

# SATERN

System for Administration, Training, and Educational Resources for NASA

National Aeronautics and  
Space Administration



## SATERN Deltas 5.8 SP5 – 6.4

## Exercise Guide

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**From the NASA SATERN Program Office:**

All SATERN administrator training materials must be used alongside the SATERN Rules and Process Guide for administrators. The Guide identifies areas where SATERN functionality cannot enforce the Agency-defined usage of the system at NASA and provide guidance to enable administrator compliance with Agency-defined methods and procedures.

# Table of Contents

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<b>Evaluations Introduction .....</b>	<b>1</b>
<b>Lesson 1: Review of Training Evaluations.....</b>	<b>3</b>
Lesson 1 Objectives .....	3
Evaluating Training Results Using SATERN .....	4
How Level 2 Evaluations are Implemented at NASA .....	4
How Level 3 Evaluations are Implemented at NASA .....	5
Completion Status Triggers Survey Assignment .....	5
Rating Scales Used for Surveys .....	6
Lesson 1 Conclusion .....	6
<b>Lesson 2: Research and Copy Item Evaluation Surveys.....</b>	<b>7</b>
Item Evaluations - Learner Satisfaction .....	8
Question Types for Item Evaluations .....	8
Working with NASA’s Item Evaluations .....	8
Lab 1. Research and Preview a Published SATERN Survey .....	9
Lab 2. Copy a System Evaluation and Edit .....	11
Lab 3. Preview and Publish Your Survey.....	12
Define Configuration Options .....	13
Associate a Survey with an Item.....	14
Lesson 1 Wrap Up.....	16
<b>Lesson 3: Gather and Analyze Survey Results.....</b>	<b>17</b>
Lesson 3 Objectives .....	17
How Learners Complete Surveys .....	18
Lab 4. Record a Learning Event.....	19
Lab 5. Launch and Complete an Assigned Survey .....	19
Item Evaluation Reports .....	20
Lab 6. Run an Item Evaluation Report .....	21
Lesson 3 Wrap Up.....	22



# Evaluations Introduction

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Evaluations do not have any deltas from 5.8 SP5. However, there are new business rules that allow SATERN admins to copy the Agency Standard Level 1 evaluation, then add a page to collect Center-specific feedback.

This activity begins by reinforcing your understanding about evaluation tools available in SATERN. You will discuss SATERN business rules for each type of evaluation.

Then you will research the Agency Standard Level 1 feedback survey for an instructor-led course. The next step is to copy this evaluation and add a page to collect Center-specific feedback.

You will publish, test, and run reports on your version. To test the new evaluation, you will:

- ◆ associate the survey with an item
- ◆ record learning for several learners for this item
- ◆ go to the learner side to complete and submit the survey
- ◆ run one or more reports

## Notes

# Lesson 1: Review of Training Evaluations

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*The goal of Lesson 1 is to review key concepts and terminology associated with training evaluations in SATERN.*

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## LESSON 1 OBJECTIVES

Upon completion of this lesson, you will be able to:

- ◆ Explain which evaluation tools are used in SATERN
- ◆ Accurately define evaluation terms and explain how evaluations are implemented at NASA
- ◆ Identify SATERN configurations needed to support evaluations

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## EVALUATING TRAINING RESULTS USING SATERN

NASA uses SATERN to administer item evaluations/questionnaire surveys to learners. A survey is assigned automatically after successful completion of some of the instructor-led courses or online modules.

There are two standard templates in SATERN for these learner satisfaction surveys:

- ◆ One to collect input on to online courses
- ◆ One to collect feedback for instructor-led events



### Notes on SATERN Business Rules for Level 1 Evaluations

SATERN administrators can use the SATERN Level 1 Agency standard evaluation for applicable internal training (instructor-led and online learning). Administrators should not add, delete, or modify questions in these standard evaluations. Administrators can copy the SATERN Level 1 Agency evaluation and add an additional page to enter Center-specific questions.

### How Level 2 Evaluations are Implemented at NASA

For some courses, it is important to assess what learners know about the topic before taking the class. This would enable NASA to measure the knowledge gained as a result of completing the item.

In these cases, a pre- and post-test can be added to the item to gather learning evaluation data. A Learning Evaluation report shows the training effectiveness of items based on the comparison of pre-test and post-test scores.

SATERN administrators can use their own discretion and decide whether to use Level 2 evaluations.

## How Level 3 Evaluations are Implemented at NASA

For Level 3 evaluations, NASA will continue to use *Metrics that Matter* surveys. Administrators will not create or track follow-up evaluations in SATERN.



### Notes on SATERN Business Rules for Level 3 Evaluations

SATERN Administrators should not use the Level 3 evaluation functionality in SATERN. If Level 3 evaluation is required, SATERN Administrators should contact the Agency MTM Administrator.

## Completion Status Triggers Survey Assignment

Each time a learner completes a learning event, a completion status is entered in the learning history. NASA has about 50 completion statuses.

NASA has decided which completion statuses should trigger automatic assignment of a survey.

Figure 1 illustrates the configuration of a successful completion status in SATERN where a survey is automatically assigned.

Figure 1. Completion Status that Automatically Assigns a Survey

If a learner received an incomplete completion status for an item because he/she did not attend the event, the learner will not be assigned an evaluation survey.

## Rating Scales Used for Surveys

Rating scale questions can be used with surveys so that learners choose from a pre-defined numeric scale:

- ◆ Using a pre-built rating scale **DOES** enable reporting on average/mean scores per survey and per page
- ◆ Building your own single choice or multiple choice answers **DOES NOT** enable reporting on average/mean scores per survey and per page

NSSC administrators can create rating scales by navigating to **Performance > References > Competency Rating Scales**.

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## LESSON 1 CONCLUSION

In this lesson, you learned the concepts and terminology associated with the training evaluation model.

You should now be able to:

- ◆ Identify the evaluation tools you will use in SATERN
- ◆ Define evaluation terms and definitions
- ◆ Explain how evaluations are implemented at NASA
- ◆ Identify SATERN configurations needed to support evaluations

# Lesson 2: Research and Copy Item Evaluation Surveys

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*The goal of Lesson 2 is to research and preview the two variations of NASA's standard item evaluation surveys. Then you will copy the Agency Standard Level 1 Evaluation to make a page for Center-specific questions if needed. You will associate a Level 1 evaluation survey with your item.*

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## LESSON 2 OBJECTIVES

Upon completion of this lesson, you will be able to:

- ◆ Identify the purpose of an item evaluation
- ◆ Identify possible question types for an item evaluation survey
- ◆ Research and preview item evaluation surveys used in SATERN
- ◆ Copy the Agency Standard Level 1 Evaluation to make a page for Center-specific feedback
- ◆ Determine configuration options for item evaluation surveys
- ◆ Associate an item evaluation survey with an item

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## ITEM EVALUATIONS - LEARNER SATISFACTION

Within SATERN, an item evaluation questionnaire survey can be structured with one or more pages, and one or more questions per page.

### Question Types for Item Evaluations

There are four types of questions available in SATERN surveys:

- ◆ **Rating Scale:** Use this question type when you want to get quantitative results - a page or survey average/mean response  
*Note: Keeping the same scale (such as 5 point) per question throughout a survey is most helpful in providing a mean score across the entire survey.*
- ◆ **One Choice:** Use this question type when you want the learner to choose one answer from a group.
- ◆ **Multiple Choice:** Use this question type when you want the learner to be able to choose multiple answers.
- ◆ **Open Ended:** Use this question type when you want the learner to enter an answer.

### Working with NASA's Item Evaluations

You learned in the previous lesson that NASA will use one item evaluation for online items and one for instructor-led events. NSSC administrators will create and maintain these surveys.

In the next lab, you will research the survey layout and sections. You will also find out how you can preview the survey. After researching the pre-built survey, you will copy an Agency Standard Level 1 evaluation to add a page for Center-specific questions if desired.

You will also learn about additional configuration options available to SATERN administrators. Finally you will associate the survey with an item and test.



## Lab 1. Research and Preview a Published SATERN Survey

### Step

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1. Navigate to **Learning > Questionnaire Surveys**.
2. Locate the \_\_\_\_\_ survey.
3. Click the **edit icon** () to enter the questionnaire survey in edit mode.
4. Select the **Questions** tab.
5. The questions are divided into pages based upon topic. Click the **expand icon** () to view all of the questions on a page.
6. To view the questionnaire survey as the learner would see it, click **Preview > Published**
7. View the existing page structure and questions.
8. Click **Close** to return to the editing screen.
9. Prepare your worksheet on the next page as you plan your version of this standard survey.

*Suggestion: Create at least one question for each type (rating scale, single choice, multiple choice, and open ended)*

## WORKSHEET FOR THIS LAB

Evaluation ID for standard evaluation	
Center ID for specific evaluation	
Domain for your new evaluation	
Evaluation name	
Title for your new page	
Instructions for your new page	
Question 1 for your survey	
Question type - identify rating scale or provide a list of answers	
Question 2 for your survey	
Question type - identify rating scale or provide a list of answers	
Question 3 for your survey	
Question type - identify rating scale or provide a list of answers	
Question 4 for your survey	
Question type - identify rating scale or provide a list of answers	



## Lab 2. Copy a System Evaluation and Edit

### Step

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1. Navigate to **Learning > Questionnaire Survey**.
2. Search for the questionnaire survey you would like to copy.
3. Click the **edit icon** () to enter the questionnaire survey in edit mode.
4. From the Summary Tab click the **Copy** button and enter your survey ID
5. Click the **Copy** button
6. Modify the **Name, Description, Comments, and Domain** fields as desired.
7. Click **Apply Changes**.
8. Select the **Questions** tab and click the **Create Draft** button so you can edit.
9. Click the **Add Page** () button.
10. Enter page Title and Instructions for the Center specific page
11. Click **Save Draft**.
12. On the page you just created click **Add Question** icon ()
13. Enter a question and select the desired question type:
  - a. For one choice or multiple choice questions enter answer choices, separated by a paragraph return
  - b. For rating scale questions select the desired Rating Scale from the dropdown menu.
14. Repeat steps to add additional questions, then click **Save Draft**.



## Lab 3. Preview and Publish Your Survey

### Step

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1. Select the **Questions** tab.
2. Click **Preview**.
3. Select **Draft** from drop-down menu.
4. Review the survey as the learner will see it and confirm that the survey is ready to roll out.
5. Click **Close** to return to editing.
6. Click **Publish**. The survey is now ready for use.

*Note: Once a survey is published, the Questions tab will have two button options - Preview and Create Draft.*

*Click Preview to view the published survey.*

*Click Create Draft to make minor edits to the survey content such as misspellings that were overlooked during the draft version.*

*Click Publish to re-publish the survey after making edits.*

## DEFINE CONFIGURATION OPTIONS

Learners can submit surveys anonymously. This would prevent an admin from identifying feedback with a specific learner.

An item evaluation survey can be set up so that it is required for item completion. This would mean that the learner would not get credit for the event until the survey has been submitted.



### Notes on SATERN Business Rules for Configuration

SATERN administrators should not set a Level 1 survey as required for item completion.

You can define the number of days that learners have to complete the survey. If the learners do not complete an optional survey in this time, the survey remains in the learners' record and the learners may remove it if they wish.

A comments section can be added after each question for additional feedback per question (Figure 2).

The screenshot shows a web interface for configuring a survey. On the left is a navigation menu with options: Summary, Item Usage, Notifications, Options (highlighted with a yellow arrow), and Questions. The main content area is titled "Questionnaire Surveys" and includes a search bar and "Add New" button. Below this, it shows the current survey details: "Survey ID: Std\_Level\_1\_Eval" and "Name: Standard Agency Level 1 Evaluation". A section titled "Edit the Survey Defaults" contains several settings: "Anonymous Surveys" with radio buttons for "Yes" (selected) and "No"; "Required For Item Completion" with an unchecked checkbox; "Days to Complete" with a text input field containing "14"; and "Include Comments Field for each Question" with radio buttons for "Yes" and "No" (selected). At the bottom right are "Apply Changes" and "Reset" buttons.

Figure 2. Configuration Options for Item Evaluation Survey

## ASSOCIATE A SURVEY WITH AN ITEM

There are two ways to associate an item with a survey:

- ◆ Using the **Item Usage** tab of the questionnaire survey record (Figure 3)
- ◆ Using the **Evaluations** tab of the item record

**Questionnaire Surveys** | Search | Add New | ?

> Search > Search Results > Edit Item Usage

Survey ID: Std\_Level\_1\_Eval  
Name: Standard Agency Level 1 Evaluation

**Edit Item for the Survey**

**Add an Item to the Survey**

Enter Item ID or [add one or more from list](#)

Type:  Item ID:

**Update the Item Usage for the Survey**

Select All / Deselect All

Item	Assigned	Completions	Percentage	Mean Score	Remove
COURSE JSC-BM-PA (Rev 12/18/2006 04:58 PM America/New York)	47	27	57.45	N/A	<input type="checkbox"/>
COURSE JSC-SE-MDTM (Rev 1 - 12/29/2009 10:20 AM America/New York)	15	9	60.00	N/A	<input type="checkbox"/>
COURSE JSC-EA-HRMLASE (Rev 8/23/2007 02:27 PM America/New York)	33	25	75.76	N/A	<input type="checkbox"/>

Figure 3. Items Associated with a Survey

From the questionnaire survey record, an admin can view the number of learners assigned to the survey, the number of completed surveys, the percentage of assigned surveys that have been completed, and a mean score for the survey results.

The mean score is the average of all the rating scale question responses across all completed surveys for that item. This average is only calculated when the rating scale is the same for all questions on the survey.

A SATERN admin can run a report from this screen to view item evaluation results. See the “Item Evaluation Reports” section for details.

You can associate one item evaluation survey per item. If a survey is already associated with an item, you will receive a warning message while attempting to associate another survey.



### Method 1: Associate an Item with a Survey

#### Step

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1. From the questionnaire survey record, select the **Item Usage** tab.
2. Click the **add one or more from list** link.
3. Search for your item and click **Add**.



### Method 2: Associate a Survey with an Item

#### Step

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1. Navigate to **Learning > Items**.
2. Locate your item record by searching or using a bookmark.
3. Within the **Related** section click the **More** link.
4. Select the **Evaluations** tab.
5. In the *Item Evaluation: User Satisfaction* section, click the **search icon** () to search for and select a questionnaire survey.
6. Click **Apply Changes FIRST**, then you can edit the **Days to Complete** field if desired.

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## LESSON 1 WRAP UP

In this lesson, you researched and previewed NASA standard surveys to support evaluation of the learners' reactions to the training.

You should now be able to:

- ◆ Identify the purpose of an item evaluation
- ◆ Identify possible question types for an item evaluation survey
- ◆ Research and preview item evaluation surveys used in SATERN
- ◆ Copy the Agency Standard Level 1 Evaluation to make a page for Center specific questions
- ◆ Determine configuration options for item evaluation surveys
- ◆ Associate an item evaluation survey with an item

# Lesson 3: Gather and Analyze Survey Results

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*The goal of Lesson 3 is to demonstrate how learners access and complete training evaluations. You will run an analysis report to collect results on an item and/or on an instructor.*

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## LESSON 3 OBJECTIVES

Upon completion of this lesson, you will be able to:

- ◆ Launch and complete assigned surveys from the learner side of SATERN
- ◆ Run reports from the survey record
- ◆ Run item evaluation reports from the reports tab

## HOW LEARNERS COMPLETE SURVEYS

After a learning event is recorded for an item that has an associated survey, the survey is assigned to the learner. The learner will be able to see and launch the survey from their Learning Plan. A learner is also sent a notification upon the assignment of a survey when a learning event is recorded.

If while completing the survey an answer is missed, a warning message displays to inform the learner to complete the question.

Learners can save the survey and return later to continue editing. On the last page, a **Submit** button is displayed (Figure 4).

The screenshot shows a survey interface with the following elements:

- Title:** Standard Agency Level 1 Evaluation
- Do not submit my name with this survey.
- Buttons: Save, Close, Previous Page, Next Page
- Facilitator information and Page 1 of 7 indicator.
- Three questions, each with five radio button options: Strongly Disagree, Disagree, Neither Agree or Disagree, Agree, and Strongly Agree.

1. The facilitators were knowledgeable about the subject. (Choose one)

- Strongly Disagree
- Disagree
- Neither Agree or Disagree
- Agree
- Strongly Agree

2. The facilitators were prepared and organized. (Choose one)

- Strongly Disagree
- Disagree
- Neither Agree or Disagree
- Agree
- Strongly Agree

3. Participants were encouraged to take part in the discussion. (Choose one)

- Strongly Disagree
- Disagree
- Neither Agree or Disagree
- Agree
- Strongly Agree

Figure 4. Last Page of Survey

Once a survey has been submitted, there is no record of a survey completion in a learner's learning history.



## Lab 4. Record a Learning Event

### Step

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1. Navigate to **Learners > Tools > Record Learning Event**.
2. Select **Item** and click **Next**
3. Search for and select the item you associated your survey with in the previous lab, then click **Next**.
4. Enter learning event information and click **Next**
5. Search for and select your learner and the learners for 5 other fellow students
6. Continue and finalize the recording step.



## Lab 5. Launch and Complete an Assigned Survey

### Step

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1. Log in to SATERN as the learner for whom you recorded a learning event.
2. Locate the survey from your Learning Plan.
3. Hover your mouse over the survey title and click **Open**.
4. Complete all pages of the survey.
5. Click **Submit**.
6. Repeat the steps for surveys assigned by your fellow students - this provides sufficient data to run meaningful reports in the next lab.

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## ITEM EVALUATION REPORTS

The **Reports** menu contains several reports related to evaluations.

- ◆ The *Item Evaluation Report* shows the mean score (the average results for each survey, survey page, and survey question)
- ◆ The *Item Evaluation by Individual Response Report* shows each learner's responses to the survey questions
- ◆ The *Item Evaluation by Instructor Report* shows the mean score (average rating) for each survey and survey page, grouped by instructor

*NOTE: Instructor results are only collected if:*

1. *You record learning based on a scheduled offering.*
2. *You include the instructor ID as the primary instructor when recording learning.*



## Lab 6. Run an Item Evaluation Report

### Step

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1. Navigate to **Reports**.
2. Click the **Learning** checkbox in the Category section.
3. Click the **Published** checkbox in the Publication Status section.
4. Click the **Admin** checkbox in the Application section
5. Type **evaluation** in the search box.
6. Click **Submit**.
7. Select the name of the report you want to run.
8. Enter report criteria.
9. Click **Run Report**.
10. View the results.

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## LESSON 3 WRAP UP

This lesson demonstrated how to access and complete surveys from the learner side.

This lesson also covered steps to access and run evaluation related reports.

You should now be able to:

- ◆ Launch and complete assigned surveys from the learner side of SATERN
- ◆ Run reports from the survey record
- ◆ Run item evaluation reports from the **Reports** menu