



MAAP Spring 2023
Grades 3–8: Mathematics and
English Language Arts
End-of-Course: Algebra I and English II
Test Administrator's Manual (TAM)



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TAM

Instructions for test administration in the classroom are provided in this *Test Administrator's Manual* (TAM), and directions to be read by Test Administrators are provided in the *Test Administrator's Scripts* (TAS). The *School Test Coordinator's Manual* (STCM) and *District Test Coordinator's Manual* (DTCM) serve to guide Test Coordinators through general test administration activities for the Grades 3–8 and End-of-Course (EOC) Assessments. The TAS, STCM, DTCM, and additional information can be accessed from the *Help* page in Nextera® Admin located at:

- <https://ms.nextera.questarai.com>

All devices intended for use in the administration of the tests must be set up and configured using the Nextera® Test Delivery System as outlined in the *Setup & Installation Guide*, available on the Nextera *Help* page. Contact Questar or the Mississippi Department of Education (MDE) with any questions.

Contact Information

Questar Customer Support:

- mscustomersupport@questarai.com
- 1-800-644-4054
- Chat available on the Nextera *Help* page

MDE:

- Office of Student Assessment: 601-359-3052

MS Roles and Responsibilities

State Level User (SLU)

- Acts as the MDE point of contact for all District Test Coordinators (DTCs)
- Receives access to all districts in the state

District Test Coordinator (DTC) or District Level User (DLU)

- Communicates with the MDE
- Coordinates with the MDE, Questar, and the district
- Ensures all student data is correct in Nextera Admin and the MSIS system
- Orders, receives, and distributes shipped items appropriately
- DTC serves as the materials and notification point of contact for the MDE and Questar
- Enters and updates student information in Nextera Admin as needed
- Returns secure materials to Questar
- Views district-level information in Nextera Admin
- Only one DTC per district, but multiple DLUs are allowed

Superintendent (SUP)

- Views district-level reports
- Views district data files
- Views documentation on the *Help* page
- Only one SUP per district

District Information Technology Coordinator (DITC)

- Acts as the information technology point of contact for all schools in the district
- Ensures student devices are set up for testing

School Test Coordinator (STC) or Building Level User (BLU)

- Coordinates the assignment of Test Administrators, Proctors, and Hall Monitors with the DTC and Principals
- Documents the Test Administrator and Proctor in each room
- Organizes student login credentials into groups
- Checks student login credentials in and out
- Monitors student login credentials
- Enters new student information and updates student information in Nextera Admin
- Assigns student accommodations in Nextera Admin
- Collaborates with District Test Coordinator on schedules and managing students
- Only one STC per school, but multiple BLUs are allowed

Principal (PRN)

- Views school-level reports
- Views documentation on the *Help* page
- Only one PRN per school

Test Administrator (TA) or Teacher

- Leads the test administration
- Reads the directions from the TAS and monitors students
- Holds a current teaching license
- Takes attendance during test administration
- Creates or approves the seating chart that is provided by the School Test Coordinator
- Views information of students assigned to his or her class(es) in Nextera Admin if the TA has been provided access by the district

Proctor

- Provides support as the secondary adult in the classroom during testing
- Monitors students and answers allowable questions*
- Receives LIMITED access to testing devices and secure materials
- Approves seating chart provided by the Test Administrator or School Test Coordinator
- Not a role that can be assigned to an account in Nextera Admin

*See the *Testing Guidelines* section of this manual.

Test Administration Checklist

Before Testing

- ☐ Carefully read the TAM to become familiar with the duties of the Test Administrator. The TAM and additional information can be accessed from the *Help* page in Nextera Admin. Contact the School Test Coordinator (STC) if there are any questions.
- ☐ Participate in the Mississippi Academic Assessment Program (MAAP) test security training.
- ☐ Work with the STC to prepare the test environment. The test environment should allow for comfortable seating, good lighting, a quiet setting, and adequate work space. Post a “Do Not Disturb — Testing in Progress” sign on the door on the day of testing.
- ☐ Ensure that test materials are handled according to the District/School Test Security Plan.
- ☐ Become familiar with the calculator and scratch paper policies.
- ☐ Ensure the memory is cleared on all physical calculators used in testing.
- ☐ Obtain printed copies of the Writing Rubric for optional student use during the Writing portion of the ELA or English II assessment. Work with the STC, as needed, to download and print the Writing Rubric from the Nextera *Help* page.
- ☐ Work with the STC, as needed, to print student login credentials and provide students the test session Access Code(s) for each test.
- ☐ **Become familiar with the accommodations specified in the students’ Individualized Education Programs (IEPs), Section 504 Plans, and Language Service Plans (LSPs). Discuss with the STC how accommodations should be provided for each student. Note:** Due to the Literacy-Based Promotion Act, Grade 3 ELA students with accommodation 55 will not be read questions or answer choices in Session 1.
- ☐ Ensure the student sign-in screen will be displayed on each device before students enter the testing environment.
- ☐ Prepare a seating chart to be used in the testing room.
- ☐ Become familiar with all of the Nextera student testing features before the administration, using the Practice Tests (ms.nextera.questarai.com/tds/#practice).
- ☐ Work with the STC to understand how to troubleshoot common testing issues, and print a copy of the *Internet Connectivity Troubleshooting* section of this manual to have available during testing.
- ☐ If administering a Paper/Pencil version of the test, become familiar with the directions for administering Paper/Pencil tests.
- ☐ Become familiar with the requirements of distributing, collecting, and returning test materials to the STC.
- ☐ Become familiar with the Test Security Guidelines available on the MDE website at <http://www.mdek12.org/OSA/TS>.
- ☐ Notify the STC of any missing testing materials.

During Testing

- ☐ Maintain an adequate test environment that allows for comfortable seating, good lighting, a quiet setting, and adequate work space.
- ☐ Ensure that test materials are always in the possession of two trained staff members, at least one of whom is certified.
- ☐ Maintain the security of testing materials. The content of the test, including student responses, must not be reproduced or disclosed.
- ☐ Distribute student login credentials to the correct students and ensure each student signs in to his/her assigned testing session. Report missing or absent students to the STC. Report missing login credentials to the STC.
- ☐ Assign and distribute all secure testing materials to students, as needed.
- ☐ Read the “SAY” directions to the students just as they are written in the script provided in the TAS, using a natural tone and manner. If a mistake is made when reading the directions, stop and say, “No, that is wrong. Listen again.” Then read the directions again.
- ☐ Administer the test and manage test sessions as described in this manual.
- ☐ **Actively monitor students’ progress.**
- ☐ Answer student questions related to Nextera Test Delivery System functionality and test procedures. Do not answer any questions related to the content of the test.
- ☐ Make sure that the seating chart for each testing session includes each student’s name and the location of each student testing. Update the charts to account for absent students.
- ☐ **Report any unusual circumstances or possible security violations to the STC and/or the DTC immediately.**
- ☐ Collect and account for all secure testing materials.

After Testing

- ☐ ***Verify that all online tests have been submitted.***
- ☐ Collect and inventory all secure testing materials, including scratch paper.
- ☐ Return all secure materials to the STC according to the procedures in this manual and/or the School Test Security Plan.

General Directions for Administering the Assessments

Online Administration

All MAAP tests are online assessments. If a student's IEP, 504 Plan, or LSP dictates a Paper/Pencil, Large Print, or Braille accommodation, printed tests are available. During the AMO window, DTCs can order accommodated materials through the *Order Materials* page under the **HELP** tab in Nextera Admin or by contacting Questar Customer Support.

Administration of the 2022–23 Mississippi Academic Assessment Program is an important professional responsibility. The usefulness of the test results depends on the accuracy of the results of each student. Experience shows that students' performance is highly dependent upon their motivation and attitude toward the tests, preparedness of the people administering the tests, physical arrangement of the rooms, and adherence to instructions.

The person responsible for administering any of the MAAP tests must be able to implement standard testing procedures. To ensure accurate and reliable results, the Test Administrator must become thoroughly familiar with these procedures before attempting to administer the test. The Test Administrator must carefully read through these directions prior to beginning the test administration and must participate in test security training in his/her district.

Test Environment

The test environment should allow for comfortable seating, good lighting, a quiet setting, and adequate work space. It is imperative that students be tested under optimal physical conditions. During the test administration, Test Administrators must try to maintain a natural classroom atmosphere, which will encourage students to do their best.

Ensuring Security

- Test Administrators, School Test Coordinators or their designees, and District Test Coordinators share the responsibility for ensuring that all test materials are handled in a professional, secure, and confidential manner and in accordance with security mandates and other general procedures.
- The Test Security/Confidentiality Agreement must be signed by all individuals involved in any part of the testing process. Failure to adhere to the conditions as set forth in this agreement will be considered a direct violation of the Mississippi Public School Accountability Standards.
- Test materials and student login credentials are secure documents and must be treated as such. They must be kept in a designated, locked, and secure place at all times, except during the actual test administration. The contents of the test, including student responses, must not be reproduced or disclosed.
- Two trained staff members must remain with the test materials at all times. One of these staff members must be certified. No one other than students taking the test is allowed to read the test. Anyone else who reads test items will be in violation of requirements stipulated in the current edition of the Mississippi Public School Accountability Standards.
- This manual must be used for training purposes and/or Test Administrator orientation prior to testing. After testing is complete for each administration, all materials must be returned to the School Test Coordinator or his/her designee.

Verifying Student Identity and Eligibility to Test

To ensure accurate student placement, the Test Administrator must only use DTC/STC-approved rosters. Make sure student names and MSIS numbers match their student login credentials.

Calculator Policy

Allowable Calculators:

- Grades 3–5: No calculators allowed
- Grades 6 and 7: Four-function calculators with square root and percentage functions
- Grade 8: Scientific calculators (with functionalities consistent with the TI-30XS or similar models)
- Algebra I: Graphing calculators

Additionally, schools must adhere to the following guidance regarding calculators:

- On the MAAP Grades 6–8 Mathematics assessments, calculators may be used on ALL items.
- On the MAAP Algebra I End-of-Course assessment, graphing calculators (with functionalities consistent with TI-84 or similar models) may be used on ALL items.
- For students taking the Grade 8 Mathematics assessment, the scientific calculator is available in Nextera. Students are allowed to bring a hand-held scientific calculator, if desired, as long as it is in accordance with the MDE Calculator Policy
- For students taking the Algebra I assessment, the Desmos graphing calculator is available in Nextera. Students are allowed to bring a hand-held graphing calculator, if desired, as long as it is in accordance with the MDE Calculator Policy.
- Calculators with a Computer Algebra System (CAS) feature or a solver of any kind (e.g., numeric equation, polynomial, and system of linear equations) are not allowed.
- Tablets, laptops (or PDAs), or phone-based calculators are not allowed during MAAP assessments.
- Students are not allowed to share calculators within a testing session.
- Students are not allowed to have multiple hand-held calculators on their desks during testing.
- Test Administrators and/or Proctors must confirm that the memory on ALL calculators has been cleared before and after each testing session. The calculators must have all formulas, applications, and programs (including, but not limited to, Zoom Math/Zoom Algebra and Polynomial Solver) disabled or removed before students use them during any state test. Failure to comply with this portion of the calculator policy will result in a test security violation.
- Calculators with “QWERTY” keyboards are not permitted.
- If schools or districts permit students to bring their own hand-held calculators for MAAP assessment purposes, Test Administrators must confirm that the calculators meet MAAP requirements as defined above.

Note: For information on the ruler and protractor policy, refer to the *MAAP Calculator, Ruler, and Protractor Policy* document on the Nextera *Help* page.

Writing Rubric Policy

During the Writing portion of the ELA and English II assessments, students have the option of using a printed copy of the Writing Rubric to inform their writing. The rubric is available to download and print from the Nextera *Help* page.

Scratch Paper

General Policies

- Schools provide scratch paper for students.
- Scratch paper is handed out as needed, not in stacks.
- Scratch paper must be returned to the STC/DTC along with any other testing materials.
- Scratch paper must be held by the STC for students with Accommodation 25 until the completion of their assessment.
- All scratch paper, including graph paper for the Mathematics and Algebra I assessments, must be shredded by the last day of the testing window, per the District/School Test Security Plan.
- The DTC must complete and upload the appropriate shredding documentation to the Office of Student Assessment as outlined in the Test Security Plan.
- Students have access to an unlimited amount of scratch paper for all portions of the MAAP assessment; **there is no minimum or maximum amount of scratch paper per student.**
- Graph paper is allowed as scratch paper in all grades for the **Mathematics** and **Algebra I** assessments.
- Plain lined (notebook) paper is allowable for all grades.

Medical Emergencies Guidance

If a student has an emergency and must leave the testing area for the remainder of that test day, the student **MAY** continue testing during the make-up session **provided** the following conditions:

- The student is not allowed to go back to any questions that were answered prior to the emergency; and
- A Non-Participation Due to Significant Medical Emergency Form is **NOT** submitted for the student.

The district may submit the test for scoring when the student answered at least one question for the following reasons:

- The district will accept the low score to prevent the student from counting against the district's participation rate.
- The student and/or parent refuses to continue testing.

The district may invalidate the score for the following reasons:

- If the student answered fewer than 10 questions and the district does not want the low score to impact its accountability rating.
- If the student qualifies for a Non-Participation Due to Significant Medical Emergency. For more information regarding the medical emergency, contact the MDE.

Note: ALL invalidations must be marked prior to the close of the test window. No invalidations will be added after scoring has been completed.

Additional Key Information

Preliminary Planning

- Some students have experience in taking online assessments, but others are not accustomed to them. It is highly recommended that students become familiar with the Practice Tests available at ms.nextera.questarai.com/tds/#practice.
- The school should provide satisfactory physical conditions in the room where the test is to be given. Be sure that lighting and ventilation are adequate. Make sure there is enough space between students to maintain confidentiality of responses.
- Post a “Do Not Disturb—Testing in Progress” sign on the door to prevent interruptions. There must be at least one Test Administrator in each testing area and a minimum of one Proctor for 1–25 students. If more than 25 students are in a testing room, additional proctors are required. For example, if there are 26–35 students, there must be a Test Administrator and two Proctors. See the MDE Test Security Training information for more details.
- Ensure that arrangements have been made for special accommodations for any student with an IEP, 504 Plan, or LSP that specifies allowable testing accommodations.

Students Leaving the Testing Area and Students Not Completing the Test

- If a student must leave the testing area for any reason before completing the test, make sure he/she pauses/signs out of the test and his/her testing materials are collected. If the student will be returning to the testing session, he/she must be escorted to and from the testing area. When the student comes back, return the testing materials and allow him/her to sign back in and continue the test. No student will be allowed to leave the testing area with any test materials, including student login credentials.
- If a student does not complete the test, he/she MAY be eligible to retake or finish the test during the make-up sessions. Make-up testing is ONLY for those students who were not present or had an emergency during the original testing session. Students will not be allowed back into their tests unless they meet the eligibility requirements in paragraph 1 of page 10.
- **Writing Prompt:** Since a student who leaves the testing environment during Session 2 of the ELA or English II assessment has seen and had time to consider the prompt before responding, they may have an unfair testing advantage. If a student must leave the testing environment for an extended period of time (e.g., lunch period, checkout, dismissal) after having seen the writing prompt, STOP, and immediately call the MDE. You must speak to Melissa Beck or Libby Cook. Unless it is an emergency, DO NOT move the student from the testing environment. The MDE will immediately provide a determination and communicate the course of action. Calling the MDE is not necessary for a student taking a quick restroom break.

Literacy-Based Promotion Act

If a student's reading deficiency is not remedied by the end of the student's Third-Grade year, as demonstrated by the student scoring above the lowest two (2) achievement levels in reading on the state annual accountability assessment or on an approved alternative standardized assessment for Third Grade, the student shall not be promoted to Fourth Grade.

Due to the Literacy-Based Promotion Act, Text-to-Speech (TTS) and Human Reader accommodations will not be available for students taking the 3rd Grade Reading Alternative Assessment Retest.

Refer to *Test Administrator's Scripts* for instructions on administering the 3rd Grade Reading Alternative Assessment Retest.

Procedures for Reading Test Directions for All Tests

The directions for all MAAP tests can be found in the *Test Administrator's Scripts*. This document can be found on the *Help* page on Nextera Admin. Allow time prior to the test to distribute materials and demonstrate proper testing procedures. Plan for approximately 15 minutes to read the test directions to the students.

Testing Guidelines

In the scripts located in the *Test Administrator's Scripts*, directions for students are preceded by the word "SAY."

1. Read these directions exactly as they are written, using a natural tone and manner.
2. Do not give help on specific test items.
3. If a mistake is made while reading directions, stop and say, "No, that is wrong. Listen again." Then read through the directions again.

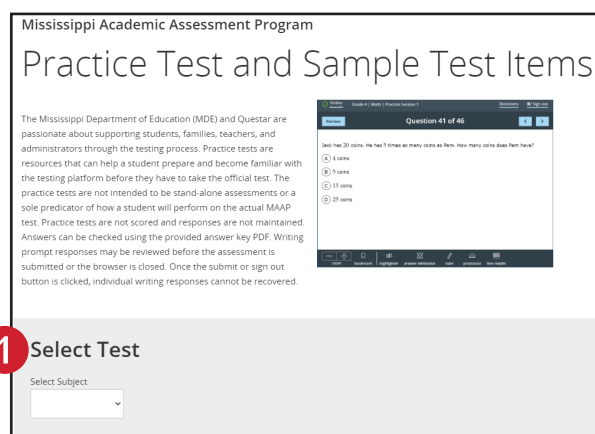
Guidelines for Answering Questions about the Test

The rigor of the test and the intensity of the testing situation will probably generate questions from some students.

- During the test, the Test Administrator may remind students to follow directions.
- On the day of testing, no content instruction should occur in a room being used for test administration.
- Test Administrators, Proctors, and other staff may NOT answer any content-related questions from students after entering the testing room.

WHEN STUDENTS ASK FOR HELP	
When Students Ask...	Do NOT ...
• for general help or advice:	• make suggestions relative to students' work.
• for advice regarding test-taking strategies:	• recommend a specific strategy.
• about the difficulty of a test item:	• comment about the difficulty level of any question.
• whether particular answers are right or wrong:	• tell students that particular answers are right or wrong. • cue correct answers through vocal inflection, facial expressions, signs, or gestures.
• about the meaning of a word, phrase, or sentence:	• define a content word or phrase, or explain the meaning of a sentence.
• about their progress on the test:	• ask students to work faster; they can only be reminded of how much time remains.

Practice Tests and Sample Test Items



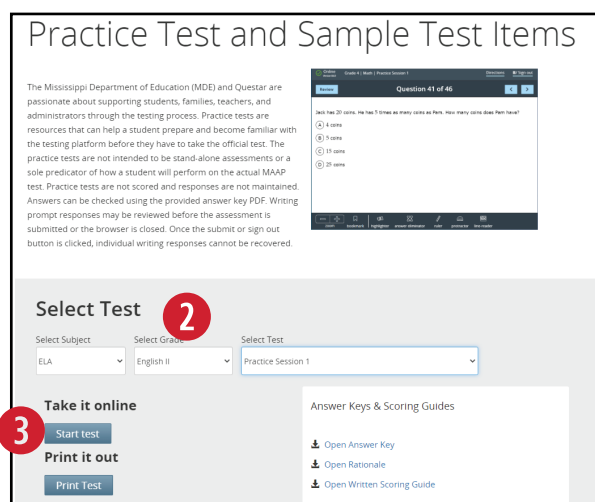
Mississippi Academic Assessment Program

Practice Test and Sample Test Items

The Mississippi Department of Education (MDE) and Questar are passionate about supporting students, families, teachers, and administrators through the testing process. Practice tests are resources that can help a student prepare and become familiar with the testing platform before they have to take the official test. The practice tests are not intended to be stand-alone assessments or a sole predictor of how a student will perform on the actual MAAP test. Practice tests are not scored and responses are not maintained. Answers can be checked using the provided answer key PDF. Writing prompt responses may be reviewed before the assessment is submitted or the browser is closed. Once the submit or sign out button is clicked, individual writing responses cannot be recovered.

1 Select Test

Select Subject



Practice Test and Sample Test Items

The Mississippi Department of Education (MDE) and Questar are passionate about supporting students, families, teachers, and administrators through the testing process. Practice tests are resources that can help a student prepare and become familiar with the testing platform before they have to take the official test. The practice tests are not intended to be stand-alone assessments or a sole predictor of how a student will perform on the actual MAAP test. Practice tests are not scored and responses are not maintained. Answers can be checked using the provided answer key PDF. Writing prompt responses may be reviewed before the assessment is submitted or the browser is closed. Once the submit or sign out button is clicked, individual writing responses cannot be recovered.

Select Test

Select Subject: ELA

Select Grade: English II

Select Test: Practice Session 1

3 Take it online

Start test

Print it out

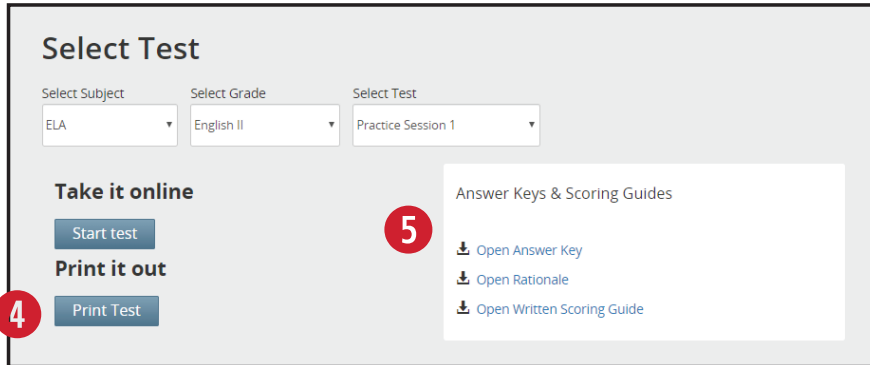
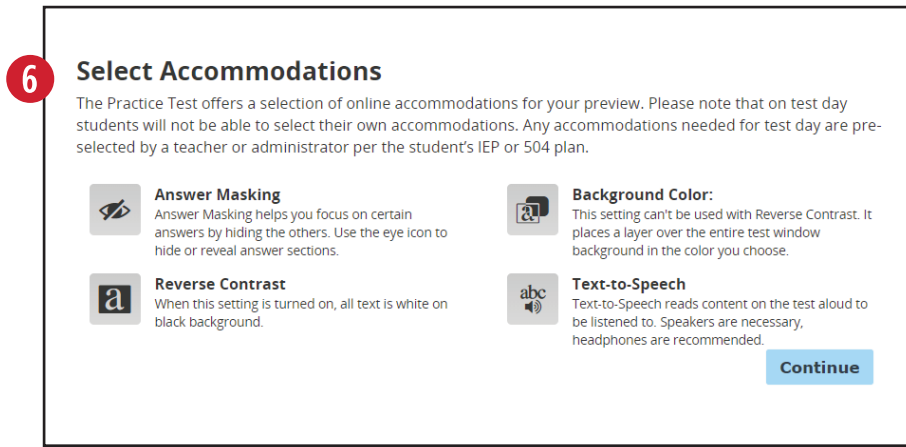
Print Test

Answer Keys & Scoring Guides

- Open Answer Key
- Open Rationale
- Open Written Scoring Guide

Before the day of the test, students should be given the opportunity to try the Practice Test and Sample Test Items, which will allow them to become familiar with the question types on the MAAP tests. Students may take the Practice Test and Sample Test Items as many times as they'd like. To access these tests, direct students here: ms.nextera.questarai.com/tds/#practice.

- 1 No sign-in information is needed to access either test. Direct students to the *Select Test* area on the screen.
- 2 Direct students to use the drop-down menus to select the appropriate subject, grade, and test.
- 3 To take the online version of either test, direct students to select **Start test**.

- 4 If a student's IEP, 504 Plan, or LSP indicates he/she requires a Paper/Pencil version of the test, the Practice Test and Sample Test Items may be printed for practice. Teachers can access this page and select **Print Test** to open a printable version for these students. If a student needs a Large Print or Braille Practice Test, contact the STC.
- 5 Once the subject, grade, and test are chosen, a link for the answer key appears. Select the link for a printable key for the Practice Test or Sample Test Items.
- 6 After selecting the **Start test** button, the *Select Accommodations* window appears to allow students with certain online testing accommodations to practice with those accommodations. Help students select any available testing accommodations specified in their IEP/504 Plan/LSP, and then direct them to select **Continue**. (During the actual assessment, accommodations are pre-assigned based on students' IEPs/504 Plans/LSPs.) The system guides students through a short tutorial on the tools and features before they begin the test.

For Test Administrators who will be serving as Human Readers, examples of the Read-Aloud Script are available on this page, aligned to the content of the Practice Tests. To access these examples, select **Read Aloud Example** from the *Select Test* drop-down. The online example aligns to the Human Reader (Online) 55 accommodation, and the paper/pencil example aligns to the Human Reader (Offline) 55 accommodation.

Make-Up Sessions

Students who were absent during the initial testing session can make up tests during the MDE-approved testing window. Scheduling make-up sessions must be coordinated by the School Test Coordinator to eliminate conflicts and to ensure that make-up students test under the same conditions as initial students. For the make-up sessions, materials are distributed/collected and tests are administered according to the same instructions as initial testing sessions.

For students who miss Session 1 or Session 2 and plan to complete the test, the test must always be given in the same order: Session 1 must be given prior to Session 2. If make-up testing is needed, make-up sessions may be given in one day or over two days, consistent with the initial testing session for each content area. All paper-based make-up tests must be administered, packed, and ready for pick-up on the scheduled district pick-up date. Pick-ups are not allowed to be rescheduled to administer make-up tests.

School Test Coordinators must keep test materials in a locked, secure storage area except during test administration. Only specific make-up materials needed for students who are taking make-up tests are distributed to Test Administrators at the time of the make-up session.

After make-up sessions, Test Administrators must return test materials to the School Test Coordinator, as explained in the following section. After make-up materials are returned, all test materials must be kept in locked storage under the School Test Coordinator's authority.

After all testing sessions (initial and make-up) are complete, the STC returns all test materials to the DTC according to the directions provided in the STCM.

Returning Materials to the School Test Coordinator

The following materials must be returned to the School Test Coordinator or his/her designee immediately after testing is complete:

- Test books
- Scratch paper
- Student login credentials
- Reference sheets (if printed)
- Writing rubrics (if printed)

Administering Text-to-Speech and Human Reader Accommodations

If a student is testing online and requires the accommodation of having the test read aloud, there is a Text-to-Speech (TTS) tool that reads items aloud to the student. **The accommodation must be marked in Nextera Admin by the DTC/DLU or STC/BLU prior to the start of the assessment.**

Note: TTS is available for students who have accommodation 55.

If a student's IEP, 504 Plan, or LSP requires the use of a Paper/Pencil version of the assessment and/or requires a human reader, a Read-Aloud script is available. If a Read-Aloud script is needed, contact the STC. See the next section for instructions on administering the test with a human reader using a Read-Aloud script.

Due to the Literacy-Based Promotion Act, TTS and Human Reader accommodations will not be available for students taking the 3rd Grade Reading Alternative Assessment Retest. All directions to be read to students taking this assessment are contained in the *Test Administrator's Scripts*.

Allowable Accommodations

TTS 55: The test questions and answer options in the online version of the assessment are read to individual students by the Nextera Text-to-Speech system, repeating items.

Human Reader (Online) 55: The test questions and answer options in the online version of the assessment can be read to individual students or a group by a human reader, repeating items.

Human Reader (Offline) 55: The test questions and answer options in a Paper/Pencil version of the assessment can be read to individual students or a group by a human reader, repeating items.

Note: TTS requires an Internet connection and will not function while a device is offline. When the Internet connection is restored, the student with the Text-to-Speech accommodation will be able to select the play button again, and the TTS will load.

Instructions to the Human Reader

The reader is required to review and comply with these instructions. All remaining requirements concerning test security still apply. The reader must be familiar with the specific Human Reader accommodations for the students prior to administering the test.

All questions rely on the students' ability to comprehend and respond to items exactly as written or with allowable accommodations (IEP, 504 Plan, or LSP). The Read-Aloud script must be read to students verbatim. Any additional information or explanation must not be provided as this will affect what the test is designed to measure.

Notes to the Reader

1. Pause after reading the question number and before reading the question itself.
2. Emphasize words or phrases that are underlined, italicized, or entirely capitalized.
3. Read items according to the allowable accommodations noted on the previous page.
4. Pronounce abbreviations by voicing each initial letter (N-E-A, U-N, U-S-A) unless otherwise specified.
5. Hyphenated phrases should be read as one unit, in an even tone, and with a shorter pause between words than normal.

FAQs

- Students may use different platforms for different subjects. For example, a student may take an ELA or English II test on a Chromebook and a Mathematics or Algebra I test on a desktop computer.
- Students **MUST** restart a paused or terminated test on the **same platform** (Windows, Mac, iPad, etc.). It is advised to use the same device, as previously entered responses may be cached and would be easier to find, but it is not required. Customer Support will assist districts in determining if changing devices is appropriate.

Issues during Testing



- If the screen freezes, sign-in takes longer than one minute, or the test takes longer than one minute to load, try exiting the test and signing back in.
- If the device is permanently incapacitated, please contact the School Test Coordinator so he/she is aware of the issue.
- If multiple workstations exhibit the same issue, please contact the School Test Coordinator to further isolate and troubleshoot the issue.

Note: In the event of a technical issue (e.g., power outage or network failure), always consult with your STC/DTC and Technology Coordinator regarding appropriate steps to take. As needed, the STC/DTC will contact Questar Customer Support and the MDE for support.

Internet Connectivity Troubleshooting

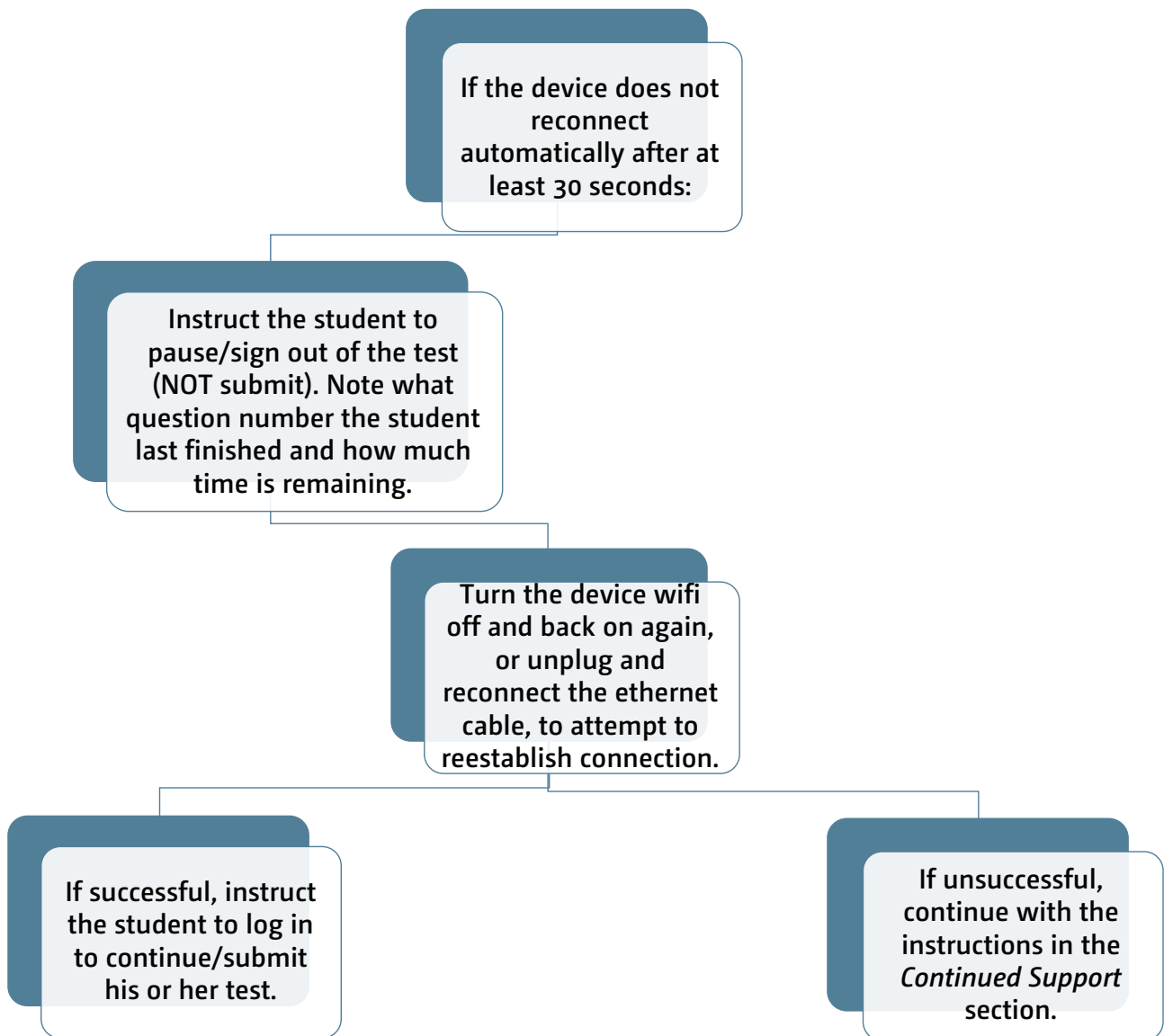
IMPORTANT: In all scenarios outlined below, if the student has not completed the test session, instruct the student to continue testing. (Student responses are stored in the device's local cache.)

Note: Text-to-Speech functionality will cease until connection is restored.

While testing, you can determine if a device is currently connected to the Internet by the  or  icons located in the upper-left corner of the screen.

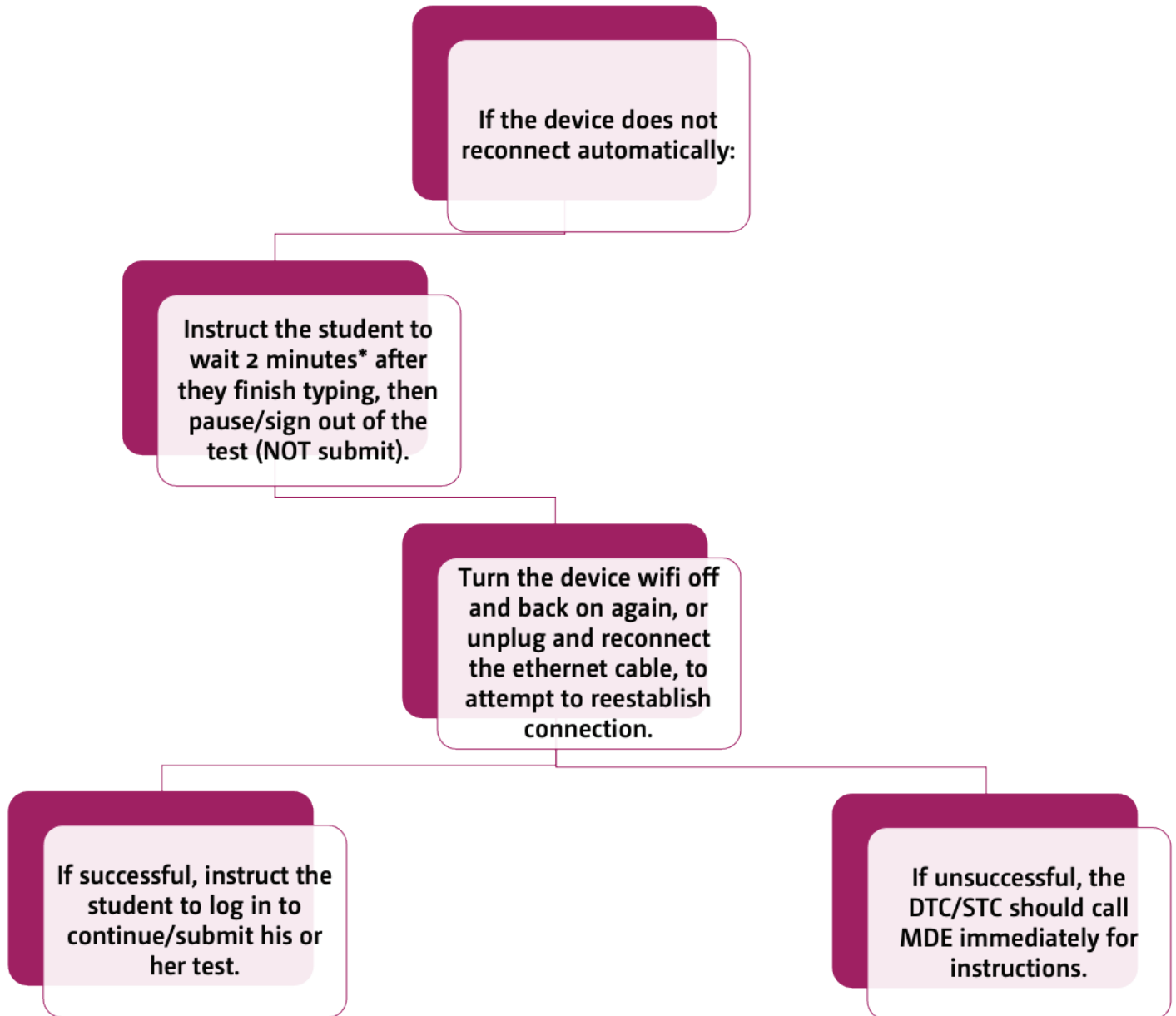
Scenario #1: Non-writing session for an individual student

After completion of a **non-writing** test session, an **individual student device** does not have internet connectivity.



Scenario #2: Writing session for an individual student

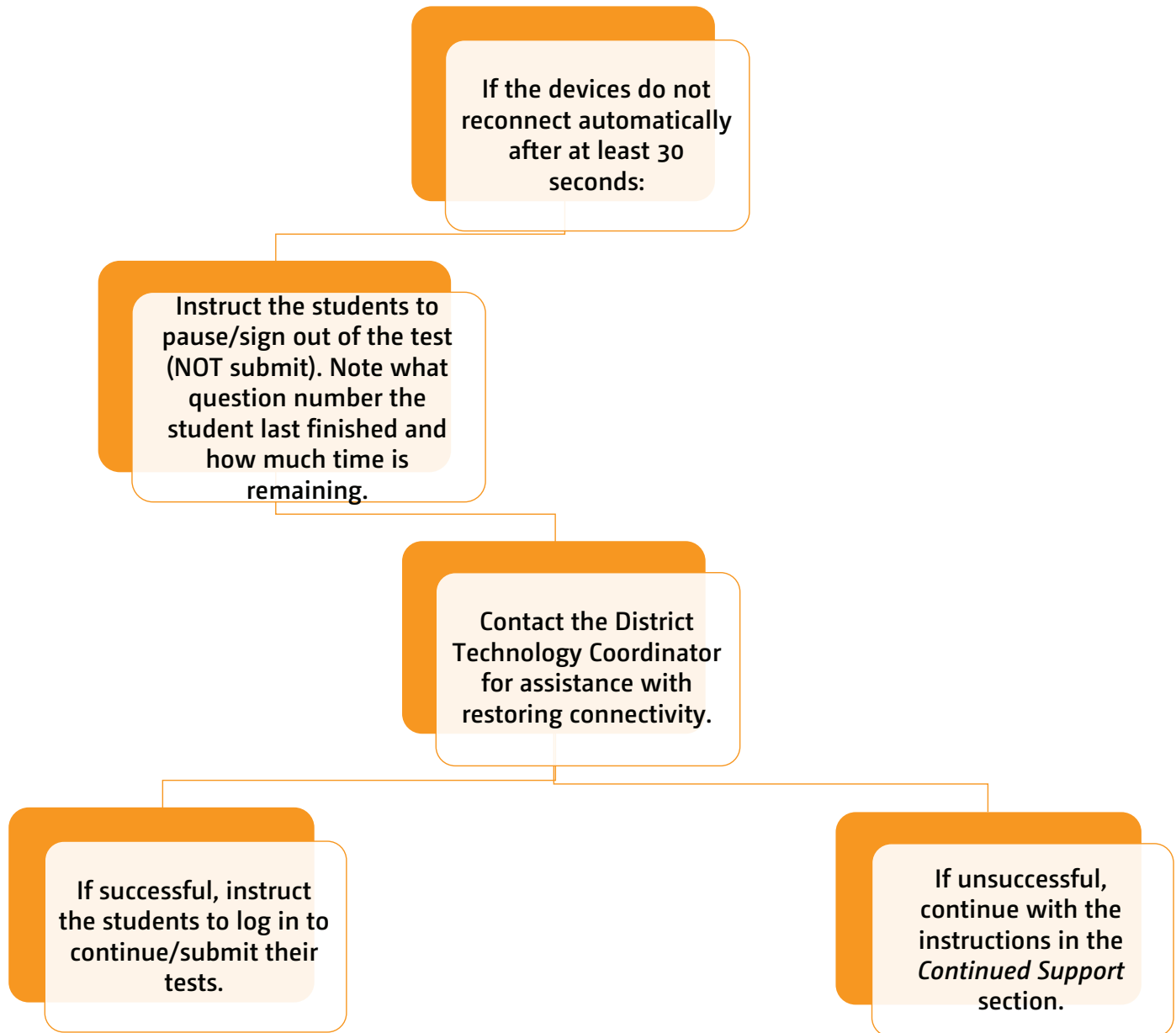
After completion of a **Writing** test session, an **individual student device** does not have internet connectivity.



Note: For Writing prompts, student responses are cached to the local device every 2 minutes. It is imperative that you try to get Writing students finished that day.

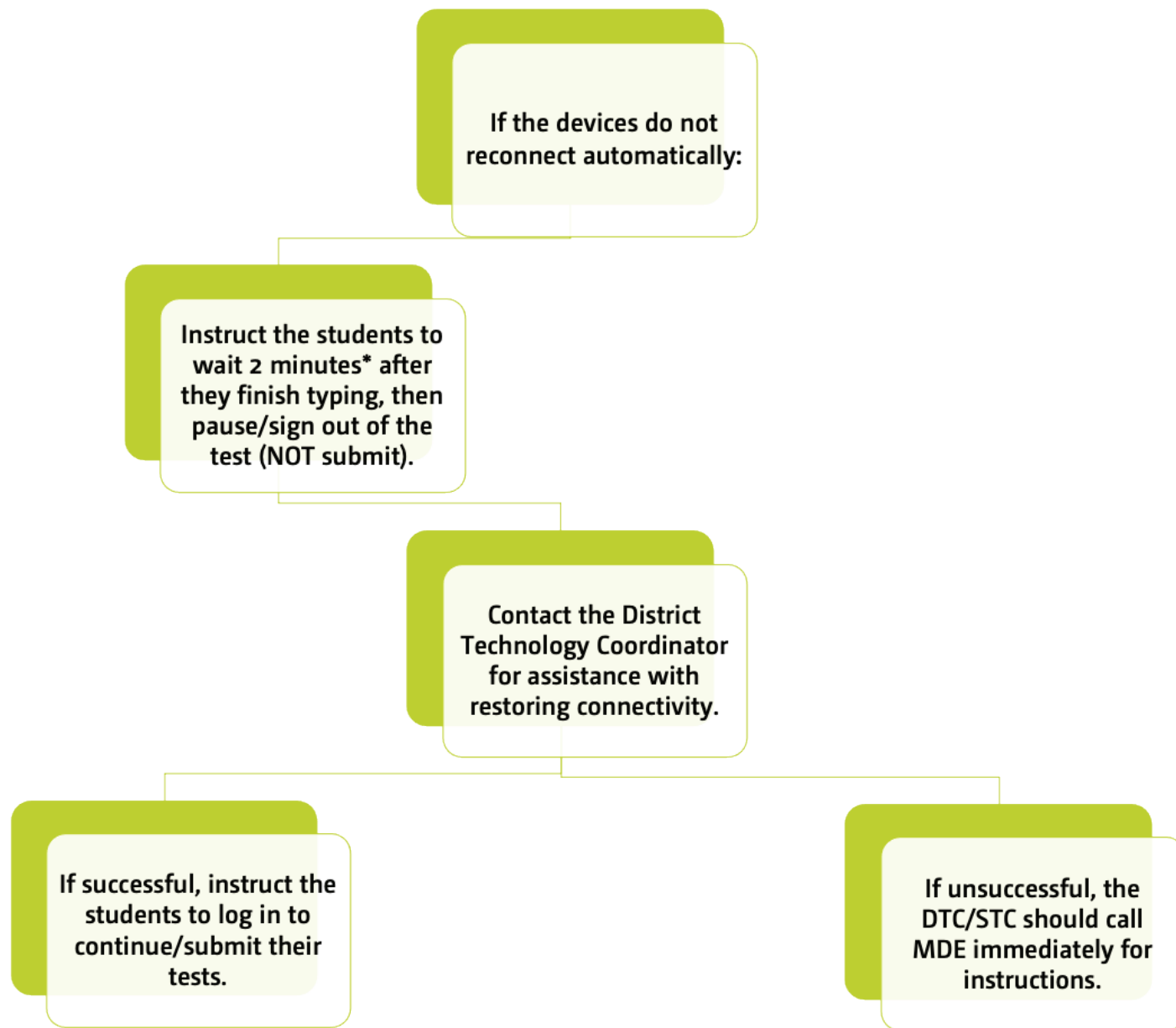
Scenario #3: Non-writing session for an entire class or school

After completion of a **non-writing** test session, an **entire classroom or school** does not have internet connectivity.



Scenario #4: Writing session for an entire class or school

After completion of a **Writing** test session, an **entire classroom or school** does not have internet connectivity.



Note: For Writing prompts, student responses are cached to the local device every 2 minutes.

Scenario #5: Extensive school outage with hard-wired devices (e.g., infrastructure network cable cut)

During testing, the school experiences a power outage when students are testing on hard-wired devices.

1. Do NOT have the students move to new devices.

2. Quarantine and label the devices with the students' names (include MSIS number if multiple students have the same name), if necessary. For computer labs, utilize seating charts to make sure the same student returns to the same device to resume testing.

3. If the students need to leave the testing area to resume testing another time, the class may be dismissed. Notify the MDE for next steps.

4. Call the school's maintenance team for assistance with restoring power.

5. Keep the devices powered on and plugged in to a power source.

6. Once power is restored, have the students log back in to their test. Students should wait at least two minutes for responses to populate.

7. Call Questar Customer Support at 1-800-644-4054 for assistance in recovering student responses if responses do not populate.

Scenario #6: Outage with individual/one-to-one devices

During testing, the school experiences a power outage when students are testing on individual/one-to-one devices.

1. Do NOT have the students move to new devices.

2. Call the school's maintenance team for assistance with restoring power. Work with the District Technology Coordinator to determine an approximate timeline for students to resume testing.

3. Contact Customer Support to document the number of students and classes impacted; make note of the case number to be entered onto an Irregularity Report (see step 5 below).

4. Whenever possible, quarantine and label student devices with the students' names (include MSIS number if multiple students have the same name). If quarantining is not possible, the access codes must be changed for all affected Test Administrations via the "View Test Administration" page in Nextera Admin. If assistance is needed to change the access codes, contact Customer Support.

5. If students need to leave the testing area to resume testing another time, the DTC must submit an Irregularity Report through Caveon Core for documentation purposes.

6. Once power is restored, have the students log back in to their test. Students should wait at least two minutes for responses to populate.

Note: If Internet connectivity is lost for any reason prior to the submission of a test session, the device cache stores the responses locally until connectivity is restored. Please do NOT clear cache before connectivity is restored.

Continued Support

Do NOT have the student(s) move to a new device or allow any other student(s) to test on the device(s).

Do NOT restart or reboot the device(s).

Quarantine and label the device(s) with the students' name(s) and/or MSIS number(s). Then if the student(s) need to leave the testing area to resume testing another time, the student(s) may be dismissed. Contact the MDE for guidance regarding rescheduling the test session and upload a testing schedule addendum in Caveon Core.

Contact the District Technology Coordinator to ensure there are not any software or policy settings that would clear out the devices' local cache or temporary files.

Keep the device(s) powered on and plugged in to a power source.

If still unable to reestablish connection, or at any point during the above steps, call Questar Customer Support at 1-800-644-4054.

If there are time or accommodation questions associated with the outage or if you need additional guidance when students are unable to finish testing the day of the outage, contact the MDE.

Appendix A: Directions for Paper/Pencil, Large Print, and Braille Tests

Questar provides Paper/Pencil, Large Print, and Braille test books to districts upon request to meet accommodations listed in a student's IEP, 504 Plan, or LSP. Accommodated tests are secure materials and must be returned to Questar. The District Test Coordinator or his/her designee will provide instructions for the handling of these materials.

Any student testing with a Paper/Pencil, Large Print, or Braille test book will record his/her answers by using the method documented in the student's IEP, 504 Plan, or LSP.

Test Administrators (TAs) MUST transcribe all Paper/Pencil, Large Print, and Braille student answers into Nextera immediately after the student is finished testing.

If you are administering an accommodated version of the Mathematics or Algebra I test, make sure that each student has an allowable calculator. (Questar does not supply calculators along with accommodated materials.) Distribute the appropriate Reference Sheet, if needed, and clean scratch paper to these students. Reference Sheets and scratch paper are considered secure materials and must be returned to the STC/DTC after testing.

Students with an IEP, 504 Plan, or LSP work and break according to their respective documented accommodations. Test Administrators must be familiar with all accommodations before testing begins.

Accommodated Form Testing Tips

- Note the time students begin.
- Move around the room after the test has started in order to make sure everyone is following directions.
- If a student has questions, refer to the chart in the *Testing Guidelines* section of this manual for additional information.
- Do not provide help on specific test questions.
- Encourage all students to do their best.
- Do not give a direct answer when a student asks whether his/her answer to a particular problem is correct. Use a neutral response such as **“Choose the answer you think is correct and then continue.”**
- Once students are finished testing, collect all materials.
- **All accommodated tests MUST be transcribed into the online system.** See the *Test Administrator's Scripts* or *Accommodated Materials Transcription Instructions* located on the Nextera *Help* page. Once transcription is complete, return all materials to the School Test Coordinator.



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