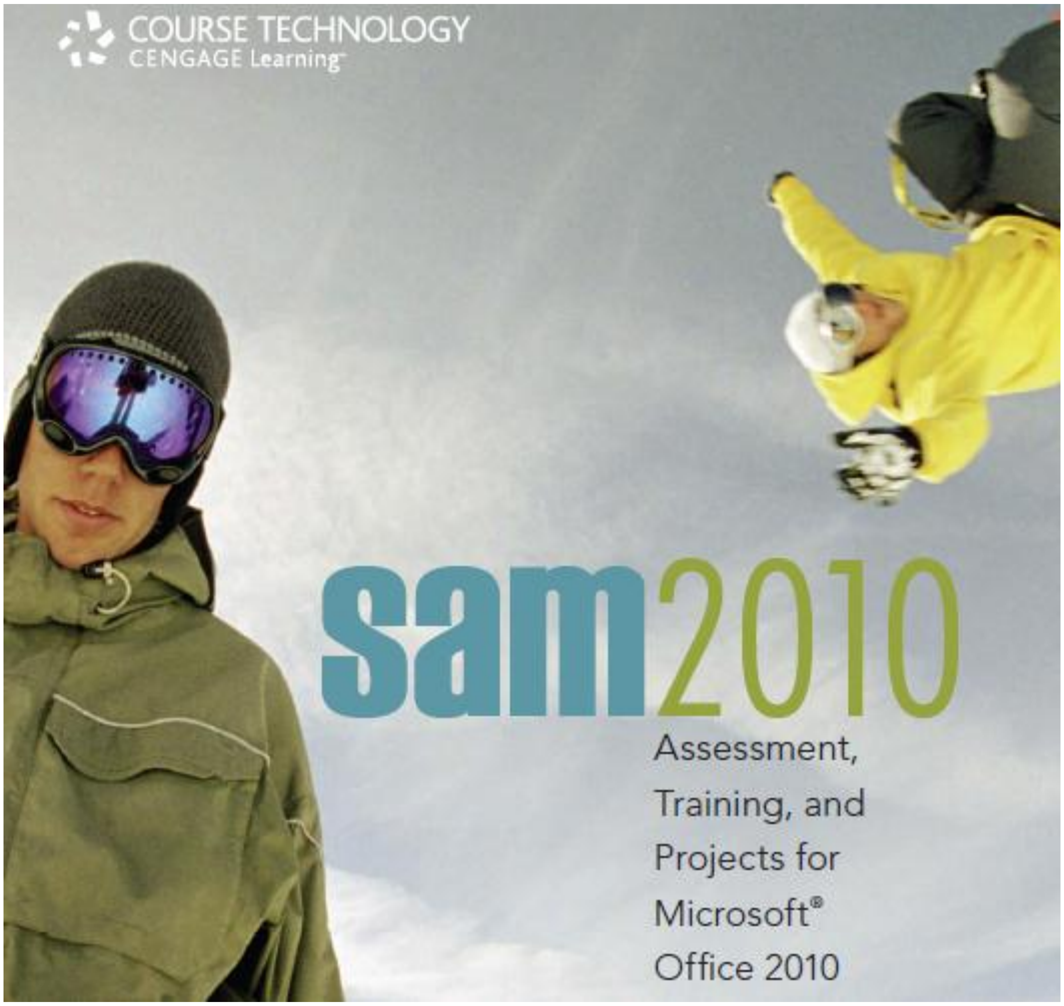


SAM 2010 Instructor Manual

SAM 2010 Instructor Manual

Contents

1 Using This Manual

This manual is divided into five sections:

- **Introduction to SAM 2010**: This provides an overview of the SAM 2010 product and suggests possible uses.
- **Before You Begin:** This provides instructions concerning the setup of your web browser and PC to effectively access and use SAM 2010.
- **Using SAM 2010:** This provides detailed instructions about using SAM 2010's various features.
- **Troubleshooting Guide:** This provides help and tips to resolve common SAM 2010 problems.
- **Technical Support and Maintenance for SAM 2010:** This provides information about getting assistance from Course Technology.

2 Introduction to SAM 2010

2.1 Overview

Skills Assessment Manager Office 2010 (SAM 2010) is a Web-based software application that measures users' proficiency in the Microsoft Office 2010 applications suite (Access, Excel, Outlook, PowerPoint, and Word), as well as Internet Explorer 8 and Windows 7.

SAM 2010 offers three modes of instruction:

- **Exams:** Create and schedule tailored exams with both task-based and objective-based questions. These exams can have the specific questions and tasks that you choose.
- **Training:** Create and schedule training assignments consisting of task-based questions. Like exams, you choose the questions in each training assignment.
- **Projects:** Assign cases based on end-of-chapter materials that make use of the actual Office applications. Project work is then securely submitted to the SAM 2010 system for automatic grading.

SAM Exam, Training, and Projects can be purchased in any combination.

2.2 Some Ideas on Using SAM 2010

SAM 2010 can be used in a variety of ways. Its basic purpose is to teach students the use of Microsoft Office, Internet Explorer, and Windows, test a student's level of competency using these products, and then suggest appropriate instruction through a Course Technology textbook. The inclusion of SAM Projects enables you to further engage your students with active learning assignments. Using these real-world documents will help them be more prepared for the business world. The entire family of SAM 2010 products can be used in different settings where users need or want instruction in Microsoft business applications.

2.2.1 Using SAM 2010 in the Classroom

Prior to being placed in a class, your institution may require that students take a SAM 2010 Exam to determine their current proficiency level. An Instructor might also use SAM 2010 to evaluate his or her instruction. SAM 2010 can provide immediate feedback or can be used for practice, mid-term, or final exams.

2.2.2 Using SAM 2010 as a Business Tool

SAM 2010 can be an integral part of the hiring process. Prospective employees can be screened and tested on their proficiency in Microsoft 2010 applications by using customized SAM exams.

SAM 2010 can be used to determine which employees need additional instruction to obtain the level of competency their jobs require.

3 Before You Begin

3.1 Licensing and Setting Up SAM 2010

Note that SAM 2010 requires a separate license and user accounts from the SAM 2010 product. Please contact your Course Technology representative if you have any questions.

3.1.1 Key Code and Site License Versions of SAM 2010

There are two versions of SAM 2010: Key Code and Site License. Both versions of SAM 2010 offer the same features. From an administrative standpoint, however, they differ in some fundamental ways.

- **Key Code:** At institutions that have adopted the key code version of the product, students purchase a tutorial that includes a SAM 2010 key code. The key code is necessary for each student's initial login and they are prompted to enter a valid key code to activate their accounts.
- **Site License:** At institutions that have adopted the site license version, student users are not required to purchase anything. The institution purchases a license for a specific number of students to use the application for a fixed period of time (usually one year). In this model, site license students can enter and use SAM 2010 without having to purchase a key code.

3.1.2 Establishing Security for SAM 2010

The Supervisor is the first person at an institution to log into SAM 2010 and set up accounts and permissions for other users at that institution. The Institution Key is required for this initial login. If you have not created your Institution Key, contact your Course Technology sales representative for more information.

The Supervisor logs in with a unique username, which consists of super_*T2xxxxxx*, where *T2xxxxxx* is your Institution Key. For example, if your Institution Key is **T2123456**, the Supervisor username would be: **super_T2123456**. The default Supervisor password is **password**.

It is strongly recommended that the Supervisor change the Supervisor password after logging in for the first time with the username **super_[institution key]** and the password **password**. Only one person at an institution may log in at a time with the Supervisor account in SAM 2010. The Supervisor should then set up Instructor accounts.

3.1.3 SAM User Roles

Each new SAM 2010 user account is assigned a role that determines its access. The following roles are supported:

Role	Access Rights
Supervisor	• Sets up the institution key • Can access all SAM staff functionality, including the Admin Settings area • Can create administrator, instructor, and student accounts, but not additional supervisors
Administrator	• Administrators can only be setup by your institution's designated supervisor • Can access all SAM staff functionality including the Admin area • Can create instructor and student user accounts
Instructor	• Instructors can be setup by your institution's designated supervisor or administrators • Can access all SAM staff functionality except the Admin area • Can create student accounts
Student	• Students can be setup by your institution's designated supervisor, administrators, or instructors • Can only access the student version of SAM which provides access to assignments • Cannot create any users accounts

When setting up SAM user accounts, please note the following:

- All users can see and modify only their own password.
- For security purposes, once a username has been established, it cannot be modified. A username is not the same as the user profile name, which can be modified.

Any student whose institution has a key code license instead of a site license will be prompted for a key code when he or she logs in the first time. Key codes can be purchased at http://www.cengagebrain.com.

3.2 System Requirements

Each workstation running a SAM product must meet the following minimum system requirements:

Requirements	Details
PC	• Processor: Intel Pentium 4 or higher processor required; Intel Centrino or an equivalent multi-core processor recommended • Memory: 512 MB RAM required; 1 GB RAM recommended • Operating Systems: Windows XP SP3 32- or 64-bit, Vista SP1 32- or 64-bit, or 7 32- or 64-bit; Macintosh OS X 10.6 Snow Leopard • Web Browsers: Internet Explorer 7, 8, or 9 for 32-bit version of Windows or 64-bit versions running in 32-bit emulation mode; Firefox 3.6 or 4.0 for Windows; Safari 4.0 or 5.0 for Macintosh OS X
Audio & Video	• Graphics: SVGA • Resolution: Minimum recommended 1024x768 • Color: 32-bit • Video Memory: 64 MB minimum; 128 MB recommended • Video Card: Modern DirectX compatible
Network	• Internet connection: 56K modem minimum; broadband connection (cable, DLS, T1, or ISDN) recommended. Persistent connection required.
Software and Disk Storage	• Web Browsers: 4 MB • Adobe Flash Player 10.2 recommended; versions 9.0.115.0 or higher have been tested and are supported; versions prior to 9.0.115.0 are not supported: 2 MB • Adobe Reader 8 minimum; 9 recommended: 22.4 MB • Microsoft Office 2010 Professional for Windows for SAM Projects. Please refer to your Microsoft documentation for current disk storage requirements.

For up-to-date system requirements for Microsoft products, please refer to the following page on the Microsoft Web site:

- For the Windows Vista operating system: http://www.microsoft.com/windows/windows-vista/get/system-requirements.aspx
- For the Windows 7 operating system: http://windows.microsoft.com/systemrequirements
- For Office 2010 Professional for Windows: http://office.microsoft.com/en-us/products/FX100487411033.aspx?pid=CL100571081033

3.3 Configuring Your Browser

3.3.1 Supported Browsers

You can access SAM using the following browsers:

Operating System	Supported Browsers
Windows XP SP3, Vista SP1, and 7	Internet Explorer 7, 8, or 9 for 32-bit version of Windows or 64-bit versions running in 32-bit emulation mode; Firefox 3.6 or 4.0
Macintosh OS X 10.6 Snow Leopard	Safari 4.0 or 5.0

No matter the browser you choose to use, the following have to be true to fully use SAM:

- JavaScript is enabled.
- Pop-up Blocking is disabled, either entirely or just for the SAM 2010 URLs: **http://sam2010sm.course.com** and **http://sam2010.course.com**
- Ad blocking software is disabled for the URLs: **http://sam2010sm.course.com** and **http://sam2010.course.com**
- In the case of IE 7, SAM also needs to be set up as a trusted site for the URLs **http://sam2010sm.course.com** and **http://sam2010.course.com.**

3.3.2 Enabling JavaScript

In order to use SAM 2010, JavaScript needs to be enabled on your web browser. It will be active in most cases, but in order to check its status and, if necessary, enable it, use the following procedures:

3.3.2.1 Internet Explorer

1. Launch Internet Explorer.
2. Select **Internet Options** under the **Tools** menu. The **Internet Options** dialog box will open.
3. Click on the **Security** tab.
4. Click on the **Internet** or **Trusted Sites** icon.
5. Click on the **Custom level** button. The **Security Settings – Internet Zone** dialog box will open.
6. Scroll to the **Scripting** section.

7. Under **Active Scripting** make sure the **Enable** radio button is selected
8. If not, click on the **Enable** radio button.
9. Click the **OK** button to close the **Security Settings – Internet Zone** dialog box.
10. Click the **OK** button to close the **Internet Options** dialog box.

3.3.2.2 Firefox for Windows

1. Launch Firefox.
2. Select **Options** under the **Tools** menu. The **Options** dialog box will open.
3. Click on the **Content** tab.
4. Look at the **Enable JavaScript** checkbox. It should be checked (i.e., on).
5. If not checked, click it to enable JavaScript.
6. If you are using Firefox 4.0, proceed to Step 10. Otherwise, click on the **Advanced** button to the right of the **Enable JavaScript** checkbox. The **Advanced JavaScript Settings** dialog box will open.
7. Make sure the **Hide the status bar** checkbox is checked (i.e., on).
8. If not, click it to allow JavaScript to hide the Firefox status bar.
9. Click **OK** on the **Advanced JavaScript Settings** to close the dialog box.
10. Click **OK** on the **Options** dialog box to save your changes.

3.3.2.3 Safari for Macintosh

1. Select **Preferences** under the **Safari** menu. The **Preferences** dialog box will open.
2. Click on the **Security** tab.
3. Look at the **Enable JavaScript** checkbox. It should be checked (i.e. on).
4. If not, click it to enable JavaScript.
5. Close the dialog box to save.

3.3.3 Disabling Pop-Up Blockers

In order to use SAM 2010, pop-up blocking software must be disabled on your web browser for the URLS **http://sam2010.course.com** and **http://sam2010sm.course.com.** Use the following procedures to disable pop-up blocking:

3.3.3.1 Internet Explorer

To turn off pop-up blocking entirely or just for the SAM 2010 URLs:

1. Launch Internet Explorer.
2. Select **Internet Options** from the **Tools** menu. The **Internet Options** dialog box will open.
3. Click on the **Privacy** tab.
4. To completely turn off pop-up blocking, make sure the **Turn on Pop-up Blocker** checkbox is not checked (i.e., off). If you only want to disable this for SAM only, go to the next step.
5. Make sure the **Turn on Pop-up Blocker** checkbox is checked (i.e., on).
6. Under **Pop-up Blocker**, click on the **Settings** button. The **Pop-up Blocker Settings** dialog box will open.

7. In the **Address of website to allow** field, enter **http://sam2010sm.course.com**.
8. Click the **Add** button.
9. Repeat steps 7 and 8 for the URL **http://sam2010.course.com**.
10. Click the **Close** button to return to the **Internet Options** dialog box.
11. Click the **OK** button to save your changes.

To turn off pop-up blocking entirely from the menu bar:

1. Select **Pop-Up Blocker** under the **Tools** menu.
2. Select **Turn Off Pop-Up Blocker** under the **Pop-Up Blocker** menu.

3.3.3.2 Firefox for Windows

To turn off pop-up blocking entirely or just for the SAM 2010 URLs:

1. Launch Firefox
2. Select **Options** from under the Tools menu. The **Options** dialog box will open.
3. Click on the **Content** tab.
4. To complete turn of pop-up blocking make sure the **Block pop-up windows** checkbox is not checked (i.e. off). If you only want to disable this form SAM, go to the next step.
5. To disable pop-up blocking just for SAM, make sure the **Block pop-up** windows checkbox is checked (i.e. on)
6. Click the **Exceptions** button to the right of the check box. The **Allow Sites – Pop-ups** dialog box will display.
7. Enter the URL **http://sam2010sm.course.com** in the **Address of web site** field.
8. Click the **Allow** button.
9. Repeat Steps 7 and 8 for the URL **http://sam2010.course.com**
10. Click the **Close** button on the **Allow Sites – Pop-ups** to close the dialog box.
11. On the Options dialog box click the **OK** button to save your changes.

3.3.3.3 Safari for Macintosh

Note that Safari does not currently support disabling pop-up blocking for specific URLs. Therefore, it should always be turned off when using SAM.

1. Select **Preferences** under the **Safari** menu. The **Preferences** dialog box will open.
2. Click on the **Security** tab.
3. Look at the **Block pop-up windows** checkbox. It should not be checked (i.e. off).
4. If not, click it to disable pop-up window block.
5. Close the dialog box to save.

Pop-up blocking can also be turn off from the menu bar using the following procedure:

1. Open the **Safari** menu.

2. Look at the **Block Pop-Up Windows** option. If checked, pop-up blocking is on.
3. Click on the **Block Pop-Up Windows** option so it is no longer checked.

3.3.3.4 Third-Party Pop-Up Blockers

Third-party Internet Explorer and Firefox toolbars offered by companies like Yahoo!, Google, and Ask.com often include pop-up blockers. You will need to deactivate this feature, either entirely or for the URLs **http://sam2010sm.course.com** and **http://sam2010.course.com**. Please refer to the toolbar's documentation or help for further instructions.

3.3.4 Disabling Ad Blockers

There are third-party add-ons and extensions for Internet Explorer, Firefox, and Safari that block the display of advertisements. These are only a problem if one of SAM's URLs is inadvertently added to the block list. To prevent this, we recommend that the blocker be disabled for the URLs **http://sam2010sm.course.com** and **http://sam2010.course.com**. Please refer to the ad blocker's documentation or help for further instruction.

3.3.5 Establishing Trusted Sites

Internet Explorer 7 requires you establish SAM as a trusted site in order for the Content Player to display the correct information in the title bar. Use the following procedure:

1. Launch Internet Explorer.
2. Select **Internet Options** from the **Tools** menu. The **Internet Options** dialog box will open.
3. Click on the **Security** tab.
4. Click on the **Trusted Sites** icon. The Trusted Sites window will display.
5. Click on the **Sites** button. The **Trusted Sites** dialog box will display.
6. In the **Add this website to the zone** field, enter **http://sam2010sm.course.com**. Make sure the checkbox **Require server verification (https:) for all sites in this zone** is blank (i.e. off).
7. Click the **Add** button.
8. Repeat steps 6 and 7 for the URL **http://sam2010.course.com**.
9. Click the **Close** button to return to the **Internet Options** dialog box
10. Click the **OK** button to save your changes.

3.4 Setting Up Your PC

3.4.1 Necessary Software

You will need the following software on your PC in order to use SAM:

- The Adobe Flash Player is required in order to use the SAM Content Player to preview the simulations used in exams and training. You can find a link to this component on the right side of the Home page, under Software. Click on the link or go to http://get.adobe.com/flashplayer/ and follow the installation prompts.
- To complete projects you will need Microsoft Office 2010 Professional for Windows, specifically Access, Excel, PowerPoint and Word. Go to http://office.microsoft.com/en-us/products/FX100487411033.aspx?pid=CL100571081033&ofcresset=1 to

purchase and download Microsoft Office for Windows. Note that Microsoft Office 2007 for Windows and 2008 for Macintosh cannot use used.
- If you want to read the SAM user manuals, you will need the Adobe Reader software on your machine. Go to http://get.adobe.com/reader/ to download the Adobe Reader.

Important Note
If you are using a computer lab PC, you should always ask the lab administrator before installing any software.

3.4.2 Monitor Resolution

In order to use the SAM Content Player most effectively, monitors must be set to a display resolution of 1024 x 768 or higher. This setting will enable SAM simulations to fully display on a 17-inch or larger monitor. If a lower resolution is used, students will need to scroll to view the entire simulation.

You can check what the current resolution is and change it using the following procedures:

3.4.2.1 Windows XP

1. Go to your PC's Desktop.
2. Right-click anywhere on the Desktop. A shortcut menu will display.
3. Select **Properties** from the shortcut menu. The **Display Properties** dialog box will display.
4. Click on the **Settings** tab. The current resolution will be displayed under **Screen resolution**.
5. If the current resolution less that 1024 x 768, drag the slider toward **More** until the desired setting is displayed. Note the current setting, so you can restore it later if desired, by using this same procedure, except you will drag the slider toward **Less**.
6. Click the **OK** button to save your changes and close the Display Properties dialog box.

3.4.2.2 Windows Vista

1. Go to your PC's Desktop.
2. Right-click anywhere on the Desktop. A shortcut menu will display.
3. Select **Personalize** from the shortcut menu. The **Personalize appearance and sound** dialog box will display.
4. Click on **Display Settings**. The **Display Settings** dialog box will display.
5. If the current resolution less that 1024 x 768, drag the slider toward **High** until the desired setting is displayed. Note the current setting, so you can restore it later if desired, by using this same procedure, except you will drag the slider toward **Low**.
6. Click the **OK** button to save your changes and close the Display Properties dialog box.

3.4.2.3 Windows 7

1. Go to your PC's Desktop.
2. Right-click anywhere on the Desktop. A shortcut menu will display.
3. Select **Screen Resolution** from the shortcut menu. The **Screen Resolution** dialog box will display.
4. Select **1024 x 768** from the **Resolution** menu. Note the current setting, so you can restore it later if desired, by using this same procedure.
5. Click the **OK** button to save your changes and close the Screen Resolution dialog box.

3.4.2.4 Macintosh OS X

1. Select **Systems Preferences** from under the **Apple** menu.
2. Click on **Displays** under the **Hardware** category.
3. Select **1024x768** or higher from the **Resolutions** menu.
4. Click on the close icon to save your changes.
5. To restore the original resolution, repeat Steps 1 through 4 and select the original resolution.

3.5 Tips for Macintosh Users

If you are using an Apple Macintosh laptop or desktop PC to access SAM 2010, the following tips will help:

- When asked to press the Windows **<Ctrl>** key, do the following:
  - If you are using a Macintosh with an Apple keyboard, use the **<Apple>** key instead.
  - If you are using a Macintosh using a generic USB keyboard, you will generally use the **<Ctrl>** key though on rare occasions the **<Alt>** key will be used for the same function.
- When asked to click on the right button of a Windows mouse, do the following:
  - If you are using a single-button mouse or track pad, simultaneously press the **<Options>** key and click.
  - If you are using a more recent MacBook that supports gestures, you can also touch the track pad with two fingers. Note that this needs to be activated in your **System Preferences**.
  - If you are using a generic USB two-button mouse or track pad, use the right button as you would on Windows.
- Apple keyboards do not differentiate between the **<Backspace>** and **<Delete>** keys like Windows or generic USB keyboards. When called asked to use **<Backspace>** or **<Delete>** just press the **<Delete>** key.

4 How to Use SAM 2010

4.1 Logging into SAM 2010

Using the following procedure to log into SAM 2010:

1. Launch your web browser.
2. Enter **http://sam2010.course.com** into the **Address** field and press the **Enter** key. The **SAM Office 2010 Login** page will display.
3. Enter the **username** and **password** provided to you.
4. Click the **Login** button. If you have used SAM before, the **Home** page will display. If this is your fist time logging into SAM, continue to Step 5.
5. SAM 2010 Terms and Conditions will display. Click on the **I Agree** button if you accept the terms and conditions. If you do not accept the terms, click on the **I Disagree** button and you will be returned to the login page.
6. Enter your **Secret Question** and **Answer**. This will help you recover your password should you forget it.
7. Click the **Submit** button. If you make a mistake, click on the **Cancel** button. The **SAM Office 2010 Login** page will display.
8. On the next page, enter and confirm a new password. This will be the password you use the next time you log into SAM.
9. Click the **Submit** button. If you make a mistake, click on the **Cancel** button. The **SAM Office 2010 Login** page will display.

Important Notes

SAM 2010 2.0 and higher requires that your account's Username be an email address. If your Username is not an email address, when you first log into the SAM 2010 2.0 environment, you will be prompted to enter an email address as your new Username. If your account also has a Communication Email address, that will display as a default. You can enter another email address if you wish. This only needs to be done once.

SAM 2010 2.0 and higher also supports single sign-on (SSO) with Cengage Brain (http://www.cengagebrain.com). In other words, you can use the same Username and Password for both systems. If you are a returning SAM 2010 user, the first time you log into the SAM 2010 2.0 environment, SAM will check Cengage Brain for an existing account. If you do, you will be prompted to enter your Cengage Brain password instead of your SAM password. This will become your new SAM password. If you have forgotten your Cengage Brain password, click on the **Forgot your password?** link to retrieve it.

4.2 Navigating SAM 2010

Once you log into SAM 2010, you can select what functions you need to perform by clicking the appropriate button on the navigation bar on the left side of the page. Depending on your role and the modules your institution as licensed, your options can include:

- **Home:** From here you can view system messages, download software components and documentation, get technical support, and view tutorials.
- **Users:** From here you can create and manage student user records.
- **Sections:** From here you can create and manage course sections and enrollments.
- **Exams:** From here you can create and manage exams.
- **Training:** From here you can create and manage training.
- **Projects:** From here you can select and manage projects.

- **SAM Assignments:** From here you can schedule exam, training, and project assignments.
- **Reports:** From here you can generate and view performance related reports for the current semester.
- **Student View:** From here you can view and perform assignments as if you were a student.
- **Admin Settings:** From here you can perform a variety of administrative functions such as changing institution settings and archiving and purging records. Note that this only displays if you have administrator privileges.

4.3 Home

4.3.1 Downloading Documentation

You can download the following manuals to help you use SAM 2010. Links to these documents are listed on the right side of the Home page under **Documentation**.

- **User Manual:** Provides detailed instructions about how to use SAM.
- **Lab Admin Guide:** Provides detailed information about administering SAM for your institution.

Documents are available Adobe Acrobat (.pdf) format. Viewing these documents requires the Adobe Reader software. This is likely already installed on your PC, but you can download it from http://get.adobe.com/reader/.

Important Note
If you are using a computer lab PC, you should always ask the lab administrator before installing any software.

4.3.2 Receiving Messages

System messages display in the center part of the Home page. Please note any periods when SAM will not be available to you and your students and plan your schedule accordingly.

4.3.3 Updating Your Account

Use the following procedure to update your SAM user account:

1. On the upper right side the page, click on the **My Account** link. The **My Profile** page will display.
2. Review the information and if it needs to be changed, click on the **Edit** button.
3. Edit the information as necessary. Field values that have been grayed out cannot be changed. Name fields cannot contain any of the following characters: % # ! \ / > < & ; : | ,
4. If you want to change your password, click on the **Change Password** link. The **Change Password** window will open. Enter your **Current Password**, your **New Password**, **Confirm Password**, and click on the **Save** button. The message **Your password has been successfully saved** will display.

If you do not want to change your password click on the **Cancel** button instead.

5. When you are done, click on the **Save** button to save the changes to your account. If you do not want to save your changes, click on the **Cancel** button. You will see the message **All new information will be lost. Proceed?**
6. If you want to cancel the changes, click the **OK** button. If you do not want to cancel the changes, click the **Cancel** button and return to Step 5.

4.3.4 Getting Technical Support

You can get technical support by phone, email, or online chat.

4.3.4.1 Phone Support

For phone support call 800-648-7450, Monday through Thursday, 8:30 a.m. to 9:00 p.m., Friday 8:30 a.m. to 6:00 p.m., Eastern Time.

4.3.4.2 Online Chat Support

You can chat online with a support representative at any time.

1. Click the http://academic.cengage.com/support/ link under **Technical Support**.
2. Select **SAM** from the **Faculty** drop-down menu.
3. Click on **Go**.
4. From the **SAM Support** page, click on **Online Chat**.

4.3.4.3 Email Support

Email your problems and questions anytime to tech.support@course.com.

4.3.4.4 Knowledge Base

You can also help yourself by searching the Course Technology knowledge base using the following procedure:

1. Click on the **Knowledge Base** link under **Technical Support**. The **Search the Knowledge Base** page displays.
2. Enter a search term.
3. Click the **all keywords** radio button to retrieve documents that include all the words in your term or the **any keywords** radio button to search for documents that contain one or more of the words in your term.
4. Click the **Search** button. Results will display below the radio button.
5. Click on the desired entry to display full information.

4.3.5 How Do I…?

SAM 2010 includes a number of tutorials about how to use SAM. Click on the links under "How Do I…" to view them.

4.4 Users

4.4.1 Searching for and Selecting a User Account

In order to edit or deactivate a use's account or reset a student's exams, you need to first search for and select the user from SAM's database using the following procedure:

1. Click on the **Users** button on the left navigation bar. The **USERS** page will display.
2. You can search by last name, first name, or username by clicking on the appropriate radio button. You can also narrow the search by role and section by selecting from the appropriate drop-down menus.
3. When you have finished entering your search criteria, click on the **Search** button.
4. From here you can:

    - Click on the user's name to view his or her record. You can exit this display by clicking on the **Close** button.
    - Select a student by clicking on the radio button to the left of the student's name and then click on the **Edit**, **Reset Exam**, or **Deactivate** button as necessary to continue.
    - Click on the **Clear** button to reset the search criteria.

4.4.2 Adding a User Account

To add a new user, use the following procedure:

1. Click on the **Users** button on the navigation bar. The **USERS** page will display.
2. Click on the **Add New** button. The **USERS – Add New** page will display.
3. Enter the requested information. Fields marked with an asterisk (*) are mandatory.

Field Label	Description
*First name	Enter the user's first name. Cannot contain any of the following characters: % # ! \ / > < & ; : | ,
Middle Initial	Enter the user's middle initial.
*Last Name	Enter the user's last name. Cannot contain any of the following characters: % # ! \ / > < & ; : | ,

<table>
<tr><th>Field Label</th><th>Description</th></tr>
<tr><td>*Role</td><td>• Your institution’s Supervisor can select administrator, instructor, or student
• Administrators can select instructor or student
• Instructors can only select student</td></tr>
<tr><td>*Username/Email</td><td>An e-mail address be used as the Username It must be 6–50 characters. Keep in mind that the username cannot be modified once it is established.

Cannot contain any of the following characters:
% # ! \ / > < & ; : | ,</td></tr>
<tr><td>*Password</td><td>The password must be 6–50 alphanumeric characters. Choose a password that is easily remembered, but that cannot be guessed easily. A new user will be prompted to select a new password when he or she first logs in.

Invalid characters include leading and ending spaces, and periods (.)</td></tr>
<tr><td>*Verify Password</td><td>Re-type the password.

Invalid characters include leading and ending spaces, and periods (.)</td></tr>
<tr><td>Alias</td><td>An alias is a name under which an instructor can choose to post exam results.

Must be 6 to 20 non-blank characters and cannot contain any of the following: % # ! \ / > < & ; : |</td></tr>
<tr><td>ID#</td><td>Enter the user’s identification number, if applicable.</td></tr>
<tr><td>Communication Email</td><td>Enter the user’s e-mail address. This does not have to be the same e-mail address used in the Username and can be changed at any time.</td></tr>
<tr><td>Blackboard ID</td><td>Enter the user’s Blackboard identification number, if applicable.</td></tr>
<tr><td>WebCT ID</td><td>Enter the user’s WebCT identification number, if applicable.</td></tr>
</table>

4. From here you can:

- Click on the **Save** button to save the user’s information. You will be returned to the **USERS** page.
- If you do not want to save the user’s information, click on the **Cancel** button. You will see the message **All new information will be lost. Proceed?** If you want to cancel the changes, click the **OK** button. You will be returned to the **USERS** page.

4.4.3 Importing User Records

SAM 2010 lets you import users en masse from an external system such as your institution's admissions or registration database by uploading a .txt or .csv file produced by that system.

4.4.3.1 User Import Format

Import files must follow a specific format:

- The file must be a text file with an extension of .txt or .csv
- The first line of the import file must be a header row containing all the fields to be imported. All fields must be represented in this row and in the correct order, i.e., in the same order as the import data (see below). After each field name there should be a comma.
- Each user record in the import file must include a value for each field specified in the header row. Each field must be separated by a comma (","), and there must be a carriage return after each user record.
- The field value for each user record must meet the following specifications:

Field type	Description
Username/Email	Must be 6 to 50 characters and a valid email address. It cannot contain any of the following: % # ! \ / > < & ; : | ,
Password	Must be 6 to 50 characters Invalid characters include leading and ending spaces, and periods (.)
First name	Maximum 50 characters and cannot contain any of the following: % # ! \ / > < & ; : | ,
Middle initial (optional)	Maximum 1 character
Last name	Maximum 50 characters and cannot contain any of the following: % # ! \ / > < & ; : | ,
ID# (optional)	Maximum 20 characters
Alias (optional)	Minimum 6 characters; maximum 20 characters and cannot contain any of the following: % # ! \ / > < & ; : |
BlackBoard ID (optional)	Maximum 50 characters
Communication Email (optional)	Maximum 128 characters

For example, a file for importing "Jane E. Smith" using all fields might look like this:

Header Row: **username,password,first_name,middle_initial,ID,alias,bbID,email**

Data Row:
jesmith@someaddr.com,pword1,Jane,E,Smith,ID112233,JSmith1234,BBID9999,jsmith@someaddr.com

At minimum, each line in your import file must include the following:

Header Row: **username,password,first_name,last_name,**
Data Row:**jsmith@someaddr.com,Jane,Smith**

4.4.3.2 User Import Procedure

Use the following procedure to import user records:

1. Click on the **Users** button on the navigation bar. The **USERS** page will display.
2. Click on the **Import Users** button. The will start the **Import Users Wizard** and display the first step, **Introduction**. Once in the wizard you can exit at any time by clicking on the **Cancel** button. This will return you to the **USERS** page.
3. Once you have read the Introduction, click the **Next** button. This will display Step 2 of the wizard, **Assign to Sections**.
4. If you want to assign the students to sections at this time, click on the **Yes** radio button, and select them from the **Select Sections** menu. If you do not want to assign the incoming users to a section, click the **No** radio button. In either case, click on the **Next** button when done and Step 3 of the wizard, **Import User File**, will display.
5. Click on the **Browse** button. This will display the **Choose File** dialog box. Select the necessary .txt or .csv file with the student information to import and click the **Open** button. When the dialog box closes, click on the **Next** button. This will display Step 4 of the wizard, **User Property Mapping**.
6. Select the **Import File Properties** from the imported file that correspond with **SAM 2010 Properties**. When done, click the **Next** button. This will display Step 5 of the wizard, **Confirm User Property Mapping**.
7. Confirm that that mapping specified in Step 4 is correct. If not, click on the **Back** button to return to Step 4 and make the necessary corrections. If the mapping is correct, click on the **Next** button. This will display Step 6 of the wizard, **Import Validity Check**.
8. Step 6 displays any detected errors in the imported information. You can get a report by clicking on the **Print Summary** button. To resolve the problems, you can do any of the following:

    - If you made a mistake in Step 6, **Import File Properties**, click on the **Back** button until you return to the step and make your corrections.
    - If there are errors in your import file, click on the **Cancel** button to leave the **Import Users Wizard** and make the necessary corrections using a text editor like Notepad.

- Or, if there are errors in only a few user records, you can choose **Next** and the "bad" names will be omitted from the import. They can be manually entered using SAM (see section **Error! Reference source not found.** on page **Error! Bookmark not defined.**), or imported in another round.
- If there are no errors, click on the **Next** button.

9. If any of the imported usernames (which must be unique) conflicts with an existing username, the system will display a Conflict Resolution screen where you can either accept the alternative usernames assigned by the system or cancel the import. This will display Step 7 of the wizard, **Import Complete**.
10. If you would like to see a report of the import, click on the **Print Summary** button. Otherwise, click on the **Close** button to return to the **USERS** page.

4.4.4 Editing a User's Account

To edit a user's account using the following procedure:

1. Click on the **Users** button on the navigation bar. The **USERS** page will display.
2. Search for and select a student's record.
3. Click on the **Edit** button. This will display the **USERS – Edit** page, defaulting to the **Properties** tab.
4. Make any necessary corrections to the properties.
5. Click on the **Sections** tab and add or remove the student to or from sections as necessary.
6. From here you can:

   - Click on the **Save** button to save the user's information. You will be returned to the **USERS** page.
   - If you do not want to save the user's information user, click on the **Cancel** button. You will see the message **All new information will be lost. Proceed?** If you want to cancel the changes, click the **OK** button. You will be returned to the **USERS** page.

4.4.5 Resetting or Adjusting a Student's Exams

Occasionally you might need to reset a student's exam to remove the grade (if you offer a make-up test, for example) or adjust a score. To reset an exam or adjust a score, use the following procedure:

1. Click on the **Users** button on the navigation bar. The **USERS** page will display.
2. Search for and select a student's record.
3. Click on the **Reset Exam** button. This will display the **Reset Exam** window listing exams the student has taken.

4. Find the exam you want to reset or adjust. You can narrow the list by assignment type or name by selecting from the appropriate drop-down menu.
    a. To reset an exam, click on the **Delete** button next to the appropriate exam. You will see a message asking you to confirm the deletion. Click the **OK** button to confirm or the **Cancel** button to keep the exam.
    b. To adjust a score, enter a new score in the **Adjusted Score** field next to the appropriate exam
5. Repeat step 4 as necessary until you are finished.
6. Click the **Save** button to save the changes, if any.
7. Click the **Close** button and you will be returned to the **USERS** page.

4.4.6 Deactivating a User's Record

You might occasionally need to deactivate a user's record, e.g., if a student has left school or a particular program. Deactivating the user's record will prevent him or her from logging into SAM and working on any assignments. To deactivate a student's record, use the following procedure:

1. Click on the **Users** button on the navigation bar. The **USERS** page will display.
2. Search for and select a student's record.
3. Click on the **Deactivate** button. You will see the message **Are you sure you want to deactivate this user?**
4. Click on the **OK** button to deactivate the student's record or the **Cancel** button to leave the record active. You will be returned to the **USERS** page.

Important Note

- Supervisors can deactivate administrators, instructors, and students.
- Administrators can deactivate instructors and students.
- Instructors can only deactivate students.

4.5 Sections

4.5.1 Selecting a Section

Before you can edit, copy, or deactivate a section, you first have to select it. To select a section using the following procedure:

1. Click on the **Sections** button on the navigation bar. The **SECTIONS** page will display.
2. You can view the section's details by clicking on the section's name. You can exit the display by clicking on the **Close** button.
3. Select a section by clicking on the radio button to the left of its name.
4. Click on the **Edit**, **Copy,** or **Deactivate** button as necessary to continue.

4.5.2 Adding a Section

To add a new section, use the following procedure:

1. Click on the **Sections** button on the navigation bar. The **SECTIONS** page will display.
2. Click the **Add New** button. The **SECTIONS – Add New** page will display, defaulting to the **Properties** tab.
3. Enter the necessary information in the **Properties** tab. Fields marked with an asterisk (*) are mandatory.

Field Label	Description
*Section Name	Enter the section name.
*Course Name	Enter the course name.
Course Description	Briefly describe the course content.
*Term	Enter the term the section will be available (e.g., Fall, Spring, Summer, etc).
*Year	Enter the year the section will be available.
Department	Enter the course department.
Student Auto-Enroll	If this box is checked, students will be automatically enrolled in this section if they chose so. If unchecked, students will be wait-listed until you accept them into the section.

4. Click on the **Textbooks** tab if you want to associate this section with textbooks.
5. Decide whether or not you want to assign textbooks to this section.
   a. If you do not want to assign textbooks, click on the **I do not plan to use any textbooks for this section** radio button (this is the default).
   b. If you do want to assign text books, click the **I plan to use the following textbook(s) for this section** radio button, select the **Series** and **Subject** from the appropriate drop-down menus, select textbooks from the **Available Textbooks** menu, and click the **>** button to add them to the **Selected Textbooks** menu. If you make a mistake, select from the **Selected Textbooks** menu and click on the **<** button.
6. Click on the **Instructors** tab if you want to assign additional instructors such as teaching assistants to this section.
7. Select an instructor from the **Instructor Candidates** menu and click on the **>** button to add them to the **Assigned Instructor(s)** menu. If you make a mistake, select from the **Assigned Instructor(s)** menu and click on the **<** button to remove the instructor.
8. Click on the **Students** tab to enroll students in the section.
9. Select students from the **Other Candidates** or **Wait Listed Student** menus and click on the **>** button to add them to the **Enrolled Students**

menu. If you make a mistake, select from the **Enrolled Students** menu and click on the **<** button to remove the student.

10. From here you can:

    - Click on the **Save and Close** button to save the section's information. You will be returned to the **SECTIONS** page.
    - If you do not want to save the section, click on the **Cancel** button. You will see the message **All new information will be lost. Proceed?** If you want to cancel the changes, click the **OK** button.

4.5.3 Editing a Section

To edit a section, use the following procedure:

1. Click on the **Sections** button on the navigation bar. The **SECTIONS** page will display.
2. Select a section.
3. Click on the **Edit** button. The **SECTIONS – Edit** page will display, defaulting to the **Properties** tab. If you do not want to edit the section, click on the **Cancel** button.
4. Make any necessary changes to the section's properties.
5. Click on the **Textbooks** tab and make any necessary changes.
6. Click on the **Instructors** tab and make any necessary changes.
7. Click on the **Students** tab and make any necessary changes.
8. From here you can:

    - Click on the **Save and Close** button to save the section's information. You will be returned to the **SECTIONS** page.
    - If you do not want to save the section, click on the **Cancel** button. You will see the message **All new information will be lost. Proceed?** If you want to cancel the changes, click the **OK** button.

4.5.4 Copying a Section

Copying a section provides a convenient way of creating new sections that share similar attributes to one that already exists, for example different sections of the same course or use of the same textbook selections, instructors, or assignments. Copy a section using the following procedure:

1. Click on the **Sections** button on the navigation bar. The **SECTIONS** page will display.
2. Select a section.
3. Click on the **Copy** button. The **Copy a section – Assignments** window will display. If you do not want to copy the section, click the on the **Cancel** button.
4. Decide whether or not you wish to copy assignments from the original section to the new one.

   a. If you do not want to copy assignments, click on the **Do not copy SAM Assignments** radio button (this is the default).
   b. If you do want to copy assignments, click on the **Select Assignments to Copy** radio button. All assignments are selected by default. Deselect those assignments you do not wish to copy by un-checking the appropriate checkboxes. Edit the assignment names as necessary. Assignments are considered always available by default. If you do not want this, deselect the **Always Available** checkbox and enter dates into the **Available Date** and **Due Date** fields.
5. Click the **OK** button. The **SECTIONS – Copy (Add New)** page will display, defaulting to the **Properties** tab. If you do not want to copy the section, click on the **Cancel** button.
6. Make any necessary changes to the sections properties.
7. Click on the **Textbooks** tab and make any necessary changes.
8. Click on the **Instructors** tab and make any necessary changes.
9. Click on the **Students** tab. Student enrollment is not copied to the new section so you will need to enroll students.
10. Select students from the **Other Candidates** menu and click on the **>** button to add them to the **Enrolled Students** menu. If you make a mistake, select from the **Enrolled Students** menu and click on the **<** button to remove the student.
11. Click on the **SAM Assignments** tab to review assignments. Note that this tab only displays if you chose to copy assignments in Step 4. Also note that if you want to make any changes to the assignments, you will need to do this from the SAM Assignments page.
12. From here you can:

   - Click on the **Save and Close** button to save the section's information. You will be returned to the **SECTIONS** page.
   - If you do not want to save the section, click on the **Cancel** button. You will see the message **All new information will be lost. Proceed?** If you want to cancel the changes, click the **OK** button.

4.5.5 Deactivating a Section

Occasionally you will need to deactivate a section if, for example, a course will no longer be offered or an instructor has left your institution. To deactivate a section, use the following procedure:

1. Click on the **Sections** button on the navigation bar. The **SECTIONS** page will display.
2. Select a section.
3. Click on the **Deactivate** button. You will see the message **Do you want to deactivate the chosen section?**
4. Click on the **OK** button to deactivate the section or **Cancel** to leave the section active. You will be returned to the **SECTIONS** page.

4.6 Exams

4.6.1 Searching for and Selecting an Exam

Before you edit, copy, preview, schedule, or deactivate an exam, you first need to search for and select it from SAM's database using the following procedure:

1. Click on the **Exams** button on the navigation bar. The **EXAMS** page will display.
2. You can search for exams by subject, a range of dates during which it was created, and type.
3. When you have finished entering your search criteria, click on the **Search** button. A list of matching exams will display.
4. From here you can:

   - Click on the exam's name to view details. You can exit the display by clicking on the **Close** button.
   - Select an exam by clicking on the radio button to the left of its name and click on the **Edit**, **Copy, Preview**, **Schedule**, or **Deactivate** button as necessary to continue.
   - Click on the **Clear** button to reset the search criteria.

4.6.2 Adding an Exam

You can create four different types of exams:

- A textbook exam based on textbook chapters you select.
- A copy of an existing public or private exam, used to create a new one.
- A new exam using questions you specify.
- A reading exam that includes end-of-chapter questions from Ebooks

4.6.2.1 Adding a Textbook Exam

To create an exam from a textbook, use the following procedure:

1. Click on the **Exams** button on the navigation bar. The **EXAMS** page will display.
2. Click on the **Add New** button. The **Add New Exam** wizard will start and will display the first step, **Select Exam**. Once in the wizard you can exit at any time by clicking on the **Cancel** button. This will return you to the **EXAMS** page.
3. Click on the **Textbook Exam** radio button and click on the **OK** button. This will display Step 2 of the wizard, **Add Textbook Exam**.
4. Select a **Chapter Subject** and **Textbook** from the appropriate drown-down menu. This will display a list of matching tasks. If you make a mistake, click on the **Back** button to return to step **Select Exam** or **Cancel** to return to the **EXAMS** page.
5. Select one or more exams from the **Select Textbook Exam(s)** menu and click on the **>** button to add it to the **New Exam Contents** menu. You can

select multiple exams by holding down the **Ctrl** key to select individual exams or the **Shift** key to select a range of exams. You can also click on the **Select All** checkbox to select all exams. If you would like to narrow the list, enter a term into the field below the menu and click on the **Search** button. If you make a mistake, click on an exam in the **New Exam Contents** menu and click on the **<** button to remove it. You can also select multiple or all exams to remove as you did above.

6. If desired, you can review the listed exams by selecting from either the **Select Textbook Exam(s)** or **New Exam Contents** menus and clicking on the **Preview Selected Exams(s)** link above each. See section 4.6.9, Previewing an Exam, for further information.
7. Click on the **OK** button. The **EXAM – Add New** page will display, defaulting on the **Properties** tab.
8. Give the exam a unique **Name** and decide whether its status should be **Private** or **Public** by clicking on the appropriate radio button.
9. Click on the **Questions** tab. The **Questions** tab displays the details of the exam. If you are satisfied with the exam details, no changes are required on this tab. If you want create a companion training or to change the exam's content, refer to section 4.6.6, Managing Exam Content.
10. When done, you can:

    - Click on the **Save and Close** button to save the exam. You will be returned to the **EXAMS** page.
    - Click the **Cancel** button. If you do not want to save the exam, click on the **Cancel** button. You will see the message **All new information will be lost. Proceed?** If you want to cancel the changes, click the **OK** button. You will be returned to the **EXAMS** page.

4.6.2.2 Copying an Existing Exam

To copy an existing exam, use the following procedure:

1. Click on the **Exams** button on the navigation bar. The **EXAMS** page will display.
2. Click on the **Add New** button. The **Add New Exam** wizard will start and will display the first step, **Select Exam**. Once in the wizard you can exit at any time by clicking on the **Cancel** button. This will return you to the **EXAMS** page.
3. Click on the **Existing Exam** radio button and click on the **OK** radio button. This will display Step 2 of the wizard, **Copy Saved Exam(s)**.
4. Select a **Subject** and **Category** from the appropriate drop-down menus. This will display a list of matching exams. If you make a mistake, click on the **Back** button to return to step **Select Exam** or **Cancel** to return to the **EXAMS** page. **Important Note:** If you select the Category **Ebook Chapter Review**, please go to section 4.6.2.4, Adding a Reading Exam.
5. Select one or more exams from the **Select Saved Exam(s)** menu and click on the **>** button to add to the **New Exam Contents** menu. You can select

multiple exams by holding down the **Ctrl** key to select individual exams or the **Shift** key to select a range of exams. You can also click on the **Select All** checkbox to select all exams. If you would like to narrow the list, enter a term into the field below the menu and click on the **Search** button. If you make a mistake, click on an exam in the **New Exam Contents** menu and click on the **<** button to remove it. You can also select multiple or all exams to remove as you did above.

6. If desired, you can review the listed exams by selecting from either the **Select Saved Exam(s)** or **New Exam Contents** menus and clicking on the **Preview Selected Exams(s)** link above each. See section 4.6.9, Previewing an Exam, for further information.
7. Click on the **OK** button. The **EXAM – Add New** page will display, defaulting on the **Properties** tab.
8. Give the exam a unique **Name** and decide whether its status should be **Private** or **Public** by clicking on the appropriate radio button.
9. Click on the **Questions** tab. The **Questions** tab displays the details of the exam. If you are satisfied with the exam details, no changes are required on this tab. If you want create a companion training or to change the exam's content, refer to section 4.6.6, Managing Exam Content.
10. When done, you can:

    - Click on the **Save and Close** button to save the exam. You will be returned to the **EXAMS** page.
    - Click the **Close** button. If you do not want to save the exam, click on the **Cancel** button. You will see the message **All new information will be lost. Proceed?** If you want to cancel the changes, click the **OK** button. You will be returned to the **EXAMS** page.

4.6.2.3 Adding a New Exam

To create a new exam, use the following procedure:

1. Click on the **Exams** button on the navigation bar. The **EXAMS** page will display.
2. Click on the **Add New** button. The **Add a New Exam** wizard will start and will display the first step, **Select Exam**. Once in the wizard you can exit at any time by clicking on the **Cancel** button. This will return you to the **EXAMS** page.
3. Click on the **New Exam** radio button and click on the **OK** button. This will display Step 2 of the wizard, **Pick and Choose from available exam questions**.
4. Select a **Source**. Your options are **Tasks**, **Testbank**, or **My Custom Questions**. If you make a mistake, click on the **Back** button to return to step **Select Exam** or **Cancel** to return to the **EXAMS** page.
5. Based on the selected Source, you can select **Subject**, **Series**, **Textbook**, **Chapter/Unit**, and **Type** from the appropriate drop-down menus. This will display a list of matching questions.

6. Select one or more questions from the **Available Questions** menu and click on the **>** button to add them to the **New Exam Questions** menu. You can select multiple exams by holding down the **Ctrl** key to select individual exams or the **Shift** key to select a range of exams. You can also click on the **Select All** checkbox to select all exams. If you would like to narrow the list, enter a term into the field below the menu and click on the **Search** button. If you make a mistake, select a question and click on the **<** button. You can also select multiple or all exams to remove as you did above.
7. If desired, you can review the listed questions by selecting questions from either the **Available Questions** or **New Exam Questions** menus and clicking on the **Preview Selected Questions(s)** link above each. See section 4.6.9, Previewing an Exam, for further information.
8. Click on the **OK** button. The **EXAM – Add New** page will display, defaulting on the **Properties** tab.
9. Give the exam a unique **Name** and decide whether its status should be **Private** or **Public** by clicking on the appropriate radio button.
10. Click on the **Questions** tab. The **Questions** tab displays the details of the exam. If you are satisfied with the exam details, no changes are required on this tab. If you want create a companion training or to change the exam's content, refer to section 4.6.6, Managing Exam Content.
11. When done, you can:

    - Click on the **Save and Close** button to save the exam. You will be returned to the **EXAMS** page.
    - Click the **Cancel** button. If you do not want to save the exam, click on the **Cancel** button. You will see the message **All new information will be lost. Proceed?** If you want to cancel the changes, click the **OK** button. You will be returned to the **EXAMS** page.

4.6.2.4 Adding a Reading Exam

If you have added a textbook with end-of-chapter reading questions associated with it, you can create a reading exam to test your students' comprehension of the material. These will appear to your students just like any other exam.

1. Click on the **Exams** button on the navigation bar. The **EXAMS** page will display.
2. Click on the **Add** button. The **Add Exam** wizard will start and will display the first step, **Select Exam**. Once in the wizard, you can exit at any time by clicking on the **Cancel** button. This will return you to the **EXAMS** page.
3. Click on the **Existing Exam** radio button, and then click on the **OK** button. This will display Step 2 of the wizard, **Copy Saved Exam(s)**.
4. Select a **Subject** and the Category **Chapter Review** from the appropriate drop-down menus. A menu called **Book for Review Exam** will display.
5. Select a textbook from the **Book for Review Exam** menu. This will display a list of matching reading exams. If you make a mistake, click on the **Back**

button to return to step **Select Exam**, or **Cancel** to return to the **EXAMS** page.

6. Select one or more reading exams from the **Select Saved Exam(s)** menu and click on the **>** button to add them to the **New Exam Contents** menu. You can select multiple exams by holding down the **Ctrl** key to select individual exams, or the **Shift** key to select a range of exams. You can also click on the **Select All** checkbox to select all exams. If you would like to narrow the list, enter a term into the field below the menu and click on the **Search** button. If you make a mistake, click on an exam in the **New Exam Contents** menu and click on the **<** button to remove it. You can also select multiple or all exams to remove, as you did above.
7. If desired, you can preview the listed exams by selecting them from either the **Select Saved Exam(s)** or **New Exam Contents** menu and clicking on the **Preview Selected Exam** link above each. See section 4.6.9, Previewing an Exam, for further information.
8. Click on the **OK** button. The **EXAM – Add New** page will display, showing the **Properties** tab.
9. Give the exam a unique **Name** and decide whether its status should be **Private** or **Public** by clicking on the appropriate radio button.
10. Click on the **Questions** tab. The **Questions** tab displays the details of the exam. If you are satisfied with the exam details, no changes are required on this tab. If you want to create a companion training or change the exam's content, refer to section 4.6.6, Managing Exam Content.
11. When done, you can:

    - Click on the **Save and Close** button to save the exam. You will be returned to the **EXAMS** page.
    - Click the **Close** button. If you do not want to save the exam, click on the **Cancel** button. You will see the message **All new information will be lost. Proceed?** If you want to cancel the changes, click the **OK** button. You will be returned to the **EXAMS** page.

4.6.3 Editing an Exam

To edit an exam, use the following procedure:

1. Click on the **Exams** button on the navigation bar. The **EXAMS** page will display.
2. Search for and select an exam.
3. Click on the **Edit** button. This will display the **EXAM – Edit** page, defaulting to the **Properties** tab. If you do not want to change the exam, click the **Cancel** button.
4. Make the necessary changes to the exam's properties.
5. Click on the **Questions** tab and make any necessary changes.
6. If you want create a companion training or to change the exam's content, refer to section 4.6.6, Managing Exam Content.
7. From here you can:

- Click on the **Save and Close** button to save the exam. You will be returned to the **EXAMS** page.
- Click the **Cancel** button. If you do not want to save the exam, click on the **Cancel** button. You will see the message **All new information will be lost. Proceed?** If you want to cancel the changes, click the **OK** button. You will be returned to the **EXAMS** page.

If you are editing an exam that has a companion training, note the following:

- Any tasks you add to or remove from the exam will also be added to or removed from companion training.
- You cannot add or remove tasks from an exam when either it or its companion training has been assigned.

4.6.4 Copying an Exam

To copy an exam, use the following procedure:

1. Click on the **Exams** button on the navigation bar. The **EXAMS** page will display.
2. Search for and select an exam.
3. Click on the **Copy** button. This will display the **EXAM – Copy (Add New)** page, defaulting to the **Properties** tab. If you do not want to copy the exam, click the **Cancel** button.
4. Make the necessary changes to the exam's properties.
5. Click on the **Questions** tab and make any necessary changes.
6. If you want create a companion training or to change the exam's content, refer to section 4.6.6, Managing Exam Content.
7. From here you can:

   - Click on the **Save and Close** button to save the exam. You will be returned to the **EXAMS** page.
   - Click the **Cancel** button. If you do not want to save the exam, click on the **Cancel** button. You will see the message **All new information will be lost. Proceed?** If you want to cancel the changes, click the **OK** button. You will be returned to the **EXAMS** page.

Note that copying an exam that has an existing companion training does not make a copy of that training. However, once the exam has been copied, you can create a new companion training for it when you enter the properties. You can also manually copy the existing companion training. See section 4.7.4, Copying Training.

4.6.5 Merging Exams

You can merge textbook or custom exams to create a new exam using the following procedure:

1. Click on the **Exams** button on the navigation bar. The **EXAMS** page will display.
2. Click on the **Add New** button. The **Add New Exam** wizard will start and will display the first step, **Select Exam**. Once in the wizard you can exit at any time by clicking on the **Cancel** button. This will return you to the **EXAMS** page.
3. Click on the **Textbook Exam** or **Existing Exam** radio button and click on the **OK** button. This will display second step of the wizard.
4. If you selected **Textbook Exam**, select a **Chapter Subject** and **Textbook** from the appropriate drown-down menu. If you selected **Existing Exam**, select a **Subject** and **Status** from the appropriate drop-down menus. In either case, this will display a list of matching exams. If you make a mistake, click on the **Back** button to return to **Select Exam** or **Cancel** to return to the **EXAMS** page.
5. Select one or more exams from the left-hand menu and click on the **>** button to add to the **New Exam Contents** menu. You can select multiple exams by holding down the **Ctrl** key to select individual exams or the **Shift** key to select a range of exams. You can also click on the **Select All** checkbox to select all exams. If you would like to narrow the list, enter a term into the field below the menu and click on the **Search** button. If you make a mistake, click on an exam in the **New Exam Contents** menu and click on the **<** button to remove it. You can also select multiple or all exams to remove as you did above.
6. Click on the **OK** button. The **EXAM – Add New** page will display, defaulting on the **Properties** tab. If you do not want to add the exam, click on the **Cancel** button.
7. Give the exam a unique **Name** and decide whether its status should be **Private** or **Public** by clicking on the appropriate radio button.
8. Click on the **Questions** tab to review the exam and make any necessary changes.
9. If you want create a companion training or to change the exam's content, refer to section 4.6.6, Managing Exam Content.
10. From here you can:

    - Click on the **Save and Close** button to save the exam. You will be returned to the **EXAMS** page.
    - Click the **Cancel** button. If you do not want to save the exam, click on the **Cancel** button. You will see the message **All new information will be lost. Proceed?** If you want to cancel the changes, click the **OK** button. You will be returned to the **EXAMS** page.

Note that merging exams does not merge any associated companion trainings. However, you can create a new companion training when you enter the properties for the exam. See section 4.6.6.1, Creating a Companion Training.

4.6.6 Managing Exam Content

While adding a new exam, copying an existing exam, merging exams, or editing an unassigned exam, you can manage its content in a variety of ways, including:

- Creating a companion training that has the same tasks as the exam
- Add additional questions or tasks to the exam
- Add new custom questions to the exam
- Preview the exam questions
- Get information about how tasks are ordered on the exam

4.6.6.1 Creating a Companion Training

A companion training has the same tasks as the exam from which it has been created. Therefore, if you add or remove a task from the exam, it is also removed from the companion training.

To create a companion exam, use the following procedure:

1. On the **Properties** tab of the exam click the **Auto-generate companion training** checkbox so it checked (i.e. on).
2. Enter a unique name for the training. You can than modify this training as necessary afterwards. See section 4.7.3, Editing Training.
3. When done with this and the rest of your changes you can:

   - Click on the **Save and Close** button to save the exam. You will be returned to the **EXAMS** page.
   - Click the **Cancel** button if you do not want to save the exam. You will see the message **All new information will be lost. Proceed?** If you want to cancel the changes, click the **OK** button. You will be returned to the **EXAMS** page.

4.6.6.2 Adding Additional Questions or Tasks

After you have selected the initial questions or tasks using the **Add a New Exam** wizard, you can select additional questions using the following procedure:

1. From the **Questions** tab select **Source**. Your options are **Tasks**, **Testbank**, or **My Custom Questions**.
2. Based on the selected Source, you can select **Subject**, **Series**, **Textbook**, **Chapter/Unit**, and/or **Type** from the appropriate drop-down menus. This will add new options to the **Available Questions** menu. You can further narrow this list by entering a term and clicking on the **Search** button.
3. Select one or more questions from the **Available Questions** menu and click on the **>** button to add them to the **Exam Questions** menu. You can select multiple questions by holding down the **Ctrl** key to select individual questions or the **Shift** key to select a range of questions. You can also click on the **Select All** checkbox to select all questions. If you would like to narrow the list, enter a term into the field below the menu and click on the **Search** button. If you make a mistake, select a question and click on the **<**

button. You can also select multiple or all questions to remove as you did above.

4. When done with this and the rest of your changes you can:

   - Click on the **Save and Close** button to save the exam. You will be returned to the **EXAMS** page.
   - Click the **Cancel** button if you do not want to save the exam. You will see the message **All new information will be lost. Proceed?** If you want to cancel the changes, click the **OK** button. You will be returned to the **EXAMS** page.

4.6.6.3 Adding Custom Questions

To add a custom question to the exam, use the following procedure:

1. From the **Questions** tab, click on the **Create Custom Questions** button. The **Add New Custom Question** window will display.
2. Follow the procedure in section 4.6.10.2, Adding a Custom Question.
3. When done with this and the rest of your changes you can:

   - Click on the **Save and Close** button to save the exam. You will be returned to the **EXAMS** page.
   - Click the **Cancel** button. If you do not want to save the exam, click on the **Cancel** button. You will see the message **All new information will be lost. Proceed?** If you want to cancel the changes, click the **OK** button. You will be returned to the **EXAMS** page

4.6.6.4 Previewing Exam Questions

The preview capability enables you to determine if the exam has the questions and tasks you require. To preview exam questions, use the following procedure:

1. From the Questions tab, select one or more questions from the **Exam Questions** menu or click on the **Select All** checkbox to preview the entire exam.
2. Click on the **Preview Selected Questions** link. The **Preview Exam** window will display, listing each selected question or task. From here you can:
   - Change the document used by tasks by selecting from the **Scenario** drop-down field.
   - View the question or task in the SAM Content Player by clicking the **Launch** button. See section 4.10, Using the Content Player, for further information.
   - View all the selected questions and tasks in SAM Content Player by clicking on the **Launch All** button. See section 4.10, Using the Content Player, for further information. Note that if you have selected over 150 questions to add, the **Launch All** button will be dimmed since an exam

can only have a maximum of 150 questions. You can still use the **Launch** button to preview individual questions.
  - Get a print out of all selected questions and tasks by clicking on the **Print** button at the top of the window.
3. Click on the **Close** button to return to the **Questions** tab.

4.6.6.5 Getting Task Ordering Information

If you want information about how tasks are ordered on SAM and on your exam, use the following procedure:

1. Click on the **how are my tasks ordered?** Link. The **Task Ordering Logic** window will display, providing you with an overview.
2. For a reference guide listing all tasks, click on the **click here** link. A standard **File Download** dialog box will display.
3. From there you can do one of the following:
   - Click the **Open** button to view the reference guide in Excel.
   - Click the **Save** button to store the spreadsheet on your PCs hard disk, a network drive, or a USB drive.
   - Click the **Cancel** button to close the dialog box and not view or store the reference guide.
4. When done, click the **Close** button on the **Task Ordering Logic** window.

4.6.7 Deactivating an Exam

Occasionally you will need to deactivate an exam if, for example, you are no longer teaching a specific course topic. To deactivate an exam, use the following procedure:

1. Click on the **Exams** button on the navigation bar. The **EXAMS** page will display.
2. Search for and select an exam.
3. Click on the **Deactivate** button. You will see a message asking you to confirm the deactivation.
4. Click on the **OK** button to deactivate the exam or the **Cancel** button to leave it active. You will be returned to the **EXAMS** page.

Please note the following:

- When you deactivate an exam, you also will deactivate any assignments associated with it.
- When you deactivate an exam with a companion training, the training and any assignments associated with it will also be deactivated.

4.6.8 Scheduling an Exam

Selecting an exam and clicking on the **Schedule** button will take you to the SAM Assignments area. Please refer to section 4.9.2.1, Scheduling an Exam, for further information.

4.6.9 Previewing an Exam

SAM 2010 lets you preview an exam so you can see it how your students will see it. To preview an exam, use the following procedure:

1. Click on the **Exams** button on the navigation bar. The **EXAMS** page will display.
2. Search for and select an exam.
3. Click on the **Preview** button. The **Preview Exam** window will display.
4. From here you can do any of the following:
   - Select a document from the **Scenario** drop-down menu. The first scenario document is selected by default.
   - Click the **Print** button to print the contents of the **Preview Exam** window.
   - Click the **Launch All** button to preview all questions or tasks using the selected scenario document. The SAM Content Player will open in a separate window. Note that if you have selected over 150 questions to add, the **Launch All** button will be dimmed since an exam can only have a maximum of 150 questions. You can still use the **Launch** button to preview individual questions.
   - Click the **Launch** button to the right of a specific question or task to preview it using the selected scenario document The SAM Content Player will open in a separate window.
5. Use the SAM Content Player to preview the exam. See section 4.10, Using the Content Player, for further instruction.
6. When you are done, click the **Exit** button in the player's control panel or the **X** icon on the windows title bar to close the Content Player's window and return to the **Preview Exam** window.
7. Click the **Close** button to close the **Preview Exam** window and return to the **EXAMS** page.

4.6.10 Managing Custom Questions

In addition to the questions included with SAM 2010 testbank, you can also add your own questions and add them to exams. To manage your custom questions, go to the **EXAMS** page and click on the **Custom Questions** button.

4.6.10.1 Searching For and Selecting a Custom Question

Before you can edit, copy, preview, or deactivate a custom question, you first need to search for and select the question from SAM's database using the following procedure:

1. Click on the **Exams** button on the navigation bar. The **EXAMS** page will display.
2. Click on the **Custom Questions** button. The **CUSTOM QUESTIONS** page will display.

3. You can search by **Subject**, **Series**, **Textbook**, **Chapter/Unit**, **Type**, and **Status** by selecting from the appropriate drop-down menu. You can also enter a term in the **Text** field.
4. When you have finished entering your search criteria, click on the **Search** button. A list of matching custom questions will display.
5. From here you can:

    - Click on the question's name to view details. You can exit the display by clicking on the **Close** button.
    - Select a question by clicking on the radio button associated with it and click on the **Edit**, **Copy, Preview**, or **Deactivate** button as necessary to continue.
    - Click on the **Clear** button to reset the search criteria.

4.6.10.2 Adding a Custom Question

To add a custom question, use the following procedure:

1. Click on the **Exams** button on the navigation bar. The **EXAMS** page will display.
2. Click on the **Custom Questions** button. The **CUSTOM QUESTIONS** page will display.
3. Click on the **Add New** button. The **Custom Question – Add New** page will display.
4. Enter the necessary information. Fields marked with an asterisk (*) are mandatory.

Field Label	Description

Field Label	Description
*Subject	Select a subject for the questions from the drop-down menu. Options include: • Computer Concepts • IC3 • Internet • Internet Explorer 8 • Internet Explorer 9 • MIS • MS Access 2010 • MS Excel 2010 • MS Outlook 2010 • MS PowerPoint 2010 • MS Windows 7 • MS Word 2010 • Other • Programming
Series	If you want to enter remediation information for the question, select a series from the drop-down menu. Options include: • 4LTR • Basics • Emerge • Illustrated • K12 • MIS • New Perspectives • Other • Pasewark • Performing • Practical Series • Programming • Revealed • Security • Shelly Cashman • Succeeding Series
Textbook	If you selected a **Series**, you can also select a textbook from that series by selecting from the drop-down menu.
Chapter/Unit	If you selected a **Textbook**, you can select a chapter or unit from that book's table of content by selecting from the drop-down menu.
Remediation Page	If you selected a **Textbook**, you can enter a page number.

Field Label	Description
*Type	Select the **Type** of question you want to enter. Options include: • Yes/No • True/False • Multiple Choice • Short Answer • Multiple Response
*Status	Select whether this question is **Private** or **Public** by clicking on the appropriate radio button.
*Question Text	Enter the text for the components of your question. The format will vary based on the selected **Type**.
*Correct Answer	Enter the correct answer for the question. The format will vary based on the selected **Type**.

5. If you want to add another question click on the **Save** button. If you want to return to the **CUSTOM QUESTIONS** page, click on the **Save and Close** button. If you do not want to save the question, click on the **Cancel** button.

4.6.10.3 Editing a Custom Question

To edit an existing custom question, use the following procedure. Note that you must own a question in order to edit it.

1. Click on the **Exams** button on the navigation bar. The **EXAMS** page will display.
2. Click on the **Custom Questions** button. The **CUSTOM QUESTIONS** page will display.
3. Search for and select a question.
4. Click on the **Edit** button. The **Edit Custom Question** page will display.
5. Make any necessary changes.
6. If you want to add another question click on the **Save** button. If you want to return to the **CUSTOM QUESTIONS** page, click on the **Save and Close** button. If you do not want to save the changes, click on the **Cancel** button.

4.6.10.4 Copying a Custom Question

To copy an existing custom question, use the following procedure:

1. Click on the **Exams** button on the navigation bar. The **EXAMS** page will display.
2. Click on the **Custom Questions** button. The **CUSTOM QUESTIONS** page will display.
3. Search for and select a question.
4. Click on the **Copy** button. The **Copy Custom Question** page will display.
5. Make any necessary changes.

6. If you want to add another question click on the **Save** button. If you want to return to the **CUSTOM QUESTIONS** page, click on the **Save and Close** button. If you do not want to save the changes, click on the **Cancel** button.

4.6.10.5 Deactivating a Custom Question

Occasionally you will need to deactivate a common question if, for example, the question is no longer pertinent. To deactivate a custom question, use the following procedure. Note that you can only deactivate a question you own.

1. Click on the **Exams** button on the navigation bar. The **EXAMS** page will display.
2. Click on the **Custom Questions** button. The **CUSTOM QUESTIONS** page will display.
3. Search for and select a question.
4. Click on the **Deactivate** button. You will see the message **Do you really want to deactivate this question?**
5. Click on the **OK** button to deactivate the question or **Cancel** to leave it active.

4.6.10.6 Previewing a Custom Question

SAM lets you preview a custom question so you can see it how your students will see it. To preview a question, use the following procedure:

1. Click on the **Exams** button on the navigation bar. The **EXAMS** page will display.
2. Click on the **Custom Questions** button. The **CUSTOM QUESTIONS** page will display.
3. Search for and select a question.
4. Click on the **Preview** button. The SAM 2010 Content Player will open displaying the question. See section 4.10, Using the Content Player, for further instruction.
5. When you are done, click the **Exit** button in the player’s control panel or the **X** icon on the windows title bar to close the Content Player’s window and return to the **CUSTOM QUESTIONS** page.

4.7 Training

4.7.1 Searching for and Selecting Training

Before you edit, copy, preview, schedule, or deactivate training, you first need to first search for and select it from SAM’s database using the following procedure:

1. Click on the **Training** button on the navigation bar. The **TRAINING** page will display.
2. You can search for training by subject, a range of dates during which it was created, and type.
3. When you have finished entering your search criteria, click on the **Search** button. A list of matching training will display.

4. From here you can:

    - Click on the training's name to view its details. You can exit the display by clicking on the **Close** button.
    - Select training by clicking on the radio button to the left of its name and click on the **Edit**, **Copy, Preview**, **Schedule**, or **Deactivate** button as necessary to continue.
    - Click on the **Clear** button to reset the search criteria.

4.7.2 Adding Training

You can create three different types of training:

- Textbook training based on textbook chapters you select.
- Copy existing public or private training to create a new one.
- New training using questions you specify.

4.7.2.1 Adding a Textbook Training

To create training from a textbook, use the following procedure:

1. Click on the **Training** button on the navigation bar. The **TRAINING** page will display.
2. Click on the **Add New** button. The **Add New Training** wizard will start and will display the first step, **Select Training**. Once in the wizard you can exit at any time by clicking on the **Cancel** button. This will return you to the **TRAINING** page.
3. Click on the **Textbook Training** radio button and click on the **OK** button. This will display Step 2 of the wizard, **Add Textbook Training**. If you make a mistake, click on the **Back** button to return to **Select Training** or the **Cancel** button to return to the **TRAINING** page.
4. Select a **Chapter Subject** and **Textbook** from the appropriate drown-down menu. This will display a list of matching trainings.
5. Select one or more training from the **Select Textbook Training(s)** menu and click on the **>** button to add it to the **New Training Contents** menu. You can select multiple training by holding down the **Ctrl** key to select individual training or the **Shift** key to select a range of training. You can also click on the **Select All** checkbox to select all training. If you would like to narrow the list, enter a term into the field below the menu and click on the **Search** button. If you make a mistake, click on training in the **New Training Contents** menu and click on the **<** button to remove it. You can also select multiple or all training to remove as you did above.
6. If desired, you can review the listed trainings by selecting from either the **Select Textbook Training(s)** or **New Training Contents** menus and clicking on the **Preview Selected Training(s)** link above each. See section 4.7.9, Previewing Training, for further information.

7. Click on the **OK** button. The **TRAINING – Add New** page will display, defaulting on the **Properties** tab. If you do not want to add the training, click on the **Cancel** button.
8. Give the training a unique **Name** and decide whether its status should be **Private** or **Public** by clicking on the appropriate radio button.
9. Click on the **Questions** tab. **The Questions** tab displays the details of the training, including the specific tasks in the training and enables you to **preview t**he tasks. If you are satisfied with the training details, no changes are required on this tab. If you want create a companion training or to change the exam's content, refer to section 4.7.6, Managing Training Content.
10. From here you can:

   - Click the **Save and Close** button to save the training. A message will display indicating the training has been successfully created. Click the **OK** button. You will be returned to the **TRAINING** page.
   - Click on the **Cancel** button. You will see the message **All new information will be lost. Proceed?** If you want to cancel the changes, click the **OK** button. You will be returned to the **TRAINING** page.

4.7.2.2 Copying an Existing Training

To copy an existing training, use the following procedure:

1. Click on the **Training** button on the navigation bar. The **TRAINING** page will display.
2. Click on the **Add New** button. The **Add New Training** wizard will start and will display the first step, **Select Training**. Once in the wizard you can exit at any time by clicking on the **Cancel** button. This will return you to the **TRAINING** page.
3. Click on the **Existing Training** radio button and click on the **OK** radio button. This will display Step 2 of the wizard, **Copy Saved Training(s)**. If you make a mistake, click on the **Back** button to return to **Select Training** or the **Cancel** button to return to the **TRAINING** page.
4. Select a **Subject** and **Status** from the appropriate drop-down menus. This will display a list of matching training.
5. Select one or more training from the **Select Saved Training(s)** menu and click on the **>** button to add to the **New Training Contents** menu. You can select multiple training by holding down the **Ctrl** key to select individual training or the **Shift** key to select a range of training. You can also click on the **Select All** checkbox to select all training. If you would like to narrow the list, enter a term into the field below the menu and click on the **Search** button. If you make a mistake, click on training in the **New Training Contents** menu and click on the **<** button to remove it. You can also select multiple or all training to remove as you did above.
6. If desired, you can review the listed trainings by selecting from either the **Select Saved Training(s)** or **New Training Content** menus and clicking

on the **Preview Selected Training(s)** link above each. See section4.7.9, Previewing Training, for further information.

7. Click on the **OK** button. The **TRAINING – Add New** page will display, defaulting on the **Properties** tab.
8. Give the training a unique **Name** and decide whether its status should be **Private** or **Public** by clicking on the appropriate radio button.
9. Click on the **Questions** tab. **The Questions** tab displays the details of the training, including the specific tasks in the training and enables you to **preview** the tasks. If you are satisfied with the training details, no changes are required on this tab. If you want create a companion training or to change the exam's content, refer to section 4.7.6, Managing Training Content.
10. From here you can:

- Click the **Save and Close** button to save the training. A message will display indicating the training has been successfully created. Click the **OK** button. You will be returned to the **TRAINING** page.
- Click on the **Cancel** button. You will see the message **All new information will be lost. Proceed?** If you want to cancel the changes, click the **OK** button. You will be returned to the **TRAINING** page.

4.7.2.3 Adding a New Training

To create a new training, use the following procedure:

1. Click on the **Training** button on the navigation bar. The **TRAINING** page will display.
2. Click on the **Add New** button. The **Add New Training** wizard will start and will display the first step, **Select Training**. Once in the wizard you can exit at any time by clicking on the **Cancel** button. This will return you to the **TRAINING** page.
3. Click on the **New Training** radio button and click on the **OK** radio button. This will display Step 2 of the wizard, **Pick and Choose from available Training questions**. If you make a mistake, click on the **Back** button to return to **Select Training** or the **Cancel** button to return to the **TRAINING** page.
4. Select a **Subject** from the drop-down menu. This will display a list of matching tasks.
5. Select one or more tasks from the **Available Questions** menu and click on the **>** button to add them to the **New Training Contents** menu. You can select multiple training by holding down the **Ctrl** key to select individual questions or the **Shift** key to select a range of questions. You can also click on the **Select All** checkbox to select all questions. If you would like to narrow the list, enter a term into the field below the menu and click on the **Search** button. If you make a mistake, select a question and click on the **<** button. You can also select multiple or all training to remove as you did above.

6. If desired, you can review the listed questions by selecting from either the **Available Questions** or **New Training Contents** menus and clicking on the **Preview Selected Question(s)** link above each. See section 4.7.9, Previewing Training, for further information.
7. Click on the **OK** button. The **TRAINING – Add New** page will display, defaulting on the **Properties** tab.
8. Give the training a unique **Name** and decide whether its status should be **Private** or **Public** by clicking on the appropriate radio button.
9. Click on the **Questions** tab. The **Questions** tab displays the details of the training, including the specific tasks in the training and enables you to preview the questions. If you are satisfied with the training details, no changes are required on this tab. If you want create a companion training or to change the exam's content, refer to section 4.7.6, Managing Training Content.
10. From here you can:

- Click the **Save and Close** button to save the training. A message will display indicating the training has been successfully created. Click the **OK** button. You will be returned to the **TRAINING** page.
- Click on the **Cancel** button. You will see the message **All new information will be lost. Proceed?** If you want to cancel the changes, click the **OK** button. You will be returned to the **TRAINING** page.

4.7.3 Editing Training

To edit training, use the following procedure:

1. Click on the **Training** button on the navigation bar. The **TRAINING** page will display.
2. Search for and select training.
3. Click on the **Edit** button. This will display the **TRAINING– Edit** page, defaulting to the **Properties** tab.
4. Make the necessary changes to the training's properties.
5. Click on the **Questions** tab and make any necessary changes. Refer to section 4.7.6, Managing Training Content.
6. From here you can:

- Click the **Save and Close** button to save the training. A message will display indicating the training has been successfully created. Click the **OK** button. You will be returned to the **TRAINING** page.
- Click on the **Cancel** button. You will see the message **All new information will be lost. Proceed?** If you want to cancel the changes, click the **OK** button. You will be returned to the **TRAINING** page.

If you are editing a training that has a companion exam, note the following:

- Any tasks you add to or remove from the training will also be added to or removed from companion exam. Questions on the companion exam will not be effected.
- You cannot add or remove tasks from a training when either it or its companion exam has been assigned.

4.7.4 Copying Training

To copy training, use the following procedure:

1. Click on the **Training** button on the navigation bar. The **TRAINING** page will display.
2. Search for and select training.
3. Click on the **Copy** button. This will display the **TRAINING – Copy (Add New)** page, defaulting to the **Properties** tab.
4. Make the necessary changes to the training's properties. Refer to section 4.7.6, Managing Training Content.
5. From here you can:

    - Click the **Save and Close** button to save the training. A message will display indicating the training has been successfully created. Click the **OK** button. You will be returned to the **TRAINING** page.
    - Click on the **Cancel** button. You will see the message **All new information will be lost. Proceed?** If you want to cancel the changes, click the **OK** button. You will be returned to the **TRAINING** page.

Note that coping a training that has an existing companion exam does not make a copy of that exam. However, once the training has been copied, you can create a new companion exam for it when you enter the properties. You can also manually copy the existing companion exam. See section 4.6.4, Copying an Exam. .

4.7.5 Merging Trainings

You can merge textbook or custom training to create a new training using the following procedure:

1. Click on the **Training** button on the navigation bar. The **TRAINING** page will display.
2. Click on the **Add New** button. The **Add New Training** wizard will start and will display the first step, **Select Training**.
3. Click on the **Textbook Training** or **Existing Training** radio button and click on the **OK** button. This will display second step of the wizard. If you make a mistake, click on the **Cancel** button to return to the **TRAINING** page.
4. If you selected **Textbook Training**, select a **Chapter Subject** and **Textbook** from the appropriate drown-down menu. If you selected **Existing Training**, select a **Subject** and **Status** from the appropriate drop-down menus. In either case, this will display a list of matching

training. If you make a mistake, click the **Back** button to return to **Select Training** or **Cancel** to return to the **TRAINING** page.

5. Select one or more training from the left-hand menu and click on the **>** button to add to the **New Training Contents** menu. You can select multiple training by holding down the **Ctrl** key to select individual training or the **Shift** key to select a range of training. You can also click on the **Select All** checkbox to select all training. If you would like to narrow the list, enter a term into the field below the menu and click on the **Search** button. If you make a mistake, click on training in the **New Training Contents** menu and click on the **<** button to remove it. You can also select multiple or all training to remove as you did above.
6. Click on the **OK** button. The **TRAINING – Add New** page will display, defaulting on the **Properties** tab.
7. Give the training a unique **Name** and decide whether its status should be **Private** or **Public** by clicking on the appropriate radio button.
8. Click on the **Questions** tab to review the training and make any necessary changes.
9. If you want create a companion training or to change the exam's content, refer to section 4.7.6, Managing Training Content.
10. From here you can:

    - Click the **Save and Close** button to save the training. A message will display indicating the training has been successfully created. Click the **OK** button. You will be returned to the **TRAINING** page.
    - Click on the **Cancel** button. You will see the message **All new information will be lost. Proceed?** If you want to cancel the changes, click the **OK** button. You will be returned to the **TRAINING** page.

Note that merging training does not merge any associated companion exams. However, you can create a new companion exam when you enter the properties for the training. See section 4.7.6.1, Creating a Companion Exam.

4.7.6 Managing Training Content

While adding a new training, copying an existing training, merging trainings, or editing an unassigned training, you can manage its content in a variety of ways, including:

- Creating a companion exam that has the same tasks as the training
- Add additional questions or tasks to the training
- Preview the training questions
- Get information about how tasks are ordered on the exam

4.7.6.1 Creating a Companion Exam

A companion exam has the same tasks as the training from which it has been created. Therefore, if you add or remove a task from the traning, it is also removed from the companion exam.

To create a companion training, use the following procedure:

4. On the **Properties** tab of the training click the **Auto-generate companion exam** checkbox so it checked (i.e. on).

4.7.6.2 Enter a unique name for the training. You can than modify this necessary afterwards. See section 4.6.2.4, Adding a Reading Exam

If you have added a textbook with end-of-chapter reading questions associated with it, you can create a reading exam to test your students' comprehension of the material. These will appear to your students just like any other exam.

12. Click on the **Exams** button on the navigation bar. The **EXAMS** page will display.
13. Click on the **Add** button. The **Add Exam** wizard will start and will display the first step, **Select Exam**. Once in the wizard, you can exit at any time by clicking on the **Cancel** button. This will return you to the **EXAMS** page.
14. Click on the **Existing Exam** radio button, and then click on the **OK** button. This will display Step 2 of the wizard, **Copy Saved Exam(s)**.
15. Select a **Subject** and the Category **Chapter Review** from the appropriate drop-down menus. A menu called **Book for Review Exam** will display.
16. Select a textbook from the **Book for Review Exam** menu. This will display a list of matching reading exams. If you make a mistake, click on the **Back** button to return to step **Select Exam**, or **Cancel** to return to the **EXAMS** page.
17. Select one or more reading exams from the **Select Saved Exam(s)** menu and click on the **>** button to add them to the **New Exam Contents** menu. You can select multiple exams by holding down the **Ctrl** key to select individual exams, or the **Shift** key to select a range of exams. You can also click on the **Select All** checkbox to select all exams. If you would like to narrow the list, enter a term into the field below the menu and click on the **Search** button. If you make a mistake, click on an exam in the **New Exam Contents** menu and click on the **<** button to remove it. You can also select multiple or all exams to remove, as you did above.
18. If desired, you can preview the listed exams by selecting them from either the **Select Saved Exam(s)** or **New Exam Contents** menu and clicking on the **Preview Selected Exam** link above each. See section 4.6.9, Previewing an Exam, for further information.
19. Click on the **OK** button. The **EXAM – Add New** page will display, showing the **Properties** tab.
20. Give the exam a unique **Name** and decide whether its status should be **Private** or **Public** by clicking on the appropriate radio button.
21. Click on the **Questions** tab. The **Questions** tab displays the details of the exam. If you are satisfied with the exam details, no changes are required on this tab. If you want to create a companion training or change the exam's content, refer to section 4.6.6, Managing Exam Content.
22. When done, you can:

- Click on the **Save and Close** button to save the exam. You will be returned to the **EXAMS** page.
- Click the **Close** button. If you do not want to save the exam, click on the **Cancel** button. You will see the message **All new information will be lost. Proceed?** If you want to cancel the changes, click the **OK** button. You will be returned to the **EXAMS** page.

5. Editing an Exam.
6. When done with this and the rest of your changes you can:

- Click on the **Save and Close** button to save the training. You will be returned to the **EXAMS** page.
- Click on the **Cancel** button if you do not want to save the training. You will see the message **All new information will be lost. Proceed?** If you want to cancel the changes, click the **OK** button. You will be returned to the **TRAININGS** page.

4.7.6.3 Adding Additional Tasks

After you have selected the initial tasks using the **Add a New Training** wizard, you can select additional questions using the following procedure:

1. Select **Subject**, **Series**, **Textbook**, **Chapter/Unit**, and/or **Type** from the appropriate drop-down menus. This will add new options to the **Available Questions** menu. You can further narrow this list by entering a term and clicking on the **Search** button.
2. Select one or more questions from the **Available Questions** menu and click on the **>** button to add them to the **Training Questions** menu. You can select multiple questions by holding down the **Ctrl** key to select individual questions or the **Shift** key to select a range of questions. You can also click on the **Select All** checkbox to select all exams. If you would like to narrow the list, enter a term into the field below the menu and click on the **Search** button. If you make a mistake, select a question and click on the **<** button. You can also select multiple or all questions to remove as you did above.
3. When done with this and the rest of your changes you can:

- Click on the **Save and Close** button to save the training. You will be returned to the **TRAININGS** page.
- Click on the **Cancel** button if you do not want to save the training. You will see the message **All new information will be lost. Proceed?** If you want to cancel the changes, click the **OK** button. You will be returned to the **TRAININGS** page.

4.7.6.4 Previewing Training Questions

The preview capability enables you to determine if the training has the questions and tasks you require. To preview exam questions, use the following procedure:

1. From the Questions tab, select one or more questions from the **Training Questions** menu or click on the **Select All** checkbox to preview the entire training.
2. Click on the **Preview Selected Questions** link. The **Preview Exam** window will display, listing each selected task. From here you can:
   - View the question or task in the SAM Content Player by clicking the **Launch** button. See section 4.10, Using the Content Player, for further information.
   - View all the selected questions and tasks in SAM Content Player by clicking on the **Launch All** button. See section 4.10, Using the Content Player, for further information. Note that if you have selected over 150 questions to add, the **Launch All** button will be dimmed since an exam can only have a maximum of 150 questions. You can still use the **Launch** button to preview individual questions.
   - Get a print out of all selected questions and tasks by clicking on the **Print** button at the top of the window.
3. Click on the **Close** button to return to the **Questions** tab.

4.7.6.5 Getting Task Ordering Information

If you want information about how tasks are ordered on SAM and on your training, use the following procedure:

1. Click on the **how are my tasks ordered?** Link. The **Task Ordering Logic** window will display, providing you with an overview.
2. For a reference guide listing all tasks, click on the **click here** link. A standard **File Download** dialog box will display.
3. From there you can do one of the following:
   - Click the **Open** button to view the reference guide in Excel.
   - Click the **Save** button to store the spreadsheet on your PCs hard disk, a network drive, or a USB drive.
   - Click the **Cancel** button to close the dialog box and not view or store the reference guide.
4. When done, click the **Close** button on the **Task Ordering Logic** window.

4.7.7 Deactivating Training

Occasionally you will need to deactivate training if, for example, you are no longer teaching a specific course topic. To deactivate training, use the following procedure:

1. Click on the **Training** button on the navigation bar. The **TRAINING** page will display.
2. Search for and select training.
3. Click on the **Deactivate** button. You will see a message asking you to confirm the deactivation.
4. Click on the **OK** button to deactivate the training or the **Cancel** button to leave it active. You will be returned to the **TRAINING** page.

Please note the following:

- When you deactivate a training, you also will deactivate any assignments associated with it.
- When you deactivate a training with a companion exam, the exam and any assignments associated with it will also be deactivated.

4.7.8 Scheduling Training

Selecting training and clicking on the **Schedule** button will take you to the **SAM Assignments** area. Please refer to section 4.9.2.2, Scheduling Training, for further information.

4.7.9 Previewing Training

SAM 2010 lets you preview training so you can see it how your students will see it. To preview training, use the following procedure:

1. Click on the **Training** button on the navigation bar. The **TRAINING** page will display.
2. Search for and select training.
3. Click on the **Preview** button. The **Preview Training** window will display.
4. From here you can do any of the following:
    - Select a document from the **Scenario** drop-down menu. The first scenario document is selected by default.
    - Click the **Print** button to print the contents of the **Preview Training** window.
    - Click the **Launch All** button to preview all questions or tasks using the selected scenario document. Note that if you have selected over 150 questions to add, the **Launch All** button will be dimmed since an exam can only have a maximum of 150 questions. You can still use the **Launch** button to preview individual questions.
    - Click the **Launch** button to the right of a specific question or task to preview it using the selected scenario document.
5. Use the SAM Content Player to preview the training. See section 4.10, Using the Content Player, for further instruction.
6. When you are done, click the **Exit** button in the player's control panel or the **X** icon on the windows title bar to close the Content Player's window and return to the **Preview Training** page.
7. Click the **Close** button to return to the **TRAINING** page.

4.8 Projects

4.8.1 Searching For and Selecting Projects

Before you can preview or schedule a project, you first must search for and select it. To search for and select a project, use the following procedure:

1. Click on the **Projects** button in the navigation bar. The **PROJECTS** page will display.
2. You can search by **Subject**, **Series**, **Book**, and **Chapter** by selecting from the appropriate drop-down menus.

3. Click the **Search** button.
4. Click the radio button associated with the project.
5. Click on **Preview** or **Schedule** to continue or **Clear** to reset the search criteria.

4.8.2 Previewing a Project

SAM 2010 lets you preview a project so you can see it how your students will see it. To preview a project, use the following procedure:

1. Click on the **Projects** button in the navigation bar. The **PROJECTS** page will display.
2. Search for and select a project.
3. Click the **Preview** button. The **PREVIEW PROJECT** page will be displayed.
4. From here you can do any of the following:
    - Click on the **View Skills Sets** link to view the skills that will be tested by the project. The **Projects Skill Sets** window will display. Click **Close** to close the window and return to the **PREVIEW PROJECTS** page.
    - Click the **Download** link to the right of **Instruction File** to view the instructions for this project. A **File Download** dialog box will open. Click the **Open** button to immediately view or print the instructions file or **Save** to save it to a directory to view or print at a later time.
    - Click the **Download** link to the right of **Starting Document** to view the document that will be used in for this project. A **File Download** dialog box will open. Click the **Open** button to immediately view or print the starting document or **Save** to save the it to a directory to view or print at a later time.
    - Click the **Download** link to the right of **Solution File** to view what the completed project should look like when completed by your students. A **File Download** dialog box will open. Click the **Open** button to immediately view or print the solution file or **Save** to save the it to a directory to view or print at a later time.
    - Click on the **Close** button to return to the **PROJECTS** page.

4.8.3 Scheduling a Project

Selecting a project and clicking on the Schedule button will take you to the **SAM Assignments** area. Please refer to section 4.9.2.3.

4.9 SAM Assignments

SAM Assignments is used to schedule Exam, Training and Project assignments for your students to take.

4.9.1 Searching For and Selecting an Assignment

Before you can edit, copy, preview, or deactivate an assignment, you first must search for and select it. To search for and select an Exam or Project assignment, use the following procedure:

1. Click on the **SAM Assignments** button on the navigation bar. The **SAM ASSIGNMENTS** page will display.
2. You can search by **Section** and/or **Type** by selecting from the appropriate drop-down menu. You can also narrow the search by a range of assignment dates.
3. Click the **Search** button. A list of matching assignments will display.
4. From here you can:

   - Click on the assign's name to view details. You can exit the display by clicking on the **Close** button.
   - Click the radio button to the left of the assignment's name and click on the **Edit**, **Copy**, **Preview**, or **Deactivate** button to continue.
   - Click the **Clear** button to reset the search criteria.

4.9.2 Scheduling an Assignment

4.9.2.1 Scheduling an Exam

Use the following procedure to schedule an Exam assignment:

1. Click on the **SAM Assignments** button on the navigation bar. The **SAM ASSIGNMENTS** page will display.
2. Click the **Schedule New** button. This will start the **New Assignment Wizard** and display the first step, **What kind of assignment do you want to schedule?** Your options are: **Exam**, **Training**, or **Project**. Once in the wizard you can exit at any time by clicking on the **Cancel** button. This will return you to the **SAM ASSIGNMENTS** page.
3. Click on the **Exam** link. Step 2 of the **New Assignments Wizard**, **Select an Exam**, will display. If you make a mistake, click on the **Back** button to return to **What kind of assignment do you want to schedule?** or **Cancel** to return to the **SAM ASSIGNMENTS** page.
4. You can search for a project by **Subject** and **Status** by selecting from the appropriate drop-down menus. A list of matching exams will display.
5. Select an exam and click the **OK** button. The **SAM ASSIGNMENTS – New Page** will display, defaulting to the **Properties** tab.
6. Complete the fields under the **Properties** tab. Note that an * indicates a mandatory field.

Field Label	Description
*Assignment Name	Enter a unique name for the exam assignment.
Remediation	Enter the remediation for the exam:

Field Label	Description
	• To add remediation information, select one or more books from the **Remediation** menu and click the **>** button. You can select multiple books by holding down the **Ctrl** key to select individual training or the **Shift** key to select a range of books. • To remove remediation information, select one or more books from the **Selected Remediation** menu and click the **<** button. You can select multiple books as you did above.
*Section(s)	Next you need to select sections for the exam assignment. • To add the assignment to a section, select one or more sections from the **Section(s)** menu and click the **>** button. You can select multiple sections by holding down the **Ctrl** key to select individual training or the **Shift** key to select a range of sections. • To remove the project from a section, select one or more sections from the **Selected Section(s)** menu and click the **<** button. You can select multiple sections as you did above.

7. Click the **Exam Options** tab.
8. Complete the fields under the **Exam Options** tab. Note that an ***** indicates a mandatory field.

Option	Description	Default Setting
Instructions	Enter any additional instructions you feel might be helpful to your student.	No instructions
Scoring and Delivery Options		
Pass/Fail	Select whether this exam will be graded on a pass/fail basis or not. If you select **pass/fail,** a field will display so you can enter the pass/fail threshold as a percentage of correct answers.	Not pass/fail

Option	Description	Default Setting
Specify time limit	Select whether there will be a time limit for this exam. If you select to limit the time, a field will display so you can enter the maximum number of minutes.	Untimed
Allow SAM Exam to be retaken	Select whether this exam can be retaken or not. If you select to do so, a field will display so you can enter the maximum number of times up to 50. You may wish to allow students to use the same exam for practice before submitting it for a final grade.	No retakes. Default number retakes if used: One
Randomize tasks/questions	Select whether the exam's questions or tasks should be randomized or presented in the order originally selected for the exam.	Not randomized
Display results at end of exam	Select whether scores will be displayed to the students at the end of the exam or not.	Results not displayed
Performance Task Options		
Modify scenarios	Click this link if you wish to use a task scenario document other than the default Scenario 1. The **Modify Scenario** window will display. Select another document from the **Scenario** drop-down menu. Click **OK** to save the change and close the window. Note that not all tasks have multiple scenarios.	Scenario 1
Display feedback for each task item	Select whether to provide feedback when each task is completed by the student. In other words, informing the user whether the task was accomplished correctly or not.	Feedback is displayed
Specify incorrect actions per task	Select how many times the student can attempt to successfully complete a task before it is marked incorrect. You can select a value from **1** to **10**.	Three attempts
Testbank/Custom Question Options		
Display feedback	Select whether to provide feedback	No feedback

Option	Description	Default Setting
for each question	when each question is answered by the student. In other words, informing the user whether the question was answered correctly or not.	
Specify incorrect attempts per question	Select how many attempts students should have to correctly answer a question. If you select this, a field will display where you can enter the number of attempts. You can select a value from **1** to **10**. Note that if the **Display feedback for each question** checkbox is checked (i.e. feedback is displayed) only one attempt is allowed.	One attempt
Dates/Times and Security		
Specify when the exam is available	Select which days the exam will be available to students. When checked, a calendar will display. From here you can: • To select a specific date, click on it in the calendar • To select multiple days, hold down the **Ctrl** key and click each day • To select an entire week, click on the button at the beginning of a week • To select an entire month, click on the icon in the upper left-hand corner of each month If left unchecked, the exam will be immediately and always available to students once you save the assignment.	Always available
Specify always available password	This option displays if you have not specified dates when the exam will be available. Select whether a password is required to begin the exam. If selected, a field will display. Enter the password here. Be sure to give your students the password.	No password

Option	Description	Default Setting
Specify exam times and passwords	This option displays if you have specified dates when the exam will be available. Select whether a password is required to begin the exam. If selected, the **Set Available Dates and Times** window will display. 1. Select whether the **times and security** applies to **all dates** or **individual dates** by clicking on the appropriate radio button 2. If you selected **individual dates** you will be prompted to select a date from the drop-down menu 3. Enter **exam can be started from** and **to** dates and a password. You can repeat this another two times, if necessary	No times and passwords
Specify when students can view reports	Select when students can view reports concerning their exam performance. • Click on the **Never make reports available to students** radio button if you do not want your students to view results for this Exam • Click on the **Make student reports always available beginning 12:00 AM** radio button if you want to make reports for this project available on a specific date. You can click on the icon to select a date from an online calendar. • Click on the **Make student reports available** to specify a range of dates when reports concerning this exam will be available. You can click on the icon to select from an online calendar.	Make student reports available beginning on today's date

9. From here you can:

- Click the **Save and Close** button to save the assignment. A message will display indicating the assignment has been successfully created. Click the **OK** button. You will be returned to the **SAM ASSIGNMENTS** page.
- Click on the **Cancel** button. You will see the message **All new information will be lost. Proceed?** If you want to cancel the changes, click the **OK** button. You will be returned to the **SAM ASSIGNMENTS** page.

4.9.2.2 Scheduling Training

Use the following procedure to schedule an Exam assignment:

1. Click on the **SAM Assignments** button on the navigation bar. The **SAM ASSIGNMENTS** page will display.
2. Click the **Schedule New** button. This will start the **New Assignment Wizard** and display the first step, **What kind of assignment do you want to schedule?** Your options are: **Exam**, **Training**, or **Project**. Once in the wizard you can exit at any time by clicking on the **Cancel** button. This will return you to the **SAM ASSIGNMENTS** page.
3. Click on the **Training** link. Step 2 of the **New Assignments Wizard**, **Select Training**, will display. If you make a mistake, click on the **Back** button to return to **What kind of assignment do you want to schedule?** or **Cancel** to return to the **SAM ASSIGNMENTS** page.
4. You can search for a project by **Subject** and **Status** by selecting from the appropriate drop-down menus. A list of matching trainings will display.
5. Select a project and click the **OK** button. The **SAM ASSIGNMENTS – New Page** will display, defaulting to the **Properties** tab.
6. Complete the fields under the **Properties** tab. Note that an * indicates a mandatory field.

Field Label	Description
*Assignment Name	Enter a unique name for the training assignment.
Remediation	Enter the remediation for the training: • To add remediation information, select one or more books from the **Remediation** menu and click the **>** button. You can select multiple books by holding down the **Ctrl** key to select individual training or the **Shift** key to select a range of books. • To remove remediation information, select one or more books from the **Selected Remediation** menu and click the **<** button. You can select multiple

Field Label	Description
	books as you did above.
*Section(s)	Next you need to select sections for the training assignment. • To add the assignment to a section, select one or more sections from the **Section(s)** menu and click the **>** button. You can select multiple sections by holding down the **Ctrl** key to select individual training or the **Shift** key to select a range of sections. • To remove the project from a section, select one or more sections from the **Selected Section(s)** menu and click the **<** button. You can select multiple sections as you did above.

7. Click the **Training Options** tab.
8. Complete the fields under the **Training Options** tab. Note that an ***** indicates a mandatory field.

Option	Description	Default Setting
Instructions	Enter any additional instructions you feel might be helpful to your student.	No instructions
Dates/Times and Security		
Specify when the training is available	Select when the training will be available to students. If checked, you can click on the icon to select from an online calendar. If left unchecked, the training will be immediately and always available to students once you save the assignment.	Always available
Specify always available password	Select whether a password is required to begin the training. If selected, a field will display. Enter the password here. Be sure to give your students the password.	No password
Specify when training is due	Select whether the training is due on a specific date or not. If checked, you can click on the icon to select from an online calendar.	No due date
Available after	If you have specified a due date for the	Available

Option	Description	Default Setting
due date	training assignment, you can select whether or not the exam will still be available to students after that date.	after due date

9. From here you can:

   - Click the **Save and Close** button to save the assignment. A message will display indicating the assignment has been successfully created. Click the **OK** button. You will be returned to the **SAM ASSIGNMENTS** page.
   - Click on the **Cancel** button. You will see the message **All new information will be lost. Proceed?** If you want to cancel the changes, click the **OK** button. You will be returned to the **SAM ASSIGNMENTS** page.

4.9.2.3 Scheduling a Project

Use the following procedure to schedule a project assignment:

1. Click on the **SAM Assignments** button on the navigation bar. The **SAM ASSIGNMENTS** page will display.
2. Click the **Schedule New** button. This will start the **New Assignment Wizard** and display the first step, **What kind of assignment do you want to schedule?** Your options are: **Exam**, **Training**, or **Project**. Once in the wizard you can exit at any time by clicking on the **Cancel** button. This will return you to the **SAM ASSIGNMENTS** page.
3. Click on the **Project** link. Step 2 of the New Assignments Wizard, **Select Project**, will display. . If you make a mistake, click on the **Back** button to return to **What kind of assignment do you want to schedule?** or **Cancel** to return to the **SAM ASSIGNMENTS** page.
4. You can search for a project by **Subject**, **Series**, **Book**, and **Chapter** by selecting from the appropriate drop-down menus.
5. Once you have the appropriate filters selected, click the **Search** button. A list of matching projects will display. If you make a mistake, click on the **Clear** button to reset the search criteria.
6. Select a project and click the **OK** button. The **SAM ASSIGNMENTS – New Page** will display, defaulting to the **Properties** tab.
7. Complete the fields under the **Properties** tab. Note that an ***** indicates a mandatory field.

Field Label	Description
*Assignment Name	Enter a unique name for the project.
Remediation	Enter the remediation for the project:

Field Label	Description
	• To add remediation information, select one or more books from the **Remediation** menu and click the **>** button. You can select multiple books by holding down the **Ctrl** key to select individual projects or the **Shift** key to select a range of books. • To remove remediation information, select one or more books from the **Selected Remediation** menu and click the **<** button. You can select multiple books as you did above.
*Section(s)	Next you need to select sections for the project assignment. • To add the assignment to a section, select one or more sections from the **Section(s)** menu and click the **>** button. You can select multiple sections by holding down the **Ctrl** key to select individual projects or the **Shift** key to select a range of sections. • To remove the project from a section, select one or more sections from the **Selected Section(s)** menu and click the **<** button. You can select multiple sections as you did above.

8. Click the **Project Options** tab.
9. Complete the fields under the **Project Options** tab. Note that an ***** indicates a mandatory field.

Option	Description	Default Setting
Instructions	Course Technology has provided detailed instructions for each project. You can enter any additional instructions you feel might be helpful to your students here.	No instructions
Scoring and Delivery Options		
Maximum number of submission attempts	Specify how many times students can submit the project. You may wish to allow students to use the same project for practice before submitting it for a final grade. You can select a value from **1** to **5**.	Three attempts
Set Pass/Fail	Select whether this project will be graded	Not pass/fail

Option	Description	Default Setting
threshold	or a pass/fail basis or not. If you select **pass/fail,** a field will display so you can enter the pass/fail threshold as a percentage of correct answers.	
Dates/Times and Security		
Specify when the exam is available	Select which days the project will be available to students. When checked, a calendar will display. From here you can: • To select a specific date, click on it in the calendar • To select multiple days, hold down the **Ctrl** key and click each day • To select an entire week, click on the button at the beginning of a week • To select an entire month, click on the icon in the upper left-hand corner of each month If left unchecked, the project will be immediately and always available to students once you save the assignment.	Always available
Specify always available password	This option displays if you have not specified dates when the project will be available. Select whether a password is required to begin the project. If selected, a field will display. Enter the password here. Be sure to give your students the password.	No password
Specify exam times and passwords	This option displays if you have specified dates when the project will be available. Select whether a password is required to begin the project. If selected, the **Set Available Dates and Times** window will display. 1. Select whether the **times and security** applies to **all dates** or **individual dates** by clicking on the appropriate radio button 2. If you selected **individual dates** you will be prompted to select a	Always available

Option	Description	Default Setting
	date from the drop-down menu 3. Enter **exam can be started from** and **to** dates and a password. You can repeat this another two times, if necessary.	

10. From here you can:

- Click the **Save and Close** button to save the assignment. A message will display indicating the assignment has been successfully created. Click the **OK** button. You will be returned to the **SAM ASSIGNMENTS** page.
- Click on the **Cancel** button. You will see the message **All new information will be lost. Proceed?** If you want to cancel the changes, click the **OK** button. You will be returned to the **SAM ASSIGNMENTS** page.

4.9.2.4 Adjusting Project Step Weights

SAM assigns a default maximum score for each step in a project based on a maximum of 100 points. For example, if a project has ten steps, each step is worth a maximum score of 10 points. You can adjust the total maximum score of the project itself and the amount deducted from each incorrect step using the following procedure. This can be done when the project's assignment is initially scheduled or when it is edited.

1. Either schedule (see section 4.9.2.3, Scheduling a Project) or search for and select an existing project assignment (see section 4.9.3, Editing an Assignment).
2. Click on the **Projects Options** tab.
3. Click on the link **Adjust maximum score and step weights**. The **Adjust Step Weights** window will display.
4. If desired, change the **Max Score** by selecting from the drop-down menu.
5. If desired, change the **If incorrect, deduct** value of specific steps by enter a new value. There is no need to adjust every step, only those you want to have more weight than the others. SAM will adjust the rest based on Max Score.
    - Enter a value of **0** if you want the step graded but no deduction assigned to it.
    - Enter a value of **-1** if you do not want the step graded.
6. When done:
    - Click the **OK** button to accept the new score settings.
    - Click the **Cancel** button to reject the changes and keep the existing score settings.

4.9.3 Editing an Assignment

Use the following procedure to edit an exam, training, or project assignment:

1. Click on the **SAM Assignments** button on the navigation bar. The **SAM ASSIGNMENTS** page will display.
2. Search for and select an exam, training, or project.
3. Click the **Edit** button. The **SAM ASSIGNMENT – Edit** page will display, defaulting to the **Properties** tab.
4. Edit the properties as necessary.
5. Click the **Options** tab. The name of this tab will vary based on the assignment's type.
6. Edit the options as necessary.
7. From here you can:

   - Click the **Save and Close** button to save the assignment. A message will display indicating the assignment has been successfully created. Click the **OK** button. You will be returned to the **SAM ASSIGNMENTS** page.
   - Click on the **Cancel** button. You will see the message **All new information will be lost. Proceed?** If you want to cancel the changes, click the **OK** button. You will be returned to the **SAM ASSIGNMENTS** page.

Note that you cannot edit an assignment under the following conditions:

- If you do not own the exam. In this case, you can copy the assignment to create a new one and modify it as necessary. See section 4.9.4, Copying an Assignment.
- If one or more students have begun the assignment. Once all students have completed the assignment and the grades have been recorded, it can be edited. Until then, you can copy the assign and modify it as necessary. See section 4.9.4, Copying an Assignment.

4.9.4 Copying an Assignment

Copying an assignment provides an easy way of creating similar assignments that share common attributes. Use the following procedure to copy an exam, training, or project assignment:

1. Click on the **SAM Assignments** button on the navigation bar. The **SAM ASSIGNMENTS** page will display.
2. Search for and select an exam, training, or project assignment.
3. Click the **Copy** button. The **SAM ASSIGNMENT – Copy** page will display, defaulting to the **Properties** tab.
4. Edit the properties as necessary.
5. Click the **Options** tab. The name of this tab will vary based on the assignment's type.

6. Edit the options as necessary.
7. From here you can:

    - Click the **Save and Close** button to save the assignment. A message will display indicating the assignment has been successfully created. Click the **OK** button. You will be returned to the **SAM ASSIGNMENTS** page.
    - Click on the **Cancel** button. You will see the message **All new information will be lost. Proceed?** If you want to cancel the changes, click the **OK** button. You will be returned to the **SAM ASSIGNMENTS** page.

4.9.5 Deactivating an Assignment

Occasionally you will need to deactivate an assignment if, for example, an instructor is absent or it must be delayed due to inclement weather. Use the following procedure to deactivate an Exam or a Project assignment.

1. Click on the **SAM Assignments** button on the navigation bar. The **SAM ASSIGNMENTS** page will display.
2. Search for and select an exam, training or, a project assignment.
3. Click the **Deactivate button**. You will see the message **Do you want to deactivate this Assignment?**
4. Click the **OK** button to deactivate the assignment or **Cancel** to leave it active. You will be returned to the **SAM ASSIGNMENTS** page.

Note that you cannot deactivate an assignment if you do not own it. You will need to ask the assignment owner to deactivate it.

4.9.6 Previewing an Assignment

SAM 2010 gives you two ways of previewing an assignment:

- **Instructor View** lets you preview assignments from within SAM Assignments
- **Student View** lets you preview assignments as if you were a student

4.9.6.1 Instructor View

To see the Instructor View of an assignment, use the following procedure:

1. Search for and select an assignment.
2. Click on the **Preview** button.
    - To preview an exam or training assignment, see section 4.10, Using the Content Player, below.
    - To preview a project assignment, see section 4.8.2, Previewing a Project.

4.9.6.2 Student View

To see the Student View of an assignment, use the following procedure:

1. Click on the **Student View** button from SAM's main menu. You will be automatically logged into the student side of SAM as a virtual student of your sections.
2. From here you can do the following:
   - Click on **My Account** to view your Profile. Note you cannot change your virtual student account.
   - Click on **Sections** to view the sections in which you are virtually enrolled. Note that you cannot join sections using your virtual student account.
   - Click on **SAM Assignments** to view and perform your assignments as a student.
   - Click on **Reports** to view your assignment grades
3. Click on the **Exit Student View** button on SAM's main menu when you are done to return to the instructor side of SAM.

4.10 Using the Content Player

As an instructor, you can use the SAM Content Player to preview exams, trainings, and exam and training assignments.

The SAM Content Player is divided into three areas: Title Bar, Questions Area, and the Control Panel.

4.10.1 Title Bar: Assignment Information

The title bar of the Content Player's window lists general information about the assignment, including:

- Your name
- The name of the assignment

If you use Internet Explorer 7 and SAM has not been added as a trusted site, this information will not correctly display. For instructions on how to setup SAM as a trusted site, see section 3.3.5.

4.10.2 Question Area: Assignment Questions and Tasks

The question displays either the question you need to answer or the simulated task you need to complete. Follow the displayed instructions.

If you are taking training, you will first see a window that describes the training task. Click on **Continue** to proceed with the training.

4.10.3 Control Panel: Content Player Controls

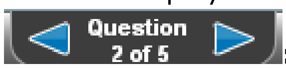
The control panel at the bottom of the page displays the Content Player's controls. These include:

- 

: These controls enable you to open and close the menu of questions. You can use this menu to select specific questions to answer and tasks to perform.

- 

: This controls display when you are using training. Observe mode provides audio and visual instructions for the task, Practice mode helps you perform the task by providing audio and visual prompts, and Apply mode lets you perform the task without assistance.
- 

: This control displays when you are taking an exam. It displays the ID of the current task or question.
- 

: These controls enable you to go to the previous or next questions in the task list.
- 

: This control displays when you are using training. It ends one training mode and takes you to the next. If clicked while in practice mode, it takes you to the next task.
- 
: These controls display when you are using training's Observe and Practice modes. You can reset, rewind, pause, and fast forward through the demonstration of each task. You can also mute and un-mute of the audio presentation.
- 

: These controls display when you are taking an exam. They indicate the time remaining for a timed exam and the number of attempts you have to answer the question or complete the task.
- 

: This control closes the Content Player. If there are any unanswered questions or complete tasks, you see the warning **There are unfinished tasks. Are you sure you want to exit?** Click on **Yes** to exit or **No** to return to the session. If you exit, you will also see a summary of the session. You can click **Print** to print out the summary or **Close** to end the session and return to the **Preview Exam** or **Preview Training** window. Click the **Close** button to close the **Preview** window and return to the **EXAM**, **TRAINING**, or **SAM ASSIGNMENTS** page, depending on where you selected Preview. **Important Note:** Do not use the **X** window control to exit the Content Player. It can result in a loss of work.

4.11 Reports

SAM 2010 provides you with a wide variety of reports that enable to track the performance of your students.

4.11.1 Generating Reports

Use the following procedure to generate reports:

1. Click on the **Reports** button on the navigation bar. The **MY REPORTS** page will display.

2. Select a **Report Type** from the drop down menu. Your selection will determine the specific reports available to you. Report types include: **Exam**; **Training**; **Projects**; and **Other**.
3. Select a **Report** from the drop-down menu. Based on your **Report Type** and **Report** selections, specific search criteria options will display.

Type	Reports
Exam	• Frequency Analysis • Individual Performance • Section Results – by Exam • Section Results – by Section • Section Results – by Subject • Section Results – by All Students (0%): Reports all assignments for a given section and lists a zero score for any incomplete assignments • Student Results – by Exam • Student Results – by Student • Student Results – by Subject • Student Results – All Assignments: This report lists all Exam, Training, and Project assignments for a given student • Student Completion Certificate
Training	• Individual Performance • Section Results – by Training
Project	• Frequency Analysis • Individual Performance • Section Results – by Project • Section Results – by Section • Student Results – by Project • Student Results – by Student • Download Submitted Projects
Other	• Section Roster

4. Select your search criteria and click on the **Generate Report** button. A new browser window will open and display the contents of your report.

4.11.2 Viewing Reports

Once you have generated a report, it will appear in a separate browser window. If the report viewer does not display, your browser is set to block pop-ups. For instructions on how to turn off pop-up blocking, see section 3.3.2.

The report viewer includes the following controls at the top of the page:

- Click on the  button to go to the first page of the report.

- Click on the button to go to the previous page.
- Enter a number in the **Page Number** and press the **Enter** key to go to a specific page.
- Click on the button to go to the next page.
- Click on the button to go to the last page.
- Select from the **Zoom** drop-down menu to increase or decrease the visual size of the report.
- Enter a search term in the **Find Text** field to search for specific words within the report like a section name. Click on **Find** to find the first occurrence of the word, then click on **Next** to find the subsequent occurrences of the word.
- The **Export** link lets you export the report in a number of formats so it can be used in other PC applications like Excel or Word. Select a format from the drop-down and click on the **Export** link. You will see a standard **File Download** dialog box.
    - Click on the **Open** button to view the exported report in the applicable application. You can perform any of the functions that application normally provides such as saving it to a directory, printing it, editing it, emailing it to another user, and others.
    - Click the **Save** button to store the exported report to a directory on your computer, a file server, or a removal drive. Once saved, you can view, print, or email the report at some later time.
- The **Print Using PDF** link converts the report to Adobe's PDF format. If you select this, your PC will display a standard **File Download** dialog box. You have the following options:
    - Click on the **Open** button to view the report using the Adobe Reader application. From here you can print the report, save it to your computer, email it to yourself, or perform any other function provided by the reader.
    - Click on the **Save** button to store the PDF file to a directory on your computer, a file server, a, or removal drive. Once saved, you can view, print, or email the report at some later time.

4.12 Admin Settings

If you are a designated SAM 2010 supervisor or administrator, you will see an **Admin Settings** option on the SAM navigation bar.

The **ADMINISTRATION SETTINGS** page provides tools for your institution's database, including Database Management and Global Options. You cannot change the database of other institutions.

4.12.1 Database Management

4.12.1.1 Managing Your Institution's Database

SAM 2010 maintains a list of both active (i.e., in use) and deactivated (i.e., marked for deletion) database items. These include:

- Users
- Sections
- Exam Assignments
- Training Assignments
- Project Assignments
- Custom Exams
- Custom Exam Questions
- Custom Training

Administrators or supervisors can perform the following database management functions:

- Deactivate active items, flagging them for deletion. Deactivated items do not display in lists or reports.
- Reactivate inactive items as long as they have not yet been purged.
- A user with supervisor privileges can also purge deactivated items, permanently removing them from your institution's database.

4.12.1.2 Searching For, Selecting, and Processing Items

1. Click **Admin Settings** on the navigation bar. The **ADMINISTRATION SETTINGS** page will display.
2. Select an action by clicking on the appropriate tab:
    - Deactivate
    - Purge
    - Reactivate
3. Select the type of items you wish to manage by clicking on the appropriate radio button:
    - Users
    - Sections
    - SAM Assignments
    - Exams and Training
    - Custom Questions
4. You can narrow the list of items by clicking on the check boxes that appear before the item types.
    - Users: Admin, Instructors, Students
    - Sections: No further options
    - Assignments: Exam Assignment, Training Assignment, Project Assignment
    - Exams and Training: Exam, Training
    - Custom Questions: No further options
5. You can further narrow the list of items by entering a search term and pressing **<Enter>**, or clicking on the magnifying glass icon. Depending on the item type, you can specify a search category by clicking on the arrow to the left of the search field.
    - Users: Name only

- Sections: Section Name, Instructor Name
- Assignments: Assignment Name, Creator Name
- Exams and Training: Exam or Training Name, Creator Name
- Custom Questions: Question Name, Creator Name

6. Once you have sufficiently narrowed the list of items, you can select individual items to process.
   - To select all items, click on the **Select All** checkbox so it is checked. To deselect all items, click on the **Select All** checkbox again so it is not checked.
   - To select individual items, click on the checkbox to the left of the item so it is checked. To deselect and item, click on the checkbox again so it is not checked.
7. Process the selected items by clicking on the button corresponding to the action selected in Step 2:
   - Click on the **Deactivate** button to mark the selected items for deletion and remove them from displays and reports. You will see a message asking you to confirm the deactivation. Click on **OK** to continue or **Cancel** to not process.
   - Click on the **Purge** button to permanently delete the selected items from your institution's database (requires supervisor privileges). You will see a message asking you to confirm the purge. Click on **OK** to continue or **Cancel** to not process.
   - Click on the **Reactivate** button to restore selected deactivated items. You will see a message asking you to confirm the reactivation. Click on **OK** to continue or **Cancel** to not process.
   - Click **Reset** to return to Step 3 and begin your search again.

Important Note:
Purging items can affect other items in your institution's SAM database. These are illustrated below.

Purged Item	Other Affected Items
Inactive Student Users	All associated results are also deleted
Inactive Instructor Users	The following associated items will also be deleted: • Sections • Exams • Training • Custom Questions • Assignments • Assignment Results
Inactive Sections	The following associated items are also deleted: • Assignments • Assignment Results
Inactive Custom Exams	The following associated items are also deleted: • Assignments • Assignment Results
Inactive Exam Assignments	All associated results are also deleted
Inactive Custom Training	The following associated items are also deleted:

	• Assignments • Assignment Results
Inactive Training Assignments	All associated results also deleted
Inactive Custom Questions	The custom questions are deleted from all associated exams

4.12.2 Global Options

4.12.2.1 Managing Your Institution's Global Options

Global Options provides settings that control how your institution and its students use SAM 2010. These settings include:

Global Option	Description
Allow own account creation	If this box is selected, users will be allowed to create accounts using the **New User** button on the login page. If it is not selected, accounts must be set up for each student by a supervisor, administrator, or instructor, either manually or using SAM 2010's import feature.
Allow name changes	If this box is selected, a user will be allowed to modify their personal information using the **My Profile** screen in the student interface. This only applies to the user's first name or last name. Usernames (i.e., the name used in conjunction with a password to log in to SAM 2010) cannot be modified.
Allow Print Certificate	If this box is selected, students will be able to print a **Certificate of Completion** to document their completed exams and projects. If not allowed, only instructors will be able to print certificates for students.
Allow Print Score	If this box is selected, the **Certificate of Completion** will include the exam or project score. If not, the certificate will only indicate that the student completed the exam or project.
Select Institution time zone	Select your institution's time zone from the drop-down list. Note that changing this will affect the schedules for existing assignments.

4.12.2.2 Modifying Global Options

1. Click **Admin Settings** on the navigation. The **ADMINISTRATION SETTINGS** page will display.
2. Click the **Global Options** tab. The options and your institution's current settings will be displayed.
3. Modify the options as appropriate.
4. Click the **Save** button to save the changes, or the **Reset** button to restore the original settings.

4.13 Logging Out of SAM 2010

Click on **Logout** on the navigation bar. You have successfully logged out of SAM 2010 when the SAM 2010 login screen reappears.

Appendix A: Troubleshooting Guide

The following section provides some basic explanation of screens that may appear during the normal use of the SAM 2010 LMS and Content Player.

1. Login and SAM Access Issues

All SAM 2010 users are encouraged to review the online help that appears on the SAM 2010 Login Page at **http://sam2010.course.com**. There you will find help in configuring your specific browser for use with SAM 2010 and avoid any additional warnings or pop-up boxes from appearing while using the site.

You can also find setup information in Before You Begin earlier in this document.

2 Recovering and Resuming from a Crash or Lost Connection

If for some reason your computer crashes or you lose your connection to SAM 2010 during an Exam or Training assignment, you can recommence it once conditions have returned to normal. Simply log in as you normally do, go to the SAM Assignments page, and re-select the assignment. The assignment in question will be displayed in **red**. The Content Player will begin where you left off and any complete questions and tasks will be saved.

If you have a problem logging back into SAM or re-starting the Content Player, try clearing your browser's temporary Internet and history files using the following procedures:

2.1.1 Internet Explorer 7

1. Launch Internet Explorer.
2. Select **Delete Browsing History** under the **Tools** menu**.** The **Delete Browsing History** dialog box will open.
3. Click the **Temporary Internet Files** button. A message will display asking you to confirm deletion. Click the **Yes** button.
4. Click the **History** button. A message will display asking you to confirm deletion. Click the **Yes** button.
5. Click the **Close** button.

2.1.2 Internet Explorer 8 and 9

6. Launch Internet Explorer.
7. Select **Delete Browsing History** under the **Tools** menu**.** The **Delete Browsing History** dialog box will open.
8. Click the **Temporary Internet Files** and **History** checkboxes so <u>they are</u> checked.
9. Make sure the other checkboxes <u>are not</u> checked.
10. Click the **Delete** button.

2.1.3 Firefox for Windows

1. Launch Firefox.
2. Select **Clear Recent History** under the **Tools** menu. The **Clear Recent History** dialog box will open.
3. Select the appropriate **Time range to clear** from the drop-down menu. If in doubt, select **Everything**.
4. Click the **Browsing & Download History** and **Cache** checkboxes so they are checked.
5. Make sure the other checkboxes are not checked.
6. Click the **Clear Now** button.

2.1.4 Safari for Macintosh

1. Launch Safari.
2. Select **Reset Safari** under the **Safari** menu. The **Reset Safari** dialog box will open.
3. Click the **Clear History** and **Empty Cache** checkboxes so they are checked.
4. Make sure the other checkboxes are not checked.
5. Click the **Reset** button.

3 Troubleshooting Project-Related Problems

When uploading completed project file, SAM 2010 checks for five things:

- The embedded key in the uploaded file matches the key assigned to your start file
- The uploaded file name matches the name expected by SAM 2010
- The file type matches that of the project's start file. In other words, if a Word 2010 document (i.e., .docx extension) is expected, then a Word 2010 document needs to be uploaded
- The file contains no viruses
- The file does not exceed SAM 2010's maximum file size (750 KB)

If the completed project file fails any of these tests during upload, it will not be accepted by SAM 2010 and you will see an appropriate alert. To resolve these problems, do the following:

3.1 Wrong Key

If this occurs, you are not using the SAM 2010 account used to download the original start file. You need to log back into SAM 2010 using the correct start file and account.

3.2 Wrong Name

If this occurs, you need to rename the file to the one expected by SAM 2010. Refer to the Project information on the MY SAM ASSIGNMENTS page for the correct file name.

3.3 Wrong Format

If this occurs, you changed the format of the project start file using the Save As function. For example, you might have saved a Word 2010 document as a Word 97-2003 file. If this is the case, you should use the Save As function again to save the document using the format that SAM 2010 is expecting.

If you changed the document to something other than its native format (for example, you changed a Word document to an HTML document) and you do not have the original start file, you will need to download a new start file from the Project information on the MY SAM ASSIGNMENTS page and start over.

3.4 Wrong Application

This error occurs if you used an application other than Office 2010 to work on a project file. SAM 2010 will reject project files created by applications such as:

- Office 2008 for Macintosh.
- WordPad for Windows.
- Office 2010 Starter Edition for Windows.
- Any version of the full Office 2007 suite (This requires SAM 2007).
- Any third-party application that supports Office 2010 file formats.

3.5 Virus Detected

If this occurs, you need to run an anti-virus utility to disinfect your PC and any other PC on which the file might have been stored. Popular products include Norton AntiVirus and McAfee VirusScan.

The anti-virus utility will do one of two things to the project file:

- If possible, it will disinfect the project file and you should be able to submit it again for grading.
- The anti-virus utility could also quarantine or delete the file. If this is the case, you will need to download the project file again from the Project information on the MY SAM ASSIGNMENTS page and start over.

3.6 Maximum File Size Exceeded

This occurs if the file you are uploading is more than 750 KB for Excel, PowerPoint, and Word projects, and 2 MB for Access projects. You should edit the file, removing any extraneous content, and then attempt to upload it again.

4 Technical Support and Maintenance for SAM 2010

SAM Technical Support is available for faculty, staff, and students utilizing or working with Course Technology products.

The following details the Technical Support and Maintenance Procedures of Course Technology:

4.1 Technical Support Availability

You can contact Technical Support by calling 800-354-9706 during business hours (see below). This phone number is also supplied in the TECHNICAL SUPPORT box on the welcome box of the product. Technical Support standard is to respond to phone requests in an average response time of less than three (3) minutes for incoming calls.

Day	Hours
Monday – Thursday	8:30am to 9:00pm, Eastern Time
Friday	8:30am to 6:00pm, Eastern Time

In addition to phone support, you can get technical support by email by sending a message at any time to tech.support@course.com.

Course Technology also offers assistance over the Internet via online chat 7 days a week, 24 hours a day. To use this facility, do the following:

1. Go to http://academic.cengage.com/support/.
2. Select **SAM** from the **Faculty** or **Student** drop-down menu.
3. Click on **Go**.
4. From the SAM Support page click on the **Chat Online** button under the appropriate heading.

When an issue needs to be escalated from Technical Support to the SAM 2010 Development Team (the "SAMDT"), the response time expectations for the SAMDT to respond to Technical Support is as follows: The SAMDT is expected to respond to High Priority requests within two (2) hours, to Medium Priority requests within one (1) business day, and to Standard Priority requests within two (2) business days.

Part of Course Technology's product development process includes reviewing customer feedback and recurring requests on a regular basis.

4.2 Server Availability

Excluding scheduled maintenance outages, every reasonable effort will be made to provide a server Availability of 99.5%. "Availability" is defined as the amount of time SAM 2010 is available and capable of receiving, processing and responding to incoming transactions from the requesting users. If the Internet in general is having problems, or a customer's Internet service provider is having problems, any downtime resulting from such problems will not be deducted from SAM 2010's Availability time.

4.3 Maintenance

To perform system maintenance, backup, and upgrade functions, it is anticipated that there will be eight (8) hours of scheduled maintenance downtime per quarter. This will be scheduled during a low usage time, typically Sunday mornings. For normal maintenance, Course Technology will make all reasonable efforts to notify SAM 2010 instructors, administrators and supervisors of the scheduled maintenance two (2) weeks prior to the maintenance.

Course Technology retains the right to shut down, reboot, modify, or fix servers at any time if it is deemed necessary to prevent security breaches or operational failures (including, but not limited to viruses, worms, date bombs, time bombs, or denial of service attacks). This may require loss of access to the system for a period of time, but such protective actions shall constitute scheduled down time.

4.4 Upgrades

Course Technology may provide SAM 2010 users with upgrades of the software. SAM 2010 supervisors, administrators and instructors will be notified of impending upgrades. This notification will include any new functionality and content so users will be aware of what's new in their SAM 2010 software.

THE ABOVE PROCEDURES COMPRISE THE STANDARDS AND EXPECTATIONS COURSE TECHNOLOGY HAS SET FOR ITSELF REGARDING TECHNICAL SUPPORT AND MAINTENANCE. NOTHING CONTAINED THEREIN SHALL GIVE RISE TO ANY RIGHTS IN ANY PERSON OR OTHER ENTITY OTHER THAN COURSE TECHNOLOGY AND COURSE TECHNOLOGY SHALL HAVE NO LIABILILTY TO ANY PERSON OR OTHER ENTITY FOR FAILURE TO MEET SUCH STANDARDS OR EXPECTATIONS.