

1.0 Overview

The 2019 NAPTA Troubleshooting Skills Competition begins with a Qualifying Round. The four-student team (or teams) from each school will participate in this round at your campus, using a web-based Learning Management System. The top twenty teams from across the country, based on the highest scores from the Qualifying Round, will compete in the Semi-Final round of the NAPTA Troubleshooting Skills Competition at River Parishes Community College in Gonzales, Louisiana on April 25 – 27, 2019.

The Qualifying Round uses a web-based Learning Management System to provide on-line content and test questions. There are three troubleshooting scenarios. A team will read each troubleshooting scenario and use the accompanying materials (descriptions, drawings, charts and other information) to answer troubleshooting-related test questions.



Each scenario is timed.

- For Scenario A, a team will have 45 minutes to review the provided content and answer the test questions.
- For Scenarios B and C the team will have 30 minutes on each exercise to review the provided content and answer the test questions.

The LMS will automatically score test questions and report the results to the NAPTA Competition Committee and the judging panel. If there are any questions or issues that arise during the Qualifying Round, you should contact Susan Davis at 832.385.7751 or support@naptaonline.org

Thank you for assisting with this exciting competition!

2.0 Before the Qualifying Round Date

It is very important to review these instructions prior to the date of competition; ask the team coach if you have any questions. You may also contact Martha McKinley.

- Make sure you and the coach/team members have coordinated on the date, time, and location of the Qualifying Round.
- All four registered members for a team must participate in the team's Qualifying Round. You will be provided with a team sign-in sheet to verify your competitor names.
- You will be provided with a Quick Start Guide, link to the Learning Management System, and a login. Log in to review the LMS and become familiar with each screen. If you have any questions/issues, contact the team coach. He or She will contact a NAPTA representative to get an answer.
- Prior to the Qualifying Round date; you will receive an email notification that three scenario files are available in the LMS for you to open and print. The files are in PDF format. The file contains the troubleshooting scenarios, drawings, charts, and related materials.

No test questions are included; they are only available electronically through the LMS. You will need to print a team sign-in sheet, a link to this document is located on the TSC web page at <http://www.naptaonline.org/events/tsc>. Print the sheet. You will also receive an updated Quick Start Guide with the email. Print a copy for the team.



You must create one set of color printouts for part 1 of each of the three scenario files. The printout must be in color, so the team members can identify vital, color-coded parts of drawings.



Verify that all pages printed, and printed properly. Keep the printouts secure until the Qualifying Round date.

- Review and sign the “2019 NAPTA Troubleshooting Skills Competition Qualifying Round Proctor Requirements and Responsibilities” form, provided by the coach, then scan and email it to troubleshooting@naptaonline.org no later than two business days before the team's Qualifying Round date. If you are proctoring for more than one team, you only need to return one copy of the signed form.
- Bring the three scenario printouts and team sign-in sheet with you to the computer center on the Qualifying Round date. **Do not give the three printouts to the team until instructed to do so**; please see *The day of the Qualifying Round date* section for information. The coach must not receive a copy of any printouts.



If more than one team is attending the Qualifying Round competition on the same day, make a copy for each team. If more than one team is competing but not on the same day, you can re-use the three printouts. Ask the students to not make notes or write on the printouts. The printouts should remain in your possession at all times other than during the competing Qualifying Round event(s).

3.0 The day of the Qualifying Round date



By entering the computer center for the Qualifying Round competition, the team members agree to abide by all rules and regulations described in this document, and will follow all instructions (verbal and written) provided by you, the proctor, and policies/procedures stated for the computer center.

1. Arrive at least 20 minutes prior to the team's scheduled arrival.
2. Coaches are not allowed in the computer center. Teams may consult with coaches during breaks.
3. Team members must follow all verbal and/or written orders from you, or the team may be disqualified.
4. Team members cannot bring any outside materials into the computer center, including hard copy or electronic textbooks, notes, or information. The team coach must remain outside the computer center during the Qualifying Round.
5. Backpacks, satchels, or similar items are not allowed into the computer center.
6. The team must follow all computer center rules (including food/drink, security, etc.) or the team may be disqualified.
7. Make sure all electronic devices (cell phones, tablets, etc.) are turned off in the computer center. No team members can use or wear any headphones, earbuds, or earpieces (like Bluetooth devices).
8. Have each team member print his/her name and sign the sign-in sheet.
9. A team can only use **ONE** computer during the Qualifying Round.
10. If more than one team is competing on the same day, have the teams spread out as best as possible in the computer center.
11. Distribute a copy of the Quick Start Guide.
12. When the team is ready to start the first scenario, hand out the Scenario A printout. Tell the team members they will have electronic access to the same materials once they start the test. **Inform the team NOT to look at the scenario until you and the team both log in and the team "clicks" the link to start the timed test.**
13. When the team is ready, log in to the LMS. Remind the team of the time for the scenario (Scenario A: 45 minutes, Scenarios B and C: 30 minutes each) A team member will log on next. The timed round starts when the team starts the test.
14. Inform the team members to not write on or destroy the printout. All printout pages must be returned to you at the completion of Scenario A.

Proctor Information and Guidelines Troubleshooting Skills Competition



15. Once the timed scenario starts, team members cannot leave the computer center. If a team member leaves for any reason, the team may be disqualified.
16. There will be two 15 minute breaks, between the A/B and B/C scenarios. The team must log out of the LMS and return the printout for the scenario to you before leaving on break. Team members must promptly return from breaks. When they are ready to start again, log in so the team can log in. The teams must return the printout from Scenario A to you before leaving on the first break, and Scenario B before starting the second break. At the end of Scenario C, the team must return the final printout to you.
17. If other teams from the school are taking the Qualifying Round competition at the same date/time/location, they must not communicate or interact with them (beyond greetings) during the competition until after leaving the computer center.
18. Team members cannot access any Internet site other than the Learning Management System.
19. The team members may not take any notes on, create any screen shots, or take photos/videos of the printed or on-line materials/test questions.
20. A team can access Microsoft Word or Notepad on the computer to take temporary notes while working with a scenario/test questions, but they must not save, print, email, or otherwise reproduce the notes. Accessing any other software is not allowed.
21. Team members of the same team can converse with each other at a reasonable volume not disruptive to others.
22. Team members must monitor their own time; you do not need to provide verbal or written time remaining notices. The proctor will stop the team at the maximum time limit for each exercise.
23. If the team members have any questions or issues with the computer, Internet, or LMS access (e.g. crashes, frozen screen), they must inform you. Contact the coach and/or college support staff to address the question/issue. Do not answer any questions related to the troubleshooting scenarios, content, or tests.
24. When the team is done, make sure they log out of the LMS and close the browser window.
25. Collect all printouts from the team(s). If you are proctoring for more than one team, please reuse the printouts for the next team(s).
26. **Once the printouts are no longer needed, please destroy them.**

4.0 After the Qualifying Round date

- If there were any issues or questions during a team's Qualifying Round, discuss these with the coach and determine a course of action.
- *Destroy all printout pages when the last team has completed the Qualifying Round.*
- **Accept our appreciation for helping out with this effort!**

5.0 About the NAPTA Troubleshooting Skills Championship Competition

- The NAPTA Troubleshooting Skills Championship Competition will take place on April 25 – 27, 2019 on the campus of River Parishes Community College in Gonzales, Louisiana.
- The Semi-Final and Championship Competition will consist of simulator-based rounds; rounds will be timed.
- Cumulative scores from all rounds will determine the ranking of the teams, from 1st – 10th place.
- The awards ceremony and the announcement of the top three highest scorers will take place during the awards dinner being held Saturday evening at 6:00 PM.