



- NON-CONTENT Incidents\***
- System
    - a. N1A - Browser doesn't work
    - b. N1B - Computer locks up
    - c. N1C - Poor connectivity
  - Search
    - a. N2A - Fails to find item
    - b. N2B - Learner unable to use search
    - c. N2C - Other\*\*\*
  - Registration
    - a. N3A - ATRRS Registration issue
    - b. N3B - Can't register for course
    - c. N3C - Can't drop
    - d. N3D - Enrollment not visible
    - e. N3E - Other\*\*\*
  - Navigation
    - a. N4A - Course doesn't launch
    - b. N4B - Can't proceed/return (blocked)
    - c. N4C - Learner forced from course
    - d. N4D - Dialog box issues
    - e. N4E - Navigation button malfunction
    - f. N4F - Table of Contents Topic link incident
    - g. N4G - Bookmark issues
    - h. N4H - Other\*\*\*
  - Roll-up Issues
    - a. N5A - Lesson/Module
    - b. N5B - Course
    - c. N5C - Incorrect scoring (after exam exited)
    - d. N5D - Completed test issue/not recorded
    - e. N5E - Other\*\*\*
  - Media
    - a. N6A - Video doesn't play
    - b. N6B - Video plays improperly
    - c. N6C - No audio when expected
    - d. N6D - Audio plays improperly
    - e. N6E - Audio out of sync with video
    - f. N6F - Other\*\*\*
  - Mandatory Information
    - a. N7A - Course Name
    - b. N7B - Learner location
    - c. N7C - Learner access point
    - d. N7D - Browser and version
    - e. N7E - Operating System and version
  - Error Reports
    - a. N8A - Java
    - b. N8B - Oracle
    - c. N8C - Other\*\*\*
  - Other Non-content
    - a. N9A - Suggestions\*\*\*
    - b. N9B - Other\*\*
- CONTENT Incidents\***
- Assessment
    - a. C1A - Answers missing
    - b. C1B - Answers inactive
    - c. C1C - No correct answer
    - d. C1D - Multiple correct answers
    - e. C1E - Incorrect scoring (during exam)
    - f. C1F - Number of test attempts (exam reset)
    - g. C1G - Completed test issue
    - h. C1H - Other\*\*\*
  - Appearance
    - a. C2A - Legibility of text
    - b. C2B - Image rendering
    - c. C2C - Scroll bar
    - d. C2D - Other\*\*\*
  - Instructional Content
    - a. C3A - Incorrect or outdated doctrine
    - b. C3B - Incorrect or outdated imagery
    - c. C3C - Test does not assess presented course
    - d. C3D - Personally Identifiable Information (PII)
    - e. C3E - Redundant content
    - f. C3F - Broken hyperlink
    - g. C3G - Other\*\*\*
  - Lesson Material Explanations
    - a. C4A - Course material
    - b. C4B - Check on learning
    - c. C4C - Exam answers
    - d. C4D - Other\*\*\*
  - Other Content
    - a. C5A - Suggestions\*\*\*
    - b. C5B - Other\*\*\*
- NOTE**  
 Incident identification selected using a two-tiered drop down. Initial drop down list based on the 14 categories above and a second drop down consisting of the associated lettered items. In addition, a text field is available for entering a detailed description and specifics for each incident.
- \*Non-content: playability or recording of the learning material  
 \*\*Content: the learning material  
 \*\*\*To require a mandatory entry in a text field

## Army Distributed Learning Metrics Incident Determination Process

The Army Distributed Learning Metrics Incident Determination Process is used to gather metrics and to provide reliable data on issues affecting Army Distributed Learning. This process is used during Individual and Group Trials, Functional Testing, DL DART Diagnosis, and ATHD Service Calls.