

2016-2017

**KOSSA
TEST COORDINATOR MANUAL
and
KOSSA
TEST ADMINISTRATOR MANUAL**



Kentucky Department of Education

Office of Career and Technical Education

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INTRODUCTION AND OVERVIEW

Kentucky Occupational Skill Standards Assessments (KOSSA) has been identified as a component of the Kentucky Unbridled Learning Accountability System as a measure of career readiness for senior preparatory career and technical education students. The KOSSA test window is February 1 – March 31 of the current school year.

This manual describes procedures that district and school test coordinators must follow before, during, and after administration of the KOSSA.

- **Part I** provides detailed information on the responsibilities of the KOSSA Test Coordinator.
- **Part II** provides information needed by individuals involved in the administration of KOSSA.

All individuals participating in the administration of KOSSA shall comply with the Administration Code for Kentucky's Educational Assessment Program and Inclusion of Special Populations trainings. Required trainings must be completed prior to the administration of KOSSA at the local level. Nondisclosures and Group Signature Sheets verifying training should be kept on file locally.

Training information and other resources related to KOSSA can be accessed at <http://education.ky.gov/CTE/kossa/Pages/default.aspx>. This information is necessary to train the test administrators and proctors in each school to administer the KOSSA according to the policies and procedures mandated by the Kentucky Department of Education. Any additional questions on test administration or test security procedures should be directed to the District Assessment Coordinator (DAC).

SCHOOL TEST COORDINATOR'S RESPONSIBILITIES

The test coordinator responsibilities before, during, and after the scheduled test is to aid in guaranteeing the integrity of the testing materials and administration. The test coordinator may be the District Assessment Coordinator (DAC), Building Assessment Coordinator (BAC), Principal, Counselor or another individual who has been designated to coordinate the testing responsibilities; however, the DAC is ultimately responsible for oversight of testing in schools throughout the district.

Before the Test:

√ Identify and provide OCTE with the specific test window for your school by December 1, 2016. This information was collected in the 2016-17 KOSSA Testing Window Selection Survey.

_____ **Run the KOSSA Test Ticket report from TEDS prior to January 15, 2017 to verify students eligible for KOSSA testing. KOSSA Test Tickets will be generated from TEDS data as of January 15th.**

Senior Preparatory Students enrolled in programs where a KOSSA is available **must** take the KOSSA if they are not taking an approved industry certification and have not previously passed KOSSA. Underclass Preparatory Students may also take the KOSSA, but will not be included for accountability reporting until their senior year. Refer to the *Valid KOSSA and Industry Certifications for College/Career Readiness* list for a complete listing of available KOSSA for a specific school year and approved industry certifications.

Remember: TEDS data updates overnight, so it is best to verify your data BEFORE January 15.

*Note: Student identified in the 1% population that take alternate assessment should **not** take KOSSA.*

_____ Review Appendix A of the *KOSSA Test Coordinator Manual* for IT preparations, make sure the District Technology Coordinator conducts a sample test to ensure computer labs are in good working order. The KOSSA Online Sample Test should be run on every device that will be used during live testing to ensure success.

_____ Carefully read this *Test Coordinator Manual* and complete required trainings for the administration of state assessments. Know procedures for emergencies (e.g., unscheduled fire drills, a student getting sick during testing) as set forth by your district. Contact your DAC with any questions.

_____ Determine the best testing locations for students, selecting test administrators and proctors, and determining testing group size.

_____ Determine the time schedule for administering the assessment, following any district directions you have been provided. Two hours are allocated to complete the test. Students with IEPs, 504 Plans and PSPs requiring an extended time accommodation will have up to five hours to complete the test. Plan for students to have the maximum time allocated to complete the test during a single testing session, including extended time accommodation, if applicable.

Before the Test (Continued):

- _____ Verify that special testing accommodations are properly documented on the student IEP or 504 Plan in Infinite Campus.
- _____ Provide test schedules to the school personnel who will be involved with testing.
- _____ Make sure classroom teachers are **NOT** proctoring students enrolled in the specific content area in which the KOSSA is being administered. In other words, teachers shall not proctor their own students.
- _____ Read the *KOSSA Test Administrator Manual* to become familiar with the testing scripts.
- _____ Ensure all training sessions and documentation of individuals who administer, proctor or work with KOSSA testing in any capacity have completed all required trainings (e.g., Administration Code for Kentucky's Educational Assessment Program and Inclusion of Special Populations trainings, any additional district/school required trainings) prior to the start of the school testing window. Ensure all individuals assisting with the administration of KOSSA abide by the information in the KOSSA Test Coordinator and Administrator Manuals. There are no KOSSA specific trainings.
- _____ Distribute the *KOSSA Test Administrator Manual* to test administrators and proctors so they can become familiar with the testing procedures and testing scripts.
- _____ Provide test administrators and proctors with your school, state, and CTECS KOSSA testing support contact information.
- _____ Notify test administrators and proctors with procedures for emergencies during testing (e.g., unscheduled fire drills, a student getting sick during testing) as set forth by your district and in accordance with Administration Code for Kentucky's Educational Assessment Program.
- _____ Access E-SESS and generate the Login Report prior to the school testing window. This report contains the Test Tickets for each registered student. Once the report is generated, you will be able to view or print the report and distribute the Test Tickets appropriately. Verify extended time accommodations are accurate, if applicable. **Do not distribute Test Tickets prior to the day of testing.**

During the Test:

- _____ Provide test administrators and proctors with a roster of students to be assessed. This roster can be generated using the KOSSA Test Ticket report in TEDS.
- _____ Distribute student test tickets on the day of the test using your district and school documenting process for transferring secure testing materials.
- _____ Students requiring extended time based on IEPs, 504 Plans or PSPs should have five (5) hours indicated initially on their test timer. Upon student log in, if extended time is not accurately indicated contact Sherri Craig, OCTE – (502) 564-4286, ext. 4226 or Sherri.Craig@education.ky.gov.
- _____ Use the KOSSA Test Ticket report from TEDS to maintain a list of students who tested on each day of the testing window. This should be kept on file by the DAC.

During the Test (Continued):

- _____ Provide assistance in developing seating charts for each testing session. This is to be filed with the DAC following testing.
- _____ Monitor the test administration.

- _____ In the event of extenuating circumstances (e.g., power outage, bomb threat, fire drill) during the test, report the test irregularity to your DAC and contact Sherri Craig, OCTE.

After the Test:

- _____ Collect all test materials (e.g., scratch paper, student test tickets) no later than the end of the day of testing, documenting the material transfer. Verify that ALL test materials have been received and properly destroyed.
- _____ Immediately report any irregularities in test administration or test security to the DAC. Testing allegations are to be submitted as they are for other state assessments. Details at: <http://education.ky.gov/AA/distsupp/Pages/Allegation-Reporting.aspx>

CONTACT INFORMATION

***** Note: New Address*****

*Sherri Craig
Office of Career and Technical Education
300 Sower Blvd. – 5th Floor SW
Frankfort, KY 40601*

For General Questions and Support before, during or after testing

If you have questions or need support before, during, or after testing contact the KDE Office of Career and Technical Education:

Sherri.Craig@education.ky.gov

Sherri Craig – (502) 564-4286, ext. 4226
Nancy Graham – (502) 564-4286, ext. 4226
Angie Fischer – (502) 564-4286, ext. 4236

For Technical or System Issues

If during testing you are having technical or system issues, contact CTECS (please have a local IT support staff available when you place the call):

Tim Withee – (404) 994-6535 or twithee@ctecs.org

Robyn Marshall - (678) 226-9000 or (404) 994-6534 or rmarshall@ctecs.org

SUPPORTING INFORMATION ON POLICIES AND PROCEDURES

TEST ADMINISTRATION DATES

	Registration Deadline	Testing Window
Kentucky Occupational Skill Standards Assessments (KOSSA)	January 15*	February 1 – March 31**

***January 15 is a critical deadline for KOSSA registration.** Student registration for KOSSA testing is pulled from the Technical Education Database System (TEDS) after the January 15th deadline. **Only those students identified as preparatory in TEDS by January 15th will be eligible to test.** The KOSSA Test Ticket Report in TEDS should be utilized to review and confirm students’ preparatory status prior to January 15 of the current school year. **Remember: TEDS data updates overnight, so it is best to verify your data BEFORE January 15.**

**Each school with Career and Technical Education (CTE) programs will identify a consecutive two-week window during the KOSSA Testing Window to complete testing.

TESTING TIMES

- Allow 10-15 minutes for seating and instructions for the test.
- Allow 2 hours for completion of the test.

PROVIDING ADDITIONAL TIME

Prior to testing, develop a plan for students who will need additional testing time to stay in the same location. Additional time will be given to students with an extended time accommodation indicated in their IEP, Section 504 or PSP based on information in Infinite Campus. In no circumstances may an individual test be given over multiple days or over multiple sessions.

Each assessment **must be** completed during a single uninterrupted testing session, and students **must not** be given an opportunity to interact with their peers or to receive outside help prior to completing the test.

PARTICIPATION

Senior Preparatory Students enrolled in programs where a KOSSA is available **must** take the KOSSA if they are not taking an approved industry certification and have not previously passed KOSSA. Underclass Preparatory Students may also take the KOSSA, but will not be included for accountability reporting until their senior year. Refer to the *Valid KOSSA and Industry Certifications for College/Career Readiness* list for a complete listing of available KOSSA for a specific school year and approved industry certifications.

*Note: Student identified in the 1% population that take alternate assessment should **not** take*

KOSSA.

TEST SECURITY TRAINING

The school test coordinator is responsible for planning and implementing the training session for all individuals involved in the administration of KOSSA. The training is required in order to review the instructions for test administration, test security, and individual responsibilities, such as distributing and collecting materials, and monitoring to make certain that each student is working independently. Detailed information on the required training procedures can be found at <http://education.ky.gov/CTE/kossa/Pages/default.aspx> (Assessment Regulations Training).

SCHEDULING AT THE SCHOOL LEVEL

School test coordinators will coordinate the school's schedule for testing and assign school personnel who will administer and proctor the test. The assessment is to be administered by the DAC, BAC, Principal, Counselor or a **classroom teacher who does not teach the specific content area in which the KOSSA is being administered**. One proctor should be provided for every group of 25-30 students. Proctors must remain in the room for the duration of the test. Students shall not be left unsupervised during testing.

ADMINISTRATION PROCEDURES / TESTING ENVIRONMENT

The KOSSA Test Coordinator and Test Administrator Manuals are not considered secure documents and may be distributed to classroom test administrators prior to the date of the test administration. This enables test administrators to familiarize themselves with the testing instructions and script.

School test coordinators are to make certain that an optimum testing environment is provided for each student taking a test. Trainings developed by the Office of Assessment and Accountability provides specific directions on what can be displayed on walls, workstations, and other information that clearly defines what students can and cannot use during the test.

Because testing environments can affect student scores, the following guidelines are provided for planning favorable environments.

Size of Testing Sessions: Districts may decide the sizes of testing sessions, but smaller testing sessions (approximately 25-30 students) provide better testing conditions.

The Room: A room that is free from distractions and has adequate light, ventilation, and heating or air conditioning provides the most supportive conditions for students.

Seating: Seating must be arranged to minimize the possibility of students communicating with each other either verbally or visually. Each student should be provided with ample blank, front and back (lined or unlined), scratch paper, a pencil and a computer station. The test coordinator / administrator must maintain a seating chart for each testing session to file with the DAC.

When to Test: The KOSSA testing window is February 1 – March 31 of the current school year. Schools must identify a two-week testing window within the KOSSA testing window for access to the online testing system.

Personnel: The assessment must be administered by the DAC, BAC, Principal, Counselor or a classroom teacher who **does not** teach the specific area in which the KOSSA is being administered. The proctor cannot be the teacher of record for the exam being administered. If the test is being administered in large groups, at least one proctor should be provided for every group of 25-30 students. Test administrators and test proctors must circulate throughout the testing area while students are testing to make certain that students are completing the test as directed. At no time shall students be left in the testing room unsupervised by appropriate personnel.

Helping Students: All test administrators and proctors must maintain an impartial and professional attitude; in no case may students be given help with the test. Testing procedures should be made clear. Any questions about procedures for marking or correcting answers should be answered by repeating the appropriate sections of the instructions. If a student should ask a question about the test content or the choice of a response, permissible replies include: “Stay on task” and “Do your best.”

Cheating: Any instances of cheating should be handled in the least disruptive manner consistent with district and school policies. Exams are to be terminated for students who cheat. Students who cheat will receive a failing score, and be referred to the Principal and District Assessment Coordinator for further appropriate action. All instances of cheating must be reported as a testing allegation.

No Electronic Devices: Students are not allowed to have pagers, cell phones, PDAs, or any other electronic device on the desk or accessible during the testing. Exceptions are made for IEP, Section 504 or PSP students under very specific, permissible circumstances.

Students Who Finish Early: Prior to testing, advise students to bring books or other reading materials to occupy their time if they finish early. These materials should not be on student desks while they are taking tests. Items for use after the examination are to be stored away from the student work area and not accessible until testing materials have been collected, logged in and completion verified by the test administrator.

No Books, Dictionaries, Thesauruses, Notes, or Other Aids: No reference aids and materials may be accessible to students during the KOSSA.

ACCOMMODATIONS FOR STUDENTS WITH SPECIAL NEEDS

Infinite Campus (IC) is the authoritative source for accommodations. Make sure that the IEPs, 504 Plans, and PSPs in Infinite Campus document all accommodations required for students with special needs.

- **Large Print:** Students can increase font size for large print by holding the Ctrl key and pressing the + key.
- **Readers:** Accommodations for readers will be handled locally by having readers read from the student computer screen or connecting a second monitor to the computer to read the assessment. While not supported by TFI, some schools have successfully used Read and Write Gold to meet special needs for readers.
- **Extended Time:** This will be added to a student test account based on student information in Infinite Campus.

Accommodations data is captured in IC and utilized to indicate extended time accommodations. IEPs with extended time accommodation and 504 Plans are pulled from IC; however, PSPs must be requested. Test coordinators should verify extended time accuracy prior to testing and test administrators should verify student's time is accurate upon log in to their test account. If there is a problem, contact Sherri Craig at (502) 564-4286 ext. 4226

Student testing accommodations must be provided in accordance with the Administration Code for Kentucky's Educational Assessment Program and Inclusion of Special Populations trainings.

TEST REGISTRATION PROCESS

Student registration for KOSSA is generated from information provided in the Technical Education Database System (TEDS). Schools should run the KOSSA Test Ticket report in TEDS to verify the complete list of students eligible to take KOSSA. The student names identified in KOSSA Test Ticket report will be uploaded to E-SESS, the online system, for generation of Test Tickets. Refer to “Appendix B – Using your E-SESS Administrator Account to Generate Assessment Reports” for instructions to create the Login Report, which produces the Test Tickets needed for testing, and to generate performance reports after scores are finalized. Only district and school personnel with E-SESS accounts identified as KOSSA Coordinator Administrator and KOSSA DAC roles have access to generate the Login Report (Test Tickets) in E-SESS for testing.

APPENDIX A**BASIC IT REQUIREMENTS**

KOSSA is being administered through TFI online assessment system and is delivered by the E-SESS engine. Please review the following technical specifications provided by TFI and KDE to ensure a smooth testing experience. District Assessment Coordinators (DACs), Building Assessment Coordinators (BACs), and Principals should communicate with Building and District Technology Coordinators to confirm all guidelines in this document are addressed.

Browser: The testing program is supported in Firefox and Chrome on all platforms. IE 11 and Edge are supported on Windows. Safari is supported on Mac OS X.

Other browsers beyond what is listed above may work, but the specified browsers are the only versions actively tested and supported. We will try to help with any other browsers or older versions, but we offer no guarantees. Bandwidth may be an issue if it's not "dedicated." A school may have 5 T1s, but if they have 50 students in the library streaming videos, the entire pipe is going to be used. The bandwidth estimation of this requirement is based on 150–200 students simultaneously taking the test on a dedicated T1 and experiencing no delays.

Reporting: In some cases, in-browser reports are augmented with spreadsheet and/or PDF documents. Excel (or compatible) and a PDF reader (such as Acrobat Reader) are optional but not required.

Audio: Using the audio feature requires additional bandwidth; you may notice slower response times during testing. CTECS recommends using wired computer Internet connections. Audio is played using HTML 5 technology.

Display Properties: The testing program is best viewed at 1024 x 768 display resolution or higher. It will work at 800 x 600.

Bandwidth: The bandwidth recommendation is a T1 line for every 150 simultaneous users. The T1 may be able to serve additional students; however, student populations greater than 150 per site have not been tested and confirmed by TFI.

Memory: There are no specific requirements for the CPU, RAM, etc. If the machine will run the browser, the E-SESS application will run.

Proxy Server Settings: Make sure that the proxy server will not cache Techfluency.org. Responses must be sent directly to the E-SESS (Techfluency) server. Do not begin testing students until Proxy Server settings allow communication to flow to and from the E-SESS online testing system. Otherwise, the students will finish the test and receive a 0 score.

Be sure to take the sample test (see next section). The timer (clock) should display correctly on the screen; if not, there is a problem and students cannot test until it is resolved.

During testing, if you notice that the timer (clock), displayed on the student’s screen looks “garbled” or undefined, there is something blocking the content. Students should NOT continue to take the test. Proctors should stop testing and contact CTECS and the IT personnel at the location to resolve the issue.

Sample Test: Access the sample test at each location before students begin testing. This ensures that there are no proxy servers preventing access to the site, no software packages preventing cookies/sessions from being stored, etc. The sample test may be accessed multiple times by individual users.

To access the sample KOSSA test:

1. go to <http://www.techfluency.org/esess/>
2. make the following entries into the four blanks:
 Organization: KOSSA
 First Name: Sample
 Last Name: Sample
 Password: Sample

Site URL:	www.techfluency.org/esess
Org. Name:	KOSSA
First Name:	Sample
Last Name:	Sample
Password:	Sample

3. click **Log In**.
4. click **Continue**.
5. click **Begin**.

Note: At least one graphic should be visible and the timer should be visible and clearly readable throughout the test.

Firewalls and server settings: Be sure that the IP addresses are not blocked.

IP Information: There are 2 load balanced front end servers for Techfluency.org (the testing site):

174.129.233.219
 184.73.202.76

The only exception will be images and audio (text-to-speech feature) used on the tests. The images are hosted on Amazon's S3 servers. Server name: media.techfluency.org

District Guidelines for Network Activity Moratorium during Online Testing:

The following are a list of recommended best practices for district technology personnel to have in place during scheduled online testing windows in their district.

Use of these recommendations will greatly improve the testing experience for the students and reduce or eliminate possible activity that could impede the online testing system. These guidelines apply to all online tests. They were specifically designed to focus on best practices and lessons learned from past testing sessions.

Most importantly: Communicate with the District Assessment Coordinator (DAC) or ATC Principal to make sure you have these guidelines in place to meet their scheduled tests.

During Testing Windows:

1. Disable Wireless Guest Networks
2. If a district has Routers within their LAN, establish QOS Rules to Prioritize Access to Testing Sites
3. Whitelist Testing Sites IP Addresses (Proxy/Internet Filter)
4. Restrict or Ban Certain Network Activity During Testing Window. This should include:
 - a. Video Streaming (Youtube, Discovery, Netflix, Hulu, Hudi, Etc)
 - b. Audio Streaming (Pandora, iHeartRadio, Slacker, etc)
 - c. Large Data Moves or Backup/Restoration Projects
 - d. Alterations to LAN Network Equipment
 - e. Removal or Additions to Network LAN
 - f. System Updates (OS Updates, Patches, Software Updates, Etc) These Should Be rescheduled for after the test window
 - g. App Updates or Downloads. These should be scheduled for after the test window
 - h. Video Conferencing

TIPS AND SOLUTIONS

The students are using an online assessment tool called E-SESS. The Website is www.techfluency.org. The following details a few problems you may experience including suggested actions to either diagnose or fix the problem.

If the students are having general connection issues, check the following:

- If possible, check the packet loss in the lab.
- Perform a traceroute to www.techfluency.org to see if the connection to E-SESS is OK and packet loss is minimal.

Next refer to the following troubleshooting steps:

1. The test will not load at all. The student clicks the Begin button but the page never opens.
 - a. Check for a popup blocker.
 - b. Check the firewall and/or proxy server to see if www.techfluency.org is being blocked.

- c. Close all open browser windows (even any minimized ones). Try again. It is possible for the test to already be open and just be minimized or for an open window to prevent the test from opening.
2. The student clicks Begin and the page opens, but the test never shows up.
 - a. Check the browser version. The testing program is supported in Firefox and Chrome on all platforms. IE 11 and Edge are supported on Windows. Safari is supported on Mac OS X.
 - b. Try just closing the assessment and click Begin again.
 - c. Check for any specific errors showing up and contact CTECS with the exact error message.
3. “The students keep getting disconnected.” The message on the screen should be something like “Please wait while your test is being loaded. The connection to the server has slowed or stopped....”
 - a. This means the AJAX call to E-SESS failed. This could be due to server packet loss on an overloaded network. When the student begins the test, it will download about 100K, but the typical transaction after that is only around 10K, so it doesn’t require much bandwidth. You might also check if a firewall or proxy server is blocking communication with www.techfluency.org.
4. The test is going really slowly. Each question takes more than ten seconds to load.
 - a. The simplest check is to see if it is the computer itself. This can be checked by seeing if the browser is adequately responsive when changing to other sites, such as, the local school website. If the computer seems acceptable, try a connection speed test, such as, <http://speedtest.net>. Run the test and see if the numbers are abnormally low.

If you have any technical concerns prior to the test, please contact CTECS via phone or e-mail.

Tim Withee – (404) 994-6535 or twithee@ctecs.org

Robyn Marshall - (678) 226-9000 or (404) 994-6534 or rmarshall@ctecs.org

APPENDIX B

USING YOUR E-SESS ADMINISTRATOR ACCOUNT TO GENERATE ASSESSMENT REPORTS**Introduction**

Once students are registered in the E-SESS system, the KOSSA Coordinator Administrator (Test Coordinator at the school site) and KOSSA DAC (District Assessment Coordinator) accounts will receive an e-mail message from TFI Customer Service info@techfluency.org with the Test Site Administrator login and password information. As the Test Coordinator, you are the central contact for your site. This information will allow you to access the E-SESS online testing system and view and print student assessment login information (Test Tickets) and several summative reports.

Be aware that your login credential is secure information and should not be shared with others in your school or district. As KOSSA Test Coordinator (Test Coordinator) and DAC you are accountable for maintaining security of the online system. Failure to comply could result in a testing allegation.

Prior to the day of the test, the KOSSA Coordinator Administrator (Test Coordinator) will need to access E-SESS and generate the Login Report. This report contains Test Tickets for each registered student. Once the report is generated, the Test Coordinator will be able to view, print, and distribute the Test Tickets appropriately. **Do not wait until the day of testing to complete this step.**

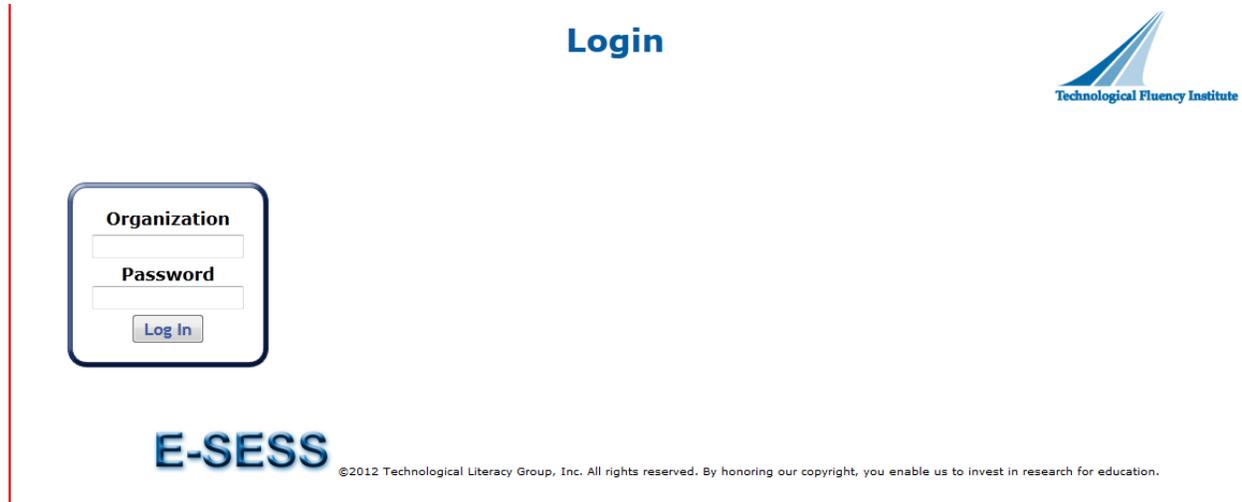
Be aware that Test Tickets are secure materials and should be handled in compliance with the Administration Code for Kentucky's Educational Assessment Program and Inclusion of Special Populations trainings. Failure to comply could result in a testing allegation.

After the testing window closes (March 31), the DAC and KOSSA Coordinator will be notified when the following Summative Assessment Reports are available:

- Assessment Enrollment Report
- Assessment Statistics
- Assessment Statistics Summary
- Grade Report
- Participant Information report
- Standard Performance Report
- Standards Performance Summary with Graph Report

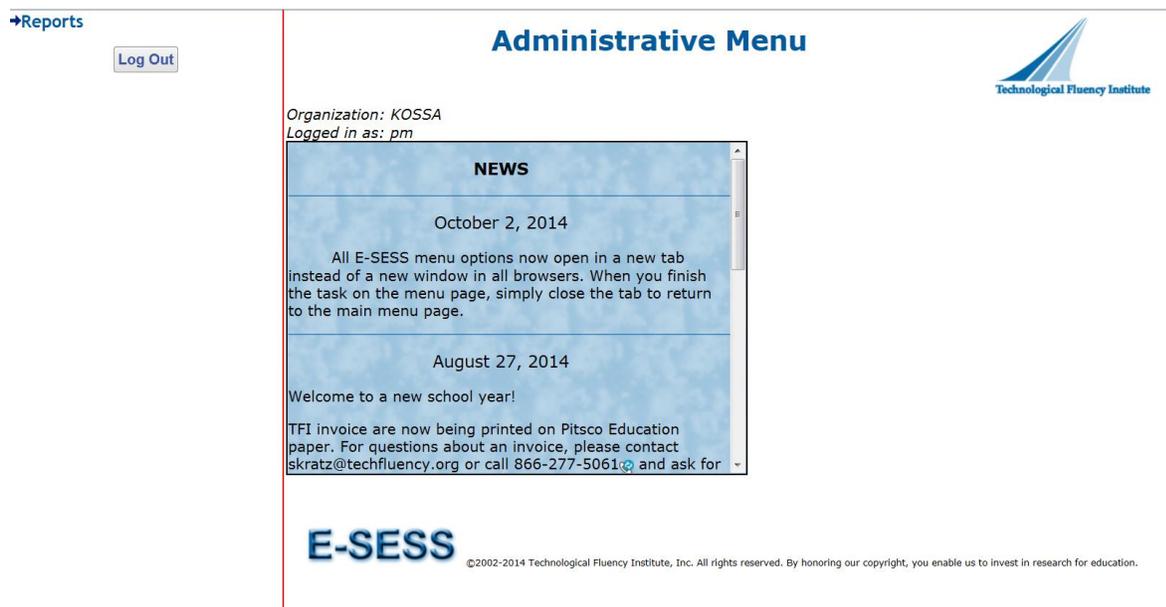
Steps to Log in to Your E-SESS Account

1. Make sure your pop-up blocker is off on your internet browser.
2. Follow the link provided in the e-mail message:
(<http://www.techfluency.org/essess/Admin>)
3. Enter the organization information provided in the e-mail message in the **Organization** field.
4. Enter your password in the **Password** field.
5. Click the **Log In** button. The Administrative Menu will be displayed.



Administrative Menu

The Administrative Menu provides access to Reports.



Steps to Print Test Tickets Using the Login Report

Prior to the day of the test, you will need to access E-SESS and generate the Login Report. This report contains the Test Tickets for each registered student. Once the report is generated, you will be able to view or print the report and distribute the test tickets appropriately. The KOSSA Coordinator Administrator should review the test tickets and verify extended time accommodations are accurate, if applicable.

The Login Report generates an alphabetical, block-format list of participant names and passwords. The report is designed to be printed. Each login information block (Test Ticket) can be cut out and distributed to the participants or test proctors. **Do not distribute Test Tickets prior to the day of testing. Confirm that students have the correct test ticket.** If there are any questions, contact Sherri Craig at (502) 564-4286 ext. 4226.

Be aware that Test Tickets are secure materials and should be handled in compliance with the Administration Code for Kentucky's Educational Assessment Program and Inclusion of Special Populations trainings. The KOSSA Test Coordinator Administrator and District Assessment Coordinator (DAC) are accountable for maintaining security of the online system. Failure to comply could result in a testing allegation.

This report can be created by assessment and filters. If no filters are used, the default Login Report lists all participants for a given organization.

The screenshot displays the 'Test Tickets' interface. On the left, there is a 'View' button and a section titled 'Optional Filters'. Under 'Pagebreak on', there is a dropdown menu. Below that is 'Search by Assessment' with a list of options: Accounting, Administrative Support, Ag Ed/Communications & Leadership, Ag Power Structured Tech Systems, and Agribiotechnology. A list of search criteria follows, each with a plus sign: Search by Enrollment Date, Search by Start Date, Search by Last Name, Search by CTECS Number, Search by District, Search by Education Level, Search by Extended Time, Search by Federal Indicator, Search by School, and Search by SSID. At the bottom of the filter section are four checked checkboxes: 'Only include accounts with assessments', 'Include assessment names', 'Truncate assessment list if it's too long', and 'Print separate cards for each assessment'. Below these is 'Cards per page: 12' with a dropdown arrow and another 'View' button.

On the right side of the interface, there are two text boxes. The top one contains a note: 'NOTE: The Optional Filters displayed will vary. Make selections based on your organization and demographics.' The bottom one contains definitions: 'Enrollment date is the day the student was imported into the E-SESS System.' and 'Start date is the day the student took'.

To use the Login Report:

1. Click **Reports**.
2. Click **Login**. The Login Report opens in a new window.
3. Filter the report.

- a. Click the + to expand the filter.
- b. Click the **drop-down arrows** to set the range.

The first filter is "**Pagebreak On.**" This filter enables the report to insert a page break on a designated demographic (For Example, "Search by Last Name"). The Test Tickets are then grouped by that demographic; each new demographic will print on a new page with a header listing the demographic.

Click **View**. A filtered Login Report appears.

4. Print or save the report as a pdf by following one of the steps below.
 - a. Click the **Printable** button to see a printable version of the report in your browser window.
 - b. Click the **PDF Version** button to create a pdf version of the report.

[Start Over](#)

[PDF Version](#)

Login Report

School (*school name here*)

Assessments (*assessment title here*)



Site URL:	www.techfluency.org/esess
Org. Name:	KOSSA
First Name:	<i>Student's first name</i>
Last Name:	<i>Student's last name</i>
Password:	<i>Password</i>
Assessment:	<i>Assessment Name</i>

Site URL:	www.techfluency.org/esess
Org. Name:	KOSSA
First Name:	<i>Student's first name</i>
Last Name:	<i>Student's last name</i>
Password:	<i>Password</i>
Assessment:	<i>Assessment Name</i>

Site URL:	www.techfluency.org/esess
Org. Name:	KOSSA
First Name:	<i>Student's first name</i>
Last Name:	<i>Student's last name</i>
Password:	<i>Password</i>
Assessment:	<i>Assessment Name</i>

Site URL:	www.techfluency.org/esess
Org. Name:	KOSSA
First Name:	<i>Student's first name</i>
Last Name:	<i>Student's last name</i>
Password:	<i>Password</i>
Assessment:	<i>Assessment Name</i>

Site URL:	www.techfluency.org/esess
Org. Name:	KOSSA
First Name:	<i>Student's first name</i>
Last Name:	<i>Student's last name</i>
Password:	<i>Password</i>
Assessment:	<i>Assessment Name</i>

Site URL:	www.techfluency.org/esess
Org. Name:	KOSSA
First Name:	<i>Student's first name</i>
Last Name:	<i>Student's last name</i>
Password:	<i>Password</i>
Assessment:	<i>Assessment Name</i>

APPENDIX C

E-SESS TEST PARTICIPANT LOG IN AND NAVIGATION INSTRUCTIONS

Test Ticket

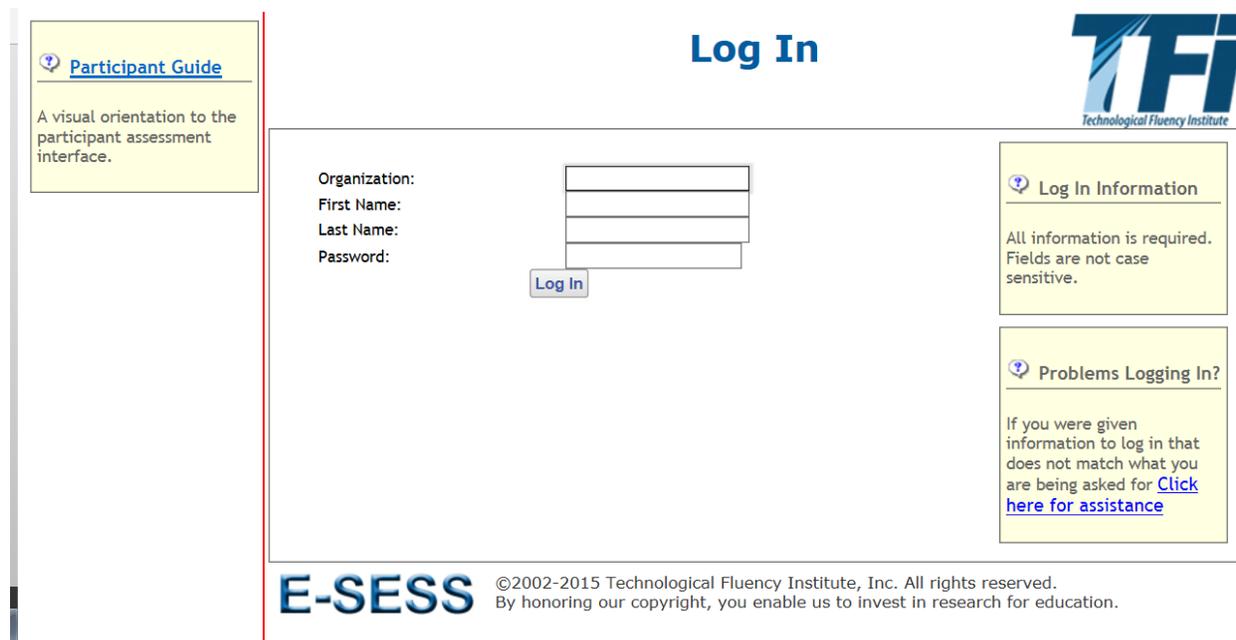
Below is a sample Test Ticket. Each row on the ticket will be used to access the online test. The most critical row is the Site URL. This needs to be typed into the address bar of the Web browser and will take you to the testing site.

Site URL:	www.techfluency.org/esess
Org. Name:	KOSSA
First Name:	<i>Nota</i>
Last Name:	<i>Realstudent</i>
Password:	<i>State</i>
Assessment:	<i>Horticulture</i>

Web address typed in by students to access the test.

Log In

Below is a screen shot of the test login page. Students will type in the information given on their test tickets here. The information is not case sensitive. Do not let students change their name, it may invalidate their scores.



1. **Participant Guide:** This link will open the Participant Guide.
2. **Organization:** This information should be provided to you by your test coordinator. Include spaces where applicable.
3. **First Name:** Type the student’s first name as it was provided to them on their Test Ticket.

4. **Last Name:** Type the student's last name as it was provided to them on their Test Ticket.
5. **Password:** Type the student's password as it was provided to them on their Test Ticket.
6. **Log In:** Click this button to proceed after students have entered all the necessary information described above.
7. **Problem:** Click this link if this page does not look appropriate for your organization.

Sample Assessment Item

This is an example of an assessment item. After students click the Begin button on the Program Menu, they will see a screen similar to this one.

The screenshot shows an assessment interface with the following elements:

- Top bar: "Time remaining: 00:59:27", "Close Assessment" button, "Calculator" button, and "3/25" (item count).
- Below the bar: "Sample Sample : Sample Test" and a checkbox "Mark the item below for review".
- Question text: "Chosen Answer: None" (in red) and "3) If the supervisor on duty gives you a task you do not understand, you should".
- Options: Four radio button options:
 - ask your supervisor for further clarification.
 - tell your supervisor you do not know how to do it and ask him to assign a co-worker the task.
 - try to figure it out on your own.
 - get a co-worker who is more experienced to complete the task.
- Bottom bar: "Save Answer" button, "Previous" button, "Go to # 3" dropdown, "Next" button, and "Review" button.
- Bottom right corner: "125%" zoom level.

1. **Time Remaining:** The test is timed; the time remaining will be displayed here and run down to zero (0).
2. **Close Assessment:** This button closes the assessment screen and returns you to the Program Menu.
3. **Calculator:** If the calculator is available in the assessment, click this button to gain access to a basic 4-function calculator.
4. **Item Count:** This displays the current item number and the total number of items on the test.
5. **Mark for Review:** Use this check box if students wish to mark the item for review. If they do so, the item will be highlighted in blue on the Review Assessment page. Students may mark as many items as they like for review. Items may be answered or left blank when marked for review. It is a visual reminder only. It does not affect the assessment.
6. **Answer Area:** If the item has not been answered yet, red text will indicate this. The item on the screen in this example is a multiple-choice question. Students will choose the most appropriate answer from the list by clicking the small circle beside their choice. Students may choose only one answer. Students can change their answer selection by clicking a different circle.
7. **Save your answer:** The Save Answer button will bring up either the next item or the review page.
8. **Navigation:** The navigation buttons allow students to move throughout the test.

- **Previous:** This button will take students to the previous item unless they are already at the beginning of the assessment.
- **Go to #:** Clicking on the list of item numbers will take students directly to the selected item.
- **Next:** This button will take students to the next item or the review page if they have reached the end of the assessment.
- **Review:** This button takes students to the review page, which will display all questions on the page at once.

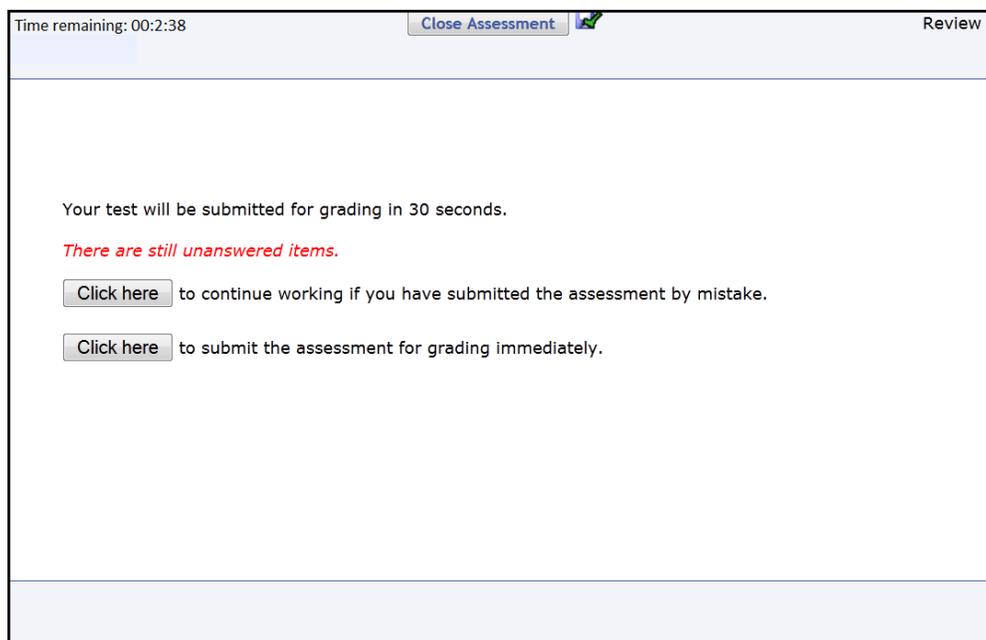
Review Assessment

After students have answered all the items or if they click the “Review” button, students will see the Review Assessment page. This page displays all of their chosen answers and lists the items vertically so that they can scroll down to check each answer. Once students have checked all answers, click on the Submit For Grading button shown below.



Clicking this button will submit the assessment for grading and lock students out of the assessment. Do not have students click this button until they are satisfied with all of their answers.

After students click Submit For Grading, they will see the Assessment Submission page. It gives them an opportunity to continue working or to finalize the submission.



1. **Time Remaining:** The test is timed; the time remaining will be displayed here and run down to zero (0).
2. **Close Assessment:** This button closes the assessment screen and returns students to the Program Menu.

3. **Submission Text:** Text will describe what is happening. This example explains that the assessment will be submitted in 30 seconds if student takes no action. It also states that some items have not been answered yet.
4. **Continue Working:** Clicking this button takes students back into the assessment and allows them to continue working.
5. **Submit Immediately:** Clicking this button locks students out of the assessment and will bring up any conclusion text, such as the score, if available.

This page has been left blank intentionally. Proceed to the next page.

2016-2017

**KOSSA
TEST ADMINISTRATOR MANUAL**



Kentucky Department of Education

Office of Career and Technical Education

300 Sower Blvd. – 5th Floor SW

Frankfort, KY 40601

Phone: (502) 564-4286

Fax: (502) 564-2241

www.education.ky.gov

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TEST ADMINISTRATOR RESPONSIBILITIES

The classroom test administrator has responsibilities before, during, and after the scheduled test administration to guarantee the integrity of the test administration and the testing materials. The test administrator or classroom test administrator must be a licensed school employee.

BEFORE THE TEST:

- _____ Make sure classroom teachers are **NOT** proctoring students enrolled in the specific content area in which the KOSSA is being administered. In other words, you should not be proctoring your own students.
- _____ Make sure you complete the required Administration Code for Kentucky's Educational Assessment Program and Inclusion of Special Populations trainings. <http://education.ky.gov/CTE/kossa/Pages/default.aspx>
- _____ Read and adhere to all instructions for test administration in this *KOSSA Test Administrator Manual* and contact your KOSSA Test Coordinator with any questions.
- _____ Know procedures for emergencies (e.g., unscheduled fire drills, a student getting sick during testing) as set forth by your district. Contact your KOSSA Test Coordinator with any questions.
- _____ Check the testing room and cover or remove any posters or materials on the walls and/or desks that might provide instruction or assistance to students.
- _____ Obtain student roster and Test Tickets from your KOSSA Test Coordinator who will verify student eligibility prior to testing. **Be aware that test tickets are secure materials and should be handled in compliance with the Administration Code for Kentucky's Educational Assessment Program and Inclusion of Special Populations trainings. Failure to comply could result in a testing allegation.**
- _____ Ensure, on the day of the test, that you have all necessary materials for test administration: this administration manual, pencils, blank (lined or unlined) scratch paper, student roster, seating chart, permissible calculators (a calculator is available within the online testing system) and test tickets.
- _____ Electronic devices are strictly prohibited unless a student has an accommodation plan that allows a specific permissible device.
- _____ No personal belongings are to be on desks or table tops. Whenever possible, have students store backpacks in the rear of the testing room.

DURING THE TEST:

- _____ Post a “Testing” sign on your classroom door.
- _____ Follow the script in this test administration manual **VERBATIM**.
- _____ Provide accommodations as outlined in student IEP, Section 504 or PSP per your school test coordinator.
- _____ After the students log in to their test accounts and begin the assessment, verify students requiring extended time based on IEPs, 504 Plans or PSPs initially have five (5) hours indicated on their test timer. If extended time is not accurately indicated contact your KOSSA Test Coordinator and Sherri Craig, OCTE – (502) 564-4286, ext. 4226 or Sherri.Craig@education.ky.gov.
- _____ Students must **NOT** be left unattended in the test room and with test materials.
- _____ Students may not receive any assistance from anyone, or use any other materials beyond those specified in this manual. No dictionaries, reference materials, or other instructional aides are allowed.
- _____ Walk the room and actively monitor students during testing.
- _____ Ensure that students do not open another Web browser or any other computer programs during testing. If this is observed, report it to the DAC and KOSSA Coordinator immediately following the testing session.
- _____ Document any unusual conditions or situations that may affect students’ scores.
- _____ Be aware of elapsed time for the test administration and remind students as appropriate.
- _____ **DISCLOSURE OF TEST CONTENT IS STRICTLY PROHIBITED. DO NOT** discuss, read, review, copy, reproduce, and/or take notes on the exam questions or student responses.

AFTER THE TEST:

- _____ Collect scratch paper and student test tickets. Students are to leave the room with only their personal belongings.

AFTER THE TEST (CONTINUED):

- _____ Follow your school's procedures for sorting test materials and return them to your school test coordinator, as soon as possible, but no later than the end of the school day. All materials are secure documents and must not be left unsecured once collected from the students.

- _____ Report any test irregularities, or breaches of security to your KOSSA Test Coordinator and DAC immediately.

Also, contact Sherri Craig, OCTE, at Sherri.Craig@education.ky.gov (502) 564-4286, ext. 4226 to report any test irregularities and breaches of security.

- _____ Student responses are to never be copied.

ADMINISTRATION PROCEDURES

This manual contains a description of the procedures to be used when administering the *Kentucky Occupational Skill Standards Assessments (KOSSA)* along with detailed instructions to be read to students. Read and understand these instructions thoroughly before administering the test.

TESTING MATERIALS

Only the following materials are allowed for KOSSA:

- This *Test Administrator Manual*
- A computer for each student
- A student roster and seating chart
- Login information – Test Ticket for each student
- A supply of pencils with erasers
- Scratch paper (blank on both sides, lined or unlined)
- A calculator is permissible in accordance with the KDE Calculator Policy (*Refer to the Kentucky Department of Education, Office of Assessment and Accountability Calculator Use Policy for State Testing*) *Note: A calculator is available within the online testing system.*

TEST SECURITY

All testing personnel are bound by testing procedures and test security measures as outlined in the State Assessment Regulations Trainings. The District Assessment Coordinator (DAC) or Principal of each school is responsible for providing complete training annually in test security and test administration for all school personnel involved in the administration of state assessments. The training session held before testing should include the Assessment Regulations Training, review of these instructions, test security, and individual responsibilities, such as distributing and collecting materials and checking to make certain that each student is working on the appropriate part of the test.

Disclosure of the assessment content is strictly prohibited. School officials, including classroom test administrators and classroom proctors, are not authorized to look at the test contents, make notes or copies of any test items. Only individuals providing required accommodations for students may view content of tests when reading to an individual student.

ADMINISTRATION PROCEDURES / TESTING ENVIRONMENT

The KOSSA Test Coordinator and Test Administrator Manuals are not considered secure documents and may be distributed to classroom test administrators prior to the date of the test administration. This enables test administrators to familiarize themselves with the testing instructions and script.

School test coordinators are to make certain that an optimum testing environment is provided for each student taking a test. Trainings developed by the Office of Assessment and Accountability provides specific directions on what can be displayed on walls, workstations, and other information that clearly defines what students can and cannot use during the test.

Because testing environments can affect student scores, the following guidelines are provided for planning favorable environments.

Size of Testing Sessions: Districts may decide the sizes of testing sessions, but smaller testing sessions (approximately 25-30 students) provide better testing conditions.

The Room: A room that is free from distractions and has adequate light, ventilation, and heating or air conditioning provides the most supportive conditions for students.

Seating: Seating must be arranged to minimize the possibility of students communicating with each other either verbally or visually. Each student should be provided with ample blank, front and back (lined or unlined), scratch paper, a pencil and a computer station. The test coordinator / administrator must maintain a seating chart for each testing session to file with the DAC.

When to Test: The KOSSA testing window is February 1 – March 31 of the current school year. Schools must identify a two-week testing window within the KOSSA testing window for access to the online testing system.

Personnel: The assessment must be administered by the DAC, BAC, Principal, Counselor or a classroom teacher who **does not** teach the specific area in which the KOSSA is being administered. The proctor cannot be the teacher of record for the exam being administered. If the test is being administered in large groups, at least one proctor should be provided for every group of 25-30 students. Test administrators and test proctors must circulate throughout the testing area while students are testing to make certain that students are completing the test as directed. At no time shall students be left in the testing room unsupervised by appropriate personnel.

Helping Students: All test administrators and proctors must maintain an impartial and professional attitude; in no case may students be given help with the test. Testing procedures should be made clear. Any questions about procedures for marking or correcting answers should be answered by repeating the appropriate sections of the instructions. If a student should ask a question about the test content or the choice of a response, permissible replies include: “Stay on task” and “Do your best.”

Cheating: Any instances of cheating should be handled in the least disruptive manner consistent with district and school policies. Exams are to be terminated for students who cheat. Students who cheat will receive a failing score, and be referred to the Principal and District Assessment Coordinator for further appropriate action. All instances of cheating must be reported as a testing allegation.

No Electronic Devices: Students are not allowed to have pagers, cell phones, PDAs, or any other electronic device on the desk or accessible during the testing. Exceptions are made for IEP, Section 504 or PSP students under very specific, permissible circumstances.

Students Who Finish Early: Prior to testing, advise students to bring books or other reading materials to occupy their time if they finish early. These materials should not be on student desks while they are taking tests. Items for use after the examination are to be stored away from the student work area and not accessible until testing materials have been collected, logged in and completion verified by the test administrator.

No Books, Dictionaries, Thesauruses, Notes, or Other Aids: No reference aids and materials may be accessible to students during the *KOSSA*.

TESTING TIMES

- Allow 10-15 minutes for seating and instructions for the test.
- Allow 2 hours for completion of the test.

PROVIDING ADDITIONAL TIME

Prior to testing, develop a plan for students who will need additional testing time to stay in the same location. Additional time will be given to students with an extended time accommodation indicated in their IEP, Section 504 or PSP based on information in Infinite Campus. In no circumstances may an individual test be given over multiple days or over multiple sessions.

Each assessment **must be** completed during a single uninterrupted testing session, and students **must not** be given an opportunity to interact with their peers or to receive outside help prior to completing the test.

KOSSA INSTRUCTIONS

Verify attendance using the student roster provided by the KOSSA Test Coordinator. Document room arrangement and attendance on a seating chart to be filed with the District Assessment Coordinator.

When all students are quietly seated at their computer station with pencils, erasers, and scratch paper (lined or unlined, both sides blank):

SAY As you know, you are here to take the Kentucky Occupational Skill Standards Assessment (KOSSA).

If you have any questions as we go through the instructions, please raise your hand.

SAY During the exam there are a few items we need to cover to help your testing experience be smooth. Please listen carefully.

- **Remember to click the “Save Answer” button after answering a question.**
- **If you want to go back to a question at the end of the test, remember to mark the box labeled “Mark Item for Review.” These questions will be highlighted in blue in the summary page at the end of the exam.**
- **When you have completed the exam a screen will show all the questions and the answers you plan to submit. Review the summary and look for any questions in red, those are the questions you have not yet answered.**
- **You can increase the font and picture size by using CTRL +, to make the font and picture size smaller use CTRL -.**
- **A calculator is available within the online testing system by selecting the “Calculator” button. Only a permissible calculator may be used.**

I will now pass out the Test Tickets. DO NOT log in until you are told to do so.

Pass out the Test Tickets and confirm with each student the assessment listed on the Test Ticket.

SAY You should have a Test Ticket, scratch paper, and a pencil on your desk; there should not be any other materials on your work station. Is anyone missing their Test Ticket, scratch paper, or a pencil?

Ensure all students have the necessary testing items.

SAY Verify your name and assessment name are accurate.

Ensure all students have the correct test tickets.

SAY There are 120 questions and you will have 2 hours to complete this exam. There is a timer on your screen which will tell you how much time is left. When the timer is up, your exam will be automatically submitted.

If you finish this test early and have reviewed your answers, you can submit your test by clicking the “Submit for Grading” button.

Once you have submitted your test, and you would like to read, raise your hand, and I will pick up your test tickets and scratch paper and confirm that you have submitted the test on the computer.

After I have collected your test materials, you may read any materials you have brought with you. However, due to test security, please do not talk and disturb others.

Are there any questions?

Answer any questions.

SAY By logging into this test, you are agreeing to maintain the security and integrity of this assessment by not discussing or disclosing the content of the assessment.

Are there any questions?

Answer any questions.

SAY You may log in and begin your exam.

Approximate Start Time: _____ Approximate Stop Time: _____

Ensure students requiring additional time as indicated in their IEP, 504 Plan or PSP initially have five (5) hours on their test timer. If the extended time is not displayed accurately, contact OCTE Sherri Craig immediately at (502) 564-4286, ext. 4226 or Sherri.Craig@education.ky.gov .

APPENDIX A

E-SESS Test Participant Log In and Navigation Instructions

Test Ticket

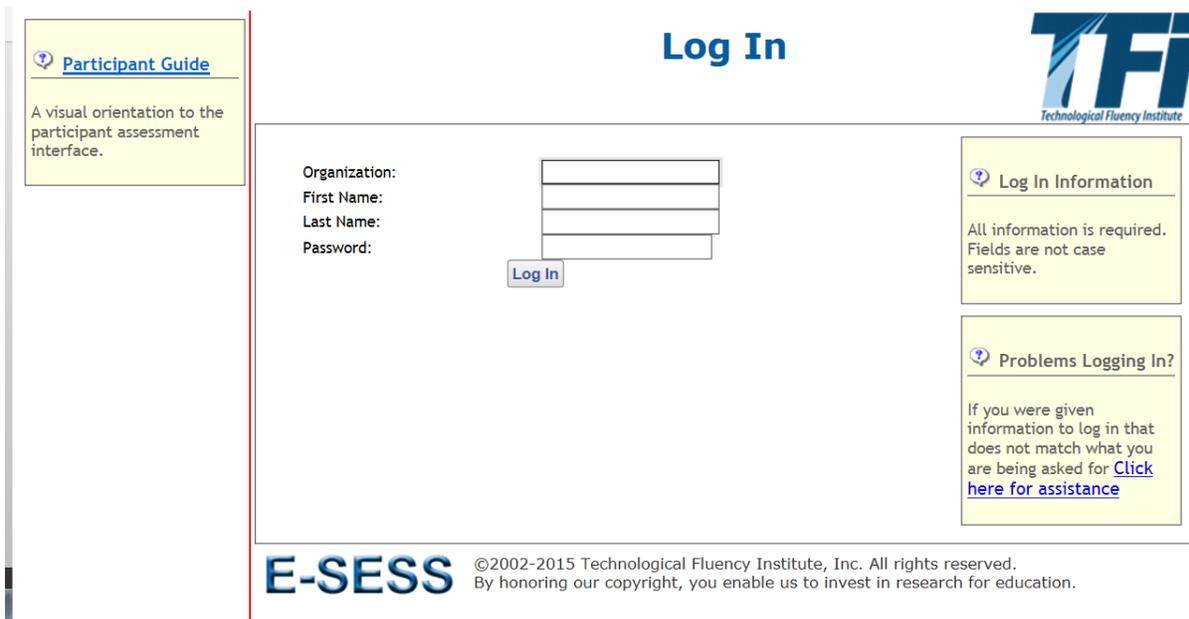
Below is a sample Test Ticket. Each row on the ticket will be used to access the online test. The most critical row is the Site URL. This needs to be typed into the address bar of the Web browser and will take you to the testing site.

Site URL:	www.techfluency.org/esess
Org. Name:	KOSSA
First Name:	<i>Nota</i>
Last Name:	<i>Realstudent</i>
Password:	<i>State</i>
Assessment:	<i>Horticulture</i>

Web address typed in by students to access the test.

Log In

Below is a screen shot of the test login page. Students will type in the information given on their Test Tickets here. The information is not case sensitive. Do not let students change their name, it may invalidate their scores.



8. **Participant Guide:** This link will open the Participant Guide.
9. **Organization:** This information should be provided to you by your test coordinator. Include spaces where applicable.
10. **First Name:** Type the student’s first name as it was provided to them on their Test Ticket.

11. **Last Name:** Type the student's last name as it was provided to them on their Test Ticket.
12. **Password:** Type the student's password as it was provided to them on their Test Ticket.
13. **Log In:** Click this button to proceed after students have entered all the necessary information described above.
14. **Problem:** Click this link if this page does not look appropriate for your organization.

Sample Assessment Item

This is an example of an assessment item. After students click the Begin button on the Program Menu, they will see a screen similar to this one.

Time remaining: 00:59:27 Close Assessment Calculator 3/25

Sample Sample : Sample Test

Mark the item below for review
Chosen Answer: None

3) If the supervisor on duty gives you a task you do not understand, you should

ask your supervisor for further clarification.

tell your supervisor you do not know how to do it and ask him to assign a co-worker the task.

try to figure it out on your own.

get a co-worker who is more experienced to complete the task.

Save Answer Previous Go to # 3 Next Review

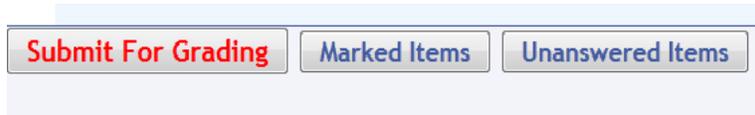
125%

9. **Time Remaining:** The test is timed; the time remaining will be displayed here and run down to zero (0).
10. **Close Assessment:** This button closes the assessment screen and returns you to the Program Menu.
11. **Calculator:** If the calculator is available in the assessment, click this button to gain access to a basic 4-function calculator.
12. **Item Count:** This displays the current item number and the total number of items on the test.
13. **Mark for Review:** Use this check box if students wish to mark the item for review. If they do so, the item will be highlighted in blue on the Review Assessment page. Students may mark as many items as they like for review. Items may be answered or left blank when marked for review. It is a visual reminder only. It does not affect the assessment.
14. **Answer Area:** If the item has not been answered yet, red text will indicate this. The item on the screen in this example is a multiple-choice question. Students will choose the most appropriate answer from the list by clicking the small circle beside their choice. Students may choose only one answer. Students can change their answer selection by clicking a different circle.
15. **Save your answer:** The Save Answer button will bring up either the next item or the review page.
16. **Navigation:** The navigation buttons allow students to move throughout the test.
 - **Previous:** This button will take students to the previous item unless they are already at the beginning of the assessment.
 - **Go to #:** Clicking on the list of item numbers will take students directly to the selected item.

- **Next:** This button will take students to the next item or the review page if they have reached the end of the assessment.
- **Review:** This button takes students to the review page, which will display all questions on the page at once.

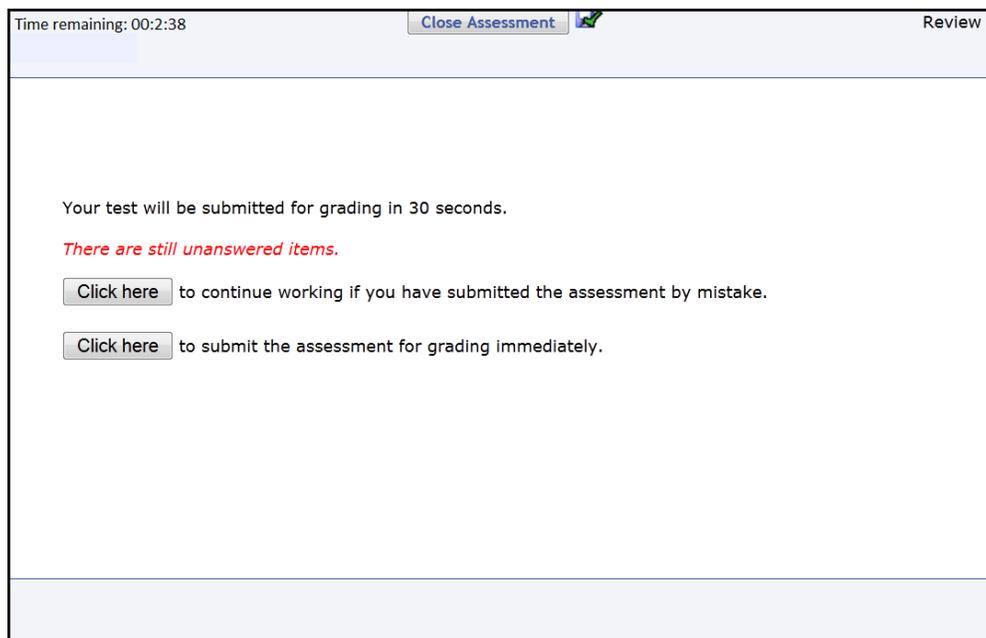
Review Assessment

After students have answered all the items or if they click the “Review” button, students will see the Review Assessment page. This page displays all of their chosen answers and lists the items vertically so that they can scroll down to check each answer. Once students have checked all answers, click on the Submit For Grading button shown below.



Clicking this button will submit the assessment for grading and lock students out of the assessment. Do not have students click this button until they are satisfied with all of their answers.

After students click Submit For Grading, they will see the Assessment Submission page. It gives them an opportunity to continue working or to finalize the submission.



6. **Time Remaining:** The test is timed; the time remaining will be displayed here and run down to zero (0).
7. **Close Assessment:** This button closes the assessment screen and returns students to the Program Menu.
8. **Submission Text:** Text will describe what is happening. This example explains that the assessment will be submitted in 30 seconds if students take no action. It also states that some items have not been answered yet.

9. **Continue Working:** Clicking this button takes students back into the assessment and allows them to continue working.
10. **Submit Immediately:** Clicking this button locks students out of the assessment and will bring up any conclusion text, such as the score, if available.

APPENDIX B

IT TIPS AND SOLUTIONS

Below are some problems you might experience during online testing. Please check this list to the best of your abilities before proceeding. If this does not appear to be the problem, then escalate the problem appropriately. If you have to escalate the problem, please have the following information available: Browser name and version (e.g., Internet Explorer 11, Chrome, Firefox), what time the problem began, and if it is still currently going on. Is your lab running on wireless, or are the computers physically connected to the network?

1. The test will not load at all. The student clicks the Begin button but the page never opens.
 - a. Close all open browser windows (even any minimized ones). Try again. It is possible for the test to already be open and just be minimized or for an open window to prevent the test from opening.
2. When the student clicks the Begin button, the test opens, but just says “Loading, please wait...”
 - a. Do not wait for more than 10-15 seconds. Close the window and click Begin again. If the same thing happens more than three times, there is likely a more severe problem than just a slow connection. Leave the screen open and contact the appropriate person and tell them what is on the screen. Have the student’s login information ready in addition to other information.
3. The student was taking the test, but now has a message on the screen that says “Please wait while your test is being loaded. The connection to the server has slowed or stopped...” They cannot proceed.
 - a. If this message stays on the screen for more than 10-15 seconds, close the window and click the Begin button again. If this happens more than three times, contact the appropriate person. Have the student’s login information ready in addition to other information.
4. The test is going really slowly. Each question takes more than 10 seconds to load.
 - a. Ask the student if they are comfortable working from the Review page. The Review page shows all questions at once, so they do not have to wait for the page to load each question separately. If multiple students experience this problem, there is likely a connection issue with the server. Run the test available at this link: <http://speedtest.net>. The test should take less than one minute. The test should show three numbers near the top of the page when it is done. Ping should be less than 100 ms. Download speed should be more than 3 Mbps. Upload speed should be more than 3 Mbps. If the download and upload are either below three or above ten, run the test two or three more times to get an average. If it remains low, contact the appropriate person with the numbers available.
 - b. WARNING: These numbers are NOT definitive. They do not mean your connection is either unusable or perfect. They are just a tool to help look for a possible problem.

If you have any technical concerns prior to the test, please contact CTECS via phone or e-mail.

- **Tim Withee – (404) 994-6535 or twithee@ctecs.org**
- **Robyn Marshall - (678) 226-9000 or (404) 994-6534 or rmarshall@ctecs.org**