Partnering to help all kids learn

Proctor Tips & Troubleshooting

by NWEA Technical Consultants

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Presenter Introduction

Webinar Purpose (why are you here?)
- Web-based MAP Proctor Tips and Troubleshooting techniques to facilitate a student testing session
- Pre-requisite: (In Lieu of Experience) Web-Based MAP Proctor Training

Webinar Logistics
- **Participants please do the following:**
  - Use conference call number/password
  - Mute your phone (do not place on hold)
  - Attendee questions will be fielded at the end
  - Chat function is not used

About This Webinar

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Proctoring Tips and Troubleshooting for Web-based MAP

Proctor Tips
- Lab Readiness Best Practices
- Test Management "How-To's"

Trouble Shooting
- Proctor Login and Admin Console Issues
- Frozen Student Screens (White Screen)
- Out of Sync Errors
- Student Test Page Issues

Questions and Answers

Agenda

PROCTOR TIPS

Prior to beginning a test session

- Ensure application and process are turned off:

- Includes all application updates, such as operating system updates

- Anti-virus scanning

- Malware scanning

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- Means Proctor rights have not been assigned

- Contact your MAP Coordinator or Administrator right away

- Calling NWEA Technical Support will not help

- Only your MAP Administrator will be able to assign you Proctor rights

MANAGE STUDENTS

MANAGE TEST SESSIONS

Unable to see Manage Test Sessions menu

- Menu: Manage Test Sessions
- Button: "Find Students to Test"
- Tab: Test History Search
- Select desired filter values
- Select the test
- Check "Suspended Test"
- Click "Search" button
- Select the Suspended students you want to test

TIP:
- Don't forget to assign the test to the students you selected

How to find students who were previously suspended

Saved Testing Sessions

Hide ▾

Select a testing session to begin testing, modify the student list (including assigned accommodations or tests), or to delete the session.

Term Last Used/Modified

Fall 2013–2014 ▾

111 total testing sessions for selected term

| Test Now | Edit Session | Delete Session |
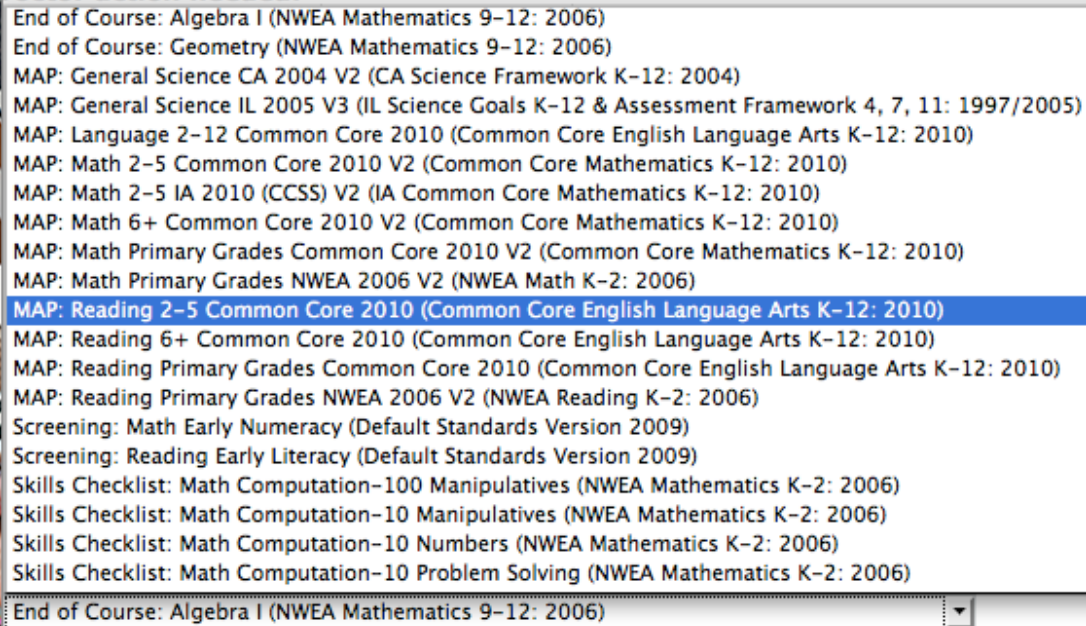
Testing Session Name ⬍	Created By ⬍	In Use By ⬍	Used/Modified On ▾
○ rocktest98	rsdemo2	-	Nov 1 2013
○ horse91	kelly.tisdale@nwea.org	-	Nov 1 2013
○ javelinas	kelly.tisdale@nwea.org	-	Nov 1 2013
○ bluebirds101	kelly.tisdale@nwea.org	-	Oct 31 2013
○ leaping lizards	kelly.tisdale@nwea.org	-	Oct 30 2013
○ humor4784	Stephen.White@nwea.org	-	Oct 28 2013
○ radical raccoons	kelly.tisdale@nwea.org	-	Oct 28 2013
○ deary7774	Stephen.White@nwea.org	-	Oct 24 2013
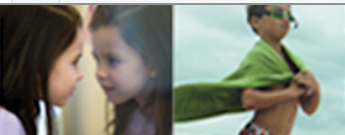
- Menu: Manage Test Sessions
- Click "Show"
- Default: Your username will be displayed in the "Created By" field
- Delete your username (leave "Created By" blank)
- All sessions created by all users will be shown
- To find sessions created by a particular user, type the username in the "Created By" field

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How to access sessions created by another user

- Button: Assign Test(s)
- Important to know which test to assign
- Examples:
  - Reading Primary Grades Common Core 2010
  - Reading 2 – 5 Common Core 2010

- Which one to assign to a 2nd Grade class?

- Contact your MAP Coordinator prior to testing your students

Picking the right test

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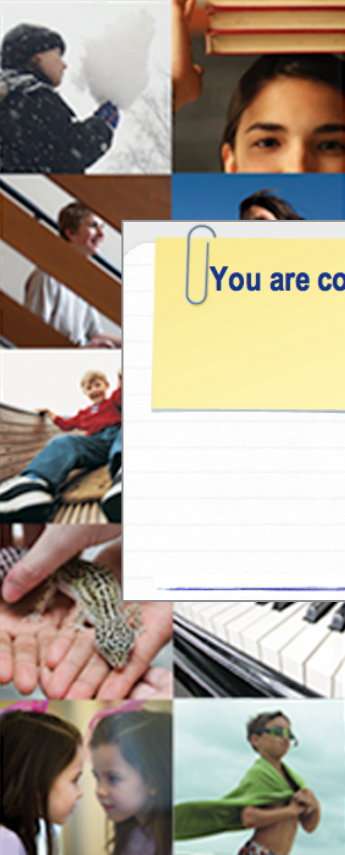
Why stagger "Start Test"?

- If bandwidth in the lab is of concern, it is good practice to have students to start in small batches.

- Best practice for MAP for Primary Grades Test: Confirm and initiate Start Test in batches.

- This may minimize bandwidth needs

Staggering test starts

- Limit number of students in test session to ones currently testing
- The "Enter Your Name" field on the student Sign In screen pulls all names within a test session
- The larger the session size, the longer it will take to display names on the student screen

Number of students in a test session

- Select student who has Completed a test
- Action: Select "Test Again"
- Click "Go" button
- Student status will change from "Completed" to "Awaiting Student"
- Select student again and click "Assign Test(s)" button
- Assign new test
- Student will have to log in again with same session name and password

Initiate another test to students in same session

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Ending Testing Session

You are ending Testing Session **rocktest98**.

When you save your testing session, any tests for students who have not completed their tests will be suspended.

(If you need to delete this testing session, save it first and then use the Manage Testing Sessions page to delete.)

To save, choose a meaningful name. Do not use the following special characters:

: & , / \ ; " + $ ( ) < > = '

Testing Session Name

rocktest98

[Save and Exit]   [Cancel]

- Can rename an existing test session anytime by opening it and ending test session
- Best practice: Keep names simple as students will need to type this exact name for Test Session Name
- Test Session Names have no impact on reporting
- Reports are created based on School, Instructor, Class, and Student – session name has no correlation to reports

Naming a session – does it impact reports

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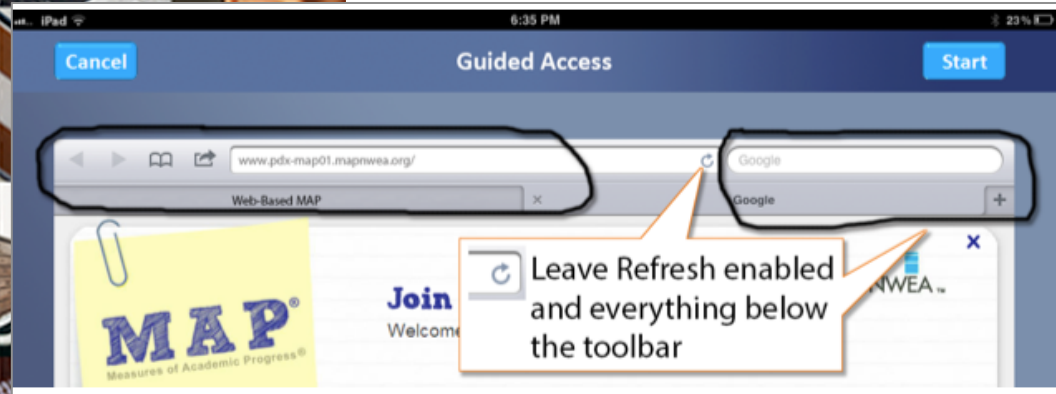
- Note: Only the MAP test is supported currently - MAP for Primary Grades is not supported on iPads

- For details on how to setup iPads for MAP testing, refer to QRM2_Proctor_Tips_and_Troubleshooting_QuickRef.PDF found on the MAP Administration and Reporting Center (MARC)

iPad – Guided Access

PROCTOR TROUBLESHOOTING

Welcome to Measures of Academic Progress® (MAP®)

Login

User Name *

Password *

Forgot User Name/Password?

Submit

- Double-check MAP Name and Password – supplied via email from: MAP-Autoresponder@nwea.org
  - Subject: Welcome to NWEA's Measures of Academic Progress (MAP)!
- Check Spam folder

- Contact your MAP Coordinator for credentials

- You can also use the "Forgot User Name/Password?" link to receive an email with your login credentials

Login Issues - MARC

- White Screen – Fix: Refresh Screen
  - PC: F5 | Mac: Command+R | iPad/ChromeBook: ⟳ on toolbar

- Question takes a long time to load – Fix: Refresh Screen

- Audio stopped playing on MAP for Primary Grades test – Fix: Refresh Screen, check Audio level on headset

- Student has started a test- Proctor console shows "Confirmed" Fix: Keep testing, and Refresh Proctor console after 5 minutes

- Student has started a test, but Proctor console shows "Awaiting Student" – Fix: Keep testing, and Refresh Proctor console after 5 minutes.

Quick Fixes

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- Student's Machine: CTRL+SHIFT+P or CTRL+SHIFT+L (depending on machine)

- Log in with Proctor credentials

- Confirm student

Proctor Console shows Confirmed, but Student still waiting confirmation – no Start Test button

- Fix: Use Proctor Console to "Terminate" the student's test
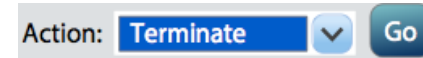
- Student's Machine:
  - Close the lockdown browser by clicking the X, or CTRL +SHIFT+Q.
  - Re-launch lockdown browser and sign in to session again
- Proctor Machine:
  - Reconfirm Student

Proctor Console shows Confirmed / To Be Confirmed, but Student stuck on Start Test screen

- Fix: Use Proctor interrupt keys on student machine running the lockdown browser

From the Student Computer
(Only on PC or Mac)
1. Type this shortcut:
Ctrl + **Shift** + **L**
2. Log in as proctor
User Name
Password
3. Click an action button:
Pause   Suspend   Terminate

- ChromeBook: Ctrl+Shift+P

Proctor tries to Pause/Suspend/Terminate but Student still testing

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- Fix: Ignore the status. Finish up the test session

- End the session as you normally would **End Testing Session**

- Save the session **Save and Exit**

- The student's responses will be saved. The database will recognize the student as "Completed"

Proctor Console shows Student is Testing even though Student has completed test

- Fix: Click "Clear" button, Refresh screen, and try again

- If name still does not appear, check Proctor Console – verify student is in the session and Status is "Awaiting Student"

- If status is not "Awaiting Student", Terminate the student's test, and have student log in again

- If student is not in the session, Add student

Student name does not appear in drop down box

- Fix: Refresh Screen
  - PC: F5 | Mac: Command+R | iPad/ChromeBook: on toolbar

- If it still does not display, select the student from the Proctor Console, and "Suspend" the student's test

  Action: **Suspend** Go

- Select the student again, and "Test Again"

  Action: **Test Again** Go

- Have student log into the test session again

- Fix: Start with Proctor Console first. Select student and "Suspend" the student's test

  Action: **Suspend** ⌄ | Go

- Select the student again, and "Test Again"

  Action: **Test Again** ⌄ | Go

- On student's machine, click the "Start Test Over" link

- Have student log into the test session again

- Note: If you see this repeatedly – note the UUID # and notify NWEA support.

Student machine encounters a UUID error

- Quick Fix: "Pause" student's test from Proctor Console, then "Resume"

- A new question will be presented to student

- Alternative: Use Proctor interrupt keys (CTRL+SHIFT+L) on student machine. Enter the reason why the item type had issues. Pause the test, then "Test Again" from the Proctor Console.
  - The notes entered will be sent directly to NWEA's Test Publishing team for further investigation and action.

Student encounters a problematic item type – unable to proceed

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Resources

From Webinar
- PowerPoint PDF

From Web-based MAP:
- **MAP Essentials**
  - Proctor Quick Start & Proctor Tools
  - Tips and Troubleshooting

Questions

Now Available for Web-based proctor-specific questions
        (please un-mute your phone)

Questions

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Thank You!

NWEA Technical Support

1-877-4NWEA-TS (1-877-469-3287) • techsupport@nwea.org

Our hours of service:

7:00 a.m. – 8:00 p.m. EST • Monday through Friday

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