

2021 MCA +- Online testing “What Ifs”

WGR – Revised 2/26/21

A student testing device freezes.

Power the device off. Restart the device. Relaunch Test Nav. On the teacher computer, change the student status from Active or Exited to Resume or Resume Upload. Have the student log back in with the same student Test Ticket information.

A student gets “kicked out” of the test.

Relaunch Test Nav on the student’s device. On the teacher computer, change the student status from Active or Exited to Resume or Resume Upload. Have the student log back in with the same student test ticket information.

In a lab - A student computer seems to not function well.

Exit the student from the test and move the student to another station/pc if one is available. Resume the student on the teacher computer before logging into the new station/pc.

On an iPad – the student is not able to log into Test Nav

Verify the test session is in progress and that the Student’s test status is *Ready, Resumed, Resumed Upload*. student is listed in the session begin administered on the teachers’ PC. Check to make sure the testing Profile is present on the device.

Student uses their personal iPad, not a district iPad.

Students must use a district iPad. Get a district iPad from your building test coordinator. Each building has few testing iPads ready.

Student iPad has not been charged adequately.

If a power cord is available, have the student test near an outlet. If not, get a district iPad from the Building Test Coordinator.

A student gets into the math or science test and then claims the volume is too low or too high.

Volume cannot be changed once the test has started. The student needs to Exit the test, adjust the volume and then log back in. The student status needs to be set to Resume on the teacher monitor screen before the student can log back in.

Student gets a message that the test cannot be accessed because the device cannot be locked.

This means the student did not select “yes” in step 7. The device will need to be powered off and then back on. The student will need to log back in correctly.

Student gets a message that the username and/or password is not correct.

Double check that username and password were entered correctly. If so, then verify that Minnesota is listed above the log in fields. If not listed, use the dropdown in the upper right corner to “**Choose a different customer**” and change it to Minnesota.

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A student is not able to get to the end of the section before having to exit the test.

It is **not** important to finish a section before exiting the test but ensure the student has answered all questions up to that point to their satisfaction (including the review of any previously answered items if desired). The student will not be allowed to go back to previously answered items after resuming.

An emergency situation occurs that impacts a student or a small group of students.

This would include kids that get sick, or are called out of the room for emergency situations. Have them exit their test session if feasible. If not, lock the student(s) test sessions from the Test Monitor work station and ensure their screens are not visible (e.g., unplug computer display or flip iPad face down). They can resume their test when they return.

An emergency situation (e.g. fire alarm, evacuation) occurs that impacts the entire class, session and/or testing group.

The Test Monitor should close the door and secure the room when leaving, if possible. Test Monitors and staff must be available to monitor that students do not discuss the test during their time away from the testing location.

A student refuses to take the test but parents have not officially completed opt-out documentation.

Have the student exit their test if they refuse to participate in testing. Have them sit quietly without electronics and contact your MCA Building Coordinator to discuss options since we do not plan/provide activities for students opting out. If the student becomes disruptive, see ***“A student becomes disruptive during a testing session.”***

A student becomes disruptive during a testing session.

Follow your building’s normal student removal procedure if a student becomes disruptive towards other students. Have the student exit their session (or lock it from your Administrative Work Station in Pearson AccessNext).

NOTE: You cannot leave a testing session unmonitored so Contact your Building Coordinator or make other arrangements to have someone monitor the test or deal with the disruptive student. If no other options exist, exit the session for all students, lock the session and resume testing when order is restored.