

Building Quizzes

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What's New in Learning Quizzes

Keep track of the quarterly changes in the SAP SuccessFactors Learning quiz builder.

Q4 2016 - Present

Table 1: The following table summarizes the most recent changes to quizzes

What's New	Description	More Info
No Changes	We have not updated this guide recently.	N/A

Q3 2016

Table 2: The following table summarizes changes to this guide for the Q3 2016 release

What's New	Description	More Info
Updated Question Types	As a side effect of question library, we can now state the question types that are supported by both quizzes and the question library.	Supported Question Types [page 16]

Q2 2016

Table 3: The following table summarizes changes to this guide for the Q2 2016 release

What's New	Description	More Info
No Changes	We did not change this document for Q2 2016.	

Q1 2016

Table 4: The following table summarizes changes to this guide for the Q1 2016 release

What's New	Description	More Info
Support for copy and delete	To keep current with the functionality, we added documentation for copy and delete.	Copying Quizzes [page 12] Deleting Quizzes [page 13] Deleting Quiz Locales [page 14]

Q4 2015

Table 5: The following table summarizes changes to this guide for the Q4 2015 release

What's New	Description	More Info
New Guide	We introduced this guide for the first time in Q4 2015.	

1 Quizzes

As a learning administrator, you can build quizzes to test users' knowledge.

A quiz is a set of questions that users must answer correctly to receive a passing grade. You build quizzes in ► [Content](#) ► [Quizzes](#) ►. You assign quizzes to users through learning items in ► [Learning](#) ► [Items](#) ►, usually as a part of a set of online learning content.

Each quiz is composed of questions and rules:

- Question: a test of users' knowledge. Each question in a quiz should be written to test a single fact.
- Rule: a rule determines how users are allowed to interact with the quiz. For example, can they stop the quiz and resume it later or are they forced to complete the quiz in one session.

i Note

If you want to test the physical skill of a user, consider a task checklist.

1.1 Notes about Quizzes

Learning administrators should be aware of these notes for quizzes in the current release.

- The questions in ► [Content](#) ► [Questions](#) ► do not apply to quizzes. Those questions are for PQE, a legacy Plateau product (Plateau Question Editor).
- Quizzes cannot be added to Content Packages (► [Content](#) ► [Content Packages](#) ►) at this time. You add them directly to learning items in the content structure. Go to ► [Learning](#) ► [Items](#) ► [Online Content](#) ►.

1.2 Quiz Workflows

Security workflows control what a learning administrator can do with quizzes.

Many of the security workflows you need for quizzes are for common functions (add quiz, edit quiz, view quiz, and so on) And the basic add/edit/view workflows are self explanatory. A few workflows, however, require more explanation.

- Manage Quiz Availability allows learning administrators to publish and unpublish a quiz in any locale.
- Import Data and Export Data allow learning administrators to import and export quizzes. Learning administrators with Import Data are still constrained by their other Quiz workflows. For example, if you are importing an existing quiz and you do not have the Edit Quiz workflow, then you cannot import it because the import is editing the quiz.

2 Creating and Modifying Quizzes

Create and modify quizzes when you want a quick test of users' knowledge.

Context

Quizzes are straightforward tests that you can build quickly. Build a quiz when you want to test users' knowledge of a subject and you need simple rules to the quiz.

Procedure

1. Go to ► [Content](#) ► [Quizzes](#) ►.
 - If you want to create a quiz, click [Add New](#) and complete the general quiz settings.
 - If you want to modify an existing quiz, search for it and open it.
2. With the quiz open, select the language that you want to edit in the locale list.

If you support more than one language, add the additional languages in the [Locales](#) section. Then, to edit the quiz in the additional languages, select the language from the [Locale](#) list.

3. Go to [Messages](#), and click [✎ Edit button](#) to define the quiz messages.

Table 6:

Message Type	Purpose of Message
Welcome Message	<p>The welcome message provides the context of the quiz and instructions for the quiz. Users see it when they first launch the quiz.</p> <p>Users always see a system message that tells them how they can navigate the quiz (based on your choice of quiz type in the quiz settings).</p>
Success Message	<p>The success message appears when users pass the quiz. To pass the quiz, users must answer enough questions correctly to meet the passing percentage. For example, if the passing percentage is 80% on a ten question quiz, and the users answer at least eight questions correctly, they see the success message.</p>

Message Type	Purpose of Message
Failure Message	The failure message appears when users fail the quiz. To fail the quiz, users must answer fewer questions correctly than the passing percentage. For example, if the passing percentage is 80% on a ten question quiz, and the users answer fewer than eight questions correctly, they see the failure message.

- Go to [Settings](#) and click [✎Edit button](#) to manage the behavior of the quiz.

[Quiz Settings \[page 7\]](#)

- Click [Save](#).

Next Steps

Create or modify questions in your quiz.

Related Information

[Quiz Settings \[page 7\]](#)

[Creating and Modifying Questions \[page 15\]](#)

2.1 Quiz Settings

Quiz settings define the behavior of the quiz.

Table 7: Quiz Object Data

This field...	...is used as follows
Active	When a record is inactive, most of the system does not include that record in searches or reports. Some searches and reports allow administrators to include inactive records. Inactivating (instead of deleting it) hides it from view but keeps it for historical record. Because you cannot restore a deleted record, we recommend that you delete a record only when you make a mistake (for example, if the record ID is simply incorrect).
Domain	You can associate a record with an access domain to control the administrators who can access the record. What an administrator can access and do for a record depends on how you configured the entity, function, and workflow domain restrictions of the role ID that is associated with the administrator.

This field...	...is used as follows
Quiz Type	<p>The quiz type defines how a user can progress through it. If you want to ensure that a user starts at the beginning and answers each question in sequence, select Sequential. To allow users to move forward and backward through the quiz, select Free-Form.</p> <p>When users launch the quiz, they see a message that tells them whether the quiz is free-form or sequential and it means.</p>
Passing Percentage	<p>Users must answer at least this percentage of questions correctly to pass the quiz.</p> <p>If you set it to zero (0):</p> <ul style="list-style-type: none"> • Users always pass the quiz. • Users see only the completion message, not the pass or fail messages. • Users responses are treated normally: they show up in reports and are still tracked.
Feedback Display	<p>Feedback Display controls how users experience feedback when they answer individual questions. You define the feedback text in each individual question.</p> <ul style="list-style-type: none"> • No Feedback: When users answer a question, they see the next question without any feedback on the one they just answered. • Show Feedback Only: For each question, you define a message that users see if they answer the question correctly and one if they answer the question incorrectly. If users answer the question incorrectly they do not see the correct answer. • Show Feedback and Correct Answer Choices: Users see the feedback messages. If they answer a question incorrectly, they also see the correct answer.
Results Summary	<p>If you enable results summary, then at the end of the quiz, users see a summary of how they performed on the quiz. They see their percentage score and the number of correctly answered questions out of the total number of questions.</p>
Enable Quiz Review	<p>If you enable quiz review, then users can go back and review the quiz immediately after they submit the quiz. They cannot, however, open a quiz after they have ended the quiz session.</p> <p>Learning items inherit their value for Enable Quiz Review from the value you set on the quiz. When editing a learning item, however, you can choose not to inherit the value.</p>
Quiz Attempts Limit	<p>This controls the amount of times a user can launch the quiz. For example, if you set it to 2, the user can click the link to open the quiz two times. We recommend that you tell the user the attempts limit in the welcome message.</p>
Allow Exit and Resume	<p>If set to Yes, then users can submit some questions in the quiz, then close the quiz session, then start the quiz again. Any questions that they have already submitted persist their answers. Users see their answers when they launch the second session.</p>

Related Information

[Quiz Iterations and Sessions \[page 12\]](#)

[Quiz Settings to Control Sessions and Iterations \[page 10\]](#)

2.1.1 Quizzes' Primary Locales

Each quiz has a primary locale (language), which models the quiz for other locales.

The primary locale of a quiz is the model for every other locale of the quiz. For example, if the quiz's primary locale has ten questions, the other locales must also have ten questions. If the first question of quiz in the primary locale is a True/False question, then the first question of the quiz in every other locale must be True/False also. The secondary locales can change the text of the question and change the text of the answer, but they cannot (for example) add additional questions or additional answers.

When you create a quiz for the first time, the quiz's primary locale defaults to your primary locale. If you support users in a single language, then you can use the default. If you need to switch the primary locale, click [✎Edit button](#) in the [Locale](#) section to switch the primary locale. For a new locale to be the primary locale, it must have the same number of questions and be in the same publish state as the **current** primary locale.

Note

A quiz's primary locale is indicated with the text [\(Primary\)](#).

2.2 Quiz Messages

Add messages to your quiz to help orient users to events in the quiz.

Table 8:

Message Type	Purpose of Message
Welcome Message	<p>The welcome message provides the context of the quiz and instructions for the quiz. Users see it when they first launch the quiz.</p> <p>Users always see a system message that tells them how they can navigate the quiz (based on your choice of quiz type in the quiz settings).</p>

Message Type	Purpose of Message
Success Message	The success message appears when users pass the quiz. To pass the quiz, users must answer enough questions correctly to meet the passing percentage. For example, if the passing percentage is 80% on a ten question quiz, and the users answer at least eight questions correctly, they see the success message.
Failure Message	The failure message appears when users fail the quiz. To fail the quiz, users must answer fewer questions correctly than the passing percentage. For example, if the passing percentage is 80% on a ten question quiz, and the users answer fewer than eight questions correctly, they see the failure message.

2.3 Quiz Settings to Control Sessions and Iterations

Quiz takers can launch the same quiz in multiple browsers. The quizzes' behavior is controlled by [Allow Exit and Resume](#) and [Max Quiz Attempts](#).

If users attempt to launch quizzes multiple times, the results of their attempts are limited by [Allow Exit and Resume](#) and [Max Quiz Attempts](#).

Table 9: Allow Exit and Resume and Max Quiz Attempts

Allow Exit and Resume	Max Quiz Attempts	Results
Off	Unlimited (0)	<p>A new iteration is created every time the user attempts to launch the quiz (in any browser).</p> <p>In this case, the important setting is Max Quiz Attempts. Because the quiz does not limit the amount of attempts (iterations), each launch counts an iteration, but the quiz allows the iteration to go forward.</p>

Allow Exit and Resume	Max Quiz Attempts	Results
Off	Limited (greater than 0)	<p>A new iteration is created every time the user attempts to launch the quiz (in any browser). If the number of iterations has been exceeded, the quiz locks. The user can no longer open it.</p> <p>In this case, the important setting is <i>Max Quiz Attempts</i>. Because the quiz does not limit the amount of attempts (iterations), each launch counts an iteration, but the quiz allows the iteration to go forward.</p>
On	Limited or unlimited (any value)	<p>The quiz respects any limits set, as above. If you set a limit, the quiz locks after the users exceed the limit of iterations (attempts).</p> <p>With <i>Allow Exit and Resume</i> on, the system adds session progress control. If a user is currently attempting the quiz, and has not submitted the quiz for grading, every time the user launches the quiz (in any browser), the users are working in the same iteration. For example, if a user answers three of 10 questions in one browser session then clicks the close button and then opens another browser session (even a concurrent browser session), the system puts the user in the same iteration (attempt), starting at the fourth question.</p> <p>Because users are in the same iteration, they:</p> <ul style="list-style-type: none"> • Cannot change the answer for a question that has been submitted. • See the answers from previous sessions. • Cannot re-submit the same iteration: if they open a quiz in Microsoft Internet Explorer, for example, and also in Google Chrome at the same time, and if they submit their first attempt in Internet Explorer, any submission in Google Chrome is counted as a second iteration.

Related Information

[Quiz Iterations and Sessions \[page 12\]](#)

[Quiz Settings \[page 7\]](#)

2.3.1 Quiz Iterations and Sessions

The two settings *Exit and Resume* and *Quiz Attempts* work together to control the count of your users' quiz iterations and how your users' quiz sessions.

A quiz session defines how your user sits for a quiz. It is literally a browser session. You can, for example, force users to start and finish the quiz one time, in one browser session or you can allow multiple sessions so that users can start and restarting the quiz when their schedules allow.

A quiz iteration is one attempt the quiz in one session. Iterations are slightly different from sessions because users can launch the quiz in multiple browser windows (for example). In some configurations, they can have multiple sessions counting against the same iteration.

Related Information

[Quiz Settings \[page 7\]](#)

[Quiz Settings to Control Sessions and Iterations \[page 10\]](#)

2.4 Copying Quizzes

Copy quizzes to borrow the questions, messages, settings, and locales from an existing quiz to start a new quiz.

Context

Copying quizzes is the easiest way to start a new quiz based an existing one. For example, if you have a 10 question quiz for standard users of a system, and you want to extend it for power users by adding 10 additional questions for power users, you can copy the standard quiz to create the power user quiz. When you start the power user quiz, the questions, settings, any translations, and messages are transferred to the power user quiz to help you get started.

Procedure

1. Go to ► [Content](#) ► [Quizzes](#) ► and open the quiz that you want to copy.
2. Click [Copy](#).
3. Add a unique ID for the quiz that you are about to create.
4. Select the locales that you want to transfer to the copy.

When you copy a locale, the translation of the questions is transferred to the copy. You must copy at least the default locale.

2.5 Deleting Quizzes


If you do not need a quiz, and if the quiz is **not** in use, then you can delete it.

Context

Deleting quizzes is most useful in the design phase, before you release them to users. For example, if you are designing a quiz and decide to start over or that the quiz is unnecessary, you can delete it.

After you release a quiz to users by attaching it to a learning item, it is more difficult to delete because the system checks that no users are depending on the quiz. you cannot delete a quiz if it has "iteration data". Iteration data is just a way of saying that at least one user has launched the quiz.

Procedure

1. Go to ► [Content](#) ► [Quizzes](#) ► and open the quiz that you want to delete.
2. Click  [Delete button](#).

2.6 Deleting Quiz Locales

Delete a quiz locale if you do not need it and it is not being used by the system.

Context

Delete locales is to remove a translation from quiz or when you simply added a locale by mistake. You cannot delete the primary locale (the source language) and you cannot delete a locale that is in use.

Procedure

1. Go to ► [Content](#) ► [Quizzes](#) ►, search for your quiz and open it.
2. Click [✎Edit button](#) in the [Locales](#) area.
3. Find the locale that you want to delete and click [🗑Delete button](#).

Related Information

[Deleting Quizzes \[page 13\]](#)

3 Creating and Modifying Questions

Learning administrators add questions to quizzes to test individual facts that users should know.


Prerequisites

Create a quiz. [Creating and Modifying Quizzes \[page 6\]](#)

Procedure

1. If you do not already have your quiz open, go to ► [Content](#) ► [Quizzes](#) ►, find, and then open the quiz that you want to add questions to or modify the questions of.
2. Check the [Feedback Display](#) setting in the [Settings](#) area.

If the feedback display is set to show feedback to users, then you need to type a message for users when they answer a question correctly and when they answer the question incorrectly.

3. Click [Edit](#)  in the [Questions](#) area.
4. Click [Add Question](#) and then select a question type.
5. In the question text box, type the question that tests users' knowledge.
6. In the [Answers](#) area, add your answers.

The answers that you can add depend on the question types. [Supported Question Types \[page 16\]](#)

7. Type correct and incorrect feedback if your quiz is set to provide feedback for users.
Users see the feedback immediately after they submit their answer to the question.
8. Click [Save](#) to save the question or [Close](#) to close it.

Next Steps

To preview any one question as the user would see it, click [Preview](#). You can also preview the entire quiz. Save and close the questions and then click [Preview](#) on the main page.

Related Information

[Creating and Modifying Quizzes \[page 6\]](#)

[Quiz Settings \[page 7\]](#)
[Quiz Question Fields \[page 16\]](#)
[Supported Question Types \[page 16\]](#)

3.1 Quiz Question Fields

Different question types share these common fields.

Table 10: Quiz Question Fields

This field...	...is used as follows
Question Type	The question type defines how the user answers the question.
Question/Answers	The question that the quiz presents to the user and the possible answers. The selected answer is the correct one.
Correct/Incorrect Answer Feedback	The text that users see when they answer the question correctly or incorrectly. To use feedback, you must have feedback enabled on the quiz.
Randomize Answers	If you select Randomize Answers , the system randomizes the order of the answers.

Related Information


[Quiz Settings \[page 7\]](#)

3.2 Supported Question Types

Select the correct question type to correctly challenge users on their knowledge.

Table 11: Question Types

Question Type	Description
Single Answer	This is a multiple choice question. Users select one answer from the list of possible answers. Although you can write a question that includes an “all of the above” answer to encompass more than one correct answer, we recommend you use Multiple Answers for situations where more than one answer is correct. Multiple answers gives you a better idea of what users thought was correct and incorrect.

Question Type	Description
Multiple Answers	This is a multiple choice question. Users select more than one answer from the list of possible answers. You designate one or more answers to be correct, so you can use multiple answers even when only one answer is correct. This forces users to consider the other answers and lessens users' ability to apply the process of elimination.
True or False	Users are shown a statement and asked to decide if the statement is true or false. For the statement, we recommend that you include only the information necessary for the test. That is, if you want to build in distraction, do so through offering users more choices instead of writing complex statements.
Ordering	<p>You present the user with a list of answers and users must place the answers in the right order. Be sure to tell the user where to start or if the list is ascending or descending. For example, you can ask the user to order the first four planets in the solar system, but tell the user that the order starts at the sun and moves out into the solar system. Or ask the user to rank nations by their carbon emissions, but tell the users to start with the highest-emitting nation. You type the answers in the correct order and the quiz randomizes the order at run time.</p> <p>The randomization option does not appear in the ordering type because the answers are always randomized.</p>
Fill-in-the-blank	<p>Use fill-in-the-blank to test users knowledge of an answer in context. Users see a statement and see a blank space in the statement where a word or phrase is missing. They type the missing word or phrase.</p> <p>In fill-in-the-blank questions, you can give the user alternative answers. Give the user alternative answers when spelling can differ (gray vs grey, for example) or when you do not want to penalize users for a typo (it's vs its, for example). You can also use alternative answers when more than one term is acceptable (U.N. vs United Nations, for example).</p> <div>  Caution <p>Fill-in-the-blank questions can be more difficult than other question types to translate because you insert a translator between the quiz creator and the user. Work closely with translators for fill-in-the-blank question answers.</p> </div>

Related Information

[Quiz Question Fields \[page 16\]](#)

4 Previewing Quizzes

Preview quizzes to see how they behave with users at run time.

Procedure

1. If you do not already have your quiz open, go to ► [Content](#) ► [Quizzes](#) ►, search for your quiz, and then open it.
2. To preview the entire quiz as users experience it at run time, click [Preview](#).
3. To launch the quiz at any one question, click [Edit button](#) in the [Questions](#) area and then go to the question where you want to start.

→ Tip

Launching the quiz at a question can be useful if you created a long quiz. You might, for example, only want to see the last three questions of a quiz with twenty-five questions. You go to the twenty-third question and launch it to skip the first part of the quiz.

4. Click [Preview](#).

Related Information

[Troubleshooting Quizzes \[page 18\]](#)

4.1 Troubleshooting Quizzes

If you are having trouble with a quiz, see these troubleshooting tips.

Cannot Publish a Quiz in a Secondary Locale

If your primary quiz locale is English, and you cannot publish a secondary locale (like Spanish), then check the following:

- Your secondary locale must have the same number of questions as your primary locale.
- Your primary locale must be published before you can publish secondary locales.

5 Assigning Quizzes to Users

Learning administrators assign quizzes to users through learning items.


Prerequisites

You need an online or scheduled and online learning item to attach the quiz to. Go to ► [Learning](#) ► [Items](#) and click [Add New](#). For the type of item to add, select [Online Only](#) or [Scheduled and Online](#).

Context

After you build a quiz, you attach it to a learning item to test the contents of the learning item. If you want to quiz users without any online instruction, you can create a learning item specifically for the quiz. Such a learning item would have no other online content.

Procedure

1. Go to ► [Learning](#) ► [Items](#) and open the learning item where you want to add the quiz.
2. Click [Add](#)  and then click [Add Quiz](#).
3. In [Add Quiz](#), make the following selections.

Field	Description
Quiz Object	This is the unique ID of the quiz that you want to add.
Quiz Name	This is the name of the quiz as you want it to appear in the content structure.
Restrict access to other online item objects when this quiz is in progress	If you select this option, users will not be able to look through the online content to find answers to quiz questions.
Record learning event when quiz passed	If you select this option, users who pass the quiz are given the completion status in ► Learning ► Items ► Online Content ► Settings ► Completion Status .

Field	Description
Record learning event when quiz failed	If you select this option, users who pass the quiz are given the completion status in Learning > Items > Online Content > Settings > Failure Status . The behavior of the learning item in this case is controlled by Learning > Items > Online Content > Settings > Failure Action .
Enable Quiz Review	If you select this option, then users who have concluded the entire learning item can review the quiz.

- Optionally, you can organize the quiz into a folder in the [Add To Folder](#) area.
- Click [OK](#).

6 Exporting Quizzes for Translation

Because your user base can speak multiple languages, you can translate quizzes into any language that you have installed.

Prerequisites

You must create the quiz in a primary locale and you should have some questions in the quiz. We recommend that you spend time editing the primary locale so that your translators receive the best possible language in your quiz.

Context

You can translate quizzes directly in the SAP SuccessFactors Learning administration interface (by switching the quiz locale in the [Locales](#) list), but it is more efficient to export your quizzes, send them to a translator, and import the translator's work. Your translator only needs access to Microsoft Excel and some knowledge of how the worksheets operate.

Procedure

1. Go to ► [Content](#) ► [Quizzes](#) ► and open the quiz that you want to send for translation.
2. In the [Locales](#) area, click [Edit button](#).

Each locale is a language specific to a region, such as “Brazilian Portuguese” and “French Canadian” (as opposed to “Portuguese” and “French” as spoken in Europe).

3. If you do not already see the locales that you want to translate into, click [Add Locale](#) to add them.

The [Questions](#) column contains the amount of translated questions. When you first add a locale, the number is of translated questions is zero. Additionally, you cannot publish a translated quiz until the primary locale is published.

You add locales **before** you export so that translators see placeholders for their message text and get the exact locale ID we use (which is non-standard). If you skip this step, then you will have more difficulty instructing translators on the worksheets. [Instructions for Translators of Quizzes \[page 22\]](#)

4. Save and close the [Locales](#) page and check to see if your locales are listed on the main page in the [Locales](#) area.
5. Go to ► [System Admin](#) ► [Tools](#) ► [Export Data](#) ►.
6. In [Record Type](#), select [Quiz](#), and then click [Next](#).

7. In [Add Quizzes](#), click [add one or more from the list](#), look up your quiz, and select it.
8. Do **not** select [Export Primary Locale only](#).
9. Click [Add](#).

➔ Tip

You can export more than one quiz at a time. Repeat the steps of looking up the quizzes and adding them to your list.

10. Click [Next](#).

After you click [Next](#), SAP SuccessFactors Learning sends you to the background job framework. Follow the on screen instructions to run the export job. Add a description to help you differentiate this job from others when you later download the quiz. When the export job completes, you can retrieve your exported quiz.

11. Go to ► [System Admin](#) ► [Tools](#) ► [Export Data](#) ►. Click [Download](#) to download your quiz and save it as a Microsoft Excel file locally.
12. Send the Excel spreadsheet to translators with the translation advice.

6.1 Instructions for Translators of Quizzes

Instructors follow these steps to translate quizzes.

Prerequisites

As a translator, you should have received a Microsoft Excel spreadsheet with the strings to translate. [Exporting Quizzes for Translation \[page 21\]](#)

Procedure

1. Open the Microsoft Excel spreadsheet that you were sent to translate.
The spreadsheet has two worksheets: Quiz and Questions. In these instructions, you will switch back and forth between them.
2. Save two copies of the file: one for back-up and one to translate.
Call one file, for example, `Translation_working.xlsx` and one file `Translation_backup.xlsx`. Do your work in the `_working` file and do not edit `_backup`. At the end, you can compare `_working` to `_backup` to make sure you changed only the translation strings.
3. Go to the Questions worksheet.
4. Copy all the cell data [except](#) for the first row and paste it at the end of the worksheet.

When you first receive the worksheet, it contains the primary locale's questions only. For example, if the primary locale is English (this is typical), all the rows contain the English versions of the questions and answers. In this step, you duplicate the rows so that you can translate the English (primary) locale into your language.

Assume that the questions tab has data that starts in cell A:1 and ends at M:19. Because the first row (row 1) contains the headers, you copy the data in A:2 to M:19. Then, place your cursor at A:20 and paste the contents of your clipboard. You now have a duplicate of the questions that you can begin to translate.

5. Highlight the cells you just copied.

Although highlighting is not required, it helps you see the rows that you need to translate.

6. Save the Excel file and then duplicate it to a file called `Translation_Start_Strings.xlsx`.

You currently have a `_working` and a `_backup` copy, but you need a third copy. This third copy preserves the state of your file at this point in the process: the point at which you have set up your Excel file for translation but have not begun translation. You need to preserve the file at this state so that you can later compare it against your final working copy. Any differences in that comparison that are **not** your translation strings are mistakes.

7. Go to the Quiz worksheet, find the locale that you are translating in column C, and copy it.

If you are translating from English into Spanish for Mexico, the Locale ID in column C is "Spanish Mexican"

8. Go back to the Questions worksheet. In the highlighted cells that you just copied, replace the value of column B with the Locale ID you just copied.

If you are translating Spanish for Mexico, you copied "Spanish Mexican" from the Quiz workbook. And if you are translating from English into "Spanish Mexican", then the value of column B in the Questions tab is "English" for your highlighted rows. And if you highlighted rows 20 through 37, you need to paste "Spanish Mexican" over "English" in the set B:20 through B:37.

9. Translate the quiz strings: the messages on the Quiz worksheet and the questions and answers on the Questions worksheet.

[Quiz Strings to be Translated \[page 24\]](#)

Do not change any text except those that you translate. Do not change the order of the rows.

10. Save your working copy.

Next Steps

Compare your working copy with the backup to make sure you changed translation strings and not any quiz metadata.

6.2 Quiz Strings to be Translated

Translators should edit these columns in the Microsoft Excel export to translate the strings.

Strings to Translate in the Quiz Worksheet

The Quiz worksheet contains strings to be translated for the quiz itself. For example, welcome messages for the quiz or the quiz name.

Table 12: Quiz Worksheet

Column Name	Context of the String
Quiz Name	The quiz name is what the users see, in their language, before they launch the quiz. It should be a short phrase that orients the user to the purpose of the quiz.
Quiz Description	The quiz description does not appear to users and does not need to be translated.
Welcome Message	The welcome message appears after users launch the quiz. It orients users to the quiz they are about to take. The welcome message appears with some system boilerplate that tells users about the rules of the quiz (for example, can the user return to previous questions).
Completion Message	The completion message appears after users have submitted the quiz.
Success Message	Users see this message if they pass the quiz.
Failure Message	Users see the failure message if they fail the quiz.

Strings to Translate in the Questions Worksheet

The Questions worksheet contains strings to be translated for the questions: the question and the possible answers.

Table 13: Questions Worksheet

Column Name	Context of the String
Question Text	<p>The question that the user must answer or the statement that the user must evaluate. Question text is not always a question. For example, in True/False questions, user see a statement, like "Earth is the third planet from the sun." In the question text for fill-in-the-blank questions, you can see two underscores together. Keep these in your translated string because they represent the place where users "fill in" their answers.</p>
Answer Choice Value	<p>The answer choice values are what the user sees as potential answers. In the case of fill-in-the-blank questions, you likely see alternate answers. Translation of fill-in-the-blank answers are very important because users type what you translate to get a correct answer. Work closely with the quiz creator to understand the intent of fill-in-the-blank questions.</p> <p>Each answer choice is identified by a unique Question ID and Answer Choice number. You can match your primary locale to your translation by those two fields.</p>

7 Exporting Quizzes to Move Them Between Environments

Learning administrators can export quizzes to move them, for example, from staging to production environments.

Procedure

1. Go to ► [Content](#) ► [Quizzes](#) ► and verify that the quiz is ready to export.

⚠ Caution

We strongly recommend that you do **not** change the data in the Microsoft Excel spreadsheet that you export. For this reason, you should make all your changes in the administration environment before you export.

2. Go to ► [System Admin](#) ► [Tools](#) ► [Export Data](#) ►.
3. In [Record Type](#), select **Quiz**, and then click [Next](#).
4. In [Add Quizzes](#), click [add one or more from the list](#), look up your quiz, and select it.
5. Do **not** select [Export Primary Locale only](#).

➡ Tip

When moving quizzes between environments, take an all-or-nothing approach (in this case, all locales). By taking an all-or-nothing approach, you can avoid conflicts between environments.

6. Click [Add](#).

➡ Tip

You can export more than one quiz at a time. Repeat the steps of looking up the quizzes and adding them to your list.

7. Click [Next](#).

After you click [Next](#), SAP SuccessFactors Learning sends you to the background job framework. Follow the on screen instructions to run the export job. Add a description to help you differentiate this job from others when you later download the quiz. When the export job completes, you can retrieve your exported quiz.

8. Go to ► [System Admin](#) ► [Tools](#) ► [Export Data](#) ►. Click [Download](#) to download your quiz and save it as a Microsoft Excel file locally.

Next Steps

Import the quiz to the next environment. [Importing Quizzes \[page 28\]](#)

8 Importing Quizzes

After a translator translates the messages and questions of a quiz or after you export a quiz from a staging environment to import to production, a learning administrator imports the translation.

Context

Import quizzes to move quiz data into your environment. The two most common reasons for importing quiz data are:

- You exported the quiz data in the primary language of the quiz, and then sent it to a translator who translated the quiz into one or more languages. The translator returned the file and you are ready to import the translation.
- You exported the quiz data from a lower environment (like staging) where you were testing the quiz and you are ready to import it to a higher environment (like production).

Procedure

1. Copy the Microsoft Excel file that the translator sent you or that came from the lower environment to a local folder.
2. Go to ► [System Admin](#) ► [Tools](#) ► [Import Data](#) ►.
3. Make the following selections:

Field	Choice
Action	Import Data
Record Type	Quiz
Import Option	Add and Update
Import File	Click Browse to find the file that you saved locally.
Time Zone ID	The time zone is not critical for most quiz imports. Select your time zone.

4. Click [Import](#).

After you click [Import](#), SAP SuccessFactors Learning sends you to the background job framework. Follow the on screen instructions to run the import job. Add a description to help you differentiate this job from others when you later download the error log. When the export job completes, you can retrieve information about your imported quiz.

5. After the job runs, check its status in ► [System Admin](#) ► [Tools](#) ► [Import Data](#) ►.

If the job status is succeeded, then there is nothing for you to do. You can go to ► [Content](#) ► [Quizzes](#) ► to begin working with the quiz.

If the job status is failed, then download the error log to diagnose the errors. Most job failures are because a translator accidentally changed metadata about the quiz or an administrator accidentally changed the metadata between exporting it from a lower environment and giving it to you for import. If the import file violates the rules, you see errors. [Quiz Import Rules](#) [page 29]

8.1 Quiz Import Rules

You can use this information to troubleshoot quiz import errors.

Quiz Worksheet

The following rules are applied to the Quiz worksheet of the import file.

Table 14: Quiz Rules

Rule	Checking Rule in Quiz Worksheet
A quiz must have at least one primary locale	In the "Is Primary Locale" column, at least one row must be TRUE. In most cases, the Locale ID of English is the primary locale.
You cannot update primary locale through import.	Go to ► Content ► Quizzes ► search for and open the quiz that you are importing and check its primary locale in the Locales area. It must match the locale ID that is marked as TRUE in the "Is Primary Locale" column.
Primary locale's settings are saved but no other locales' settings are saved.	Find the row in the Quiz worksheet where "Is Primary Locale" is set to TRUE. Only those settings (such as domain, quiz type, and so on) are saved to the database on import. The messages of secondary locales (for example, the welcome message) are saved on import.

Question Worksheet

The following rules are applied to the Question worksheet of the import file.

Table 15: Question Rules

Rule	Checking Rule in Questions Worksheet
You cannot add questions to a locale that you did not add through Content > Quizzes .	Go to Content > Quizzes and find the list of locales in the Locales area. Check it against the list in the Locale ID column of Questions.
You cannot add or update questions on a published quiz locale.	Go to Content > Quizzes and check to see if the quiz is published in its various locales. You cannot update the questions in a locale that is published.
Questions cannot be added to a secondary locale if they do not already exist in the primary locale.	Count the number of rows for each locale in the Locale ID column. Each locale should have an equal number of rows.
You cannot update the format of a question (question type).	For each question in the questions tab, check the Question Format column. It must match with each question that you find in Content > Quizzes .
Each question in a secondary locale must have the same number of answers as the question in the primary locale.	For each question row that is uniquely identified in the Question ID column, count the number of rows in the primary locale and the secondary locale. They must match.
Answer choice sequence in the secondary locale must match the sequence in the primary locale.	For each question row that is uniquely identified in the Question ID column, check the Answer Choice Number column in the primary locale and the secondary locale. The sequence must match.
The import applies the metadata from the first row of a question and ignores subsequent rows of the same question ID.	For example, the system reads Randomize Answer Choices (a metadata value) from the first unique Question ID it encounters. All subsequent rows are ignored for Randomize Answer Choices.
In True/False format, the true answer must come first and should be translated.	Filter by TRUE_FALSE in Question Format. For each unique Question ID, the answer choice value "True" (or translations of "true") must be first. In Spanish, for example, the value "Verdad" must be first.
In Fill-in-the-blank questions, group number and Is Primary are required.	Filter by FILL_IN_THE_BLANK in Question Format. You must see a value in Group Number and Is Primary.

9 Reports Available for Quizzes

These reports are available in the learning administration [Reports](#) section.

Table 16:

Report	Description
Quiz Item Analysis	<p>The Quiz Item Analysis returns questions that were associated with a quiz iteration and statistics on the answers selected by quiz takers. It includes only finished quizzes (quizzes that are currently in progress do not show up in the report).</p> <p>Use it to check how all users are performing in your quizzes to tell you how well your quizzes are written. For example, if 90% of users are answering a question incorrectly, it could be that the question is confusing or even that the wrong answer is marked as correct in the quiz design.</p>
User Quiz Data	<p>The User Quiz Data report returns (for all selected users and quizzes) the details of user's performance on quizzes. Use it to see how individual users or groups of users scored on a quiz.</p>
Quiz Results Analysis	<p>The Quiz Results Analysis report returns, per quiz at the locale level, an analysis of the users attempting the quiz and the scores of those users.</p> <p>Run this report to summarize statistics for several quizzes at once to compare the performance across different quizzes and different locales. For example, you can run this report to identify outliers: quizzes that are much harder or much easier than others. You might see that users of a locale are scoring worse than others, an issue that could be the result of a bad translation, for example.</p>

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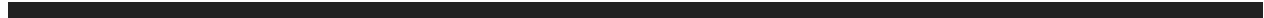
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