

2020 Guidelines Courses

Online Exams



Updated November 5, 2020

The AHA now offers Online Exams for the 2020 Guidelines BLS, ACLS, and PALS instructor-led training courses. Online Exams improve exam security and are just one way the AHA ensures that cardholders around the world have met the same course completion requirements for classroom training. Another benefit of Online Exams is electronic scoring upon completion by the student, taking the burden of exam grading off the Instructor.

While Online Exams are the preferred method for administering exams, the AHA also continues to offer printed/paper exams, especially where Internet connectivity is limited.

Administering Online Exams

Online Exams are completed by students at the end of class. During a break in class or right before students take the exam, Instructors should email each student his or her unique Online Exam URL (see instructions below). NOTE: Instructors should not send the Online Exam URLs to students before class or too early during class. Doing so could jeopardize the security of the exam by allowing any students who did not attend or complete the course to access the exam.

Accessing Online Exams

Using the Training Center Security ID (SID) number, Training Centers access Online Exams (either bundled with eCards or as a stand-alone option) from ShopCPR.Heart.org, to be issued to students during a BLS, ACLS, or PALS instructor-led class.

Before Class:

Training Center Coordinators (TCCs) (or Instructors, if they have been given access by their TCC to the Training Center SID number*) should go to ShopCPR.Heart.org and navigate to the applicable course exam/eCard bundle or stand-alone course exam.

**TCCs must follow rules in the Program Administration Manual regarding SID numbers.*

These options can be found in the main navigation under **Course Completion Cards**, as well as through the sub-navigation category under **Product Type** called "Online Exams."

Option 1 – Course Exam + eCard

The TCC or Instructor will search for the applicable course "eCard and Online Exam" bundle. These two are bundled together, although there is no cost for the Online Exam. The Instructor will purchase these bundles in bulk depending on the number of students expected for the class. Each bundle will contain unique URLs to access the Online Exam, and these unique URLs may only be used once. Instructors also can use purchase codes to add Online Exams into their Training Central accounts if they wish.

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Assigning Course Exams:

- For Instructors not using purchase codes, they will download the Online Exam URLs from ShopCPR.Heart.org in advance and provide the URLs to attending students during the class when it is time to take the final exam.
- For Instructors using purchase codes, they should navigate to their Training Central account during the class to assign the Online Exams to attending students.
- Once the student receives their unique URL to access the Online Exam, they will either click directly on the link or copy and paste it into their browser. They will then be required to log in to eLearning.Heart.org to access and complete the exam.
- The exam will be automatically graded upon completion.
- If the student successfully passes the exam, the TCC or Instructor will issue the appropriate eCard to the student through the AHA Instructor Network eCards tool (same process as with 2015 eCards).

Assigning eCards:

If the “eCard and Online Exam” bundle is purchased by the Instructor, eCards will still be delivered to the TCC’s inventory. Therefore, if the Instructor plans to issue eCards upon passing of the exam, before class, the Instructor should make sure that the appropriate number of eCards has been assigned to them through their TCC.

Option 2 – Stand-Alone Course Exam

The Instructor or TCC will follow the steps above, only he or she will search for the applicable course “Online Exam” stand-alone option. Exams will be “purchased” in bulk depending on the number of students expected for the class. Each package will contain unique URLs to access the Online Exam, and these unique URLs may only be used once. Instructors also can use purchase codes to add Online Exams into their Training Central accounts if they wish.

The same steps apply to this option for **Assigning Course Exams** as listed in the section above.

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Summary of Exam Processes for 2020 BLS, ACLS, PALS Instructor-Led Courses

	Option 1 – Course Exam + eCard	Option 2 – Course Exam Only	Printed/Paper Exam
Before Class	<ul style="list-style-type: none"> Go to ShopCPR.Heart.org Purchase applicable “eCard and Online Exam” bundle for number of students in class In the checkout process on ShopCPR, download spreadsheet of unique Online Exam URLs or use Purchase Code to add Online Exams to Training Central Upon purchase, eCards will be delivered to TCC’s eCard inventory to be issued to Instructors or directly to students (same process as pre-2020 Guidelines) 	<ul style="list-style-type: none"> Go to ShopCPR.Heart.org Purchase applicable “Online Exam” for number of students in class In the checkout process on ShopCPR, download spreadsheet of unique Online Exam URLs or use Purchase Code to add Online Exams to Training Central 	<ul style="list-style-type: none"> Log in to TCC account in AHA Instructor Network From the Dashboard page, select “Exams” in the left-hand navigation Print number of exams to be issued during class
Assign Exam	<ul style="list-style-type: none"> During class (see guidance in “Administering Online Exams” section above), either email unique Online Exam URLs to students or assign them through Training Central Student accesses Online Exam through URL (registration with eLearning.Heart.org will be required) Upon student completion of Online 	<ul style="list-style-type: none"> During class (see guidance in “Administering Online Exams” section above), either email unique Online Exam URLs to students or assign them through Training Central Student accesses Online Exam through URL (registration with eLearning.Heart.org will be required) Upon student completion of Online 	<ul style="list-style-type: none"> Printed/paper exam proctored by Instructor at the end of class Instructor grades exams individually with exam key

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	Exam, exam will be graded electronically	Exam, exam will be graded electronically	
Assign eCard	<ul style="list-style-type: none"> Once student successfully passes exam, TCC or Instructor issues eCard through AHA Instructor Network <p><i>NOTE: See FAQ section for information on failed Online Exams and remediation</i></p>	<ul style="list-style-type: none"> Once student successfully passes exam, TCC or Instructor issues eCard through AHA Instructor Network <p><i>NOTE: See FAQ section for information on failed Online Exams and remediation</i></p>	<ul style="list-style-type: none"> Once student successfully passes exam, TCC or Instructor issues eCard through AHA Instructor Network

Online Exams FAQs

Q: How do I access Online Exams?

A: Using the Training Center SID number, Training Centers access Online Exams (either bundled with eCards or as a stand-alone option) from ShopCPR.Heart.org, to be issued to students during a BLS, ACLS, or PALS instructor-led class.

Please also reference the first two pages of this document for more information.

Q: How do I use the Online Exams once they've been "purchased"? How do I send the Online Exam URL to students?

A: At the completion of the "purchase" of Online Exams on ShopCPR.Heart.org, Online Exams can be either downloaded via a spreadsheet of URLs or added to Training Central.

Training Centers or Instructors will then assign Online Exams to students during class by emailing the unique Online Exam URL or assigning through Training Central, whichever is easiest for the Instructor/TCC. Students will then access the unique URL by clicking on it or copying and pasting it into their browser. The student will then start the exam. NOTE: If the student has not previously registered with eLearning.Heart.org, he or she will need to do so prior to completing the exam.

Q: Can I send the Online Exam URL via a text message to students?

A: Yes; however, the AHA does not advise it. The AHA advises that the URL be sent via email or assigned via email or through Training Central instead to help ensure the URL stays intact. In a text message, the URL may not remain intact.

Furthermore, security is of extreme importance. The Instructor should ensure that the information is sent in a secure manner.

Q: When do students take the Online Exam or printed/paper exam?

A: Whether using Online Exams or printed/paper exams, exams are always administered during class, never beforehand or outside of the classroom.

Q: Does it take longer to complete an Online Exam compared to the printed/paper exam?

A: The length of time that it takes to complete the Online Exam is totally dependent upon the student. For the Instructor, there is time savings with the Online Exam since the Instructor does not have to manually grade it.

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Q: Are the Online Exams timed?

A: No.

Q: Are the Online Exams mandatory, or can the printed/paper exams still be used?

A: Online Exams are not mandatory. The student can take either the Online Exam or the printed/paper exam.

The AHA recommends the Online Exams because they improve exam security. Additionally, the Online Exams are just one way the AHA ensures that cardholders around the world have met the same course completion requirements for classroom training.

Q: If I don't want to use an Online Exam, where can I find the printed/paper version?

A: The printed/paper exam is available on the AHA Instructor Network, accessible only to the TCC. The TCC can access the printed/paper exam in the Exams Management section on the Dashboard in the AHA Instructor Network.

Q: How will an Instructor know if the student has passed or failed the Online Exam, and how do they get the results?

A: **PASS:** A student must receive a score of 84% or better to pass. If the student passes the Online Exam, then a certificate of completion with the passing score will be generated and can then be printed or saved electronically.

FAIL: If the student fails the exam, a certificate of completion will not be generated. If the student fails the exam twice, he or she will receive a message to contact the Instructor for next steps.

Remediation/Failed Exam

Q: If a student fails the Online Exam twice, what will happen? How long do they need to wait?

A: If a student fails the Online Exam after the allotted two attempts, the TCC is responsible for deciding the course of action. One option is for the student to take the printed/paper exam; however, this is a decision to be made by the TCC and Instructor.

Please note that the student cannot go back and review the Online Exam after they take it.

Q: How do I provide remediation to a student with an Online Exam?

A: We understand remediation is important and that it can be a valuable tool to help students succeed. Remediation is not a key feature of Online Exams at this time. The AHA is working on features to optimize remediation with Online Exams.

For students who require remediation, traditional procedures, as outlined in the course Instructor Manual and Program Administration Manual, should be followed.

Managing Inventory and Records

Q: How can I (as a TCC) manage the inventory of Online Exams for my Instructors?

A: Online Exams can be managed like any other inventory of eLearning courses. It is up to the discretion of the Training Center how they choose to manage the inventory.

Q: Do Training Centers/Instructors need to keep scoring reports and certificates of completion for the Online Exam and any Precourse Self-Assessment/Precourse Work on file for three years? Or can they simply document the test score and that the Precourse Self-Assessment and Precourse Work was done?

A: It is up to the discretion of the Training Center how to manage and how long to retain scoring reports and certificates of completion.

Q: Do Training Centers/Instructors need to keep skills sheets on file for three years?

A: Training Centers/Instructors need to keep skills sheets on file for three years for any students who were unable to complete the course requirements.

Technology Questions

Q: Do the Instructors need to provide technology (computers, devices) for students to complete Online Exams? Or can they require each student bring their own technology (computer, device)?

A: The Training Center is responsible for deciding whether to provide students with technology or whether to require each student to bring his or her own technology. The Online Exam can be taken on a desktop, laptop, tablet, or mobile phone.

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Q: What are the technical requirements and recommended settings if a student brings his or her own technology to class to complete the Online Exam?

A: Following are the technical requirements for Online Exams:

Web Browsers	Latest versions of Chrome, Firefox, Edge, Safari
Operating Systems	Windows 10 as minimum or newer, Mac OS 10.7 or newer, iOS and Android (mobile and tablet compatible)
Computing Hardware	Intel Core 2 Duo Processor or equivalent
Internet Connection	Broadband – Fiber, wireless, DSL, cable modem

Compatible Devices/Operating System

For accessibility purposes, this course has been tested with Voiceover, JAWs, NVDA, Talkback, and Voiceover for iOS. The requirements are also available here:

https://elearning.heart.org/static/faq#Technical_Support.

Q: What happens if the Internet connection is lost while taking the Online Exam in class?

A: If connectivity is lost and then restored during class, the Online Exam will still be available, and students can access the exam online to complete it.

Q: What happens if Internet connection is lost or power is lost after I started the Online Exam in class? Can I take the printed/paper exam instead?

A: Yes, the printed/paper exam can be taken.