## Maryland Fire and Rescue Institute

# Policy and Procedures Manual





PROCEDURE: Testing Policy

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#### Maryland Fire and Rescue Institute

#### **Testing**

#### **Policy and Procedure**

I. **Purpose:** Examinations may be administered at various points throughout the courses offered by the Maryland Fire and Rescue Institute (MFRI). A final examination is administered for most courses. The final written and/or practical examination for some EMS courses may be administered by MIEMSS or NREMT. Exams for courses that do not lead to certification can be exempted from the provisions of this policy with the approval of the appropriate Assistant Director.

#### II. Policy:

- A. Examinations will be based upon the objectives, job performance requirements (JPRs), materials presented during classroom sessions, practical sessions, and material found in the printed texts.
- B. It is the responsibility of the instructor to consult with the students from time to time as to whether their performance is at a satisfactory level.
- C. A curriculum and test matrix indicating the testing requirements for each MFRI certification course will be developed and maintained by the Institute Development Section and provided to Field Operations and Special Operations. This matrix will be updated at least annually or as needed if testing requirements change more frequently.
- D. A minimum score of 70 percent is required to pass any written examination, and a minimum proficiency by demonstration of each skill is required to pass any practical examination. Some courses, including the Advanced Life Support Program offerings, may require a higher minimum score to pass the examination. Students will be advised of the higher examination score requirements prior to the examination. All written and practical examinations offered by MFRI are eligible for retesting if the student scores below 70 percent on the first attempt. Under those conditions, the student may request to retake the failed examination with the Regional/Program Coordinator.
- E. If a student is unable to take the final written or practical examination, the student must contact the appropriate Headquarters/Regional Office within one week of the final examination to make arrangements to take the examination. A student with a final grade of Incomplete must complete all course requirements by the end of the current calendar or fiscal year, whichever is most beneficial to the student.
- F. Any approved and administered retest must meet the following criteria:
  - 1. All arrangements for retesting must be made through the Regional/ Program Coordinator.
  - 2. The student may exercise the retest option once for each examination.

- 3. The student must retake and pass the designated retest version of the failed examination within the prescribed time period, which is either before the next testing point or within 30 days after the final examination.
- 4. In some cases, when exercising the retest option, the student may be required to join another class. If the student is required to join another class, the Regional/ Program Coordinator or delegate shall provide a list of available classes and locations to the student.
- 5. Written examination retesting requirements are as follows:
  - a. If a student fails a test, the student may request to retest that examination with the appropriate Regional/Program Coordinator.
  - b. The student must achieve a minimum 70 percent score on the retest to receive a passing grade.
  - c. If the student scores below 70 percent on the retest, a failed grade is assessed and the student is dismissed from the class.
- 6. Practical examination retesting requirements are as follows:
  - a. If a student is unable to demonstrate the skills in a practical examination to a minimum proficiency, the student may retrain and retest on the same skill at the testing site or may request retraining and retesting at a later time at the Headquarters/Regional Office. The student must contact the Headquarters/Regional Office and request the retraining and retesting. The student will indicate on the MFRI Practical Testing Deficiency Report form (Attachment 1) their choice and sign the form. Instructors not involved with the original training or testing will provide the retesting. This form will be completed for each practical skill that is not successfully completed by the student. The form will be attached to the failed performance test item and remain part of the student record.
  - b. The student must successfully demonstrate the required skill to a minimum proficiency on the retest to receive a passing grade.
  - c. If the student is unable to demonstrate the required skill to the established minimum proficiency in the retest, a failed grade is assessed and the student is dismissed from the class.

#### III. Procedure:

A. **Test Distribution Procedure**: This Test Distribution Procedure and the associated **Examination Chain of Custody** form (**Attachment 2**) will strengthen the chain of custody and place responsibility for receiving tests, maintaining security of tests, and returning tests to the appropriate party. When distributing Institute tests, the following procedure will be followed:

- 1. When written tests are created from the banks by the Institute Development Section, they will be sent electronically to the MFRI Copy Center.
- 2. The MFRI Print Services Coordinator will save the electronic versions of the exams to a password protected computer.
- 3. The MFRI Print Services Coordinator will print exams based on the number requested by an approved person. During exam printing the Print Services Coordinator will be present or the copy room door will be secured.
- 4. The person receiving the exams will verify that the correct number of exam sets have been received. Any surplus exam sets will be securely stored until all quantities have been verified at the Regional/Program office. Once verification is completed, excess exams will be destroyed.
- 5. Distribution to MFRI facilities The Regional/Program Coordinator will pick up the appropriate number of tests at Headquarters and sign a Maryland Fire and Rescue Institute Receipt of Property (property receipt) form acknowledging receipt and possession of the tests. The information provided on the property receipt shall include, but is not limited to the following:
  - a. the date the tests are picked up
  - b. the title of tests picked up
  - c. the number of test sets picked up (to include the number of tests in each set)
- 6. The white copy of the property receipt will be maintained by the Program Management Coordinator and kept on file until the test sets are retired from service. The yellow copy of the property receipt will be maintained by the receiving office.
- 7. Upon receipt, the Regional/Program Coordinator or delegate will verify that each set contains the correct number of exams within five business days. In the event that a test set does not have the correct number of tests, the issuer of the test set will be notified. Either additional tests will be generated and issued or excess tests will be returned depending on the situation.
- 8. The Regional/Program Coordinator or delegate will be responsible for placing a numerical identification on each test booklet. The identification shall designate the following:
  - a. region number
  - b. test set number
  - c. test booklet number

- 9. Once the test booklets are numbered, the Regional/Program Coordinator or delegate will prepare a Chain of Custody form for each test set received and will note on the Received/Relinquished line that the test has been received.
- 10. Distribution to Academies The Regional/Program Coordinator will be responsible for distributing the test sets to the Academies. At the time of delivery, the Regional/Program Coordinator or delegate will note the relinquishment of the test sets to the Academy on the appropriate Chain of Custody form. The Academy Training Administrator will then note the receipt of each test set delivered on the Chain of Custody form. A photocopy of the signed form will be made and left with the Academy Training Administrator for the purpose of tracking test sets in/out of the Academy. The Regional/Program Coordinator will maintain the original Chain of Custody form on file at the Regional Office. All Chain of Custody forms will be retained for five years from the issue date of the test set.
- 11. Distribution to other locations Any time a test set is removed from Headquarters or a Regional Office, an entry will be made on the Chain of Custody form, indicating receipt of the test set by the Proctor. If the test set is complete and all exams are accounted for, the Proctor will so indicate on the Chain of Custody form. The Proctor will sign the Chain of Custody form, acknowledging receipt of the test set. Upon the return of the test set, the Proctor will note the relinquishment of the test set on the appropriate Chain of Custody form. The Regional/Program Coordinator or delegate will indicate on the Chain of Custody form that the test set is complete and no exams are missing. The Regional/Program Coordinator or delegate will sign the Chain of Custody form, acknowledging receipt of the test set. Individual tests removed from a test set must also be documented on the Chain of Custody form using the procedures outlined above.
- 12. If it is determined at any time that exams are missing, the Regional/ Program Coordinator must immediately report the missing exams to the appropriate Assistant Director.
- 13. When retiring Institute tests, the following procedure will be followed:
  - a. The Regional/Program Coordinator will be notified by the Institute Development Section Manager when an examination is scheduled to retire.
  - b. The Regional/Program Coordinator or delegate will collect all test sets issued by Headquarters. For those sets distributed to approved Academy status Academies, the Regional/Program Coordinator or delegate will collect all test sets issued. The Academy Training Administrator will indicate on the next available Received/Relinquished line on the original Chain of Custody form that the test sets have been relinquished. A photocopy of the

- signed Chain of Custody form will be made and left with the Academy Training Administrator as a receipt.
- c. Upon the return of the test sets from the Academies, the Regional/Program Coordinator will indicate on the next available Received/Relinquished line on the original Chain of Custody form that the test sets have been received. The Regional/Program Coordinator will retain the original Chain of Custody form in that office.
- d. Upon request, the retiring test sets will be packaged and delivered to Headquarters to be destroyed. Retired tests are to be stored in accordance with established test security procedures. Upon verifying all tests have been returned, the Program Management Coordinator will mark the original property receipt form "destroyed" to close out the distribution and retired examination process. The original property receipt forms shall be maintained in accordance with the University of Maryland's record retention policy.
- 14. It will be the responsibility of the Regional/Program Coordinator to maintain this test distribution procedure and perform an internal audit of the test set records annually to verify the accuracy of the Chain of Custody forms on file within the Headquarters/Regional Office. A notation will be made on the Chain of Custody form when the internal audit was conducted and by whom.
- 15. The Institute will conduct an annual audit to verify the receipt, relinquishment, and security of MFRI-produced examinations at both the Academy and Headquarters/Regional Office levels as well as confirming that internal audits have been performed. The independent auditor shall not be the Regional/Program Coordinator of the Headquarters/Regional Office being audited or the Regional/Program Coordinator for the Academy being audited.
- 16. If an exam is found to be defaced, the Regional/Program Coordinator or designee will make a notation on the Chain of Custody form noting which exam was damaged. The exam will be returned to the Program Management Coordinator who will take action to have the exam replaced from the MFRI Copy Center and provide the replacement to the office returning the exam. The damaged exam will be destroyed and the receiving office will number the replacement exam with the same number as the damaged exam and make a notation on the Chain of Custody form that the exam has been replaced.
- 17. If an exam is found to be missing, the appropriate Assistant Director will be notified immediately.

#### **B.** Written Testing Procedure:

- 1. An approved test Proctor who has completed MFRI required Proctor Training will proctor and administer all tests unless otherwise authorized by the appropriate Assistant Director. The Proctor will follow the Maryland Fire and Rescue Institute Testing Policy and complete the **Proctor Written Exam Checklist (Attachment 3)**.
- 2. Regional/Program Coordinators will ensure that Proctors have not been involved in teaching the class. This rule may be waived for designated course offerings that do not lead to certification as approved by the appropriate Assistant Director.
- 3. All written exam answer sheets include an honor pledge. The statement will read, "I pledge on my honor that I have not given or received any unauthorized assistance on this exam," and will have a signature line.
- 4. Written examinations are secured in locked file cabinets and checked out for testing by the Proctor as needed and returned to the office once the examination is completed.
- 5. Proctors and students should arrive at least 15 minutes prior to the scheduled examination time.
- 6. Students are seated in every other seat to allow a minimum distance of at least one student space between the students. Students may not possess non-test materials—textbooks, notes, mobile (cellular) telephones, pagers, or other electronic devices, etc.— in the examination room during the exam. Alternative exam security arrangements (e.g., privacy shields) can be used with approval of the appropriate Assistant Director.
- 7. No food or drinks are permitted in the examination room. Smoking, including the use of electronic cigarettes, is prohibited in the examination room.
- 8. There will be no talking during the examination.
- 9. Each student must do his/her own work. Any incident where it is determined examination work is not the student's own will be dealt with according to the MFRI Policy on Academic Integrity.
- 10. The Proctor will distribute, explain, and collect the completed Program and Instructor Evaluations and ensure they are properly completed.
- 11. Prior to distributing the exams, the Proctor will collect and record all textbooks returned or payments received for the textbooks.
- 12. The Proctor will distribute the answer sheets and examinations. The Proctor will have the students complete all information on the answer sheet. Students shall not write in the test booklet. If the exam is using an overprinted or bar coded answer sheet, students will only complete the exam booklet number, test form and version, date, and phone number fields.

- 13. Instructions for the written test are printed in the test booklets and the Proctor is required to read the instructions to the students prior to the students beginning the exam.
- 14. Students will be instructed when to begin the examination. The Proctor will periodically remind the students of the time remaining. The Proctor will move around the test room during the test.
- 15. During the examination, students must remain in their seats until told they may leave. If students wish to speak with the Proctor, they must raise their hands and remain in their seats until acknowledged. Students may only leave the testing area for restroom breaks. Any student leaving the supervised testing area during the test must place the answer sheet in the test booklet, check out with the Proctor, leaving the test booklet with the Proctor, and check in upon return. Only one student at a time may leave the testing area. Students may not leave the building for any reason except a facility emergency.
- 16. In the event of a facility emergency, all students shall place the answer sheet in the test booklet and give the test booklet to the Proctor and exit the room according to the facility emergency plan. All tests and answer sheets shall be collected and held by the test Proctor until the testing can resume. Notification shall be made to the Regional/Program Coordinator immediately. If testing is unable to resume, the Proctor shall contact the Regional/Program Coordinator immediately for direction on the secure storage of the testing material until testing can resume.
  - a. If an emergency disrupts a timed test, the clock time shall be noted and shall be continued once the students and Proctor are ready to resume.
  - b. In an evacuation during testing, students may not discuss, disclose, or provide any information on the test to others.
- 17. In the event of a student medical emergency, all students shall turn over and stack the test materials at their seats. Students will NOT be required to exit but shall not discuss, disclose, or provide any information on the test to others. Notification shall be made to the Regional/Program Coordinator immediately.
  - a. If an emergency disrupts a timed test, the clock time shall be noted and shall be continued once the students and Proctor are ready to resume.
- 18. Prior to submitting the completed exam, the student must read and sign the honor pledge printed on the answer sheet.
- 19. When a student completes the exam, he or she will raise his or her hand. The Proctor will collect the exam booklet, answer key, and any other testing material one student at a time.
- 20. At the conclusion of the written test, the Proctor will:

- a. Collect the answer sheets and test booklets one at a time.
- b. Ensure that the test identification number on the exam matches the test identification number recorded on the student's answer sheet, all required information has been entered and bubbled in on the test answer sheet, and no marks have been made in the test booklet prior to the students leaving.
- c. Ensure that all exam booklets are arranged in numerical order.
- d. Seal all answer sheets in the envelope provided.
- e. Advise the Regional/Program Coordinator of any tests that were marked or damaged for evaluation or replacement.
- f. Return the test package and Program and Instructor Evaluations, without any changes or alterations, to the appropriate office where the examinations are scored electronically. Test packages are to be returned within two business days of the exam. Out-of-state exams are exempt from this provision but must be returned in the most expeditious manner as arranged by the appropriate office.
- 21. Tests are electronically scored under the direction of the Regional/Program Coordinator or the approved Academy representative to maintain an impartial scoring method. If there is a significant deviation from the scoring average, the answer sheet should be checked to ensure the correct form number and version were marked and the correct answer key was applied. The answer sheets are retained in the class file at the appropriate office for a period of five years.
- 22. The person electronically scoring written exams may not have been involved in teaching the class.
- 23. The individual grade results are entered in the MFRI Registration and Transcript Application and appear on the Company Breakdown forwarded to Headquarters at the completion of the class. Test scores are sent to the student within seven business days after completion of the class if all textbook requirements have been met.
- 24. Class records are retained for five years and then disposed of in accordance with the University of Maryland record retention policy.

#### C. Challenge Procedure:

1. If an examinee wants to challenge a question, the student shall request and complete the **Exam Question Challenge Form** (**Attachment 4**) in its entirety before turning in the exam booklet. This shall be done after the completion of the examination but before the student leaves the test room (allow the student to remain after the allocated test time if necessary to complete the challenge).

- 2. Any challenges brought forth by the examinees are to be included with the answer sheets in the sealed envelope and returned to the appropriate MFRI office.
- 3. The receiving office will review the Exam Question Challenge Form for completeness. Any form that does not contain a legible name, email address, exam title, form and version, and specific reason for a challenge will be rejected at the receiving office. This action will be documented on the challenge form and be retained in the class file.
- 4. If the reason for the challenge is that it was not covered in the course material or was not in the assigned reading, the receiving office will verify the correct answer is in the course materials using information provided by IDS. If the answer is in the course reading, the receiving office will advise the student of this. If the correct answer is not found on the page indicated on the IDS reference, the challenge form will be scanned and emailed to IDS@mfri.org within two business days of receipt. All other challenges will be scanned and emailed to IDS@ mfri.org within two business days.
- 5. The Institute Development Section will acknowledge receipt of the Exam Question Challenge Form within two business days of it being submitted.
- 6. The IDS Manager will coordinate investigation of the problem and provide a response to the student and the office that submitted the form within 14 days.
- D. **Skills Test Selection Procedure**: The practical exams for MFRI programs consist of Performance Test Items that are administered either at the end of the training program or during the practical sessions covering the applicable topics. There are several Performance Test Items to select from for testing. To make certain the Performance Tests Items are selected on a random basis, the following procedure will be followed:
  - 1. The Regional/Program Coordinator or delegate will contact the Manager of the Institute Development Section and request the Performance Test Items by providing the class log number and date for testing unless otherwise noted in course specific instructions or the Curriculum and Test Matrix provided by the Institute Development Section.
  - 2. The Institute Development Section will randomly generate Performance Test Items.
  - 3. Once determined, the Performance Test Items will be forwarded to the Regional/Program Coordinator or delegate, who will provide the information to the test Proctor as needed.

#### **E.** Skills Testing Procedure:

- 1. The Instructor Guide indicates in detail the equipment needed for each class. The Performance Test Item also indicates the equipment needed for each practical test station. Tests will be conducted at facilities approved by the Program/Regional Coordinator.
- 2. The Lead Instructor generally teaches the skills with the assistance of support instructors. The list of instructors who have taught the class is kept on file by the Lead Instructor. At the time of practical evaluation, the class instructor list is reviewed by the Program/Regional Coordinator, and instructors selected for the practical testing are those who have not been involved as the Lead Instructor for the specific skill being evaluated.
- 3. A Lead Evaluator will be appointed for practical skills testing. The Lead Evaluator will conduct a pre-test briefing session prior to the testing. This session will include a review of acceptable test performance criteria, proper completion of all associated forms and procedures for handling questions or problems during testing.
- 4. Evaluators will sign off on a series of items listed on the Performance Test Item sheet, indicating whether or not students have successfully completed the steps in performing a particular skill.
- 5. Skills evaluators are required to be MICRB-certified State Emergency Services Instructors and must have successfully completed MFRI-required Proctor Training. This means each evaluator has taken and successfully passed the discipline skills, taken the train-the-trainer class, taken the specific class in which he/she is evaluating skills, or has taught the particular class.
- 6. Instructions for the Performance Test Items are printed on the tests and the evaluator is required to read the instructions to the student prior to the student attempting to accomplish the skill. The evaluator shall not provide any unauthorized assistance to the students.
- 7. Some practical skills are conducted with students demonstrating proficiency of skills as members of a team. In these team-based skills the team is assessed in their ability to accomplish the stated outcome for the skills station in accordance with the Performance Test Item sheet and a sheet is completed for each student in the team. If an individual student does not contribute to the successful accomplishment of the outcome, it is possible for that student to fail that skill while other team members pass that skill. In that case, the evaluator would complete a Performance Test Item sheet and a **Practical Testing Deficiency Report** for the failing student (**Attachment 1**). The failing student would be eligible for retraining/retesting as described in the Practical Examination Retesting Requirement section.
- 8. Students are not allowed to have mobile (cellular) telephones, pagers, or other electronic devices in their possession during skills testing.

- 9. Students waiting to be tested (or retested) on practical skills must not be allowed to see skills testing in progress. Students waiting to be tested will not be in the same area as students that have already been tested. If students wish to speak with the evaluator, they must raise their hands until acknowledged. Any student leaving the supervised testing area during the test must check out with the evaluator and check in on return. Only one student at a time may leave the testing area.
- 10. Any anomalies during testing must be reported to the Regional/Program Coordinator immediately.
- 11. Live-fire evolutions are conducted using prescribed numbers of instructors indicated by the lesson plan and in accordance with the MFRI Live Structural Fire Training Evolutions Policy. One or more additional instructors are also provided to specifically evaluate the students.
- 12. Skills retesting is completed by retraining and retesting the student on the same skill.
- F. **Field Grading Procedure:** Field grading of examinations is authorized for outof-state exams delivered by the Special Programs Section **ONLY** under the following conditions:
  - 1. Out-of-state exams are permitted to be field graded with the approval of the appropriate Assistant Director and will be used to determine examination pass/fail for continuation in the course and/or retesting purposes before leaving the class site.
  - 2. In order to maintain examination and answer key security, field grading shall be completed in an area isolated from students.
  - 3. Out-of-state exams shall be electronically graded by the Institute at the Headquarters/Regional Office within two business days of their arrival in the office to determine the official score.
- IV. **References**: This document is referenced in whole or in part in the following locations:

MFRI Academic Integrity Policy

MFRI Course Catalog

MFRI Website – Instructor Zone

MFRI Website – Student Zone

MFSPQB Self-Assessment Document



## **MFRI Practical Testing Deficiency Report**

Test Date	
Log Number	
Session Number	
Performance Test Item	
(only 1 PTI per report)	



Describe the reason for the student not completing	g the PTI successfully:		
•	· ·		
Evaluator Signature:			
Evaluator Printed Name:			
<b>Read to the student</b> – The student will receive recompleted on site prior to concluding the current student will check the appropriate statement conc	testing session; or the student	can elect to have retraining a	
I choose to retrain and retest during the c	urrent testing session.		
I choose to be retrained and retested at la	ter date and time. This must be	e completed with 30 days of	this testing session.
Signature:	Printed Name:		
Lead Practical Evaluator: Signature:	Printed Name:		
Instructor conducting retraining:			
Signature:	Printed Name:		
Date and time of retraining:			
<b>Instructor conducting retesting:</b>			
Signature:	Printed Name:		
Date and time of retesting:	Pass:	Fail:	

Use reverse side to describe the reason for failure of practical retest.



## MFRI Examination Chain of Custody



Exam Title:			Exam Creation Date:	
Office:	Set No.:	Form 1 or 2 (circle)	Booklets No.:t	o
Relinquished by:	Received b	py:	Date/Time/Location:	Set Complete (Y/N)*
Print	Print		Date & Time	
Name:	Name:			
Sign:	Sign:		Location:	
Print	Print		Date & Time	
Name:	Name:			
Sign:	Sign:		Location:	
Print	Print		Date & Time	
Name:	Name:			
Sign:	Sign:		Location:	
Print	Print		Date & Time	
Name:	Name:			
Sign:	Sign:		Location:	
Print	Print		Date & Time	
Name:	Name:			
Sign:	Sign:		Location:	
Print	Print		Date & Time	
Name:	Name:			
Sign:	Sign:		Location:	
Internal Audit Conducted by	7:		on	



## MFRI Proctor Written Exam Checklist



Log Nui	mber:	
	Complete the Academic Integrity Policy	v Compliance Statement for Proctors.
		least one space separating them (e.g. every other seat) or privacy shields
	are used.	
	Individually collect and record textbook	returns or check and money order payments.
		, cell phones, pagers, and other electronic devices are removed from the
	classroom.	
		with the students stressing the following points:
	Proctors are not allowed to prove rephrasing test questions.	ide any test assistance, including providing definitions or rewording or
		municate with one another during the examination.
	Any type of academic dishonesty	
		ny observed academic dishonesty taking place during the examination
	process to the test Proctor or Regi	
	Distribute pencils and Program and Cou	arse Evaluation Forms to each student.
	_	Program and Course Evaluations and collect them when they have been
	completed.	
	Distribute remaining examination mater	
	-	lowing information on the exam answer sheet:
	Name	. ID
	☐ Last <u>five</u> digits of SSN in Student☐ Exam Title	עוג
		Date
		Phone Number
	——————————————————————————————————————	Exam Booklet Number
		Test Version
	Ensure that students sign the "Honor Pl	
	Read the test instructions to the students	_
		leave to use the restroom, they must raise their hand and wait to be
	acknowledged. Only one student may le	* =
		ill students shall place their answer sheet in the test booklet, give the test
		room according to the facility emergency plan.
	· · ·	all students shall turn over and stack the test materials in front of them.
	the initial examination date or prior to the	eligibility and remind students that retests must occur within 30 days of
		and the test time limit. Remind students periodically of the time remaining.
		ng the exam and remain alert for signs of academic dishonesty.
		nd test booklets at the conclusion of the examination and verify that there
	•	tudent is allowed to approach the exam proctor at a time.
		s been entered on the answer sheet and the correct number from the test
	booklet has been entered on the answer	
	•	n signed by every student. Answer sheets must be checked for the above
	prior to any student being released from	
	- · · · · · · · · · · · · · · · · · · ·	est booklet number prior to placing them in the test packet.
	•	uestion Challenge Forms in the envelope provided.
	Keturn all tests in the test package withi	n two business days. Identify any damaged or altered test booklets.
Proctor Si	ignature:	Date:
	-	

PP Testing Policy - 14 ATTACHMENT 3



### **EXAM QUESTION CHALLENGE FORM**



Date	Name	
Email	Fe	orm 1 2 (circle one)
Exam (Example: Firefighte	er I Midterm)	Version A B C D (circle one)
Question Number	Reason for Challenge Not in assigned reading More than 1 correct answer No correct answer	Comments about Question
	Not in assigned reading More than 1 correct answer No correct answer	·
	Not in assigned readingMore than 1 correct answerNo correct answer	
For office use only Resolution:		