

# NWEA MAP testing – Avoiding Problems and Troubleshooting

## Avoiding Common Problems

- Avoiding testing issues when starting or resuming testing:
  - Have the test monitor (teacher) log into Manage Test Sessions on a PC or Mac that is hardwired to the network whenever possible
  - Make sure students log into the test a few at a time (8-10 students every 20 seconds)
  - If testing on an iPad, make sure students have closed all other apps before opening the MAP testing program
  - Remind students to select “Yes” when prompted to confirm App Self-Lock
- Deleting or Saving Test Sessions
  - Save the Test Session if you are only going to be pausing the group for a short while and the same group will be the next one testing with the same teacher. This way you can easily return to the same session later to resume testing.
  - Delete the Test Session if you are stopping testing but the student(s) have not finished and plan to complete later. Deleting the session only deletes the group of students, not any incomplete tests. When these students are put back in any session and open that test subject, the system knows they have an incomplete test and will direct them to that test.

## Troubleshooting

Interrupt Action	Duration	Follow-up Action	Notes
Pause	Under 30 minutes	Resume	<ul style="list-style-type: none"> <li>• Student must resume from same computer</li> <li>• Test will continue with next question</li> <li>• After 25 minutes of inactivity test becomes suspended</li> </ul>
Suspend	Up to 28 days (14 Days recommended)	Test Again (if using the same testing session)	<ul style="list-style-type: none"> <li>• Student can test again in same or different testing session*</li> <li>• Student can choose whether to continue with next question or start over</li> <li>• 14 days is the recommended limit due to the influence on scoring from additional instruction days</li> </ul>
Terminate	Permanent	Test Again	<ul style="list-style-type: none"> <li>• System discards any answers already given</li> </ul>

\*Test events remain in the system even if you end or delete a testing session.

- Choose **Suspend** under *Select Actions* and then **Test Again** under *Select Actions* when...
  - Students get disconnected
  - Student status indicates “testing” on the teacher monitor but the student has been kicked out of the application
  - The teacher monitor screen indicates a student is “testing” but the student cannot locate their name in the dropdown. The student status needs to be **Awaiting Student** before the student name will show in the log in page.
  - You may need to try this MULTIPLE times in order to re-establish a testing connection
- Try fixing one student at a time if having trouble fixing multiple students simultaneously
- If multiple students are getting kicked out of the testing at the same time, it may be best to have the test monitor close the browser for managing the testing and then reopen. When the teacher logs back into the NWEA page and goes to Manage Test Session, there will be an option to **Return to Testing**. Select this and return to the active test session. Kids not already kicked out should be fine. Others should be able to get back in and be more stable.
- When experiencing slowness while using the MAP Administration homepage wait for the page to load or refresh the page manually by clicking F5 on a PC or Command-R on a Mac.
- Try the following steps if student receives an error about iPad resolution:
  - Go to settings and select **Safari**
  - Find **Request Desktop Website** (way at the bottom) and toggle to “Off” and then try again.