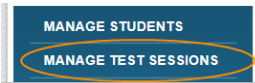


PROCTOR TIPS AND TROUBLESHOOTING

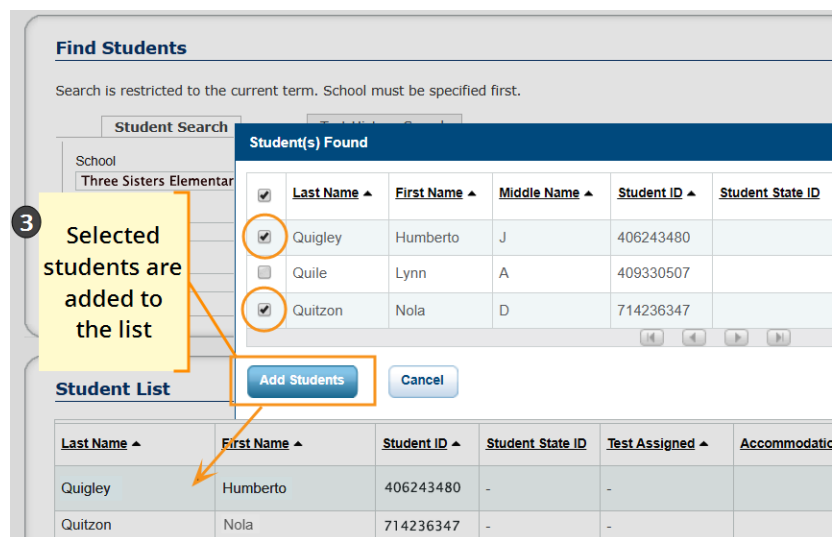
Set Up Testing in MAP Address Questions to: MAP@cms.k12.nc.us



Log into MAP (teach.mapnwea.org), choose **Manage Test Sessions**, and follow Option 1, 2, or 3.

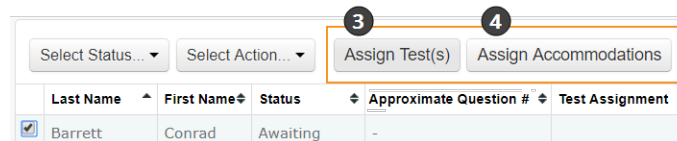
Option 1—Find Students to Test

1. Click **Find Students to Test**.
2. Choose search criteria and then click **Search**.
3. Review the search results and click **Add Students**.
4. Repeat the search as needed.
5. RECOMMENDED—Select one or more students and click **Assign Test**.
6. OPTIONAL—Use **Assign Accommodations** (adjacent to **Assign Test**).
7. OPTIONAL—Click **Save Session**.
8. When your student list is ready, click **Test Now**.



Option 2—Test Your Class

1. Click **Test My Class**.
2. Select one of your classes, if prompted.
The proctor console appears with this testing session started, but you can end and save the session for later use.
3. RECOMMENDED—Select one or more students and click **Assign Test**.
4. OPTIONAL—Use **Assign Accommodations**.



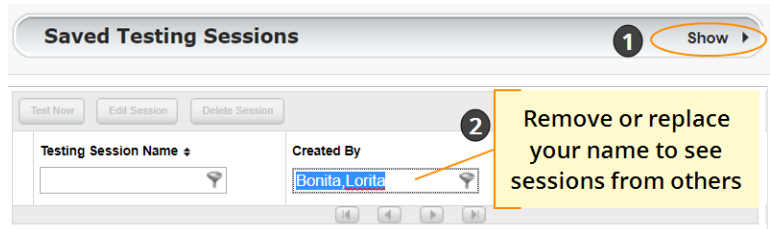
For Read-Aloud, under Assign Accommodations, Select Text-to-Speech with Embedded Features

Option 3—Use a Saved Testing Session

1. Click **Show**.
2. OPTIONAL—To see testing sessions others created, change **Created By**.

Note: You cannot access testing sessions created by someone with the School Proctor role, unless you have the District Proctor role.

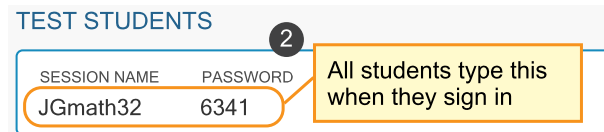
3. When you find and select a testing session, click **Test Now**.



Student Sign-in

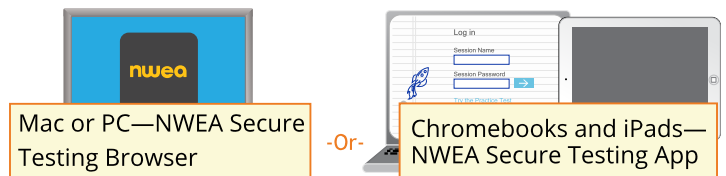
Get the name and password of the testing session

1. On your **proctor computer**, you should now see the **Test Students** page. (If not, click **Test Now**.)
2. At the top, notice the name and password of the session.
3. On a board, write the name and password for all students to copy.
 - Password is auto-generated whenever you start or restart a testing session
 - Password will expire overnight



Open browsers and give instructions

1. On **student computers**, students start the NWEA secure testing browser or app. Or, if you are approved to test with a browser only, direct students to: **test.mapnwea.org**.
2. Optional—Ask students to become familiar with the test using either of the links on the log-in page:
 - **Try the Practice Test** (about 5 non-scored, example questions)
Username + Password = **grow**
 - **Student Resources** (explanatory videos about the test and tools)
3. Optional—Read to students the [Student Introduction to MAP Testing](#).



Confirm students to start

Confirm students every few minutes, as students are ready.

1. On **student computers**, guide students to complete their prompts.
2. On your **proctor computer**, click **Refresh Status** to see which students have the "To Be Confirmed" status.
3. Click **Confirm Now**. It confirms all students with "To Be Confirmed" status.
— or —
Select students, click **Select Action**, and choose **Confirm**.
4. **Students**: Click **Start Test**.
Tip: For slow internet connection, ask students to start a few at a time, not all at once.

The diagram shows two computer screens. The top screen, labeled 'Student computer' with a circled '1', displays three prompts: 'Log in' (with fields for Session Name 'JGmath32' and Session Password '6341'), 'Sign in' (with a 'Choose your name' dropdown and 'Select a test' dropdown), and 'Is this correct?' (with 'Yes' and 'No' buttons). The bottom screen, labeled 'Proctor computer', shows a table with columns 'SESSION NAME', 'PASSWORD', and 'SECURE TESTING BROWSER REQUIRED'. The first row contains 'JGmath32', '6341', and '0 students'. Below the table, a 'Proctor Action Needed' section shows 'To Be Confirmed: 0' and 'Paused: 0'. A circled '2' points to a 'Refresh Status' button, and a circled '3' points to a 'Confirm Now' button. A note states 'This page updates every 60 seconds.'

Pause, Suspend, or Terminate

To control a student's test, select the student and choose from the **Select Action** menu:

Action	Duration	Follow-up Action	Notes
Pause	Up to 25 min.	Resume	<ul style="list-style-type: none"> • Student must resume from the same computer • Test will continue with the next question • After 25 minutes, the test becomes suspended
Suspend	Up to 28 days (see Notes)	Test Again (if using the same testing session)	<ul style="list-style-type: none"> • Test again in the same or different testing session • Proctor can choose to continue with the next question or start over • 14 days is the recommended limit, because having too many days of instruction between testing has the potential to influence the score
Terminate	Permanent	Test Again	<ul style="list-style-type: none"> • System discards any answers already given

End of Testing

Before you can begin another testing session, you must end the first session. You can run only one testing session at a time. 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.

To end for all students:

1. Click **End Testing Session**.

If students are still testing, a prompt shows that those tests will become suspended. Click **Yes** to continue.

2. At the next prompt, choose either:

- a. **Save and Exit**—If the *same group* of students will be tested together later.
- b. **Delete Session**—If different groups will be formed for further testing. (Does not affect test results; students can resume incomplete tests in the same or another testing session.)

3. Close down the browser or app on student computers.

PC or Mac —

iPad —

Chromebook —

Click the **X** at top

Use the **Home** button

Type the exit command: **Shift + Alt + K**

To end one test and continue another:

Ideally, a student should take no more than one full MAP test per day, but you can assign a second test when needed.

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. Ask the student to sign in again (same session name and password).

Make-up Testing

Note: Students should continue tests within 14 days, although the maximum is 28.

1. Click **Manage Test Sessions** on the left.

2. Click **Find Students to Test**.

3. Click **Test History Search**.

4. Select, at a minimum: School, Test, and Testing Status.

5. Click **Search** and then, from the pop-up list, click **Add Students**.

If needed, sort students by the **Test Event Start Date** column.


6. **Important:** Select students and click **Assign Test** and, if needed, **Assign Accommodations**.

The screenshot shows the 'Test History Search' interface. At the top, there are two search buttons: 'Student Search' and 'Test History Search'. The 'Test History Search' button is circled with a '3'. Below the buttons are four dropdown menus: 'School' (with '<No School Assigned>' selected), 'Grade' (with 'All Grades' selected), 'Instructor' (with 'All Instructors' selected), and 'Class' (with 'All Classes' selected). A yellow callout box points to the 'School' dropdown with the text 'If no student is found, try No School Assigned'. Below the dropdowns is a dashed line and the text 'Find students by their testing status. Search is restricted to the current term.' At the bottom, there is a 'Test(s)' dropdown menu (with 'Growth: Math 6+ TN 2016' selected) and a 'Testing Status' section with two radio buttons: 'Not yet tested' and 'Suspended Test' (which is checked). A '4' is circled next to the 'Test(s)' dropdown.

7. Click **Test Now**.

Note: The Status will change to Awaiting Student for everyone, meaning they can now sign into the session.

8. While confirming students, choose **Resume Test** when prompted.

 Tests Exceeding 28 Days—If this message appears, choose **Start New Test** or **Do Not Confirm**. You cannot continue the suspended test.

Setup Issues

Test Now is unavailable

You already have a test session running (you can only run one at a time). Click **Return to Testing**.

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.

Student Sign-In Issues

Student missing from Login

—or—

Student can't re-join

The student's status must be **Awaiting Student** in order to appear on the Login 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 log on again, and then confirm as usual.

Students arrive during testing

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

For details, see [Option 1—Find Students to Test on page 1](#).

Confirm Student prompt shows “test restricted”

This prompt indicates a conflict with the test restrictions your district set up. 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 do either of the following:
 - 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; that's all (you still cannot confirm the student for testing).

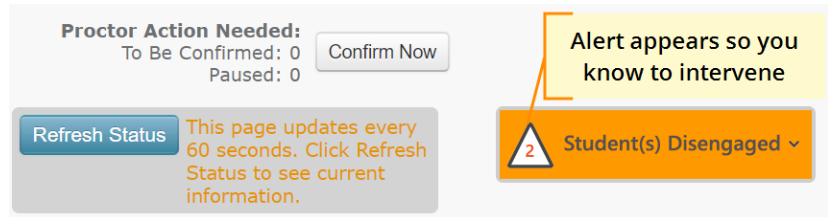
Test Engagement

What is the Disengaged alert?

A student is considered disengaged after answering three successive questions with rapid guesses.

A rapid guess means the student answered in a few seconds, well below the average response time measured by NWEA for each test question. The response is so fast that the student could not actually view the whole question.

When rapid guessing occurs, an alert appears on the Proctor's console to prompt the Proctor to intervene.



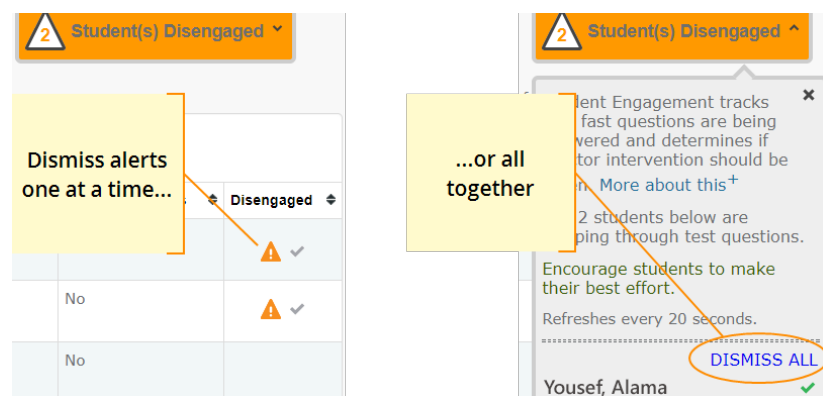
How do I intervene with the student?

The best way to help students re-engage will vary for each student. In general:

- Immediately **pause testing** before the student adversely affects the score. (Choose **Select Action > Pause**.)
- Approach quietly and encourage the student to re-engage. Be as positive as you can.
- Avoid singling out a student publicly. Drawing attention to a student may distract others and lower the student's confidence.
- Emphasize that it's important to answer each question to the student's best ability.
- Determine whether the student is capable of re-engaging now. If the student is not capable (such as illness), consider pausing or suspending the test, and resume when the student will be fully engaged.
- Avoid helping the student answer test questions. Limit your help to encouragement only.

How do I clear the alert?

After you continue the paused test (choose **Select Action > Resume**), you can dismiss alerts individually or all at once. You are not required to dismiss the notifications, but it will help you keep track of who needs intervention and whether a student has become disengaged again.



Test Question Issues

Testing is slow

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

F5 (Win) –or– **Command+R** (Mac)

Question appears blank (white screen)

–or–

“Please raise your hand” appears

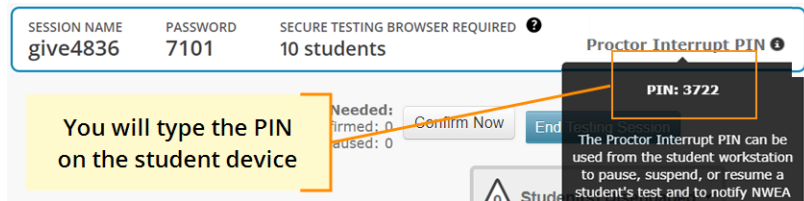
1. On your **proctor computer**, with a student selected, choose **Select Action > Suspend**.
2. On the **student computer**, close the testing browser.
3. On your **proctor computer**, select the student again and choose **Select Action > Test Again**.
4. On the **student computer**, join the test again. The test continues where the student left it.

Need to skip a broken question

1. On the **proctor computer**, with the 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.

Report a broken question to NWEA

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.

Address Questions to: MAP@cms.k12.nc.us

NWEA Support: 877-469-3287 –or– community.nwea.org > Support