

COURSEWARE TESTING CRITICALITY RATINGS

PRIORITY RATING MATRIX. All courseware to be made available and active to the learner community must be evaluated for playability and functionality prior to fielding. This document provides a standardized tool to assist courseware testers in the determination of criticality ratings in reference to specific examples of errors found. These criteria will be used to grade the criticality of identified defects against the following priorities:

PRIORITY	INDICATION	FINDING
1 – Critical	<p>Adversely affects the accomplishment of an essential capability; no work-around solution is known.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Browser or network failure caused by an operation within the courseware. • Computer locks up when attempting to launch courseware. • Courseware does not launch, or does not initialize/communicate with the LMS. • Lesson/Module/SCO/Credited assessmentⁱ will not launch. • Link opens a page within course window with no buttons to return to courseware; student must close browser and is unable to complete the courseware. • Internal link locks up courseware. • Internal link takes student to an unexpected location; student has no way to complete the courseware. • Internal link is not active or brings up error dialog box; student is unable to complete the courseware. • Internal link is not active or brings up error dialog box; student is unable to complete lesson. Material is essential to the course. • "Forward" or "Next" button inactive/doesn't work; student is unable to continue and complete the courseware. • "Forward" or "Next" button brings up error dialog box; student is unable to continue and complete the courseware. 	Courseware is exhibiting critical issues and cannot be fielded without correction.

	<ul style="list-style-type: none"> • "Exit" button locks up courseware. • "Exit" button brings up error dialog box; student is unable to continue and complete the courseware. • "Exit" button does not send correct completion and/or success status. • "Menu" button brings up error dialog box; student is unable to continue and complete the courseware. • Mouse-over button creates dialog box error; student is unable to continue and complete the courseware. • Missing files bring up error dialog box; student is unable to continue and complete the courseware. • Inclusion of suspected PII (although proponent has indicated that courseware does not include PII). • Lesson does not bookmark when exiting as instructed. • Lesson does not bookmark when "Close Window" or browser "X" is clicked. • Internal link exits lesson; student must restart lesson from beginning. • When reentering course from the "Menu," there's no bookmark to return the student to their previous location. • Credited assessment - Incorrect score or status recorded. • Student cannot retake the credited/non-creditedⁱⁱ assessments (in scenarios where multiple or unlimited attempts are allowed). • Student can exceed the specified number of attempts allowed on content or credited assessment. 	
2- Significant	<p>Adversely affects the accomplishment of an essential capability, but a work-around solution is known. Training results from work-around solutions will be monitored.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Credited assessment - Answers are inactive/do not appear. • Internal link opens page within course window with no navigation buttons to return to courseware; student able to return by showing Table of 	<p>Courseware can be fielded only if a work-around solution exists and is well documented for the student via errata sheet/LOI. The CSC will conduct a review of the courseware (to include Help Desk activity)</p>

	<p>Contents (TOC) and restarting lesson.</p> <ul style="list-style-type: none"> • External link - Destination page does not render. (Detrimental to instruction) • External link - Student must have username/password to log into the Web site to access it (nowhere to create a username/password). • "Forward" or "Next" button inactive/doesn't work, but student is able to continue by other means. • "Forward" or "Next" button brings up error dialog box, but student is able to continue by other means. • "Back" button is not active. • "Back" button brings up error dialog box, but student is able to continue by other means. • "Exit" button inactive/does not function. "Close Window" or browser "X" works however. • Inclusion of unacknowledged FOUO content that possesses FOUO marking or acknowledged FOUO content that lacks appropriate marking. • Graphic hides instructional text. (Detrimental to instruction) • Graphic disappears after a certain time period, or does not render. (Detrimental to instruction) • Video does not play. (Detrimental to instruction) • Audio began in the middle or the very end of a sentence. (Detrimental to instruction) • Audio stops abruptly before finishing. (Detrimental to instruction) • Text is not legible. (Detrimental to instruction) • Scroll bar missing/does not function. (Detrimental to instruction) • Blank text box overlaps instructional content. (Detrimental to instruction) • Blank text box appears on page. (Detrimental to instruction) 	<p>90 days after it has been fielded. If the review concludes that the problem(s) has a negative impact on training, and/or the system, including increased Help Desk activity, the Proponent will be notified, and the course will be reported as containing a problem courseware to TCM-TADLP.</p>
<p>3 – Routine</p>	<p>Results in user/operator inconvenience or annoyance, but does not affect a required operational or mission-essential capability. Examples:</p> <ul style="list-style-type: none"> • Questions on the answer keys provided do not match assessment questions 	<p>Courseware can be fielded at the discretion of the proponent, with the deficiencies noted for</p>

	<p>(credited and non-credited).</p> <ul style="list-style-type: none"> • The answer key information conflicts with the courseware feedback. • Questions and/or answer options include duplicates. • Question does not appear on the screen. However, the narrator reads the question to student. • Student is directed to e-mail results, but no instructions are provided. • Leaving linked area does not return student to previous location. Student can return to previous area by other means. • External link - Destination page does not render. (Not essential to instruction) • Internal link is not active or brings up error dialog box; student is able to complete lesson. • Internal link flashes a page quickly; student is unable to determine if any information appears on that page. • Internal link is not active or brings up error dialog box but student is able to complete lesson. • "Exit" button brings up error dialog box; student is able to continue. • Button does not take student to expected location. • Button does not provide exit consistent with rest of course. • Button does not return student to previous location. • "Menu" button brings up error dialog box; student is able to continue. • TOC topics do not open the expected items (titles are incorrect, but content is consistent), or TOC lesson name does not match the actual title of the lesson. • Mouse-over button creates dialog box error; student is able to continue the lesson. • A button is hidden by overlapping information at bottom of page; student can continue. • Button that student is instructed to click on is not displayed; student can continue. • Lesson/page content contradicts information provided in another section of the course. 	<p>future upgrades. The proponent must submit an errata sheet/LOI to inform the student of the known deficiency, as applicable.</p>
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	<ul style="list-style-type: none"> • Non-credited assessment - Incorrect score or status recorded. • Student cannot retake the non-credited assessments (in scenarios where multiple or unlimited attempts are allowed). • Non-credited assessment - Answers are inactive/do not appear. • Graphic hides instructional text. (Not essential to instruction) • Graphic disappears after a certain time period, or does not render. (Not essential to instruction) • Video does not play. (Not essential to instruction) • Audio began in the middle or the very end of a sentence, or stops abruptly before finishing. (Not essential to instruction) • Text is not legible. (Not essential to instruction) • Scroll bar missing/does not function. (Not essential to instruction) • Blank text box overlaps instructional content. (Not essential to instruction) • Blank text box appears on page. (Not essential to instruction) • Video has a longⁱⁱⁱ delay before launching. • Video continues to play when student goes to next page. • Audio does not play; no text on page. • Audio gives incorrect instructions to student. • Audio from previous page repeats on current page. 	
4 – Comments	<p>Any other defect/concern. Examples:</p> <ul style="list-style-type: none"> • Internally linked pop-up from previous page is still appearing on current page. • Internally linked thumbnail pop-up box will not resize; information columns skewed; difficult for student to interpret. • Duplication of information on page (hot link and button). • Glossary does not have some definitions listed. • The lessons are listed numerically instead of the actual names of the lessons. • Spelling or named references are inconsistent throughout the content. • The written or audio content and/or instructional text contains grammatical errors. 	Courseware can be fielded, with the findings noted for future upgrades.

	<ul style="list-style-type: none"> • Graphics are distorted and distortion is not part of the training. • Text too small and difficult to read in graphic. • No text or mouse-over to explain graphic. • Video image is distorted and distortion is not part of the training. • Video control buttons do not function properly. • Audio distorted and distortion is not part of the training. • Audio had a long^{iv} delay or plays continuously until proceeding to the next page. • Audio does not seem related to graphic/text. • Audio restarts when page finishes rendering. • Audio doesn't correspond to the narrative text for the page. • Audio control buttons do not function properly. • Audio volume was inconsistent throughout the course. • Audio on page, but no text. 	
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ⁱ Credited assessment: Online learning activity, the results from which are transmitted from the courseware to be recorded externally or which are used in determining the overall success of the training/education session, i.e. pretests or post tests.

ⁱⁱ Non-credited assessment: Online learning activity, the results from which are maintained inside the courseware, possibly affecting navigation; an informal assessment which does not impact the overall success of the training/education session, i.e. check-on-learning or practical exercise.

ⁱⁱⁱ “Long” delay for viewing video from launch is defined as XX seconds if the courseware/system does not provide “wait” feedback (e.g. spinning wheel, hourglass, pop-up) or YY minutes if “wait” feedback is provided.

^{iv} “Long” delay for audio execution is defined as XX seconds if the courseware/system does not provide “wait” feedback (e.g. spinning wheel, hourglass, pop-up) or YY minutes if “wait” feedback is provided.