requirement for each activity (see Understanding Completion Mode in this document).
3. In the **Description** text area, enter a description, if desired. This entry is not visible to students.

4. In the **Estimated Completion Time** boxes, enter the time, in hours and minutes, for this learning activity. These values are an estimation of the amount of time it will take students to complete the activity; it does not reflect actual time spent. Upon course completion, the system will total the estimated completion times entered for each learning activity that was completed within the course and will display an estimated time for the completed course on the student transcript. If a student completes a learning activity more than one time (for example, multiple attempts to pass a test), the system will count the estimated time for each attempt. If you do not wish to record an estimated completion time for an activity, you must enter a zero (0) in both the **Hours** and **Minutes** boxes.  
   **Note:** To accurately reflect the estimated completion time for a course, it is recommended that estimated completion times (in hours and minutes) be entered for every learning activity within the course. If you do not wish to record an estimated completion time for the course upon completion, enter zeros (0) into the **Hours** and **Minutes** boxes for each learning activity. The estimated time will then display as zero (0) on the selected reports.

5. In the **Minimum Passing Score** box, enter the minimum passing score for this learning activity. The minimum passing score is available for tests. A percent score can be entered requiring the student to meet or exceed that score to successfully complete the learning activity. If the student fails to meet the passing score he or she may or may not fail the course, depending on the activity’s completion mode setting (see **Understanding Completion Mode** in this document).

6. In the **Score Percent Weight** box, enter the score percent weight for this learning activity. For instance, a course containing two tests may have a score percent of 50% entered for each test. When the student completes the course, the system will calculate an overall course score based upon the scores earned for each scored activity and the entered score percent weights. The overall course score will appear on the student’s transcript.  
   **Tip:** If the course contains only one scored learning activity, and you wish to have the score for that activity appear on the student transcript, enter a score percent weight of 100% for that activity.

7. Select the **Meeting minimum passing score will immediately complete the course** check box if you want to use a scored learning activity as a test-out opportunity for students. See **Understanding Completion Mode** in this document for additional information on setting up a test-out opportunity for a course.  
   **Note:** You do not need to select this check box when the learning activity is the last activity within a course. This box is used to identify learning activities that are being used as test-out opportunities only.

8. Click **Save** when you have entered all the information. You can now begin adding your learning activities.

See the following sections of this document for information on creating each learning activity:

- **Adding an Authored Learning Activity**
- **Adding a Test**
- **Adding an Evaluation**
Creating a Test-Out Activity

A scored learning activity (test) can be added to an administrator-developed course to serve as a test-out opportunity for students. This test-out opportunity can be added as the first learning activity within the course, or any place within the course that the administrator deems appropriate.

To create a test-out opportunity

1. Click Add a Test.
2. Name the activity.
3. In the Completion Mode list, select Completion Required.
4. Add an activity description if desired.
5. In the Estimated Completion Time boxes, enter the time, in hours and minutes, for this learning activity, if desired.
   
   Note: The system will total the estimated completion times for only the learning activities that were completed.

6. In the Minimum Passing Score box, enter the minimum passing score for this learning activity (0 - 100).
7. Enter 100 in the Score Percent Weight box for this activity. If the student fails the test-out opportunity and is required to complete the other learning activities, then the score of the test-out activity will not be averaged with the other course learning activities.
8. Select the Meeting the minimum passing score will immediately complete course check box.
9. Enter the appropriate score percent weights (totaling 100%) for any other learning activities in the course, assuming that these other activities will be required if the student does not pass the test-out opportunity.
10. Click Save.

Note: Determine the maximum number of test attempts (See Adding a Test in this document) from the Test Settings page. Do not set the maximum attempts to No Maximum, otherwise students will remain in the loop until they pass the test (forcing them to test out rather than complete other learning activities).

Completion Mode

When entering the common properties of each course learning activity, you must determine the completion mode for the activity. Completion mode options include:

- **Not Required** – Students do not have to complete the learning activity to successfully complete the course.
- **Completion Required** – Students must complete the learning activity, but are not required to meet a specific requirement to move on to other activities or to complete the course.
- **Pass Required** – Students must complete the learning activity and must meet or exceed the minimum passing score or they will fail the learning activity and fail the course. Students who fail a course will see the following message:

You have failed this course:
- If it is assigned, you are required to re-take the course until either you pass the course or the due date passes. Click the My Learning tab to continue.
- If you self-enrolled, you may re-enroll in the course from the Catalog tab. If you did not self-enroll, contact your HLC administrator for further assistance.
Examples of Completion Mode Applications

When a learning activity is part of a course, but not essential to the overall goals of the course, it may be marked **Not Required**. For example, an optional pre-test may be included in a course for students who wish to test their current knowledge of the course content prior to engaging in the other learning activities.

When a learning activity is necessary for successful course completion, it will be marked **Completion Required**. This completion mode is most appropriate for authored learning activities (i.e., online content) where passing may not be measured. An evaluation within a course is that is required for course completion should also be given this designation.

**Pass Required** will be used when the student must meet a minimum score to proceed through or complete the course. Pass required can be used for tests. Tests are graded by the system to immediately determine if the designated minimum passing score was met. If a student fails a test, and therefore fails a course, assigned courses will be automatically reassigned.

Completion Mode Impact on Course Completion

The following scenarios outline common uses of completion mode, and the impact of each on course completion:

**Scenario 1**

A test marked **Completion Required** with a designated **Minimum Passing Score** will allow a student to take the test up to the maximum number of test attempts to reach the minimum passing score. If the **minimum passing score** is not achieved within the maximum number of attempts, the student will no longer be able to access the test, but will be able to move on through the other learning activities within the course. If the **Meeting minimum passing score** will immediately pass the course checkbox is checked, and the student meets or exceeds the **minimum passing score**, the student will pass the entire course (i.e., “test out”) and will not have to complete the other learning activities within the course.

**Scenario 2**

A test marked **Pass Required** with a designated **Minimum Passing Score** will allow a student to take the test up to the maximum number of test attempts to reach the minimum passing score. If the minimum passing score is not achieved within the maximum number of attempts, the student fails the test and therefore fails the course. Assigned courses will be reassigned.

Editing a Learning Activity

Learning activities can only be edited prior to course publishing.

**Note:** To edit a learning activity within a published course, the course must be versioned. See *Creating a New Course Version* in this guide.

**To edit a learning activity**

1. Click the learning activity name link.
2. Make the desired changes.
3. When you are done, click **Save**.
Deleting a Learning Activity

Learning activities can only be deleted prior to course publishing.

**To delete a course learning activity**
1. Click the learning activity name link.
2. Click the **Common Properties** link.
3. Click **Delete** from the bottom of the page. The learning activity is removed from the course.
Adding an Authoring Center Activity

HealthStream Authoring Center customers can add authored learning activities (self-developed online content) to their HealthStream Express courses. The authored activity must be developed outside HealthStream Express using Contribute or another HTML authoring tool.

**To add an authored learning activity to a course**

1. Search for the course to which you want to add an authored learning activity. See *Searching for a Course* in this document for details on conducting a course search. The *Course Builder* page appears.

2. Click *Add an Authoring Center Activity*. The *Common Properties* page appears.

3. Complete the *Common Properties* page. See *Adding Learning Activities* earlier in this document.
4. Click **Save**.

4. Click **Choose a Folder**. A listing of all authored content folders available through your authoring account appears.

5. Click the desired folder name link. A listing of HTML pages within the folder appear in the window to the right.

6. Click **Preview** if you wish to preview the authored content that you have selected.
7. Click **Save**. The selected authored learning activity is now associated with the course.
Tests

Tests are used to assess a student’s understanding of a course. They include a series of questions pertaining to the course material.

Adding a Test

You can add a test or tests to an administrator-developed course. Tests can be placed anywhere within the course – for example – as the first learning activity, between two other learning activities, or as the final learning activity. Depending upon the Completion Mode selected from the Common Properties page, tests can serve as pre- and/or post-assessments.

To add a test

1. Search for the course to which you want to add a test. See Searching for a Course in this document for details on conducting a course search. The Course Builder page appears.

2. Click Add a Test. The Common Properties page appears.

3. Enter the common properties. (See Adding a Learning Activity in this document.)

4. Click Save. The test editing page appears.
Editing Test Settings

To edit test settings

1. Click Edit Settings. The Assessment Settings page appears. This feature allows you to customize the test properties.

2. In the Maximum Test Attempts list, select the maximum number of times a student can take the test. This feature allows you to limit the number of times students can attempt a test. If a student fails to pass a test marked with a Pass Required Completion Mode within the specified number of attempts, he or she will fail the test and fail the course.

3. In the Notify Admin list, select the number of test attempts after which you will be notified if the student does not successfully complete the test. This feature is currently unavailable.

4. In the Time Limit (minutes) box, enter the time limit for the test, in minutes. If a time limit is set, the student will see a display clock when taking the test. If the student does not complete the test within the allotted time, the test will be graded and unmarked test questions will be marked as incorrect. If the result is a failed test, this may or may not fail the course, depending on the Completion Mode setting for the test.

5. In the Presentation Mode list, select how the test will be presented to the student.
   - SinglePage generates all test questions on a downward scrolling page.
   - MultiPage generates each test question on its own page.

6. In the Display Feedback For list, select how test feedback is displayed to the student after the test is completed:
   - Select All Questions to display each question, the answer chosen by the student, and the correct answer.
   - Select Correctly Answered Questions Always to display each question answered correctly, regardless of whether the student passed or failed the test.
   - Select Incorrectly Answered Questions Always to display each question answered incorrectly and any associated rationale, regardless of whether the student passed or failed the test.

An orange asterisk (*) indicates a required field.
• Select **Correctly Answered Questions When Student Passes** to display each question answered correctly if the student passed the test.

• Select **Correctly Answered Questions When Student Fails** to display each question answered correctly if the student failed the test.

• Select **Incorrectly Answered Questions When Student Passes** to display each question answered incorrectly and any associated rationale if the student passed the test.

• Select **Incorrectly Answered Questions When Student Fails** to display each question answered incorrectly and any associated rationale if the student failed the test.

• Select **None** to display the achieved percentage score only.

7. In the **Printing Mode** list, select the condition under which students can print the test and test results:

   • Select **Always Print** to allow students to print the test and test feedback.

   • Select **Never Print** to prevent students from printing the test or test feedback. This is the default setting.

8. Leave the **Shuffle questions when this assessment is rendered** check box selected if you want to randomize question delivery each time a test is generated. See **Test Question Shuffle Functionality** in this document for more information.

9. Select the **Shuffle answers when this assessment is rendered** check box selected if you want to randomize the order of answers for multiple-choice, drop-down choice, multiple select, matching, and true/false questions.

   **Note:** Selecting the **Shuffle answers when this assessment is rendered** check box will randomize the order of answers for all applicable question types on the test. Select this check box only if you want to enable randomization across all questions.

10. Select the **Allow the student to pause this assessment** check box if you want a Pause button to be placed on the test. If the student needs to leave a test before completing it, clicking Pause will prevent the test from automatically failing once the system times out. The student can return to the paused test at any time, and all previously answered questions will be remain.

   **Note:** You cannot enable the Pause feature if a time limit has been set for the test.

11. In the **Introduction** text area, you can add an Introduction to the test by typing the introductory message into the WYSIWYG editor. The introduction can be formatted using the editing tools. For more information about the WYSIWYG editor, see the **WYSIWYG User Guide** in the PDF User Guides section of the online Help system.

12. Click **Save** to save test settings.

**Test Question Shuffle Functionality**

When the **Shuffle Questions** setting on the **Test Settings** page is selected, test questions will be presented in randomized order (or, shuffled) each time a test is delivered. The **Shuffle Questions** option has no bearing on which questions are selected to appear on the test.

If the **Shuffle Questions** setting is not selected, then the order of the test questions selected to appear will be based on their order within the question group. If there are two or more question groups, questions will be ordered first by question group. If the number of allocated questions is less than the total number of questions in the question group, HealthStream Express will randomly select which question from the group will appear on the test (after any mandatory questions in the group are selected).

**Note:** In addition to shuffling questions, you can also set test question answers to shuffle randomly. See **Editing Test Settings** in this document for more information about shuffling answers.
How HealthStream Express Tests are Rendered

When a student selects a test in a course, HealthStream Express will first select any questions marked mandatory. If the number of allocated questions in a question group is greater than the number of mandatory questions, HealthStream Express will randomly select additional questions from the group to present on the test. If there are no mandatory questions in the group, HealthStream Express will randomly select all questions from the group to present in the test.

Tip: To preserve question order in a question group on a test, set the Allocated Questions setting on the Edit Group Settings page to equal the number of questions in the group. If this is not desirable, consider moving some of the questions into a separate question group using the move questions option. See Moving Test Questions in this document.

The number of questions presented in the test from each group will always be equal to the Allocated Questions setting on the Edit Group Settings page. However, if the number of mandatory questions is greater than the Allocated Questions setting, then all mandatory questions will be presented on the test. In other words, the Mandatory Question setting takes precedence over the Allocated Questions setting.

The following table describes the affect of the Shuffle Questions selection based upon different test question group scenarios.

<table>
<thead>
<tr>
<th>Question Group Setup</th>
<th>Question Selection</th>
<th>Shuffle Questions Enabled</th>
<th>Shuffle Questions Disabled</th>
</tr>
</thead>
<tbody>
<tr>
<td>TQ &gt; AQ</td>
<td>AQ will be randomly selected from the available TQ.</td>
<td>Questions will be displayed in random order.</td>
<td>AQ will be displayed in the order in which they appear in the assessment builder.</td>
</tr>
<tr>
<td>TQ = AQ</td>
<td>All TQ in the group will appear on the test.</td>
<td>AQ will be displayed in random order.</td>
<td>AQ will be displayed in the order in which they appear in the assessment builder.</td>
</tr>
<tr>
<td>TQ &gt; AQ MO = AQ</td>
<td>Only MQ in the group will appear on the test.</td>
<td>MQ will be displayed in random order.</td>
<td>MQ will be displayed in the order in which they appear in the assessment builder.</td>
</tr>
<tr>
<td>TQ &gt; MQ AQ &gt; MQ</td>
<td>All MQ will appear on the test. The remaining AQ will be randomly selected from the available TQ.</td>
<td>All questions, including mandatory and randomly selected questions will be displayed in random order.</td>
<td>MQ will be displayed in the order in which they appear in the assessment builder then remaining AQ will be displayed according to the random order in which they were selected.</td>
</tr>
<tr>
<td>MQ &gt; AQ</td>
<td>Only MQ in the group will appear on the test.</td>
<td>MQ will be displayed in random order.</td>
<td>MQ will be displayed in the order in which they appear in the assessment builder.</td>
</tr>
</tbody>
</table>

Note: The # of AQ will be increased to accommodate the number of MQ.
Adding Test Questions

To add test questions

1. Click **Default Group** to begin creating test questions.

![Default Group page](image1)

The **Default Group** page appears.

![Default Group page](image2)

You can place all test questions in this single group, or you can create multiple question groups by clicking **Add Group**. Each question group can be renamed and has its own settings, including the number of questions you wish to deliver from each group. Students will not see the question groups when taking a test.

**Note:** Once questions are created, each question group must be edited to indicate how many of the available questions are to be delivered in the test. See **Managing Question Groups** in this document.
2. Click **Add Question**.

The **Select a Question Type** page appears.

3. In the **Select a question type** list, select one of the five test question types:
   - True/False
   - Multiple Choice
   - Drop-Down Choice
   - Multiple Select
   - Matching

4. Click **Continue**.

See the following sections for details about adding each type of question and for managing a question group once all questions are added.
Adding a True/False Test Question

To add a True/False test question

1. In the Select a question type list, select True/False.
2. Click Continue. The True/False question page appears.

3. In the Question Name box, enter the question name.
4. In the Question Text editing area, enter the question text into the WYSIWYG editing window, using desired formatting tools. (See Using the WYSIWYG Editors in the online help.)
5. In the Custom Identifier box, enter text that identifies this question, if desired.
6. Select the Use extended feedback check box, if desired. Extended feedback allows the student to view the question, the answer he or she chose, and all potential answers and associated rationale when scoring the test.

Note: You must select the Display feedback when this assessment is graded check box on the Test Settings page for extended feedback to be used.
7. In the **Order** lists, change the order in which the answers will display, if desired.

   ![Image of order lists]

   **Note:** If the **Shuffle answers when this assessment is rendered** option is enabled for this test, then the order set here will be overridden and your answers will be randomized when presented to students.

8. In the **Correct** column, select the correct answer (the default is **True**).

9. Click **Edit** if you want to edit the answers or to add rationale.

   ![Image of correct column and edit option]
Tip: You can edit the default True/False answers to other answer options that may be more appropriate to your question, such as Yes/No, Correct/Incorrect, or other word opposites.

10. Do one of the following:
   - Click Save and Add Another if you wish to add more questions to this question group. You are returned to the Select a Question Type page.
   - Click Save if this is the final question you wish to add. You are returned to the Default Group page.

11. You may preview the new question by clicking Preview. The True/False question appears in a Preview window, as shown below.
Adding a Multiple Choice Test Question

A multiple choice question allows the student to make only one answer choice within the test. All answers appear as a list of options below the questions.

**Note:** The drop-down choice question functions identically to the Multiple Choice question, with the exception that the answer choices are presented in a drop-down menu on the test.

**To add a Multiple Choice test question**

1. In the **Select a question type** list, select **Multiple Choice**.
2. Click **Continue**. The **Multiple Choice** question page appears.
3. In the **Question Name** box, enter the question name.
4. In the **Question Text** editing area, enter the question text into the WYSIWYG editing window, using desired formatting tools. (See *Using the WYSIWYG Editors* in the online help.)
5. In the **Custom Identifier** box, enter text that identifies this question, if desired.
6. Select the **Use extended feedback** check box, if desired. Extended feedback allows the student to view the question, the answer he or she chose, and all potential answers and associated rationale when scoring the test.

**Note:** You must select the **Display feedback when this assessment is graded** check box on the **Test Settings** page for extended feedback to be used.
7. Click **Add New Answer**.

![Image of Express Courses Management Tests](image)

The **Answer** page appears.

![Image of Express Courses Management Tests](image)

8. Select the **This answer is correct** check box if you are entering the correct answer.
9. In the **Answer Text** editing area, enter the answer text.
10. In the Rationale editing area, enter the rationale, if desired.

11. Do one of the following:
   - Click Continue and Add Another if you wish to add more answers to this question. You are returned to the Answer page. Repeat steps 9 and 10.
   - Click Continue if this is the final answer you wish to add. You are returned to the Multiple Choice question page.

   **Note:** You must add at least two answers to a multiple choice question.

12. In the Order lists, change the order in which the answers will display, if desired.

   **Note:** If the Shuffle answers when this assessment is rendered option is enabled for this test, then the order set here will be overridden and your answers will be randomized when presented to students.

13. In the Correct column, change the correct answer if you desire.

14. Click Edit if you want to edit the answers or to add rationale.

15. Do one of the following:
   - Click Save and Add Another if you wish to add more questions to this question group. You are returned to the Select a Question Type page.
   - Click Save if this is the final question you wish to add. You are returned to the Default Group page.
Express Courses Management

Tests

16. You may preview the new question by clicking Preview. The Multiple Choice question appears in a Preview window, as shown below.

Adding a Drop-Down Choice Test Question

A drop down choice question allows the student to make only one answer choice within the test. All answers are displayed in a drop-down menu on the test.

Note: The multiple choice question functions the same as a drop-down choice question except that all answers are displayed as a list of options below the question.

To add a drop-down choice test question

1. In the Select a question type list, select Drop-Down Choice.
2. Click Continue. The Drop-Down Choice question page appears.
3. In the Question Name box, enter the question name.
4. In the Question Text editing area, enter the question text into the WYSIWYG editing window, using desired formatting tools. (See Using the WYSIWYG Editors in the online help.)
5. In the Custom Identifier box, enter text that identifies this question, if desired.
6. Select the Use extended feedback check box, if desired. Extended feedback allows the student to view the question, the answer he or she chose, and all potential answers and associated rationale when scoring the test.
   Note: You must select the Display feedback when this assessment is graded check box on the Test Settings page for extended feedback to be used.
7. Click Add New Answer. The Answer page appears.
8. Select the This answer is correct check box if you are entering the correct answer.
9. In the Answer Text editing area, enter the answer text.
10. In the Rationale editing area, enter the rationale, if desired.
11. Do one of the following:
   • Click Continue and Add Another if you wish to add more answers to this question. You are returned to the Answer page. Repeat steps 9 and 10.
   • Click Continue if this is the final answer you wish to add. You are returned to the Drop-Down Choice question page.
   Note: You must add at least two answers to a drop-down choice question.
12. In the **Order** lists, change the order in which the answers will display, if desired.

   **Note:** If the **Shuffle answers when this assessment is rendered** option is enabled for this test, then the order set here will be overridden and your answers will be randomized when presented to students.

13. In the **Correct** column, change the correct answer if you desire.
14. Click **Edit** if you want to edit the answers or to add rationale.
15. Do one of the following:
   - Click **Save and Add Another** if you wish to add more questions to this question group. You are returned to the **Select a Question Type** page.
   - Click **Save** if this is the final question you wish to add. You are returned to the **Default Group** page.

16. You may preview the new question by clicking **Preview**. The Drop-Down Choice question appears in a **Preview** window.

### Adding a Multiple Select Test Question

A multiple select question allows for more than one correct answer to a single question. Students make their selections by clicking check boxes on the test and must select all correct answers to correctly answer the question.

**To add a multiple select test question**

1. In the **Select a question type** list, select **Multiple Select**.
2. Click **Continue**. The **Multiple Select** question page appears.

3. In the **Question Name** box, enter the question name.
4. In the **Question Text** editing area, enter the question text into the WYSIWYG editing window, using desired formatting tools. (See *Using the WYSIWYG Editors* in the online help.)

**Tip:** You may wish to add a hint to your question text so that students will know that there may be more than one correct answer. For instance, you may add the statement: **Check all correct answers.**

5. In the **Custom Identifier** box, enter text that identifies this question, if desired.

6. Select the **Use extended feedback** check box, if desired. Extended feedback allows the student to view the question, the answer he or she chose, and all potential answers and associated rationale when scoring the test.

**Note:** You must select the **Display feedback when this assessment is graded** check box on the **Test Settings** page for extended feedback to be used.

7. Click **Add New Answer.**
The Answer page appears.

8. Select the This answer is correct check box if you are entering the correct answer.

9. In the Answer Text editing area, enter the answer text.

10. In the Rationale editing area, enter the rationale, if desired.

11. Do one of the following:
   - Click Continue and Add Another if you wish to add more answers to this question. You are returned to the Answer page. Repeat steps 9 and 10.
   - Click Continue if this is the final answer you wish to add. You are returned to the Multiple Select question page.

   **Note:** You must add at least two answers to a multiple select question.
12. In the **Order** lists, change the order in which the answers will display, if desired.

![Image](image-url)

**Note:** If the **Shuffle answers when this assessment is rendered** option is enabled for this test, then the order set here will be overridden and your answers will be randomized when presented to students.

13. In the **Correct** column, change the correct answer if you desire.
14. Click **Edit** if you want to edit the answers or to add rationale.
15. Do one of the following:
   - Click **Save and Add Another** if you wish to add more questions to this question group. You are returned to the **Select a Question Type** page.
   - Click **Save** if this is the final question you wish to add. You are returned to the **Default Group** page.
16. You may preview the new question by clicking **Preview**. The Multiple Select question appears in a **Preview** window, as shown below.

![Multiple Select Question Preview](image)

**Adding a Matching Test Question**

Matching questions allow you to provide a list of items, and allow students to select the appropriate item match from a corresponding list.

**To add a matching test question**

1. In the **Select a question type** list, select **Matching**.
2. Click **Continue**. The **Matching** question page appears.

![Matching Question Page](image)

3. In the **Question Name** box, enter the question name.
4. In the **Question Text** editing area, enter the question text into the WYSIWYG editing window, using desired formatting tools. (See Using the WYSIWYG Editors in the online help.)
5. In the **Custom Identifier** box, enter text that identifies this question, if desired.
6. Select the **Use extended feedback** check box, if desired. Extended feedback allows the student to view the question, the answer he or she chose, and all potential answers and associated rationale when scoring the test.

   **Note:** You must select the **Display feedback when this assessment is graded** check box on the **Test Settings** page for extended feedback to be used.

7. Click **Add New Answer**.
The Answer page appears.

8. Select the **Use match text as distractor (item text is not required)** check box if you want to add an additional selection in the answer list that has no item match.

9. In the **Answer Text** editing area, enter the answer text. Leave blank if you selected the **Use match text as distractor** check box in the previous step.

10. In the **Match** box, enter the match. If you selected the **Use match text as distractor** check box in step 8, then enter the match distractor. Matches must be unique. Using the same match for more than one item may result in question scoring errors.

11. In the **Rationale** editing area, enter the rationale, if desired.

12. Do one of the following:
   - Click **Continue and Add Another** if you wish to add more answers to this question. You are returned to the Answer page. Repeat steps 9 and 10.
   - Click **Continue** if this is the final answer you wish to add. You are returned to the Matching question page.

   **Note:** You must add at least two answers to a matching question.
13. In the **Order** lists, change the order in which the answers will display, if desired.

![Image of the Order lists](image)

*Note:* If the **Shuffle answers when this assessment is rendered** option is enabled for this test, then the order set here will be overridden and your answers will be randomized when presented to students.

14. In the **Correct** column, change the correct answer if you desire.

15. Click **Edit** if you want to edit the answers or to add rationale.

16. Do one of the following:
   - Click **Save and Add Another** if you wish to add more questions to this question group. You are returned to the **Select a Question Type** page.
   - Click **Save** if this is the final question you wish to add. You are returned to the **Default Group** page.
17. You may preview the new question by clicking **Preview**. The Matching question appears in a **Preview** window, as shown below.

![Matching question preview](image)

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**Managing Test Question Groups**

Once all questions are added to a question group, you can manage the question group, including editing group settings.

**Marking Test Questions Mandatory**

If there are questions within the question group that you would like delivered each time the test is generated, you can mark the questions mandatory.

**To mark mandatory questions**

1. From the question group page, select the check boxes in the **Mandatory** column for the desired questions.
2. Click **Update Mandatory**. The system informs you that the questions were updated successfully.

**Sorting Test Questions**

You can have test questions delivered in a specific order.

**Note:** You must clear the **Shuffle questions when this assessment is rendered** check box on the **Assessment Settings** page if you want to deliver questions in a specific order. If you do not clear this check box, question sorting will be overridden.

**To sort questions**

1. From the question group page, click **Sort Questions**.
The **Sort Questions** page appears.

2. Click the question name in the left-hand box for the question you wish to move.
3. Click the desired **Move** button to place the question in the desired order.
4. Once all questions are positioned as desired, click **Save**.

**Moving Test Questions**

If you have more than one question group, you can move questions from one group to another.

**To move questions**

1. From the question group page, click **Move Questions**.
The **Move Questions** page appears.

3. Select the check box(es) next to the question name(s) of the questions you want to move, or select the **Select All** check box.
4. Select the destination question group.
5. Select the **Take me to the destination group after the move is complete** check box if you want to automatically open that question group after saving the move.
6. Click **Save**.

---

**Editing Test Question Group Settings**

**To edit group settings**

1. From the question group page, click **Edit Group Settings**.
The **Question Group Settings** page displays.

2. In the **Name** box, change the group name, if desired.

3. In the **Description** text area, add a description, if desired.

4. In the **Questions from the Group to Include on Test** box, enter the number of questions to include from the group or click **Use All** if you want to use all of the questions in the group.  
   **Note:** You do not have to use all questions in a group for each test. For example, you may create 10 questions within a question group, but designate that only 5 of the 10 are to be used. If you select the **Shuffle questions when this assessment is rendered** check box on the **Assessment Settings** page, then each time the test is delivered a different combination of 5 questions out of the available 10 will be asked. If one or more questions are marked **Mandatory**, those questions will be used every time the test is delivered.

5. Click **Save**.
Previewing a Test

To preview a test

1. Clicking **Back** from a question group page returns you to the test level.

2. From this page you can preview the test as it will appear to students. Click **Preview Test**.
3. The test will generate as it appears to students.
**Editing a Test**

A test can be edited at any time.

**Note:** Editing a question will result in the counts for the question, as they appear on the Test Question Analysis Report, being reset to zero. Specifically, if the text of the question, any answer, the indication of which answer is correct, the addition of an answer choice, or the removal of an answer choice, will cause a reset. If you wish to preserve that data, first run the Test Question Analysis Report and store the results, or consider versioning the course. This is because HealthStream Express cannot distinguish between an edit that changed the meaning of the question or answer and an edit that merely fixed a typo. If the meaning was changed and the question count is not reset, the data on the reports would no longer be valid.

**To edit a test**

1. Click the test name from the course learning activities listing. The Test page appears.

![Test Page Screenshot](image)

2. Make any or all of the following changes:
   - Click **Edit Settings** to edit the test settings, make the desired changes, and click **Save**.
   - Click the question group name to edit question group settings, make the desired changes, and click **Save**.
   - Click the question group name to edit a specific question, click the question name, make the desired changes, and click **Save**.
   - Click **Common Properties** to edit the common properties, make the desired changes, and click **Save**.
   - Add new question groups and questions, if desired.

**Note:** If the edited test is within a published course, the course must be republished for edits to be activated. (See *Editing a Course* in this document.)

Updated: August 2011
Deleting a Test

Tests can be deleted only prior to course publishing.

To delete a test

1. Click the test name from the course learning activities listing. The Test page appears.


3. Click Delete. A confirmation prompt appears.

4. Click OK to delete the test.

Note: To delete a test from a published course, you must create a new course version. (See Creating a New Course Version in this document.)
Evaluations

Evaluations are used to provide an instructor with a student’s assessment of the course material and instructor’s effectiveness.

Adding an Evaluation

Evaluations can be added to administrator-developed HealthStream Express courses. By making learning activities sequential within the course (See Adding a Course and Publishing a Course in this document), you can place the evaluation as the last learning activity so that students must first complete all other learning activities.

To add an evaluation

1. Search for the course to which you want to add an evaluation. See Searching for a Course in this document for details on conducting a course search. The Course Builder page appears.


3. Enter the common properties. (See Adding a Learning Activity in this document.)

4. Click Save. The evaluation editing page appears.
Editing Evaluation Settings

To edit evaluation settings

1. Click Edit Settings. The Assessment Settings page appears.

![Assessment Settings Page]

2. In the Introduction WYSIWYG editor, enter an introduction, if desired.
3. Click Save.

Adding Evaluation Questions

To add evaluation questions

1. Click Default Group to begin creating evaluation questions.

![Default Group Creation]

Updated: August 2011
The **Default Group** page appears.

You can place all questions in this single group, or you can create multiple question groups by clicking **Add Group**. Each question group can be renamed and can include a description.

**Note:** If multiple question groups are used in an evaluation, the question group names will be visible to students.

**Note:** Unlike tests, all questions placed within an evaluation question group will be used in the evaluation.

2. Click **Add Question**.
The **Select a Question Type** page appears.

3. In the **Select a question type** list, select one of the seven evaluation question types:
   - True/False
   - Multiple Choice
   - Drop-Down Choice
   - Multiple Select
   - Likert Scale
   - Free Text
   - Matching

   See the following sections for details about adding each type of question and for managing a question group once all questions are added.

4. Click **Continue**.
Adding a True/False Evaluation Question

To add a True/False evaluation question
1. In the Select a question type list, select True/False.
2. Click Continue. The True/False question page appears.
3. In the Question Name box, enter the question name.
4. In the Question Text editing area, enter the question text into the WYSIWYG editing window, using desired formatting tools. (See Using the WYSIWYG Editors in the online help.)
5. In the Custom Identifier box, enter text that identifies this question, if desired.
6. In the Order lists, change the order in which the answers will display, if desired.
7. Click **Edit** if you want to edit the answers or to add rationale.

   ![Image](image-url)

   **Tip:** You can edit the default **True/False** answers to other answer options that may be more appropriate to your question, such as **Yes/No, Correct/Incorrect**, or other word opposites.

8. Do one of the following:
   - Click **Save and Add Another** if you wish to add more questions to this question group. You are returned to the **Select a Question Type** page.
   - Click **Save** if this is the final question you wish to add. You are returned to the **Default Group** page.

9. You may preview the new question by clicking **Preview**. The True/False question appears in a **Preview** window, as shown below.

   ![Preview Image](image-url)
Adding a Multiple Choice Evaluation Question

A multiple choice question allows the student to make only one answer choice within the evaluation. All answers appear as a list of options below the questions.

**Note:** The drop-down choice question functions identically to the Multiple Choice question, with the exception that the answer choices are presented in a drop-down menu on the test.

**To add a Multiple Choice evaluation question**

1. In the **Select a question type** list, select **Multiple Choice**.
2. Click **Continue**. The **Multiple Choice** question page appears.

3. In the **Question Name** box, enter the question name.
4. In the **Question Text** editing area, enter the question text into the WYSIWYG editing window, using desired formatting tools. (See *Using the WYSIWYG Editors* in the online help.)
5. In the **Custom Identifier** box, enter text that identifies this question, if desired.
6. Click **Add New Answer**.

The **Answer** page appears.

7. In the **Answer Text** editing area, enter the answer text.

8. Do one of the following:
   - Click **Continue and Add Another** if you wish to add more answers to this question. You are returned to the **Answer** page. Repeat steps 9 and 10.
   - Click **Continue** if this is the final answer you wish to add. You are returned to the **Multiple Choice** question page.

   **Note:** You must add at least two answers to a multiple choice question.
9. In the **Order** lists, change the order in which the answers will display, if desired.

10. Click **Edit** if you want to edit the answers or to add rationale.

11. Do one of the following:
   - Click **Save and Add Another** if you wish to add more questions to this question group. You are returned to the **Select a Question Type** page.
   - Click **Save** if this is the final question you wish to add. You are returned to the **Default Group** page.

12. You may preview the new question by clicking **Preview**. The Multiple Choice question appears in a **Preview** window, as shown below.
Adding a Drop-Down Choice Evaluation Question

A drop down choice question allows the student to make only one answer choice within the test. All answers are displayed in a drop-down menu on the test.

**Note:** The multiple choice question functions the same as a drop-down choice question except that all answers are displayed as a list of options below the question.

**To add a drop-down choice evaluation question**

1. In the Select a question type list, select Drop-Down Choice.
2. Click Continue. The Drop-Down Choice question page appears.
3. In the Question Name box, enter the question name.
4. In the Question Text editing area, enter the question text into the WYSIWYG editing window, using desired formatting tools. (See Using the WYSIWYG Editors in the online help.)
5. In the Custom Identifier box, enter text that identifies this question, if desired.
6. Click Add New Answer. The Answer page appears.
7. In the Answer Text editing area, enter the answer text.
8. Do one of the following:
   - Click Continue and Add Another if you wish to add more answers to this question. You are returned to the Answer page. Repeat steps 9 and 10.
   - Click Continue if this is the final answer you wish to add. You are returned to the Drop-Down Choice question page.
     
     **Note:** You must add at least two answers to a drop-down choice question.

9. In the Order lists, change the order in which the answers will display, if desired.

   **Note:** If the Shuffle answers when this assessment is rendered option is enabled for this test, then the order set here will be overridden and your answers will be randomized when presented to students.

10. Click Edit if you want to edit the answers.
11. Do one of the following:
   - Click Save and Add Another if you wish to add more questions to this question group. You are returned to the Select a Question Type page.
   - Click Save if this is the final question you wish to add. You are returned to the Default Group page.

12. You may preview the new question by clicking Preview. The Drop-Down Choice question appears in a Preview window.
Adding a Multiple Select Evaluation Question

A multiple select question allows for more than one correct answer to a single question. Students make their selections by clicking check boxes on the evaluation.

To add a multiple select question

1. In the Select a question type list, select Multiple Select.
2. Click Continue. The Multiple Select question page appears.

3. In the Question Name box, enter the question name.
4. In the Question Text editing area, enter the question text into the WYSIWYG editing window, using desired formatting tools. (See Using the WYSIWYG Editors in the online help.)

   **Tip:** You may wish to add a hint to your question text so that students will know that there may be more than one correct answer. For instance, you may add the statement: Check all correct answers.

5. In the Custom Identifier box, enter text that identifies this question, if desired.
6. Click **Add New Answer**.

The **Answer** page appears.

7. In the **Answer Text** editing area, enter the answer text.

8. Do one of the following:
   - Click **Continue and Add Another** if you wish to add more answers to this question. You are returned to the **Answer** page. Repeat steps 9 and 10.
   - Click **Continue** if this is the final answer you wish to add. You are returned to the **Multiple Select** question page.

   **Note:** You must add at least two answers to a multiple select question.
9. In the **Order** lists, change the order in which the answers will display, if desired.

10. Click **Edit** if you want to edit the answers or to add rationale.

11. Do one of the following:
   - Click **Save and Add Another** if you wish to add more questions to this question group. You are returned to the **Select a Question Type** page.
   - Click **Save** if this is the final question you wish to add. You are returned to the **Default Group** page.

12. You may preview the new question by clicking **Preview**. The Multiple Select question appears in a **Preview** window, as shown below.
Adding a Likert Scale Evaluation Question

Likert Scale questions are found in evaluations and not in tests. Likert Scale questions measure how significantly a user agrees or disagrees with a statement.

To create a Likert Scale evaluation question

1. In the Select a question type list, select Likert Scale.
2. Click Continue. The Likert Scale question page appears.

3. In the Question Name box, enter the question name.
4. In the Question Text editing area, enter the question text into the WYSIWYG editing window, using desired formatting tools. (See Using the WYSIWYG Editors in the online help.)
5. In the Custom Identifier box, enter text that identifies this question, if desired.
6. Click **Add New Answer**.

7. In the **Answer Text** editing area, enter the answer text.

8. In the **Weight** box, add the answer weight. The default is **1**. If answer weight is used, the Evaluation Analysis report calculates the mean of the weighted answers. For example, the answer text may be **Excellent**, with a weight of **4**. The next answer text may be **Good**, with a weight of **3**. The third answer may be **Fair**, with a weight of **2**, and the final answer **Poor** with a weight of **1**.

An orange asterisk (*) indicates a required field.
9. Do one of the following:
   - Click **Continue and Add Another** if you wish to add more answers to this question. You are returned to the **Answer** page. Repeat steps 9 and 10.
   - Click **Continue** if this is the final answer you wish to add. You are returned to the **Likert Scale** question page.

   **Note:** You must add at least two answers to a Likert Scale question.

10. In the **Order** lists, change the order in which the answers will display, if desired.

11. Click **Edit** if you want to edit the answers.

12. Do one of the following:
   - Click **Save and Add Another** if you wish to add more questions to this question group. You are returned to the **Select a Question Type** page.
   - Click **Save** if this is the final question you wish to add. You are returned to the **Default Group** page.
13. You may preview the new question by clicking Preview. The Likert Scale question appears in a Preview window, as shown below.

Adding a Free Text Evaluation Question

To add a free text evaluation question

1. In the Select a question type list, select Free Text.
2. Click Continue. The Free Text question page appears.

3. In the Question Name box, enter the question name.
4. In the Question Text editing area, enter the question text into the WYSIWYG editing window, using desired formatting tools. (See Using the WYSIWYG Editors in the online help.)
   Tip: You may wish to add a hint to your question text so that students will know that there may be more than one correct answer. For instance, you may add the statement: Check all correct answers.
5. In the Custom Identifier box, enter text that identifies this question, if desired.
6. In Display text box as, select Single line to limit the amount of text added to the student's answer or Multiple line for unlimited text responses.
7. Do one of the following:
   - Click **Save and Add Another** if you wish to add more questions to this question group. You are returned to the **Select a Question Type** page.
   - Click **Save** if this is the final question you wish to add. You are returned to the **Default Group** page.

8. You may preview the new question by clicking **Preview**. The Free Text question appears in a **Preview** window, as shown below.
Adding a Matching Evaluation Question

Matching questions allow you to provide a list of items, and allow students to select the appropriate item match from a corresponding list.

To add a matching evaluation question

1. In the Select a question type list, select Matching.
2. Click Continue. The Matching question page appears.
3. In the Question Name box, enter the question name.
4. In the Question Text editing area, enter the question text into the WYSIWYG editing window, using desired formatting tools. (See Using the WYSIWYG Editors in the online help.)
5. In the Custom Identifier box, enter text that identifies this question, if desired.
6. Click **Add New Answer**.

![Image of the Answer page]

The **Answer** page appears.

![Image of the Answer page with an orange asterisk indicating a required field]

An orange asterisk (*) indicates a required field.

7. Select the **Use match text as distractor (item text is not required)** check box if you want to add an additional selection in the answer list that has no item match.

8. In the **Answer Text** editing area, enter the answer text. Leave blank if you selected the **Use match text as distractor** check box in the previous step.
9. In the **Match** box, enter the match. If you selected the **Use match text as distractor** check box in step 8, then enter the match distractor. Matches must be unique. Using the same match for more than one item may result in question scoring errors.

10. In the **Rationale** editing area, enter the rationale, if desired.

11. Do one of the following:
   - Click **Continue and Add Another** if you wish to add more answers to this question. You are returned to the **Answer** page. Repeat steps 9 and 10.
   - Click **Continue** if this is the final answer you wish to add. You are returned to the **Matching** question page.

   **Note:** You must add at least two answers to a matching question.

12. In the **Order** lists, change the order in which the answers will display, if desired.

13. In the **Correct** column, change the correct answer if you desire.

14. Click **Edit** if you want to edit the answers or to add rationale.

15. Do one of the following:
   - Click **Save and Add Another** if you wish to add more questions to this question group. You are returned to the **Select a Question Type** page.
   - Click **Save** if this is the final question you wish to add. You are returned to the **Default Group** page.
16. You may preview the new question by clicking **Preview**. The Matching question appears in a **Preview** window, as shown below.

![Matching Question Preview](image)

### Managing Evaluation Question Groups

Once all questions are added to a question group, you can manage the question group, including editing group settings.

### Sorting Evaluation Questions

You can have evaluation questions delivered in a specific order.

**To sort questions**

1. From the question group page, click **Sort Questions**.
The **Sort Questions** page appears.

2. Click the question name in the left-hand box for the question you wish to move.
3. Click the desired **Move** button to place the question in the desired order.
4. Once all questions are positioned as desired, click **Save**.

**Moving Evaluation Questions**

If you have more than one question group, you can move questions from one group to another.

**To move questions**

1. From the question group page, click **Move Questions**.
The **Move Questions** page appears.

2. Select the check box(es) next to the question name(s) of the questions you want to move, or select the **Select All** check box.
3. Select the destination question group.
4. Select the **Take me to the destination group after the move is complete** check box if you want to automatically open that question group after saving the move.
5. Click **Save**.

---

**Editing Evaluation Question Group Settings**

To edit group settings

1. From the question group page, click **Edit Group Settings**.
The **Question Group Settings** page displays.

1. In the **Name** box, change the group name, if desired.
2. In the **Description** text area, add a description, if desired.
3. Click **Save**.

---

**Previewing an Evaluation**

**To preview an evaluation**

1. Clicking **Back** from a question group page returns you to the evaluation level.
2. From this page you can preview the test as it will appear to students. Click **Preview Evaluation**.
3. The evaluation will generate as it appears to students.

### Editing an Evaluation

An evaluation can be edited at any time.

**To edit an evaluation**

1. Click the evaluation name from the course learning activities listing. The Evaluation page appears.
2. Make any or all of the following changes:
   - Click **Edit Settings** to edit the evaluation settings, make the desired changes, and click **Save**.
   - Click the question group name to edit question group settings, make the desired changes, and click **Save**.
   - Click the question group name to edit a specific question, click the question name, make the desired changes, and click **Save**.
   - Click **Common Properties** to edit the common properties, make the desired changes, and click **Save**.
   - Add new question groups and questions, if desired.

   **Note:** If the edited evaluation is within a published course, the course must be republished for edits to be activated. (See **Editing a Course** in this document.)

---

**Deleting an Evaluation**

Evaluations can be deleted only prior to course publishing.

**To delete an evaluation**

1. Click the evaluation name from the course learning activities listing. The **Evaluation** page appears.
2. Click **Common Properties**. The **Common Properties** page appears.

3. Click **Delete**. A confirmation prompt appears.
4. Click **OK** to delete the evaluation.

**Note:** To delete an evaluation from a published course, you must create a new course version. (See *Creating a New Course Version* in this document.)
Exporting and Importing Tests and Evaluations

Tests and evaluations can be exported and stored outside HealthStream Express (for example, on your desktop) and imported for use in the same or another course. Exported test and evaluation files can also be shared with other users, and distributed as email attachments. This feature allows you to create test and evaluation templates using a standard format that can be edited for each use. Once imported into a new HLC course, the test or evaluation can be edited as needed.

Note: Only test and evaluation files that were created in HealthStream Express can be imported into HealthStream Express.

To export a test or evaluation

1. Click the test or evaluation name from the course learning activities listing. The Test or Evaluation page appears.
2. Click Export.
3. Click Save. The Save As dialog appears.
4. Select the location to which you want to save the file.
5. Rename the file, if desired, preserving the .hte file extension.
6. Click **Save**. The file is now available outside HealthStream Express.

**To import a test or evaluation**

1. Add a new test or evaluation to an HLC course. (See *Adding a Test or Adding an Evaluation* in this document.)
2. Complete and save the test/evaluation common properties. The **Test** or **Evaluation** page appears.

3. Click **Import**. The **Import** page appears.

5. When you have located the file, highlight the file name and click **OK**.
6. Click **Load**. The **Assessment Import** page appears.

7. Select the **Import assessment settings** check box if you want to import the settings as per the original test/evaluation.

8. Select the **Overwrite existing question groups** check box if you want to overwrite the existing question groups within the new test/evaluation (such as the default group). If you choose to overwrite the question groups, then all question groups existing in the new test or evaluation will be deleted and replaced by those within the file being imported.

   **Note:** Once the import is completed, you can edit the new test/evaluation settings and/or question groups.

9. Clear any questions or question group check box(es) that you do not want to import. You may preview each question by clicking **Preview** to the right of each question.

10. Click **Import**.

11. Click **OK**. You can now make any desired edits to the test/evaluation settings, question groups, or questions.
Previewing a Course

Once course development is complete, you can preview the course. The preview will display the course as students will see it from their My Learning pages and the Catalog tab.

To preview a course

1. Search for the course that you want to preview. See Searching for a Course in this document for details on conducting a course search. The Course Builder page appears.

2. Click Preview. The Course Details page appears.

Learning activities appear at the top of the page. If the course was developed for learning activities to be completed sequentially, only the first learning activity is enabled. Click the X in the upper right of the page to close the preview.
Publishing a Course

To activate a course in HealthStream Express, it must be published. Publishing makes a course available for assignment, or, if desired, to be elected by students from the Catalog tab.

**Note:** Once a course is published, you cannot add, delete or rearrange learning activities within the course.

**To publish a course**

1. Search for the course that you want to publish. See *Searching for a Course* in this document for details on conducting a course search. The Course Builder page appears.

2. Click **Publish**. The Publish page appears.

3. In the **Course Development Status** list, select the development status of the course.

4. You can now choose between **Quick Publish** or **Advanced Publish**. Quick Publish allows the course to be published to the entire institution using a common set of publishing properties. Advanced Publish allows publishing properties to be customized for specific subsidiary affiliations.
Using Quick Publish

If you wish to publish the course to the entire institution using a common set of publishing properties, use the Quick Publish feature.

To publish a course with Quick Publish

Make the desired selections under **Quick Publish**.

1. Leave the **This course can be used by subsidiary affiliations** check box selected if you want the course to be available for use by administrators in subsidiary affiliations with access to course building or assignments features.

2. Leave the **This course can be used for enrollment (assignment and/or class registration)** check box selected if you want the course to be available for administrator delivery to students via group or individual assignment.

3. Leave the **This course can be used with Learning Events** check box selected if you want course completion to be satisfied by a learning event.

4. Leave the **This course can be used in Reports** check box selected if you want the course available for inclusion in reports.

5. Leave the **Students may self-enroll from the Catalog tab** check box selected if you want the course available to be taken as an elective.

6. Leave the **This version is the active version of this course at the selected affiliation(s)** check box selected if you want the course to be active in the system. See *Creating a New Course Version* in this document for further details about versioning a course.

7. Select the **Un-enroll and re-enroll students that are currently enrolled but have not completed any version of this course** check box if you want the system to un-enroll and re-enroll students when publishing subsequent course versions. (See *Creating a New Course Version* in this document for further details about versioning a course.)

**Note:** If you choose to un-enroll and re-enroll students who are already enrolled in the course, then students will be required to repeat all previously completed learning activities within the course.
8. Click **Quick Publish**. A warning page appears, as shown below.

![Warning Page](image1)

9. Click **Confirm**. A course publish request is submitted, as shown below.

![Course Publish Confirmation](image2)

10. To view the status of your publish request, click **Go to Request Manager**.

**Using Advanced Publish**

If you wish to publish a course to specific subsidiary affiliations only, or if you wish to customize the publish settings for subsidiary affiliations, use the Advanced Publish feature.

**To publish a course with Advanced Publish**

1. Click **Advanced Publish**. A warning page appears, as shown below.

![Advanced Publish Warning](image3)
2. Click **Add Affiliations to Receive Course**. The **Find affiliation(s)** page appears.

3. Search your organizational hierarchy for the desired subsidiary affiliation(s) using alphabetical, word search, or hierarchy search.

4. Click **Search**. The search results appear in the **Search Results** box.

5. In the **Search Results** box, select the check box(es) next to the name(s) of the subsidiary affiliation(s) to which you wish to publish.

6. Click **Select**. The selected affiliations will appear in the hierarchy tree on the left.
7. Click the name link of each affiliation. The affiliation publishing options appear.

In addition to the standard publishing settings (see Quick Publish in this document), you may also choose the following:

- **Go Live Date** – the date in which the course becomes available for the selected affiliation.
- **Inactivation Date** – the date at which the course is no longer available.
- **Course Fee, No Show Fee, and Cancel Fee** – fees applied to the course.

**Note:** Course Fee, No Show Fee, and Cancel Fee should not be added unless the customer has a PayPal account that is linked to the HLC for payment processing. If a course fee is added, the student will be presented with an online billing wizard requesting credit card payment.

8. Click **Save Settings**. A warning page appears, as shown below.
9. Click **Continue**. A course publish request is submitted, as shown below.

10. To view the status of your publish request, click **Go to Request Manager**.
Republishing a Course

If edits are made to a published course, the course must be republished to activate the changes.

To republish a course

1. Search for the course that you want to republish. See Searching for a Course in this document for details on conducting a course search. The Course Builder page appears.

2. Make the desired edits to the course or learning activities.

3. Click Publish. The Publish page appears.
4. Click **Republish**. A warning page appears, as shown below.

5. Click **Continue**. If you choose, you can use the **Quick Publish** or **Advanced Publish** options to change the publish settings for the course. See **Quick Publish** and **Advanced Publish** in this document.
Searching for a Course

You may search for a course at any time using the **Manage Courses** link from the **Courses** tab.

**To search for a course**

1. Click the **Manage Courses** link from the **Courses** tab. The **Browse for a Course** page appears.

2. Conduct a course search. You can search alphabetically, by category, or whole word or partial word + wildcard. You can also narrow your search by selecting a development status and selecting the corresponding check boxes. By default, courses marked **Retired** are filtered out of your search criteria, however, you can select to include retired courses by selecting the **Retired** check box. **Note:** You can also select the **All Versions** check box to search for all versions (not just the currently active version) of the course.

3. Click **Search**. The system returns a listing of all courses that match your search criteria.

4. Click the name link of the selected course.
Editing a Course

Administrator-developed courses may be edited as needed. Edits can be made to a course that has not yet been published at any time. If the course has been published, it must be re-published after edits are made to activate the changes.

Examples of course edits include:

- Changing course properties
- Editing a test question
- Re-naming a learning activity

**Note:** You cannot add, delete or rearrange learning activities in a course that has already been published.

Consider whether editing and publishing an already-published course, creating a new course version or creating a new course is the best option. See additional information in the *Creating a New Course Version* section.

**To edit a course**

1. Perform a course search. See *Searching for a Course* in this document for details on conducting a course search. The **Course Builder** page appears.
2. Make the desired edits to the course.
3. Republish the course. See *Republishing a Course* in this document.
Copying a Course

Administrators with the ability to create a course may choose to copy a course. This feature is useful when you need to create a new course quickly using components of an existing published course or for creating pre-defined course templates for quick re-use.

**Note:** If you need to make changes to an existing course and wish to keep assignments, exemptions, and reporting unchanged, you should consider creating a new course version instead. The following components of a course are copied into the new instance:

- All course properties.
- All learning activities and their common properties.
- All test and evaluation question groups and questions.

**To copy a course**

1. Search for the published course that you want to copy. See *Searching for a Course* in this document for details on conducting a course search. The **Course Builder** page appears.
2. Click **Copy Course**. A confirmation prompt appears.
   
   **Note:** After you click **OK** to confirm, the new course will be created in your system. Click **OK** only if you are certain you wish to create a copy of this course.
3. Click **OK**.
4. The **Course Properties** page will be displayed in **Course Builder** for the new course. The name of the new course will be the original course name with the word **COPY** appended to the end.
5. Change the course name as needed.
6. Modify the new course's properties and learning activities as needed and publish when ready. See *Publishing a Course* in this document.
   
   **Note:** The development status of the new course is automatically set to **In Development**. The course version is set to one, regardless of what the original course's version was when it was copied.
Creating a New Course Version

You may choose to create a new course version, or create a new course when you need to:

- Add or delete a learning activity
- Rearrange learning activities
- Make significant changes to a learning activity, such as extensive edits to a test or authored content.

Consider the following when determining if course versioning or creating a new course is most appropriate:

- Reporting on a course spans all course versions. If you need to report on a course version separately from the previous version or versions, create a new course. The system will view the new course as separate and distinct form other course versions.
- When a course is versioned:
  - Any authored learning activities are copied in the authoring directory and associated with the new course version. Be sure when editing authored activities in Contribute you select the correct version.
  - Test Question Analysis, Test Scores and other test reports are reset to 0. However, report data for the previous versions are preserved, and reports can be generated for previous course versions.

When a course is published that has two or more versions, only the published version is the active version. The active version of the course is the version available in the student Catalog.

If it is important to allow student to be able to choose which version to complete, consider creating a new course instead of a new version.

Reports include completions for all versions of the course, though versions are not itemized. If it is important to make that distinction, consider creating a new course instead of a new version.

Un-enroll and Re-enroll Considerations

If you choose to version a course, consider the implications of the Un-enroll and Re-enroll selection when the new version is published.

If you check the Un-enroll and Re-enroll Students from this Version of the Course checkbox, students who have not yet completed the course are un-enrolled and re-enrolled into the new course version and must complete all learning activities within the course from the beginning.

If the Un-enroll and Re-enroll Students from this Version of the Course checkbox remains cleared, students who have not yet completed the course will remain in the previous version.
Creating the New Version

To create a new course version

1. Search for the course that you want to version. See Searching for a Course in this document for details on conducting a course search. The Course Builder page appears.

2. Click Manage Course Versions. A listing of all previous course versions appears.

3. Click Create New to the right of the course version you wish to replicate. The Course Version Confirmation page appears.

4. Enter notes about the new course version.
5. Click **Confirm**. The new course version is now in edit mode. You can add, delete and rearrange learning activities, as well as make any other desired changes.

6. **Publish** the new course version. Consider the impact of your un-enroll and re-enroll selection.
Publishing Updated Versions of HealthStream Regulatory Courses

As HealthStream regulatory courses are updated and made available, you are able to choose if and when you wish to publish the new versions to HealthStream Express. You will be notified when new course versions become available. The version number of the update will be included in the customer notification, and will also appear on the course storyboard and Regulatory and Patient Safety schedules found in the HealthStream Express Help. The new versions will be placed, un-published, within your course listing from the Manage Courses area of HealthStream Express.

Once a new regulatory course version becomes available in your Manage Courses area, you can determine if you wish to publish it immediately, or if you would like to publish it at a later date.

**Note:** Before you proceed with publishing a new course version, be sure you have exported annotations from any existing version of the course you may want to use in the new version. Once you publish the new version, you will not be able to export annotations from the previous version. See *Exporting and Importing Annotations* for instructions.

**To publish an updated version of a HealthStream regulatory course**

1. Search for the course that you want to publish. You must include all versions by clicking the **All Versions** check box on the search page. See *Searching for a Course* in this document for details on conducting a course search. The **Course Builder** page appears.

   ![Course Builder Page](image)

   **Note:** If you currently have a HealthStream regulatory course being updated and the new course version does not appear in your search return, contact your HealthStream support service.

2. Click **Preview** to review the updated course content and assessments.
3. Click **Publish**. The **Publish** page appears.

4. Select **Quick Publish** or **Advanced Publish**. (See *Quick Publish* and *Advanced Publish* in this document).

5. Click **Go to Request Manager**. The course publishing request should say **Processing** or **Completed**. If the course publishing request message is **Failed**, contact your HealthStream support service.
Changing Course Ownership

Courses developed at the department level must be removed as a department association before the department can be deleted. To do this, you must identify department-owned courses by running a department utilization report, specifying to include department-owned courses (see the Department Utilization Report in the Express Reports user guide).

Once a course has been identified as being owned by a department you can change ownership of that course to the institution level.

To change course ownership

1. Log in as an administrator with institution administrator rights.
2. Search for the department-owned course that you want to publish. See Searching for a Course in this document for details on conducting a course search.
3. Click the name link of the department-owned course. The following page appears.
4. Click Ownership. The following page appears.
5. Click Save.
Inactivating or Retiring an HLC Course

Courses may be inactivated or retired in HealthStream Express. Inactivation occurs automatically once an inactivation date is added to the Course Properties page. Retiring a course involves manually changing the course development status to Retired and clearing certain publish options prior to republishing the course. Both accomplish the same goal—making the course unusable by students and, if desired, administrators. Using the inactivation method will allow the course to display on the Expiring Courses report. Using the retirement method will allow the course to be removed from students’ My Learning pages.

Inactivating a Course

To inactivate a course in HealthStream Express

1. Search for the course that you want to inactivate. See Searching for a Course in this document for details on conducting a course search. The Course Builder page appears.

2. Click Manage Course Properties. The Course Properties page appears.
3. Click **Show Additional Properties**. The **Course Properties** page refreshes to include additional options, as shown below.

4. In the **Inactivation Date** box, enter the date on which you want the course to become inactive.
   
   **Tip:** You can also click to select the dates.

5. Click **Save**.

   If the course has already been published, you must republish the course by clicking **Publish** and selecting the desired publishing options. If the course has not yet been published, you can proceed with course development and then publish the course when ready. (See **Publishing a Course** in this document.) When a course reaches the inactivation date, it is no longer available for assignment or, if in progress, can no longer be completed. The inactivated course remains available for reporting purposes.

   **Note:** Courses that include an inactivation date will appear on the Expiring Courses report. If a course has been assigned and is due to expire, a notification will appear on the **My Learning** page for students 30 days prior to expiration. Thereafter, the inactive course will remain on a student’s **My Learning** page until the student is exempted from the course. (Removing the course from an assignment or deleting the assignment itself will remove report data from Assignment Completion Reports and is therefore not recommended.)

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### Retiring a Course

**To retire a course in HealthStream Express**

1. Search for the course that you want to retire. See **Searching for a Course** in this document for details on conducting a course search. The **Course Builder** page appears.
2. Click **Publish** (even if the course was previously published and is live). The **Publish** page appears.

3. In the **Course Development Status** list, select **Retired**.

   ![Course Development Status](image)

   **Note:** This selection alone does not retire the course. You must proceed through steps 4, 5, and 6 to retire the course.

4. Under **Quick Publish**, clear all publish options except the **This course can be used in Reports** and **This version is the active version of this course at the selected affiliation** check boxes. This will ensure that while the course is retired, it can still be included in reports as needed.

   **Note:** Students currently enrolled in the course will remain enrolled until they either un-enroll from the course or are un-enrolled by an administrator.

5. Click **Quick Publish** or **Advanced Publish** if the course was previously published to subsidiary affiliations and you want the course to be retired for all affiliations.

6. Click **Confirm**. The course is no longer available for any use within HealthStream Express, except for reporting purposes.
## Course Inactivation vs. Course Retirement

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