

PWLN: Mastery test status blank; user disconnected from Internet and locked out of mastery test

PRODUCTS AFFECTED

- PLATO Web Learning Network (PWLN)
- Client-Hosted PLATO Web Learning Network (CHPWLN)

SYMPTOMS

A student is locked out of a mastery test after being disconnected from the Internet.

A student's status shows a blank circle, as if the mastery test was never started, and the student is locked out of the mastery test.

CAUSE

A new design enhancement was implemented in PLATO Web Learning Network version 4.08. If students are locked out and receive a blank circle, they were either disconnected from the PLATO Web Learning Network or they tried to review the mastery test questions and answers to gain mastery status.

SOLUTION

A mastery test is locked when a student begins the test, and the status on a mastery test is recorded when the student completes or fails the test.

The following are examples of how the status is shown for a mastery test:

- If students fail a mastery test, they are locked out and have a half circle.
- If students pass a mastery test, they are locked out and have a full circle with a star.
- If students are locked out and receive a blank circle, they were either disconnected from PLATO Web Learning Network or they tried to review the mastery test questions and answers to gain mastery status.

If students are disconnected from PLATO Web Learning Network while in a mastery test, a PLATO Web Learning Coordinator or Administrator must unlock the test for them.

If students attempt a test and fail or accidentally leave PWLN during a test and have *not reached the maximum number of tries for the mastery test*, the students may unlock the test themselves by either completing or restarting the tutorial required for that mastery test. PWLN will then unlock the mastery test.