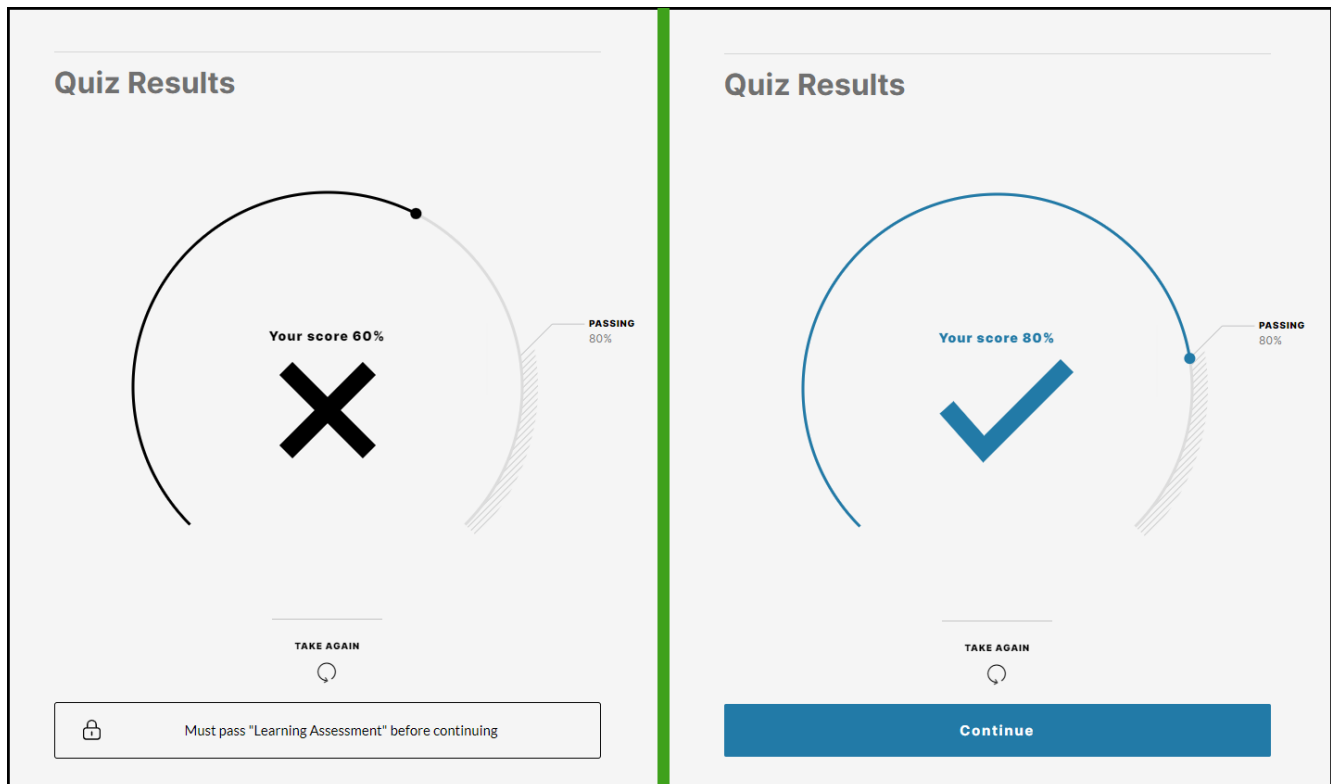


Learning Assessment Troubleshooting

FSA Training Center, fsatraining.ed.gov

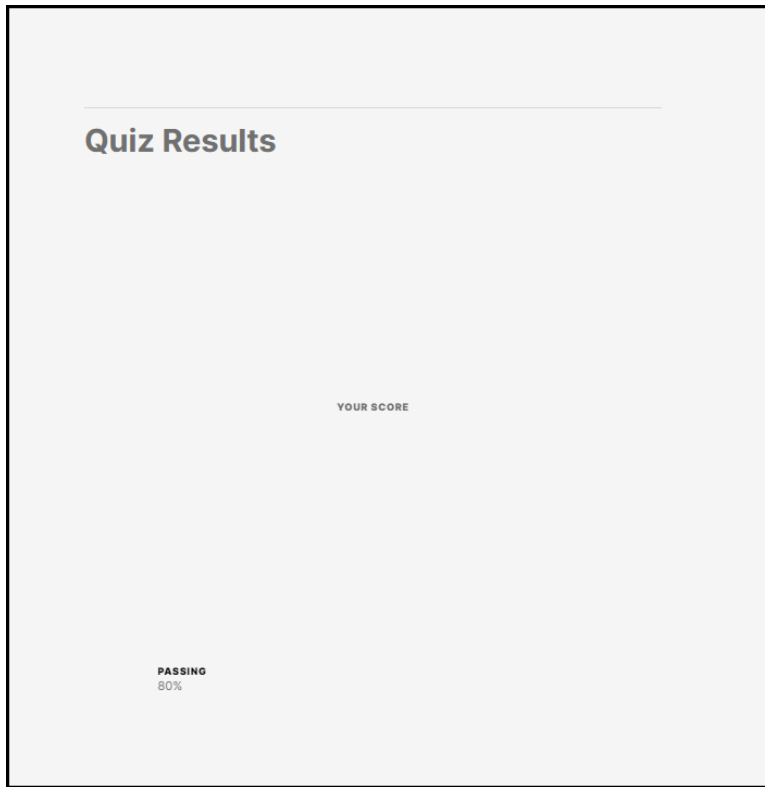
Courses on the FSA Training Center use learning assessments (quizzes) to evaluate understanding and to track completion. When you complete a learning assessment, one of the following should display.

You are either told that you did not pass and need to select “Take Again” or that you did pass and need to select “Continue.”



Continued on next page

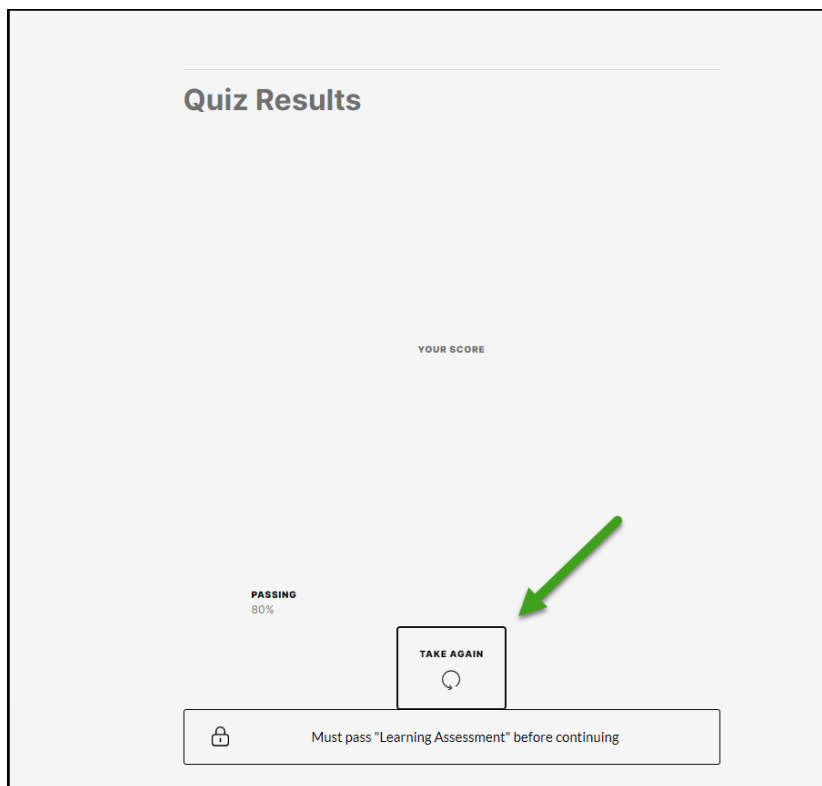
On occasion, you may experience a learning assessment not displaying one of these two options. Instead, it may display a blank screen that does not appear to have a way to continue, as shown below.



When this occurs, you will not be able to move forward to course completion. Exiting the course and coming back in will also not clear the error.

Continued on next page

If this occurs, your first troubleshooting step should be to navigate to the blank quiz results page and hit “Tab” on your keyboard. This should activate the “Take Again” button as seen below.



Once you can select “Take Again”, the learning assessment should reload from the beginning, allowing you to complete it again and move on to course completion.

If this technique does not solve your issue of the quiz results being blank, please send an email to helpdesk.fsatraining@ed.gov letting us know which course is showing the error.