Additional Guidance for Computer-Based Testing (Appendix B, excerpted from the spring 2024 TCM)

Appendix B

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Ⓐ Background and Overview

Principals, test coordinators, and technology coordinators should become familiar with the terminology describing the components of computer-based testing:

- **PearsonAccess**^next **(PAN)** is the online management system. Note that users will be signed out of PAN after 15 minutes of inactivity.

- **TestNav** is the online testing platform for students. Note that students will be signed out of TestNav after 1 hour of inactivity.

- **Infrastructure Trials:** An Infrastructure Trial is an opportunity for schools to prepare for computer-based testing by simulating test-day network use. The purpose is to identify any school or district logistical issues, and to confirm all testing devices are properly configured and ready for computer-based testing.

- **ProctorCache:** This optional software will be available to all schools as part of TestNav. Precaching is the process of loading (i.e., "caching") test content locally to a designated proctor caching computer at a school. Precaching reduces test delays from network congestion and provides students with a more seamless testing experience in the event of disruptions to internet connectivity. (See ricas.pearsonsupport.com/technology-setup for specific ProctorCache recommendations.)

Steps that apply to any technology problems that may occur during testing:

- Resume testing on the same device, if possible.

- Do not turn off the device.

- Make a note of which testing device the student was using.

- If the error persists, move the student to a new device.

- If there is a situation in which a student is waiting for more than 15 minutes, then schedule the student to complete testing at a later time.

In the rare occurrence that TestNav or PearsonAccess^next experiences an outage, the RICAS Service Center will email a notification to principals, test coordinators, and technology coordinators. The RICAS System Status page at ri-testnav.statushub.io will be updated until the issue has been resolved. A second email will be sent to schools and districts when service is restored.

Ⓑ Instructions for Make-Up Testing

1. A Student Becomes Ill During a Session

If a student becomes ill during a session and cannot continue testing,

1. Have the student exit TestNav by accessing the user drop-down menu next to the student's name in the upper right corner. Then have the student select **Sign out of TestNav** from the menu.

2. Have the student then select **Save and Return Later**.

3. Lock the student's session by clicking the lock/unlock icon on the **Students in Sessions** screen for the student.

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When they are able to make-up the session,

1. Resume the student by first unlocking the session using the indicator on the **Students in Sessions** screen.

2. Then have the student sign back in to TestNav.

3. On the **Students in Sessions** screen for the session, find the student and use the drop-down to change their status from **Exited** to **Resumed**. This will tell the system to check for any answers the student may have already submitted.

4. Follow the normal procedures for having this student submit their answers showing a **Completed** status in PAN, and then re-lock the session using the instructions above.

Remember that the student is not permitted to return to any questions that were previously answered.

2. **A Student Was Absent on the Day of Testing and Will Be Kept in the Same PAN Session for Make-Up Testing**

If a student was absent for one or more days of testing, and the principal or test coordinator has decided to keep the student in the original PAN Session,

1. If the original session was locked after other students completed testing, unlock it for the student who was absent at the time of make-up testing. Use the lock/unlock indicator on the **Students in Sessions** screen for the session.

2. Have the student sign in to TestNav using their original assigned credentials. This will change their status on the **Students in Sessions** screen from **Ready** to **Active**.

3. Follow the normal procedures for having the student submit answers showing a **Completed** status in PAN, and then re-lock the session using the instructions above.

3. **A Student Was Absent on the Day of Testing and Will Be Placed in a New PAN Session for Make-Up Testing.**

If a student was absent for one or more days of testing, and the principal or test coordinator has decided to remove the student from the original PAN Session and create a new PAN Session for make-up testing with other students,

1. Remove the student from the session. Go to **Testing > Students in Sessions**, select/check the student and then select **Remove Students from Sessions > Remove**.

2. Go to **Testing > Sessions > Create/Edit Session**.

3. Fill out the details for the new PAN Session and, using the Students field, find the student (and others who need to do makeup) and add them to the session. Select **Create**.

4. Follow the normal procedures for preparing and starting a session before test day. Print a new student testing ticket for the student.

5. On test day, have the student and others doing make-up testing sign in to TestNav using the new sign-in credentials for the new session (available from Resources on the **Students in Sessions** screen).

6. Follow the normal procedures for having the student(s) submit their answers in TestNav, and then verify their **Completed** test status and lock the session using the lock/unlock indicator on the **Students in Sessions** screen.

Ⓒ Troubleshooting Situations that Can Occur in Test Sessions

1. **SITUATION: TestNav stops responding or exits a student from the test (e.g., a student device loses connectivity).**

   RESOLUTION:

   Steps for the Test Administrator:

   1. Attempt to identify if there was a loss of connectivity.

   2. Resume the student's test.

   3. If there are repeated technical interruptions, contact your technology staff.

   Steps for the Technology Staff:

   Escalate the issue to the principal for a student who is waiting for 15 minutes.

   Steps for the Principal or Test Coordinator:

   1. Call the RICAS Service Center if there are issues that cannot be resolved in 15 minutes or less.

   2. Call RIDE after calling the RICAS Service Center if there is a large-scale technology failure that affects one or more classrooms. (It is not necessary to call RIDE if there is a loss in connectivity that can be quickly restored with minimal interruption to student testing.)

2. **SITUATION: A student turned off the testing device instead of exiting TestNav correctly, and the status in PAN remains "Active" (even though the student is not currently testing).**

   RESOLUTION: The student's responses have not been lost, but the test administrator should verify that the student responded to all the test questions by following these steps in PearsonAccess[next]:

   1. Navigate to the "Students in Sessions" page, and locate the affected test session in the student's test.

   2. Click on the student's "Active" status to view the "Student Test & Item Progress" screen.

   3. Verify whether the student responded to all the test questions.

   4. If all the test questions were answered, mark the PAN Session complete.

   5. If any responses are missing, locate and upload the student's responses that were saved locally. For further instructions, follow the instructions in the *TestNav User Guide* (support. assessment.pearson.com/x/DAACAQ). Test administrators may want to contact their technology staff person for support.

3. **SITUATION: TestNav does not appear to be working properly.**

    RESOLUTION:

    Steps for the Test Administrator:

    The following are expected behaviors in TestNav:

    *   The Notepad cannot be resized.

    *   Exhibits (e.g., reference sheets) cannot be resized.

    *   A test question appears as "Not Answered" in the "Review" menu until all parts of that question have been answered.

    If students encounter a situation not listed above, consult with your technology staff, who may then call the RICAS Service Center.

    Steps for the Technology Staff:

    Escalate the issue to the principal for a student who is waiting for 15 minutes.

4. **SITUATION: A student's test status is "Resume-Upload"; error codes 1005, 1006, or 1007.**

    Resume-Upload status forces TestNav to check for a saved response file (SRF) on the testing machine when the student signs back in to continue. There are times when a student needs to be resumed, but may not be properly signed out of a test, such as if the computer froze or the browser crashed. When this happens, the student may still be listed in **Active** status, but the only option you can choose is **Resume-Upload**.

    RESOLUTION: In most cases, resuming a student test in PAN will allow a student to sign back in to TestNav successfully. By default, TestNav will look for any saved responses and upload them. If a student is inadvertently signed out of TestNav and resumes testing on a device that does not have a Saved Response File (SRF), Resume-Upload can be used to allow a test administrator to search for the SRF on the student's original testing device. Refer to support.assessment.pearson.com/x/DAACAQ for directions on locating the SRF. If the student is continuing on the same testing device, "Resume" may be selected after "Resume-Upload" is selected.

    When a student is ready to sign back in to the session with a Resume-Upload status, a staff member must be present. When resuming a student from Active status, select "Resume-Upload" and then "Resume." Have the student attempt to sign in using the original testing device. If the error persists, move the student to a different testing device. If Resume-Upload is selected in PAN, the student or staff can choose "Skip Upload" from the 1005 pop-up message. If the error that caused the initial exit is still present after changing devices, please call the RICAS Service Center. Be prepared to provide the student name, PAN Session, and device type, and request to speak with Technical Support.

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5. **SITUATION: A student needs to change devices (e.g., a student has to move to a test completion room but is using a desktop computer).**

   RESOLUTION: RIDE strongly recommends that students use only one computer per test session whenever possible. However, if students need to change devices during the same test session, they need to sign out of TestNav on the first device (click on the User icon in the top right corner, select "Sign out of TestNav," and then follow the prompts). Once students are fully signed out, they can be resumed on the new device.

   Note for Chromebook users: Do not power the first device off until the student has been successfully resumed on the second device.

6. **SITUATION: A student exits TestNav before completing a test session or before submitting final answers.**

   RESOLUTION:

   1. Verify that TestNav is shut down for the student.

   2. Resume the student's test in PAN.
      - If the student is resuming on the same device (recommended), select "Resume." TestNav will automatically load any saved response files (SRFs) that are present.
      - If the student is resuming on a different device, the student's test will need to be put in Resume-Upload status. When the student signs in, locate the saved response file (SRF) and the system will upload any test responses that the student entered after the interruption. For instructions on locating SRFs, refer to the *TestNav User Guide* (support.assessment.pearson.com/x/DAACAQ).

   3. Have the student sign in to TestNav using the sign-in information on the student testing ticket. The student's test will resume from the point at which the test was interrupted.

   Technology coordinators should contact the RICAS Service Center immediately if there is an issue that cannot be resolved. It is acceptable to contact the Service Center using a cell phone, but it is not permissible to photograph students' testing devices (e.g., to show an error message). Be prepared to provide logs from the testing devices if the Service Center requests them.

7. **SITUATION: A student accidentally clicked "submit" but did not actually finish a test session.**

   RESOLUTION: Only someone with the district test coordinator role can undo student submissions – it cannot be done at the school level. Schools should contact their district test coordinator who can undo student submissions with the following steps.

   1. In PAN, from **Testing**, select **Students in Sessions**.

   2. Click on **Add a Session**.

   3. Type a session name into the search field and click on the checkbox next to the session.

   4. Click on **Add Selected**.

   5. Type a student name into the search field and click on the checkbox next to the student test.

   6. Click on **Select Tasks**, select **Undo Student Tests Submissions**, and click on **Start**.

7. Select the checkbox next to the student test or unit of a test to confirm your selection.

8. Click on **Undo Submissions**.

9. Resume the student's test in PAN.

Ⓓ Resolving Situations that Involve Accommodations

1. **SITUATION: A student has the wrong accommodation assigned and the student has <u>not</u> signed in to TestNav yet (is still in "Ready" status).**

   RESOLUTION: If the student is in a session that has not yet been prepared, the accommodation can be updated by following these steps:

   1. In PAN, go to **Setup > Students**.

   2. Search for the student and place a checkmark next to the student name.

   3. Select **Tasks > Manage Student Tests > Start**.

   4. Select the test on the left.

   5. Update the Accommodation and click **Save** (repeat if more than one test needs to be updated).

   If the student is in a PAN Session that has been prepared, the student may need to be removed from the Session if one of the following accommodations is being used: text-to-speech, screen reader, assistive technology, human read-aloud, or human signer. This can be done by following these steps:

   1. In PAN, go to **Testing > Sessions**.

   2. Search for the appropriate PAN Session and place a checkmark next to it.

   3. Click on **Go to Students in Sessions**.

   4. Click on the PAN Session name under Session List on the left side of the screen.

   5. Place a checkmark next to the student whose accommodation needs to be updated.

   6. Select **Tasks > Remove Students from Sessions > Start**.

   7. Place a checkmark next to the student and click **Remove**.

   Once the student has been removed, follow the first five steps in this section (section C.1). When the student's accommodation has been updated, place the student back into the appropriate PAN Session by going to **Students in Sessions > Add Students to Sessions**.

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2. **SITUATION: A student incorrectly has text-to-speech, screen reader, assistive technology, human read-aloud, or human signer accommodation assigned, and the student has <u>already</u> signed in to TestNav (is in a status other than "Ready").**

   RESOLUTION: If a student has signed in to TestNav and does not have the proper accommodation needed to test, please follow these steps:

   - Have the student sign out of TestNav.
   - Contact the test coordinator or principal.
   - The test coordinator must call RIDE at 401-222-8478 so that RIDE can void the test **(this will affect all test sessions for that student in that content area)**.
   - Once RIDE has voided the test, the test coordinator must then assign a new test to the student, enter the correct accommodations, and place the student in a new PAN Session. If a new test is not assigned on the same testing day, one will automatically be assigned in PAN the next day.

   1. Assign a new test to the student.

      › Go to **Setup > Students**.

      › Search for your student and select the checkbox next to the student name.

      › Select **Tasks > Manage Student Tests > Start**.

      › Select **Create Student Tests**, enter in the test student information, including the correct accommodations, and click **Create**.

   2. Place the student in a new PAN Session.

      › Go to **Test > Sessions**.

      › Select **Tasks > Create / Edit Test Sessions** and click **Start**.

      › Ensure Create Session is selected, enter in the session details, add the student whose accommodation was updated, and click **Create**.

   Note: If the student should have a Human Reader or Human Signer session, select the **Proctor Reads Aloud** checkbox, and then select **Human Read-Aloud** or **Human Signer** from the Form Group Type drop-down.

3. **SITUATION: A student's form-dependent accommodations (e.g., TTS) are not appearing correctly.**

   RESOLUTION: Instructions for correcting a large number of errors (SR/PNP Import):

   1. In PAN, select the appropriate administration from the administration drop-down.

   2. Select **Import / Export Data** from the **Setup** drop-down.

   3. Select **Import / Export Data** from the **Select Tasks** drop-down. Click **Start**.

   4. Select **Student Registration Export** from the **Type** drop-down. Unless you want to specify results by registration grade and/or subject, leave those fields blank, and leave the values in the Test Status Filter field. Also, leave the "Include tests with Void Test Score Code" box unchecked. Then click **Process**.

   5. Once the file is complete, select **Download File**.

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6. In the .CSV file, identify all students who have both Text-to-Speech (column Z) and Human Reader or Human Signer (Column Y) selected. Delete all other students from the file.

7. Remove either the Text-to-Speech flag, or the Human Reader or Human Signer flag forthose students.

8. Save the file as a .CSV file.

9. In PAN, select **Import / Export Data** from the **Setup** drop-down.

10. Select **Import / Export Data** from the **Select Tasks** drop-down. Click **Start**.

11. Select **Student Registration Import** from the **Type** drop-down.

12. Select **Choose File** and browse for the saved .CSV file. Click **Process**.

Instructions for correcting a small number of errors (PAN interface):

1. In PAN, select the appropriate administration from the administration drop-down.

2. Select **Operational Reports** from the **Reports** drop-down.

3. Check **Students & Registrations** from the **Report Category**.

4. Select the **PNP Report – Accessibility Features and Accommodations for Student Tests** report from the list.

5. Select **Text-to-Speech** from the **Accessibility Features and Accommodations** drop-down. Click **Download CSV**.

6. Identify students on this report that have the Text-to-Speech flag (column T) and Human Reader or Human Signer (column U) flag selected.

7. In PAN, select **Students** from the **Setup** drop-down.

8. Search for the student that has both flags selected. Select the checkbox to the left of the student and select **Manage Student Tests** from the **Select Tasks** drop-down. Click **Start**.

9. Here, remove either the checkmark next to **Text-to-Speech**, or the checkmark next to **Human Read-Aloud** or **Human Signer**. Click **Save**.

E Error Codes and TestNav Issues

The table below describes common error codes and TestNav issues and the steps to take to resolve the issues. For many of these situations, a test administrator can resolve a situation, and the student can continue testing without further issues. Others are described below in which test administrators will need to escalate the issue to technology staff if needed. A full list of error codes can be found online at support.assessment.pearson.com/x/DwACAQ. Instruct students to raise their hand if an error code appears during testing.

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Error Code Number	Error Code Description	Instructions to Resolve the Issue
9058/9059	The username or password you entered is incorrect.	Confirm that the student sees the correct TestNav sign-in page ("Rhode Island" should appear above the sign-in box).
		If the correct page does not appear, click the User icon in the top right corner, and select "Choose a different customer." Then, select "Rhode Island" from the list.
		Ensure the student is on the correct sign-in page in TestNav ("Rhode Island" should appear above the sign-in box).
1005	No saved response file found.	Student was placed into Resume-Upload status instead of Resume. Select "Skip Upload."
		If you are resuming the student on a different device, see support.assessment.pearson.com/x/DwACAQ for instructions.
1006	The saved response file is corrupted.	The student's status is set to Resume-Upload and the saved response file(s) is corrupt. The Resume-Upload status indicates that a student has exited the test abnormally.
		If possible, reload the saved response file that was saved when the student was last in the TestNav session to retrieve all previously provided responses.
1007	The saved response file is invalid. The saved response file is corrupted.	The student's status is Resume-Upload and the saved response file(s) found in the designated response file location contains invalid data.
		The Resume-Upload status indicates that a student has exited the test abnormally.
		If possible, reload the saved response file that was saved when the student was last in the TestNav session to retrieve all previously provided responses. Contact Pearson Support.
1009	Unable to download test content	There is a network connection issue between the testing device and the testing subcontractor's (Pearson's) servers.
		Contact your technology coordinator to verify the local internet connection and/or connection to the ProctorCache server as well as ensuring that test delivery URLs are excluded from inspection and filtering in network security services.
		The technology staff person should contact the RICAS Service Center if the issue cannot be quickly identified or resolved and should be prepared to provide the following information: • the error code • the number of students testing • the device type • the PAN Session name

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Error Code Number	Error Code Description	Instructions to Resolve the Issue
1017/1018	Primary/Alternate SRF location is not writable. Your responses will be saved in primary/alternate save location only. You may choose to continue with the test or exit the test and make the save location writable.	TestNav displays this error when it tries to write to the SRF secondary location but fails. Check the path and verify it is valid, accessible, and that write access is granted. To update the path, sign in to PearsonAccess[next] and edit the TestNav configuration. A valid SRF path is required for testing. Technology staff should contact the RICAS Service Center. The technology staff should be prepared to provide the following information: • the error code • the number of students testing • the device type • the PAN Session name
3005	TestNav has detected that another application attempted to become the active window, which may compromise the security of this test. TestNav has been shut down. You may need assistance from your test monitor to restart the test.	This could be caused by one of the following issues: • pop-ups in the background • power saving features • system key combinations such as ctrl+alt+del • the student is attempting to switch to a browser or other application (e.g., to look up information for a question) The test administrator should check whether any other applications have been accessed before resuming the student's test. If it appears the student was attempting to access information online, contact the principal to report this to the Department.
3018	The connection to the server has been lost. Please inform your test proctor that the test must close due to a connectivity error.	Contact Pearson Support. Have your log files ready for Level 2 support.
3020	TestNav has detected that either Command + Option + Esc or Command + Option + Eject has been typed. TestNav has been shut down. You may need assistance from your test monitor to restart the test.	TestNav exits the test and displays this error when a student types Command+Option+Esc while testing. The proctor must resume the test before the student can sign in to TestNav again.
3055	The TestNav app needs to be restarted. Please close and relaunch to continue testing.	TestNav has automatically downloaded and installed a TestNav patch update. Restart TestNav to continue testing.
3115	Your test has been locked. In order to sign in, please contact the proctor to unlock the test.	If the issue persists, contact Pearson support.

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Error Code Number	Error Code Description	Instructions to Resolve the Issue
3115 (Internal Error)	TestNav has encountered an internal error. Restart TestNav to continue testing.	The cause for this error is typically local device or student security settings preventing all components of TestNav from fully launching. The specific component is the bundled Chromium browser used in TestNav. Please contact the RICAS Service Center for information on directories and executables that need to be exempted in app blocking security settings for devices and students.
3124	TestNav has closed the test session due to inactivity. To continue testing, ask your proctor to resume your test, and sign in again.	When TestNav displays error 3124, the test state is "Exited." The proctor should change the test state from "Exited" to "Resume," and then have the student sign in again.
8029	The installed app is out of date and needs to be updated in order to use TestNav on this device.	Download and install the latest version of the app.
8032	Testing is not permitted on this device because it has been modified to bypass standards and safeguards put in place by the operating system or manufacturer.	Use another device for student testing.

The following table describes two TestNav issues and how to resolve them.

TestNav Issue	TestNav Message Description	Instructions to Resolve the Issue
No Available Tests	A student signs in to TestNav and sees a message that reads "No Available Tests."	If a student sees "No available tests" after signing in to TestNav, then that sign-in/password is for a test which has already been completed. Confirm on the student's testing ticket the test being taken is correct. The sign-in for the student will be the same for each test, but the password will be different. Reprint the correct test ticket for the test the student is trying to access.
Start Button Gray (not blue)	A student signs in to TestNav and sees a gray start bar instead of a blue one.	Ensure the student is using a device with a supported OS version. Verify the test has been started in PAN, and the test is unlocked. For Chromebooks, close TestNav and re-launch the app in Kiosk Mode. (Kiosk Mode Apps are accessed from the Apps link in the lower left of the Chromebook sign-in screen.)