

# **Comprehensive Assessment and Preparation System (CAPS)**

## **Frequently Asked Questions (FAQ)**

### **General Information:**

#### **1. What is CAPS?**

CAPS (Comprehensive Assessment and Preparation System) is an academic platform designed to facilitate the creation, review, approval, and delivery of assessment materials. It supports a structured workflow for educators and provides practice tools for students.

#### **2. Who can use the CAPS platform?**

CAPS is role-based and accessible to authorized users including:

- Dean / Associate Dean
- Program Chair
- Faculty / Staff
- Students

### **User Roles and Permissions:**

#### **3. What roles are available in CAPS?**

- **Dean / Associate Dean:** Full administrative privileges. Can assign roles, approve questions, print exams, and manage the question bank.
- **Program Chair:** Can approve/reject questions, manage difficulty levels, and print school exams.
- **Faculty / Staff:** Can create, edit, or remove questions (pending approval), and set difficulty levels.
- **Student:** Can access practice exams



## Question and Exam Management:

### 4. Who can create and edit questions?

Dean, Program Chair, Faculty and Staff members can create or edit questions. All changes require approval from either the Dean or the Program Chair before being added to the official question pool.

### 5. How is question approval handled?

Once submitted, questions are marked as “Pending” and require review by a Dean or Program Chair. Approval or rejection can be done through the Dean panel/Program Chair panel.

### 6. Can I generate and print exams?

Yes. Users with Dean, Program Chair, or Faculty roles can generate and print:

- School Exams
- Qualifying Exams
- Permissions for specific exam types depend on the user’s role.



## Student Access and Features:

### 7. What features are available to students?

**Students can:**

- Log in securely
- Access practice questions based on subject areas
- Use timer to simulate exam conditions
- Receive real-time feedback (if enabled by admin)

### 8. Will students see correct answers after a practice session?

This depends on administrative settings. In many cases, students will receive immediate feedback including the correct answer and explanation.

## **Login and Access Issues:**

### **9. I forgot my password. How can I reset it?**

Click the “Forgot Password” link on the login page. Follow the instructions to reset your password. If you encounter issues, contact the super admin/ developer.

### **10. Can I access my account from multiple devices?**

Yes. However, for security purposes, simultaneous logins on multiple devices may be restricted.

## **Technical and System Support**

### **11. The site isn't loading properly. What should I do?**

Try the following steps:

- **Clear your browser's cache**
- **Use a modern browser (e.g., Chrome, Firefox)**
- **If issues persist, contact technical support or the system administrator/developer**

### **12. Is CAPS mobile-friendly?**

Yes. CAPS is designed to be responsive and works on mobile phones, tablets, laptops, and desktops.

### **13. How is data secured in CAPS?**

All data is stored securely in encrypted databases. Role-based access control ensures that only authorized users can view or modify content.



Contact Support:

**For further assistance or technical support, please contact your Program Chair or Dean, or email the system administrator at:**

**coeofjrmsucaps@gmail.com**

**Prepared by the CAPS Development and QA Team**

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