

## SONGS Initial Written Exam Lessons Learned

1. SONGS Initial exam bank has numerous inadequate questions
  - a. Multiple correct answers
  - b. Multiple distractors that are not applicable to the plant
  - c. Large percentage of the questions are of a low difficulty or are memory
2. The requalification question bank with answers should be sent with the reference material.
3. Use a common font for electronic copies of reference materials or include the font software on the CD.
  - a. Reference material used a GOTHIC LETTER font that was not available on the NRC system; as a result the material was not readable without significant modifications. The modifications though easily accomplished were tedious and time consuming.
4. The table of contents for the reference material should be provided in comprehensive electronic format.
  - a. The titles on the table of contents should reference the name of the file. The reference material provided for the December 2003 Exam provided electronic files listed as Table of Contents that were a word document that stated "SEE Tab XXX".
  - b. The hard copy Table of Contents only provided the "standard" name of the document, not the name the document was saved as. This resulted in a time consuming search of the folder to locate the correct material.
5. Electronic files should be saved with the correct file designation, i.e. WORD documents are .doc, WordPerfect documents are .wpd, and Adobe documents are .pdf.
  - a. The electronic reference material provided did not adhere to this standard and as a result time was spent searching for the correct program to access some of the files.
6. Reference material provided needs to be updated to reflect current terms used to describe equipment in the plant and plant parameters.
  - a. The reference material provided had outdated T cold program graphs, as a result the temperature and pressure calculations were inaccurate for actual expected plant parameters.

Items 3 and 5 were resolved when SONGS provided laptops with the references material and SONGS programs installed.