Introduction to SAM 2000

SAM 2000 is a performance-based testing product that measures your software skills while you are working live in a Microsoft Office 2000 application. You might be learning Microsoft Office 2000 in a classroom environment, or you could be studying independently.

How you use SAM 2000 will depend on how your instructor or administrator sets it up. You might have the opportunity to take exams whenever you want, or only at scheduled times. You also can obtain results of the exams you do take and in turn generate a customized study guide.

Access to SAM 2000 is limited to those who are granted access by either an institutional or individual license agreement.

This tutorial provides general navigation tips for SAM 2000 and a step-by-step guide to its basic functions.

Getting Started With SAM 2000

This tutorial will take you through the basic steps to access the features of SAM 2000. Your system administrator controls your level of access, so you might not be able to access all options. However, you will be able to take an exam because a special sample test is included with SAM 2000.

In this tutorial, you will perform the following steps:

• **Step 1:** Log in to the system either as a new user or as an existing user.
• **Step 2:** Create or modify your profile (if applicable).
• **Step 3:** Join a section.
• **Step 4:** View scheduled exams.
• **Step 5:** Take an exam.
• **Step 6:** View report results.
• **Step 7:** Exit SAM 2000.
**STEP 1 Log In to the System Either as a New User or as an Existing User**

You can log in to the system either as a new user to create an account, or as an existing user if you already have a username and password. You can log in to the system as **newuser** and then enter detailed profile information if your system has been set up to allow this access. However, your school might have configured the system so that an administrator sets up student accounts. If this is the case, you will enter the system with the username and password given to you by your system administrator or instructor.

**Log in with the ID newuser:**

1. Enter **newuser** in the Username field. Fill the password field as follows:
   a. If you are using the Keycode version, enter the Keycode that has been supplied to you in your Student Manual.
   or
   b. If you are using the site license version, leave the Password field blank.

2. Click **Accept**. The License Agreement screen appears.

3. Read the license agreement fully. Click **I Agree** in the License Agreement dialog box to accept the terms of the license. Click **I Disagree** if you do not accept the terms, and speak to your instructor before proceeding.

The Profile tab of the Student Main Menu screen appears. You should now proceed to **Step 2 – Create or Modify Your Profile**.
Log in as an existing user:

1. Enter the username and password assigned to you in the corresponding fields.

2. Read the license agreement fully. Click I Agree in the License Agreement dialog box to accept the terms of the license. Click I Disagree if you do not accept the terms, and speak to your instructor before proceeding.

The system recognizes whether you are an administrator or a student by the username and password you enter and will display the appropriate screen.

If you have student permissions only, the Student Main Menu appears with both Courseware and Profile tabs visible. You now have access to various system features. If you need to modify (change) your profile, proceed to Step 2 – Create or Modify Your Profile. If not, go to Step 3 – Join a Section.

If your login ID has administrative permissions, you will have an additional step.

3. The Main Menu is the first screen you will see upon log in. Click the Student button to display the Student Main Menu.

From the Student Main Menu, you can now proceed to Step 3 – Join a Section.

If you have administrative permissions, be sure to consult the SAM 2000 User’s Guide.
**STEP 2** Create or Modify Your Profile

*Note:* Depending on the permissions granted to students by your system administrator, this option may or may not be available. If this option is not available, proceed to *Step 3 – Join a Section.*

**Create Your Profile**

If you logged in as **newuser**, the Profile tab appears and you can create your own profile.

![Profile Tab](image)

1. Enter the appropriate information in the fields in the Details table.

The fields marked with an asterisk (*) in the following table are required, so you will not be able to save your profile if you do not enter information in these fields. The remaining fields are optional, but because your instructor may want you to enter information in them, follow his or her guidelines.
Details

Username* The username must be 6-10 characters. This might be generated automatically by the system, depending on how your system administrator has set up this feature.

Password* The password must be 6-10 characters. Choose a password that you will remember, but that cannot be guessed easily. You might want to write down your password in a discreet location.

First Name* Enter your first name.

Middle in. Enter your middle initial.

Last Name* Enter your last name.

Alias The alias must be 6-10 characters. An alias is a name under which your instructor can choose to post exam results. Choose an alias you recognize easily, but that others cannot.

ID# Enter your student number, if applicable.

Phone Enter your phone number.

E-mail Enter your e-mail address.

2. When you have entered the desired information, click Save. To cancel the creation of your profile, click Cancel.

Note: You can use the Tab key to move between fields.

You can now use this profile to log in to the Student Main Menu as an existing user, as described in Step 1. You can also modify a profile that has already been created. The next section describes how.

After you have created your profile, you can proceed to Step 3 - Join a Section.
Modify Your Profile

Be careful to enter your profile information correctly the first time, because you might not be able to edit certain fields such as username, first name, middle initial, or last name. However, there will be times when you need to change your profile information (for example, if your telephone number has changed). If SAM 2000 has been set up to allow users to modify their profiles, you can easily make changes.

Note: Your system administrator has determined the fields that may be modified. If there are any fields that you cannot modify, contact your system administrator.

1. Click the Profile tab from the Student Main Menu, and then click Modify.

The Details fields can now be modified.

2. Enter any changes in the relevant fields.

As noted in the Create Your Profile section, certain fields are required, so you will not be able to save the profile unless you have entered information in these fields.

3. Click Save to save the changes to your profile, or click Cancel to cancel them.

After you have modified your profile, you can proceed to Step 3 – Join a Section, or Step 5 – Take an Exam.

STEP 3 Join a Section

When you log into the system for the first time, you must join a section to be able to take exams. You might also need to join a section at a later time to take the exams that are scheduled for that section.

Be certain to sign up for the correct section or sections. You would not want to sign up for an Advanced PowerPoint exam if your skills are at the beginner level. If you have any doubt, check with your instructor first to make sure that you are joining the correct section.

Depending on how your instructor has set up the sections in the system, you might be placed on a waiting list, or you might be accepted automatically when you attempt to join a section. The system will notify you of any action taken. If you are placed on a waiting list, the instructor will decide whether or not to accept you. A message will appear the next time you log in and will indicate if you were accepted or rejected.
Note: A practice section, Sample-Test, has been set up so that you are automatically accepted into it.

To join a section:

1. On the Student Main Menu, click Join a Section on the Profile tab.

The Join a Section screen appears.

2. Click to select the section you want to join. In this tutorial example, click Sample-Test.

3. Click Join A Section.

4. Click Yes when asked “Join the selected section?”

Once you have joined a section, proceed to Step 4 - View Scheduled Exams.

Each section has corresponding exams that have been set up by your instructor.
**STEP 4** View Scheduled Exams

If you have joined at least one section for which your instructor has scheduled an exam, the Student Main Menu screen will display a list of exams available for you to take. Depending on how **SAM 2000** has been set up, your instructor might have placed you in a section, or you might have the option to join a section on your own. In this tutorial, you joined section **Sample-Test** in Step 3, and were automatically accepted in it.

**To view your schedule:**

1. Click the **Courseware** tab on the Student Main Menu.

All available exams appear in the Available Exams/Courses list. The items in your list are specific to the sections you have joined and are determined by your instructor. Depending on how your exams are set up, you may be able to take an exam at any time, or only at a specifically scheduled time. Note that the section you joined in Step 3, **Sample-Test**, includes only one exam, **Word Sample-Test**, which is available at all times, and may be retaken.
**Note:** If you cannot see any scheduled exams, first make sure that your machine clock is set for the correct day and time. Otherwise, make sure that you have actually joined a section, and that you have not already taken the exam. Exams with a specific start time assigned to them will not appear until that specified time arrives. If you arrive at the exam early and do not see it, check to make sure your machine’s system clock is correct. If the time is accurate, log out and try again in a few minutes. If the system time is not accurate, contact your system administrator.

**STEP 5 Take an Exam**

Before you take an exam, you should have the following information from your instructor:

- The exam name
- The scheduled exam time (if any)
- The exam password (if any)

Do not attempt to launch an exam until you are ready to take it and be graded on it. For security reasons, once you launch an exam, you must continue and be scored on it. You cannot back out and start over, and you cannot pause the exam if it is timed.

**Note:** During an exam, any time you spend in online help or SAM 2000 help is counted as time spent on the exam. The time it takes the exam to load into your system is not included in the time spent on the exam. The timer does not begin until the first question appears.

**To launch an exam:**

1. Log in to the system, if you have not already done so.

2. On the Student Main Menu, click the **Courseware** tab, if it is not already selected.

   The exams available to you appear in the Available Exams/Courses list.

3. On the **Courseware** tab, click the name of the exam you want to take.

   For this tutorial example, select **Word Sample-Test**.

4. Click **Launch**.

5. A message box appears and asks if you want to start the exam. Click **Yes**.

   The Exam Intro screen appears. Exam taking tips and any specific message from your instructor about the exam appear on this screen. Be sure to read the screen carefully, particularly if this is your first time taking a SAM 2000 exam.
6. When you are ready to begin the exam tasks, and to start the clock (if it is a timed exam), click **Begin Exam**. The exam will appear on the screen in a manner similar to the following screenshot. The exam contents, and the application used, will vary.

![Screen Shot of Exam](image)

**Perform the Exam Tasks**

**Here are some tips for taking SAM 2000 Exams:**

- Read each task completely before attempting it. Some tasks contain multiple steps that are easy to overlook.
- Perform a task in the same way as you normally would within the application. Do not perform any steps other than the steps required to complete each task. Any modifications you make to the exam documents other than what is specified in the tasks could lower your score.
- Work on a task only while it is displayed in the window at the bottom of the screen. Work performed on any task other than the one that is displayed will not be credited.
- Do not open or close any documents unless you are instructed to do so by **SAM 2000**, because **SAM 2000** automatically opens and closes documents for you. Do not close the Microsoft application in which you are being tested – **SAM 2000** closes it for you at the end of the exam.
Navigate Among Tasks

• Use the Preview Tasks feature of SAM 2000 on the Exam Intro screen to help plan your time for the exam. Once you begin the exam, you may complete the tasks in any order, skip tasks, revisit tasks, and reattempt tasks as needed. Remember, when reattempting a task, that after the Task Done button is clicked, previous attempts at that task are deleted. Also, to have your most recent attempt be graded properly, you must click Task Done again before you move on to the next task.

• Use the View All Tasks feature of SAM 2000 to help manage your time on the exam. The View All Tasks screen displays the status of every task on the exam (Skipped, Done, Not Attempted) and provides the fastest way to jump to a particular task document. Task text that is blue indicates tasks that have not been completed. Text that is black indicates completed tasks. The current task is displayed with bolded text. Double-click on a task number to skip to that task.

• If you want to switch between tasks, click Skip to go to the next task, or click Back to go to the previous task. Remember to click Task Done for completed tasks.

Completed Tasks

You can complete tasks in any order and reattempt tasks as many times as you wish. However, you must click Task Done when you have finished a task. If you do not click Task Done you will not be scored. You can skip between tasks and do them in any order by using either the arrow navigation buttons or the View All Tasks window, as long as you click Task Done when they are completed. If you use the View All Tasks window, you cannot continue until you click the close button on the upper right of this window.

Use Office Assistant Help

Office Assistant Help is available for your reference during the exam. Keep in mind, however, that for timed exams, the time you use Office Assistant Help is included in the time you spend on the exam.
End an Exam

When you have finished all of the tasks in an exam, or as many as you can, you end the exam by clicking **End Exam**. If you have not completed all of the tasks a warning message appears. Click **Yes** if you want to end the exam despite not having completed the tasks, or click **No** if you want to return to the exam. You cannot return to the exam once you have exited it by clicking **Yes**.

If the exam is timed, and you run out of time before all of the tasks are completed, a “Time Flies” message window appears. Click **OK**. Close all open dialog boxes and Click **End Exam** when prompted. The exam ends, and you are exited from the system. You will be given credit for any correct answers up to the point when time ran out.

After you have completed an exam, you can generate reports that provide details of your performance, if you have the appropriate system permissions. **Step 6 - View Report Results**, describes how to generate these reports.

**STEP 6  View Report Results**

After you have taken the exam, you can easily and quickly generate reports to provide a detailed account of your performance.

**The available report types are:**

- **Exam Results**: lists the exam results for a single exam selected in the Courseware list.

- **Exam Results – Overall**: lists all the exam results for all sections to which you belong. You do not have to select anything from the Courseware list to create this report.

- **Exam Study Guide**: lists detailed feedback on any one particular exam you have taken. It lists each skill covered on the exam, whether you received a score of correct or incorrect on the question, what you did to receive an incorrect score (where applicable), and a page number corresponding to the Course Technology textbook used in your course to show you where to find more information on using this skill.

Each report appears in a separate preview window after it is generated. If the report has more than one page, you can use the buttons at the top of the screen to navigate between pages to view all of the data. Click the **Previous** and **Next** icons (arrows) to move between report screens. Use the **Zoom** feature (the list box with different percentages shown) to increase or decrease screen size. To print the report, click the printer icon.
The following sections describe the steps to create each type of report.

**Exam Results Report for a Single Exam**

The Exam Results report lists the exam results for a single, selected exam. To generate the report, follow these steps:

1. Log in to the system, if you have not already done so.
2. On the Student Main Menu, click the **Courseware** tab, if not already selected.
3. On the Courseware tab, from the Available Results list, select the exam for which you want to generate the report.
4. Select **Exam Results** from the Report types drop-down list.
5. Click **Create Report**.

**Exam Results – Overall Report**

The **Exam Results – Overall Report** lists all of the exam results for all the sections to which you belong, and are grouped by section. To generate the report, follow these steps:

1. Log in to the system, if you have not already done so.
2. On the Student Main Menu, click the **Courseware** tab, if not already selected.
3. Select **Exam Results – Overall** from the Report types drop-down list.
4. Click **Create Report**.

**Exam Study Guide Report**

One of the best ways **SAM 2000** can benefit your performance and learning curve is through the **Exam Study Guide Reports** that you can generate for any exam taken. This report lists detailed information about each exam and provides detailed feedback to help you learn the skills you haven’t mastered.

The Exam Study Guide Report lists the following information:

- Skill Set
- Activity
- Result (correct or incorrect)
- Feedback
- Remediation
For each exam skill, the Exam Study Guide Report generates a page number indicating where the skill is covered in the Course Technology textbook you use in your course. Use this page number to find more information on developing that skill.

To generate this report:

1. Log in to the system, if you have not already done so.

2. On the Student Main Menu, click the Courseware tab, if not already selected.

3. On the Courseware tab, from the Available Results list, select the exam for which you want to generate the study guide.


5. Click Create Report.

After you have created the report(s) you want, you want to proceed to Step 7 - Exit SAM 2000. However, you can modify your profile, view scheduled exams, join a section, or take another exam if you have the permissions necessary to carry out any of these steps.
Exit SAM 2000

If your login ID has student privileges only, click the Exit button to leave SAM 2000. If you have administrative privileges, click the Menu button to return to the Administration Main Menu. From here, click the Exit button on the Main Menu to exit SAM 2000.

Navigation Tips for SAM 2000

SAM 2000 operates in a fashion similar to that of other Windows software. You can move between different menus and make selections using your mouse. The best way to learn how to use SAM 2000 is to try it, so after you read this section, proceed to the Student Quick Start.

The SAM 2000 interface is quite intuitive, but there are some general concepts you should keep in mind when using it:

**Sorting Items**

A list of items can be sorted alphabetically by clicking the column headers. For example, to sort a list of exams or courses by Type, click the Type header. To sort the list in the opposite order, click the Type header again. All lists can be sorted in the same manner.

**Selecting and Launching Items in a List**

When you use SAM 2000, you often have to select an item from one or more items in a list. To quickly select and launch an item in a list, double-click it. For example, if you want to take an exam, double-click the exam you want in the Available Exams/Courses list. The same principle applies to any list of items in SAM 2000.

You also can select and launch a list item by highlighting or single-clicking it, and then clicking the appropriate button. For example, to join a section, click to highlight the section, and then click the Join a Section button, or just double-click the section.

To select a group of items that appear together, hold down the Shift key while you select the items with your mouse.
Note: You cannot always select a group of items; in some areas of the product SAM 2000 will let you select only one item in a list.

To select nonadjacent items, hold down the Ctrl key while you select the items with your mouse.

Button Color Changes

You can access various SAM 2000 functions by clicking buttons that appear on the screen. When a button’s function is unavailable to you, the button will appear dimmed. This is often an indication that a selection must be made in a list (for example, selecting an exam) for the button to become active. If the button is colored, it is available for you to click. When you click a button, it will change to red until you release it.

Using the Tab Key to Navigate

In addition to using the mouse to navigate, you also can move from one button or control to another on a screen by pressing the Tab key. Focus for a button or tab control is indicated by it turning amber.

Rollover Effect

If you move the mouse cursor over a button or tab control that can be activated, it will change to amber. Disabled items will not change color.

Canceling a Change and Exiting SAM 2000

If the Cancel button appears at the lower right of the screen or in a window within the screen, you can click it to cancel whatever change you make. For example, if you are modifying your profile, you can click Cancel to return to your previously saved profile.

Click the Exit button in the lower-right corner of the Student or Administrator Main Menu to exit SAM 2000.