Proctor Tips and Troubleshooting

Your computer lab should be prepared ahead of scheduled testing. For details, see: Lab Readiness Checklist.

Basic	Set Up Testing	>	Student Sign-in	>	Interruptions	>	End Testing	1
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See also: Troubleshooting Common Issues on page 6.

Set Up Testing in MAP



On your proctor computer, log into MAP, choose Manage Test Sessions, and follow Option 1, 2, or 3.

OPTION 1—Find Students to Test

- 1. Click Find Students to Test.
- 2. Choose search criteria and then click Search.
- 3. Review the search results and click Add Students.

Fi	nd Studen	ts				
Se	arch is restrict	ed to the current	term. School must	t be specified first.		
		nt(s) Found				
	Stude	Last Name	First Name	Middle Name	Student ID	Date of Birth
	Mark T	Brown	Bon		UA000321	Jan 10 2005
Selected		Jones	Joli	•	UA000987	Mar 1 2005
students added to		Smith	Sera	-	UA000654	Feb 1 2005
the list		Students	Cancel			<u>)</u>
		ssin Accommodation	8 Remove Students	from		
E	Last Name	•	First Name +	Student ID +	Test Assigned	Accommodations
E	Brown	Y	Bon	UA000321	1	No
	Smith		Sera	UA000654	-	No

4. Repeat the search as needed.

5.	RECOMMENDED—Assign	tests by selecting	students and c	licking Assign Test.
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QUICK REFERENCE

Student List		
Assign Test	Assign Accommodations	Remove Students from
Last Name	First Name	Student ID
Abel	Rheanna	F08000089

- 6. OPTIONAL-Use Assign Accommodations (adjacent to Assign Test).
- 7. OPTIONAL-Click Save Session.
- 8. When your student list is ready, click Test Now.

OPTION 2—Test Your Class

- 1. Click Test My Class.
- 2. Select one of your classes, if prompted.
- 3. RECOMMENDED-Assign tests by selecting students and clicking Assign Test.

Student List		
Assign Test	Assign Accommodations	Remove Students from
Last Name	First Name	Student ID
Abel	Rheanna	F08000089

4. OPTIONAL-Use Assign Accommodations (adjacent to Assign Test).

OPTION 3—Use a Saved Testing Session

1. Click Show.



2. OPTIONAL-To see testing sessions others created, change Created By:

Testing Session Name ¢	Created By Burns, Austin	Delete or type over to see others' sessions
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3. When you find and select a testing session, click **Test Now**.

Show

Proctor Tips and Troubleshooting

Student Sign-In

Get the name and password of the testing session:

- On your proctor computer, you should now see the Test Students page. (If not, click Test Now.)
- 2. At the top, notice the session name and password:

Testing Session Name: JGmath32 Session Password: 6341 Students will type this when they sign in Total Students: 9 Total Students: 9 To Be Confirmed: 0 Paused: 0

- 3. On a board, write the name and password for the students to copy.
 - The password is auto-generated whenever you start a test session.
 - It will expire at the end of the day.

Open browsers and give instructions:

1. On student computers, start MAP in one of the following ways:



See also: Optional: Guided Access Setup on page 5, if required by your school.

- 2. Inform students about the MAP test. Here are resources you can use:
 - a. <u>Student Introduction to MAP Testing</u> One-page document you can read.
 - b. Test Warm-up Button appears on the student sign-in page (except on iPads). Alternatively, you can show the warm-up video on a projector using these links: MAP warm-up video or MPG warm-up video

Start MAP and confirm students:

1. On student computers, guide students to complete the following:

Session name and password (copy from board)	Student name (and test if not assigned)		Yes to continue or No to start over
Join Session Welcome to Measures of Academic Progress (MAP).	Sign In Please sign in. If you need help at any time, raise you hand.	Is this o	correct?
Please enter your test session name and password to join your test session.	Choose your name Select your name from the list. For example, "Sandra Smith". Avez Avla	Name: Session: Test:	Avez Avila JGmath32 MAP: Math 2-5 Common Core 2010
Test Session Name JGmath32		Basic Stude	ent Information
Password 1593	Selected Test A test has been pre-selected for you by your proctor. MAP: Math 2-5 Common Core 2010 V2 +	School: Grade: Birth Year:	Mark Twain Elementary School 6 2004
Join	Clear Next -	Yes	No

- On your proctor computer, confirm students every few minutes, as students are ready:
 - a. Click **Refresh Status** to see which students have the "To Be Confirmed" status.
 - b. Click Confirm Now. It confirms all students with "To Be Confirmed" status. TEST STUDENTS



- or -

Select students, click Select Action, and choose Confirm.

3. Students: Click Start Test.

Pause Test (Under 30 min)

- 1. From your proctor computer, select student(s).
- 2. Click Select Action and choose Pause.

Continue paused test:

- 1. From your proctor computer, click Refresh Status.
- 2. Select the student(s) with status "Paused."
- 3. Click Select Action and choose Resume.
- 4. On the student computer, the test resumes with a new question.
 - Student must resume from the same computer.
 - After 30 minutes, the test automatically becomes suspended.

Student Computer Interruption (Optional)

If there is a problem with the proctor controls, you can interrupt from the student computer. This feature is not available on iPads.

- 1. On the student computer, type: Ctrl + Shift + P (or Ctrl+Shift+L). Immediately the student's test is paused.
- OPTION 1–Continue from your proctor computer using Select Action
 > Resume.
 - -or-

OPTION 2—On your proctor computer, get the PIN code so you can continue on the student computer.



Once you type the PIN on the student computer, you can resume, report a problem with the test questions, or take other actions.

Suspend Test (Longer Than 30 Minutes)

- From your proctor computer, select student(s).
 Tip: Click Select Status and choose Testing to quickly select students who are still testing.
- 2. Click Select Action, choose Suspend, and click OK when prompted.
- 3. Students click the OK prompt.
- 4. Before students leave, ask them to close down (click the X at top).
- 5. When ready, click End Testing Session.
- 6. When prompted, click Save and Exit.

Note: Students should continue the test within 14 days, because more instruction between testing can influence the score. The maximum is 28 days. After 28 days, tests cannot be resumed and students will need to start over.

Continue suspended testing session:

- 1. Click Manage Test Sessions on the left.
- 2. Click **Show** to see the saved testing sessions.



3. Select the Testing Session you saved and click **Test Now**.

Note: The Status will be Awaiting Student for everyone, meaning they can now sign into the session.

4. Have students sign in as usual.

Note: The password students type is new, although the testing session name remains the same as before.

- 5. On your proctor computer, click **Confirm Now**.
- 6. When prompted, select Resume Test and click Submit.

Tests Exceeding 28 Days—In this case, choose **Start New Test** or **Do Not Confirm**. You cannot continue the suspended test.

Proctor Tips and Troubleshooting

End of Testing

Before you can begin another testing session, you must end the first session:

- On your proctor computer, check the Status column for any students still testing.
- 2. When no one is left testing, click End Testing Session. At the prompt, choose:
 - a. Save-If the same group of students will be tested together later.
 - b. Delete—If different groups will be formed for further testing. (Deleting it does not affect test results, because tests are associated with the students, not the test session.)
- 3. Before students leave, ask them to close down (click the X at top).

Test session—Is it okay to leave open?

Although it's possible to leave your testing session running until more students arrive, you cannot keep it running overnight. Every night, they are closed automatically, and any students left in a testing status switch to suspended status.

Note: Your Proctor profile is also limited to running only one testing session at a time. If needed, you can add students to a testing session by clicking the Add More Students button.

Student completed test-How do I assign them a new test?

Note: Ideally, a student should take no more than one full MAP test per day.

- 1. Confirm student status is Completed, Terminated, or Suspended.
- 2. Select the student, and then select **Test Again**.

The student status changes from Completed to Awaiting Student.

- 3. Select the student and click Assign Test(s) to assign a new test.
- 4. Instruct the student to sign in again with the same session name and password.

Make-up Testing

Note: Students should continue tests within 14 days, although the maximum is 28. You can prioritize make-up testing based on the Test Event Start Date (in step 5).

- 1. Click Manage Test Sessions on the left.
- 2. Click Find Students to Test.
- 3. Click Test History Search. Find Students

Search is restricted t	to the current term. School
Student Search	Test History Search

4. Select, at a minimum: School, Test, and Testing Status.

Student Search Test History Sear	ch	
School		
Bethel Elementary School	٠	
Grade		
All Grades	٠	If no student is found,
Instructor		try setting School to
All Instructors	۲	No School Assigned
Class		
All Classes	۲	r
Find students by their testing status. S	earc	ch is restricted to the current term
Test(s)		Testing Status
MAP: Math 2-5 Common Core 2010 V2		 Not yet tested
		Suspended Test

- 5. Click Search and then, from the pop-up list, click Add Students.
- 6. IMPORTANT: Select students and click Assign Test.
- 7. Click Test Now.

Note: Status will be "To Be Confirmed," even for those with suspended tests.

8. While confirming students, choose Resume Test when prompted.

Tests Exceeding 28 Days—In this case, choose **Start New Test** or **Do Not Confirm**. You cannot continue the suspended test.

Using iPads for Testing

With the NWEA MAP Testing App from the iTunes App Store, you can provide easy access to MAP tests, including primary grades.

Optional: Guided Access Setup

The iPad app does not stop students from exiting the test. Typically, your school will have Single App Mode enabled, but it they do not, you can secure each iPad, one at a time, using the Guided Access feature:

- 1. Before testing:
 - a. Open the iPad settings.
 - b. Choose General > Accessibility > Guided Access.
 - c. Turn it On.
 - d. Press Passcode Settings and type a code that students will not know.
- 2. Start of testing:
 - a. Start the NWEA MAP Testing App.
 - b. Turn the iPad to landscape display.
 - c. Triple-click the iPad Home button to open Guided Access:
 - d. Under the **Hardware Options**, turn off **Motion** to prevent the test from switching to portrait display.
 - e. Press Start.
 - f. Student can now join the test session.
- 3. **During testing** Keep in mind that you cannot interrupt the test at the student's iPad. Use controls on the proctor computer instead.
- 4. After testing Triple-click the Home button again, and use the passcode to turn off Guided Access.

If the iPad app freezes...

The app could freeze if there is a break in the wireless connection. You need to exit the app and restart.

Tip: If pressing the Home button fails to exit, then try pressing both Home and Power buttons at the same time until the iPad restarts.

Next, on your proctor computer, select an action depending on the Status:

- Confirmed—Choose Select Action > Do Not Confirm (you will confirm later)
- Testing-Choose Select Action > Suspend
 - Once suspended, chose Select Action > Test Again

Ask the student to sign in again, and then confirm as usual.

If you need to interrupt testing at the iPad...

The easiest way to interrupt iPad testing is through the controls on your proctor computer. However, if you are unable to use a proctor computer, it is possible to interrupt directly at the iPad:

- Connect a keyboard directly into the iPad (you will need an adapter and a simple, low-power keyboard).
- Type the interrupt shortcut: Ctrl + Shift + P.
- Not available if using iOS 8.

Troubleshooting Common Issues

Whenever testing is slow

On the student computer, click **Reset** or use the keyboard command:

F5 (Win) -or- Command+R (Mac)

Saved testing session is missing

By default, you only see the testing sessions you created. To see testing sessions others created, change the **Created By** filter:



Student name missing on the Sign In page -or- Student kicked out and can't re-join

The student's status must be **Awaiting Student** in order to appear on the Sign In page. On your proctor computer, select an action depending on the Status:

- Confirmed—Choose Select Action > Do Not Confirm (you will confirm later)
- Testing-Choose Select Action > Suspend
 - Once suspended, chose Select Action > Test Again
- Suspended-Choose Select Action > Test Again

Ask the student to sign in again, and then confirm as usual.

Delete Test Session—Does that remove test results?

No, the tests are associated with the students, not the test sessions. Closing or deleting a testing session does not affect test results. Students can resume incomplete tests in the same or another testing session.

Students arrive in the middle of testing

On the proctor computer, Test Students page, click Add More Students.

Student completed test—How do I assign them a new test?

Note: Ideally, a student should take no more than one full MAP test per day.

- 1. Confirm student status is Completed, Terminated, or Suspended.
- Select the student, and then select Test Again.
 The student status changes from Completed to Awaiting Student.
- 3. Select the student and click Assign Test(s) to assign a new test.
- 4. Instruct the student to sign in again with the same session name and password.

Question appears blank (white screen) or displays a UUID error

If a question still does not display after refreshing the student's browser:

- 1. On your proctor computer, with a student selected:
 - a. Choose Select Action > Suspend.
 - b. Select the student again.
 - c. Choose Select Action > Test Again.
 The test continues where the student left it.
- 2. On the student computer:
 - a. Click **Ok** at the prompt.
 - b. Join the test again.

Skip a question with broken controls

- 1. On the proctor computer, student selected, choose Select Action > Pause.
- 2. Select the student again and then choose Select Action > Resume.
- 3. After the student clicks Resume, a new question appears.

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