

General Partner Onboarding

This document outlines everything new partners should do to get setup for running tests successfully. Additionally, we've outlined considerations for the devices/browsers respondents should use, the network connection required for various group sizes and what guardrails we have in place for internet/server disruptions during a testing session.

Preparing for Testing Sessions

- **Determine the group size your test environment can support**

The test group sizes we are able to support depend heavily on the capacities of your internet configuration. See notes in "Environment / Network Configurations" to ensure you're able to provide the best experience possible for respondents.

- **Test your access to the Respondent and Admin platform**

Review the checklist below and run a mini test ahead of your live test session. Aim to do this 1 week ahead of time so SIGMA can support with troubleshooting if anything comes up

- **Review the respondent re-entry steps ahead of your testing session**

Respondents will need to be able to write down their unique re-entry code before starting the assessments applied to the batch. This ensure they are able to resume their in progress sessions if they need to take a break or an internet/electrical/server outage occurs. *Please supply pens/paper for this purpose.

- **Check-list for respondent setup**

- A laptop or computer with at least **2Ghz and 8Gb RAM at a minimum** should be supplied
- Tests can be completed by using the keyboard keys that correspond to responses, however, we've found many respondents prefer using a mouse.
- Pen and paper or other for tracking their unique re-entry code.

- **Before starting any testing session run this step to distribute Wi-Fi evenly amongst your group**

We recommend having the respondents take their seats and then **turning the Wi-Fi connection off/on at the device level or for the space**. This ensure that computers are well distributed across the various internet access points within a room.

It's otherwise possible that many devices may be on a single access point resulting in slower connections for those folks.

Environment / Network Configuration

This section outlines all considerations you and your IT team should review to ensure your test environment is optimized for testing. This is especially important if your respondent group size exceeds 50 or so folks to ensure the Wi-Fi coverage is adequate.

SIGMA has created a testing program called Profiler that will assist with identifying problem areas. To run the Profiler, visit: <https://ca.sigmaassessments.com/profiler>.

Co-ordinate with your internal IT - please inquire ASAP. Aim to have this setup at least 1 week before any live testing so there's time to troubleshoot if need be.

- **Ensure key URLs that make the site functional are added to an "allow list" or "whitelist"** so they don't get blocked on an internal firewall system.

- **Core site URLs** – required

- *.sigmaassessments.com – we may add sites, like api.sigmaassessments.com, and subfolders, like /tests, all should be permitted:

sigma-ca.azurewebsites.net

sigmaassesscdn2.azureedge.net

cdn.sigmaassessments.com

sigmaassessstaticca.blob.core.windows.net

cdnjs.cloudflare.com

checkout.stripe.com/

- **General monitoring** – not required

**These URLs are not required but helpful to whitelist. We have fonts on the site supported via gstatic, google analytics only runs on the marketing site, google tag manager is how we manage cookie consent across the entire platform.*

fonts.gstatic.com

www.google-analytics.com

www.googletagmanager.com

- **Please do a Wi-Fi network speed test** before the test and a spot check **during** the mini test if possible. (see mini test notes below)

- **Wi-Fi distribution and access points** for the testing space

It's helpful to chat with your IT team to verify your testing space can support the volume of test takers you'll be administering to. The larger your group size the more important it will be to ensure you have enough Wi-Fi access points and network bandwidth to adequately supply reliable Wi-Fi to your respondent's devices.

- **Network Guidelines**

- **> 8Mb/s** results in the best experience for the user. (or 64 Mbps)
- **8Mb/s to 6Mb/s** This is the minimum speed performance acceptable - anything slower will impact your test takers experience. (or 64-48 Mbps)
- **< 6Mb/s** This speed will load the platform but respondents will likely experience platform timeouts. (or 48 Mbps)

- **Calculating the group size** that works for your network speeds

User group size (Network speed divided by User's experienced speed)	Network speed (wifi not hardwire) (User Group size times User Experienced Speed)	Users Experienced Speed (Network Speed divided by User group size)
500 respondents	1000Mb/s	2Mb/s per respondent ●
250 respondents	1000Mb/s	4Mb/s per respondent ●
100 respondents	1000Mb/s	10Mb/s per respondent ●
50 respondents	500 Mb/s	10Mb/s per respondent ●
50 respondents	300 Mb/s	6Mb/s per respondent ●

- **Computer / Laptop processor speed minimums** for running browsers compatible for this platform
 - **2Ghz and 8Gb RAM** is the baseline required
 - **CPU speed isn't used as key measurement since speeds fluctuate as more processing cores have been added to devices*
- **Browsers we support and recommend.** Since this platform is Javascript based we are only backwards compatible to a point.
 - Chrome 85
 - Firefox 91
 - Safari 15
 - Microsoft Edge 85
 - **NO** Internet Explorer

Checking Test Environment

For in person group testing in the same space.

Co-ordinate a mini test in the space your regular test sessions will take place in. The purpose of this test session is to:

- **Check that core URLs key to the platform functionality have been whitelisted/allowed** correctly by your IT team.
 - See the following two steps for details on where this will become apparent
- **Check access to admin platform**

Gain familiarity with creating a batch with your desired settings, monitoring the respondent table when a test is in progress, test closing a batch and lastly retrieving reports.

- **Check access to respondent platform**

Run through the assessment(s) you've applied to a batch and check that you can:

- Enter platform as a respondent with room code
- Test out answering questions
- In the second half of the MAB II there are subtests with images > confirm those are loading as expected (this could fail if whitelisting/allowed URLs have not been added correctly)
- Test exiting the test and resuming a test with the re-entry code. Helpful for admins to understand this flow so they can guide respondents.
- Click through both assessments and submit > observe respondent status changes on the admin side.

Test Coverage for Outages / Assessment Integrity

This section outlines how SIGMA handles various kinds of test interruptions to minimize the loss of respondent data during the following scenarios.

- **How we capture and store respondent responses (data)**
 - We **store respondent data in the DB** upon each answer being submitted via hitting "Next" throughout the test and "Submit" at the end of subtest or at the very end of the assessment.
 - We **bookmark a respondents position** in the test based off their last response submitted. Thus if a user answers question #1 and then skips ahead to question

#5 > then exits the test > they'll be dropped back at question #1 which was the last question they responded to.

- **Timed tests.** We bookmark the timer time upon question submit and every 15 seconds if the respondent is "inactive".
- **Respondents must submit their responses at the end of each subtest** to officially capture all responses. This step captures any responses that may have failed to post to the DB due to internet connectivity issues. (MAB-II is per subtest, NEO-PI-3(TM) B is at the end of the entire test)
 - **If a respondent doesn't submit their completed test it's possible that their test results will be incomplete.**
- **When is a respondent's assessment considered incomplete?**

If a respondent is not able to submit their responses at the end of a subtest or assessment it's possible that responses up to that point will be lost if there was a prolonged internet or server disruption.

Respondents will see an orange banner throughout the test indicating if/when an outage has occurred. Ask respondents about whether they've seen this banner to understand if there's been a remarkable outage.

- **Respondent behavior in the browser**

Note: *you can see how many times a respondent resumes a test in the respondent table in the admin portal.*

- *Respondent hits the browser Back/Forward buttons*

Respondent will be shown a modal telling them they shouldn't use these browser buttons during a test session. They'll have the opportunity to cancel their action. They will otherwise be kicked out of the test and be required to resume with a re-entry code.

- *Respondent navigates away from the test URL to a different site and tries to come back*
 - Respondent will be kicked out of the test
 - Respondent will need to use re-entry code to resume test
- *Respondent accidentally closes the browser or browser tab*
 - Respondent will be kicked out of the test
 - Respondent will need to use re-entry code to resume test

- **Wi-Fi / Server Outage**

In the case of intermittent or prolonged internet or server disruptions respondents can complete active subtests (applies to the MAB-II) or the remainder of the assessment (NEO-PI-3™ Business).

- Responses selected during an outage are captured in the browser
- Responses from an outage **must be submitted** via the end of subtest or assessment modals.
 - **If a respondent abandons the assessment or subtest before submitting, test data will be lost.**
 - **Respondents should keep the browser and tab open until their connection is re-established to submit their responses.**

- **Electrical Outage**

- Respondents are on laptops: In the case that an electrical outage (Wi-Fi likely disconnected) respondents should be able to safely complete assessment in the same way outlined under “Wi-Fi / Server Outages”
- Respondents are on desktop computers: Responses may be saved in the browser and it **might** be possible to restore the test state. **However in this scenario it’s possible the responses completed since the last save may be lost.**