

2020 Guidelines Online Exams

The AHA now offers Online Exams for the 2020 Guidelines BLS, ACLS, and PALS instructor-led training courses. Online Exams improve exam security and are just one way the AHA ensures that cardholders around the world have met the same course completion requirements for classroom training. Another benefit of Online Exams is electronic scoring upon completion by the student, taking the burden of exam grading off the Instructor.

While Online Exams are the preferred method for administering exams, the AHA also continues to offer printed/paper exams, especially where Internet connectivity is limited.

Administering Online Exams

Online Exams are completed by students at the end of class. During a break in class or right before students take the exam, Instructors should email each student his or her unique Online Exam URL (see instructions below). **NOTE:** Instructors should not send the Online Exam URLs to students before class or too early during class. Doing so could jeopardize the security of the exam by allowing any students who did not attend or complete the course to access the exam.

Before Class

Training Center Coordinators (TCCs) (or Instructors, if they have been given access by their TCC*) should place their order with WorldPoint for the applicable course exam. Using the Training Center Security ID (SID) number, Training Centers can order Online Exams, at no charge, to be emailed or deposited to their Training Central account.

*TCCs must follow rules in the Program Administration Manual regarding SID numbers.

The TCC or Instructor may purchase the applicable Online Exam in bulk depending on the number of students expected for the class. Each exam purchased will contain unique URLs to access the Online Exam, and these unique URLs may only be used once.

Assigning Course Exams

- For Instructors not assigning through Training Central, they will receive an email with the Online Exam URLs from **eProducts@WorldPoint.com** in advance and provide the URLs to attending students during the class when it is time to take the final exam.
- For Instructors who have had the exams sent to their Training Central account, they should navigate to their Training Central account during the class to assign the Online Exams to attending students.
- Once the student receives their unique URL to access the Online Exam, they will either click directly on the link or copy and paste it into their browser. They will then be required to log in to **eLearning.Heart.org** to access and complete the exam.
- The exam will be automatically graded upon completion.
- If the student successfully passes the exam, the TCC or Instructor will issue the appropriate eCard to the student through the AHA Instructor Network eCards tool (same process as with 2015 eCards).

Summary of Exam Processes for 2020 BLS, ACLS, PALS Instructor-Led Courses

	Course Exam Only	Printed/Paper Exam
Before Class	<ul style="list-style-type: none"> • Purchase applicable "Online Exam" for number of students in class from WorldPoint • When ordering you will specify if you would like the exams emailed or sent to your Training Central account on file. 	<ul style="list-style-type: none"> • Log in to TCC account in AHA Instructor Network • From the Dashboard page, select "Exams" in the left-hand navigation • Print number of exams to be issued during class
Assign Exam	<ul style="list-style-type: none"> • During class (see guidance in "Administering Online Exams" section above), either email unique Online Exam URLs to students or assign them through Training Central • Student accesses Online Exam through URL (registration with eLearning.Heart.org will be required) • Upon student completion of Online Exam, exam will be graded electronically 	<ul style="list-style-type: none"> • Printed/paper exam proctored by Instructor at the end of class • Instructor grades exams individually with exam key
Assign eCard	<ul style="list-style-type: none"> • Once student successfully passes exam, TCC or Instructor issues eCard through AHA Instructor Network <p>NOTE: See FAQ section for information on failed Online Exams and remediation</p>	<ul style="list-style-type: none"> • Once student successfully passes exam, TCC or Instructor issues eCard through AHA Instructor Network

Online Exams FAQ

Q: How do I access Online Exams?

A: Using the Training Center SID number, Training Centers access Online Exams through WorldPoint, to be issued to students during a BLS, ACLS, or PALS instructor-led class. Please also reference the first two pages of this document for more information.

Q: How do I use the Online Exams once they've been "purchased"? How do I send the Online Exam URL to students?

A: At the completion of the "purchase" of Online Exams, they can be sent via email or added to Training Central.

Training Centers or Instructors will then assign Online Exams to students during class by emailing the unique Online Exam URL or assigning through Training Central, whichever is easiest for the Instructor/TCC. Students will then access the unique URL by clicking on it or copying and pasting it into their browser. The student will then start the exam. NOTE: If the student has not previously registered with eLearning.Heart.org, he or she will need to do so prior to completing the exam.

Q: Can I send the Online Exam URL via a text message to students?

A: Yes; however, the AHA does not advise it. The AHA advises that the URL be sent via email or assigned via email or through Training Central instead to help ensure the URL stays intact. In a text message, the URL may not remain intact.

Furthermore, security is of extreme importance. The Instructor should ensure that the information is sent in a secure manner.

Q: When do students take the Online Exam or printed/paper exam?

A: Whether using Online Exams or printed/paper exams, exams are always administered during class, never beforehand or outside of the classroom.

Q: Does it take longer to complete an Online Exam compared to the printed/paper exam?

A: The length of time that it takes to complete the Online Exam is totally dependent upon the student. For the Instructor, there is time savings with the Online Exam since the Instructor does not have to manually grade it.

Q: Are the Online Exams timed?

A: No.

Q: Are the Online Exams mandatory, or can the printed/paper exams still be used?

A: Online Exams are not mandatory. The student can take either the Online Exam or the printed/paper exam.

The AHA recommends the Online Exams because they improve exam security. Also, the Online Exams are just one way the AHA ensures that cardholders around the world have met the same course completion requirements for classroom training.

Q: If I don't want to use an Online Exam, where can I find the printed/paper version?

A: The printed/paper exam is available on the AHA Instructor Network, accessible only to the TCC. The TCC can access the printed/paper exam in the Exams Management section on the Dashboard in the AHA Instructor Network.

Q: How will an Instructor know if the student has passed or failed the Online Exam, and how do they get the results?

A: PASS: A student must receive a score of 84% or better to pass. If the student passes the Online Exam, then a certificate of completion with the passing score will be generated and can then be printed or saved electronically.

FAIL: If the student fails the exam, a certificate of completion will not be generated. If the student fails the exam twice, he or she will receive a message to contact the Instructor for next steps.

Remediation/Failed Exam

Q: If a student fails the Online Exam twice, what will happen? How long do they need to wait?

A: If a student fails the Online Exam after the allotted two attempts, the TCC is responsible for deciding the course of action. One option is for the student to take the printed/paper exam; however, this is a decision to be made by the TCC and Instructor. Please note that the student cannot go back and review the Online Exam after they take it.

Q: How do I provide remediation to a student with an Online Exam?

A: We understand remediation is important and that it can be a valuable tool to help students succeed. Remediation is not a key feature of Online Exams at this time. The AHA is working on features to optimize remediation with Online Exams.

For students who require remediation, traditional procedures, as outlined in the course Instructor Manual and Program Administration Manual, should be followed.

Managing Inventory and Records

Q: How can I (as a TCC) manage the inventory of Online Exams for my Instructors?

A: Online Exams can be managed like any other inventory of eLearning courses. It is up to the discretion of the Training Center how they choose to manage the inventory.

Q: Do Training Centers/Instructors need to keep scoring reports and certificates of completion for the Online Exam and any Precourse Self-Assessment/Precourse Work on file for three years? Or can they simply document the test score and that the Precourse Self-Assessment and Precourse Work was done?

A: It is up to the discretion of the Training Center how to manage and how long to retain scoring reports and certificates of completion.

Q: Do Training Centers/Instructors need to keep skills sheets on file for three years?

A: Training Centers/Instructors need to keep skills sheets on file for three years for any students who were unable to complete the course requirements.

Technology Questions

Q: Do the Instructors need to provide technology (computers, devices) for students to complete Online Exams? Or can they require each student bring their own technology (computer, device)?

A: The Training Center is responsible for deciding whether to provide students with technology or whether to require each student to bring his or her own technology. The Online Exam can be taken on a desktop, laptop, tablet, or mobile phone.

Q: What are the technical requirements and recommended settings if a student brings his or her own technology to class to complete the Online Exam?

A: Following are the technical requirements for Online Exams:

Web Browsers	Latest versions of Chrome, Firefox, Edge, Safari
Operating Systems	Windows 10 as minimum or newer, Mac OS 10.7 or newer, iOS and Android (mobile and tablet compatible)
Computing Hardware	Intel Core 2 Duo Processor or equivalent
Internet Connection	Broadband – Fiber, wireless, DSL, cable modem

Compatible Devices/Operating System

For accessibility purposes, this course has been tested with Voiceover, JAWs, NVDA, Talkback, and Voiceover for iOS. The requirements are also available here: https://elearning.heart.org/static/faq#Technical_Support

Q: What happens if the Internet connection is lost while taking the Online Exam in class?

A: If connectivity is lost and then restored during class, the Online Exam will still be available, and students can access the exam online to complete it.

Q: What happens if Internet connection is lost or power is lost after I started the Online Exam in class? Can I take the printed/paper exam instead?

A: Yes, the printed/paper exam can be taken.