

Team Information and Guidelines

Troubleshooting Skills Competition



1.0 Overview

Congratulations! Your team is registered to participate in the Qualifying Round of the NAPTA 2019 Troubleshooting Skills Competition.

Your team will participate in the Qualifying Round at a computer center on your campus, or other designated location, on a specified date chosen between February 18 and March 22, 2019.



Make sure each team member has a copy of this document and fills in the following information.

Qualifying Round Information

Enter your information here:

Team name: _____

Computer center: _____

Proctor: _____

Date: _____

Time: _____

The Qualifying Round uses a web-based Learning Management System (LMS) to provide on-line content and test questions. There are three process troubleshooting scenarios. You will read each troubleshooting scenario from either a hardcopy or a PDF file in the LMS and use the accompanying materials (descriptions, drawings, charts and other information) to answer troubleshooting-related on-line test questions.

Test questions can be multiple-choice, multiple answer (two or more correct answers), matching, and/or ordering.

Each scenario and all related information will be provided to you as a printout by the proctor on the day of your Qualifying Round Competition, when you are ready to start the accompanying on-line test for each scenario. You can also access the scenario/information in PDF format through the LMS.

Each scenario is timed. For Scenario A, you have 45 minutes to review the provided content and answer the test questions. You will have 30 minutes each to complete Scenarios B and C.

The LMS will automatically score the responses to the test questions for Scenarios A, B, and C. The scores will be reported to the NAPTA Competition Committee and will be reviewed by the judging panel. The top twenty teams from across the country, based on the highest scores from the Qualifying Round, will compete in the Championship Competition at River Parishes Community College on April 25 – 27, 2019. The top twenty teams will be notified no later than Monday, March 25.



If your school is fielding more than one team for the Qualifying Round, only two teams from your school can potentially advance to the Finals Competition based on the highest team score.

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It is the responsibility of each coach/team selected for the Finals Competition to secure funding to cover all travel expenses related to attending the event. If funds are not raised by April 1, the team must concede its spot in the competition.

2.0 Before your team's Qualifying Round date

- Read these instructions; ask your coach if you have any questions.
- Make sure you and your three team members have coordinated with your coach on the date, time, and location of your Qualifying Round.
- All four registered members for a team must participate in the team's Qualifying Round. If you cannot participate on the selected date/time, contact your coach immediately.
- **Your alternate may be substituted for a team member who is unable to participate in the Qualifying Round. The alternate becomes a part of the team and will be a part of the team if a place is secured in the Semi-Final Round of competition.**
- **As a team member or alternate, make sure you meet these qualifications:**
 - ✓ Must be currently enrolled in a Process Technology program.
 - ✓ Can be enrolled full or part-time.
 - ✓ Cannot be employed now or in the past as an operator at a process facility; may be serving as co-ops or interns.
- Use the Quick Start Guide, link to the Learning Management System, and login to review the LMS and *to become familiar with the screens*. You can do this as a team or on your own. If you have any questions/issues, contact your coach. He or she will contact a NAPTA representative to get an answer. Team members must not directly contact any NAPTA representative.
- Meet with your coach to discuss the Qualifying Round, including potential process troubleshooting scenarios, strategies for taking on-line tests, and time management.

3.0 Qualifying Round Day



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

- Arrive at the computer center at least 15 minutes prior to your scheduled Qualifying Round competition time. Your coach must remain outside the computer center during the Qualifying Round. You may consult with your coach during breaks.
- Do not bring any backpacks, satchels, or similar items into the computer center.
- Do not bring any materials into the computer center, including either hard copy or electronic textbooks, notes, or other information.
- Sign the roster sheet for your team next to your name. The proctor will provide an updated version of the Quick Start Guide to match the LMS screens to reflect the three scenarios/test questions. Review the guide.
- Turn off all electronic devices (cell phones, tablets, etc.) in the computer center. Do not use or wear any headphones, earbuds, or earpieces (like Bluetooth devices).
- Follow all computer center policies and procedures (including food/drink, security, etc.) or your team may be disqualified.
- Follow all verbal and/or written orders from the proctor.
- The proctor will provide one color printout of each scenario and related materials, except the test questions, when you are ready to start the scenario test. Do not write on or destroy these materials. Return all printout pages to the proctor at the completion of each scenario of the Qualifying Round. Note: You will also have access to an electronic version through the LMS.
- Do not start the scenario until your proctor instructs you to do so. When you are ready to start, inform the proctor. The proctor will provide the printout; DO NOT LOOK at the printout until the proctor informs you to do so.
- The proctor will log in to the LMS first, then one of the team members can log in. You can view the printout once the scenario test is started.
- Timed rounds start when the team starts the test.
- Your team can only use one computer during the Qualifying Round.
- You cannot access any Internet site other than the Learning Management System.
- You can access Microsoft Word or Notepad on the computer to take temporary notes while working with a scenario/test questions, but you must not save, print, email, or otherwise reproduce the notes. You cannot access any other software.

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- You must monitor your time during each scenario; the proctor will not announce time remaining.
- The proctor will stop the team at the maximum time limit for each exercise.
- Do not take any notes, create any screen shots, or take photos/videos of the printed or on-line materials/test questions.
- You may converse with your team members at a reasonable volume.
- Once the timed scenario starts, you cannot leave the computer center. Scenario A: 45 minutes, Scenarios B and C: 30 minutes each.
- There will be two 15 minute breaks, between the A/B and B/C scenarios. Log out of the LMS and return the printout for the scenario to the proctor before leaving on break. Promptly return from breaks.
- If other teams from your school are taking the Qualifying Round competition at the same date/time/location, you must not communicate or interact with them (beyond greetings) during the competition until after leaving the computer center.
- If you have any questions or issues with the computer, Internet, or LMS access (e.g. crashes, frozen screen), tell the proctor. The proctor will work with your coach and/or college support staff to address the question/issue. The proctor will not answer any questions related to the troubleshooting scenarios, content, or tests.
- When done, log out of the LMS and close the browser window. Return the printout from the final scenario to the proctor.

4.0 After Your Qualifying Round

- You may want meet with your team to discuss the experience and lessons learned.
- Do not discuss the scenarios/test questions with anyone other than your team members. Do not provide any information about the scenarios/test questions to your coach or other teams from your school.
- Your coach will be informed of the top twenty teams selected for the Finals Competition no later than Monday, March 25.
- **If your team is selected, your team and coach have until April 1 to raise all travel funds to/during/from the event.**
- Keep practicing your troubleshooting skills!



5.0 NAPTA Troubleshooting Championship Competition Format

- The NAPTA Troubleshooting Skills Championship Competition will take place on April 25 – 27, 2019 at River Parishes Community College in Gonzales, Louisiana.
- The Championship Competition will consist of Semi-Final and Final rounds that are simulator-based; rounds will be timed.
- The competition will open with registration at 2:30 PM and a practice session on Thursday afternoon April 25 to be followed by the Shell Industry Networking Hour and dinner.
- The Semi-Final rounds will take place on Friday, April 26 with ten teams selected as Finalists.
- The Finalist teams will compete on Saturday, April 27.
- Cumulative scores from the four (4) final 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.
- Teams are at leisure to spend their remaining time in the Gonzales/New Orleans area on their own.