

Potential Issues During Testing

Setup Testing

If Manage Test Sessions doesn't appear...

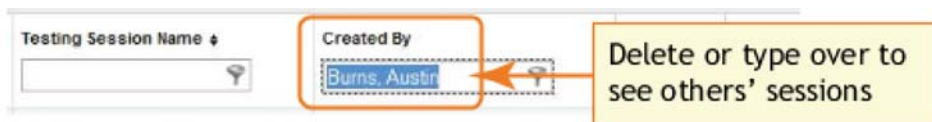
Your MAP profile was not assigned the Proctor role. Contact a MAP leader in your school or district.

If Test My Class button doesn't work...

Your MAP profile was not associated with a class of students for this term. (This association must happen every testing term.) Contact a MAP leader in your school or district.

Saved testing session is missing

By default, you only see the testing sessions you created. To see testing sessions others created, change the **Created By** filter:



Student missing when I try to search for him/her

To alter your search, try using:

- <No School Assigned> in the School drop-down list
- asterisk (*) as a wildcard in the student names.

If the student is still missing, the best practice is to notify a school or district leader. Or, if allowed by your school policies, you could add the student profile—use **Manage Students** from the left menu.* *But*, be sure to notify your MAP leaders so they can keep all records in sync.

* There is also a Create Students button available within Manage Testing Sessions, but it does not include all of the student information, which means students will not appear on reports.

Student Sign-in

Student password—where do I get that?

Students type the name and password that appears on your proctor computer:

Testing Growth|

Overview + Best Practices

Proctor Steps

Accommodations

Early Learners

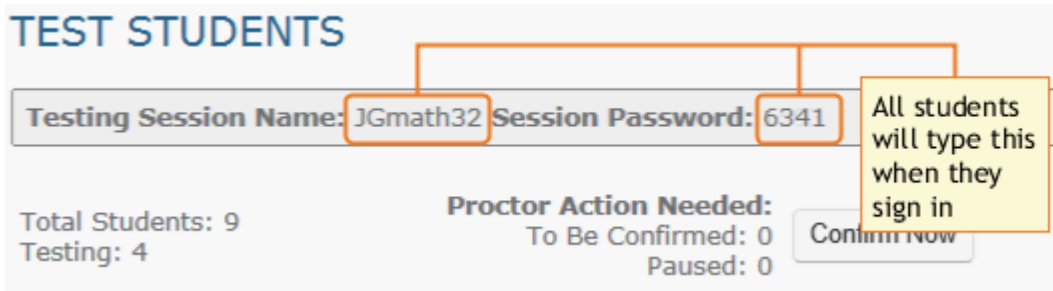
Keep Students Engaged

Issues During Testing

Which Action—Pause, Suspend, or Terminate

Student Testing Status

Keyboard Commands for Testing



- Password is auto-generated whenever you start or restart a testing session
- Password will expire overnight

Student name missing on the Sign In page –or– Student kicked out and can't re-join

The student's status must be **Awaiting Student** in order to appear on the Sign In page. On your proctor computer, select an action depending on the Status:

- *Confirmed*—Choose **Select Action > Do Not Confirm** (you will confirm later)
- *Testing*—Choose **Select Action > Suspend**
 - Once suspended, chose **Select Action > Test Again**
- *Suspended*—Choose **Select Action > Test Again**

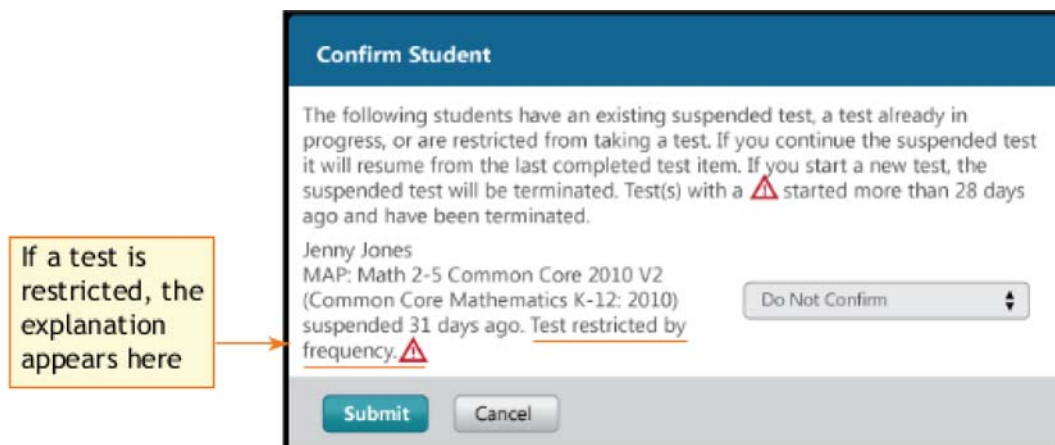
Ask the student to sign in again, and then confirm as usual.

Confirmed status appears but no test

On your proctor computer, select the student, click **Select Action**, and choose **Do Not Confirm**. Ask the student to sign in again.

Confirm Student prompt shows "test restricted"

This prompt indicates a conflict with the test restrictions set up by your district. The prompt explains the reason—for example, the test frequency may be limited to once per testing term.



The options you have depend on the type of restriction:

- **Resume Test** — Continues the suspended test.
- **Start New Test** — Starts the test over from question 1.

- **Do Not Confirm** — Disallows the student from taking the test again this term. Once you click Submit, the test becomes terminated. You can then either:
 - assign a different test for the student
 - or, ask someone with the Data Administrator role to [override the test restriction](#).
- **Cancel** will close this prompt but that's all (you still cannot confirm the student for testing).

Testing Management

Students arrive in the middle of testing

On the proctor computer, Test Students page, click **Add More Students**.

Student completed test—How do I assign a different test?

Note: Ideally, a student should take no more than one full MAP test per day.

1. Confirm student status is Completed, Terminated, or Suspended.
2. Select the student, and then select **Test Again**.
The student status changes from Completed to Awaiting Student.
3. Select the student and click **Assign Test(s)** to assign a new test.
4. Instruct the student to sign in again with the same session name and password.

Student Status is confusing

See [Student Status—What It Means](#).

Note: Students with tests that have been suspended will revert to Awaiting Student.

Wrong test assigned—how do I switch tests?

1. Select the student and click **Select Action**.
2. If the status is *To Be Confirmed*—choose **Do Not Confirm**.
—or—
3. If the status is *Testing*—choose either **Suspend** or **Terminate**:
 - Use Suspend if the student *might* need to take the test later this term.
 - Use Terminate if you know the student will not need the test later this term.

Note: Use caution, because Terminated tests will count toward the frequency restriction, if enabled. As a result, the student would be restricted from taking the test for the rest of the term.

4. Click **Select Action > Test Again**.
5. When the status changes to *Awaiting Student*, assign the correct test.
6. Have the student sign in again.

Audio stopped playing

On the student computer, click **Reset** or use the keyboard command:

F5 (Win) –or– **Command+R** (Mac)

Check audio level on headset.

Skip a question that appears broken ("Problem Item Report")

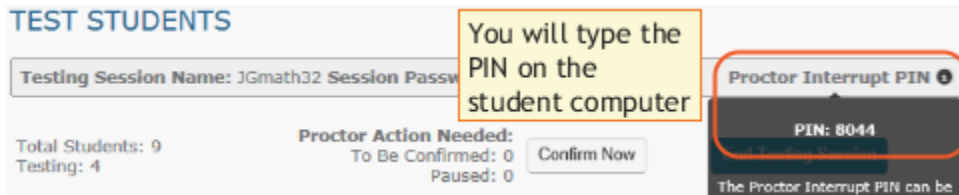
Option A—Skip the question:

1. On the proctor computer, student selected, choose **Select Action > Pause**.
2. Select the student again and then choose **Select Action > Resume**.
3. After the student clicks **Resume**, a new question appears.

Option B—Both skip the question and report the problem to NWEA:

Note: This feature is not available on iPads.

1. On your proctor computer, hover over the **Proctor Interrupt PIN** to reveal the code:



2. On the student computer, type: **Ctrl + Shift + P** (or **Ctrl+Shift+L**).
3. In the window that appears, type the PIN code.
4. Type a description of the problem with the test question.

Note: The MAP system captures the test name and question number for you.

5. Click **Resume Test**.

The MAP system sends the report to NWEA to be addressed (a "problem item report"), and the test resumes with the next question.

Question appears blank (white screen) or displays a UUID error

If a question still does not display after refreshing the student's browser:

1. On your proctor computer, with a student selected:
 - a. Choose **Select Action > Suspend**.
 - b. Select the student again.
 - c. Choose **Select Action > Test Again**.

The test continues where the student left it.

2. On the student computer:
 - a. Click **Ok** at the prompt.
 - b. Join the test again.

End Testing

Delete Test Session—Does that remove test results?

No, the tests are associated with the students, not the test sessions. Closing or deleting a testing session does not affect test results. Students can resume incomplete tests in the same or another testing session.

Is it okay to leave the testing session open?

Although it's possible to leave your testing session running until more students arrive, you cannot keep it running overnight. Every night, they are closed automatically, and any students left in a testing status switch to suspended status.

Note: Your Proctor profile is also limited to running only one testing session at a time. If needed, you can add students to a testing session by clicking the **Add More Students** button.

Need to assign another test in same testing session

1. First consider how long the student has been testing.

Ideally, a student should take no more than one full MAP test per day.

2. If you do decide to give another test:

- a. On your proctor computer, select the student.
- b. Click **Select Action** and choose **Test Again**.

The student's status changes from Completed to Awaiting Student.

- c. Select the student again and click **Assign Test**.
- d. Instruct the student to sign in again with the same session name and password.