Fall Mid-Month EOCT Administration
August–November 2014
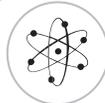
Online Examiner's Manual

for Coordinators and Examiners

Georgia

 # End-

 # Of-

 # Course

 # Tests

Security Breaches

Any action that compromises test security or leads to the invalidation of an individual student's or a group of students' test scores will be viewed by the Georgia Department of Education (GaDOE) as inappropriate use or handling of tests and will be treated as such. Below are guidelines to assist system personnel in determining which activities might compromise test security or score validity. Please note that this list is not exhaustive. Any concern regarding test security must be reported to GaDOE immediately. Assessment Administration Division staff members are available to help system personnel develop and implement appropriate test security procedures.

It is a breach of test security if anyone performs any of the following:

- coaches examinees during testing, or alters or interferes with examinees' responses in any way;
- gives examinees access to test questions or prompts prior to testing;
- copies, reproduces, or uses in any manner inconsistent with test security regulations all or any portion of secure test booklets/online testing forms;
- makes answers available to examinees;
- reads or reviews test questions before, during (unless specified in the IEP, IAP, or EL/TPC), or after testing;
- questions students about test content after the test administration;
- fails to follow security regulations for distribution and return of secure test materials as directed, or fails to account for all secure test materials before, during, and after testing (NOTE: lost test booklets constitute a breach of test security and will result in a referral to the Professional Standards Commission);
- uses or handles secure test booklets and answer documents for any purpose other than examination;
- fails to follow administration directions for the test;
- fails to properly secure and safeguard pass codes/usernames necessary for online test administration;
- participates in, directs, aids, counsels, assists, encourages, or fails to report any of these prohibited acts;
- erases, marks answers, or alters responses on an answer document.

Failure to safeguard test materials or to comply with test administration procedures could adversely affect an individual's certification status. Such practices must be reported to the GaDOE and may be referred to the Educators Ethics Division of the Professional Standards Commission as failure to adhere to established policies and procedures. Under no circumstances may any tests be reproduced or duplicated for individual or group use unless authorized by GaDOE. Failure to comply with the U.S. Copyright Laws protecting these materials could result in legal action. Any instance of violation of copyright laws must be reported immediately to the GaDOE.

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ABOUT THIS MANUAL

This manual describes the pre-test, test administration, and post-test procedures the Test Examiner must follow to administer the Georgia End-of-Course Tests (EOCT) for Fall Mid-Month (August–November 2014).

The Test Examiner's responsibilities are clearly outlined in this manual and are designed to protect the integrity and security of the Fall Mid-Month EOCT. The step-by-step procedures must be followed.

The information to be read aloud to students is printed in **bold type**. Instructions for the Test Examiner, interspersed in the spoken material, are printed in regular type and/or underlined and italicized type.

It is the responsibility of each Test Examiner to know the content of this manual and to follow all the procedures. Please read this manual carefully so that you are familiar with the tasks to be performed. If you have any questions, contact your School Test Coordinator.

FOR ASSISTANCE

If you have any questions about these tests or the enclosed materials, or if a situation arises that is not covered in this manual, please contact your School Test Coordinator. It may be helpful to have your School Technology Coordinator available during online administrations.

THE GEORGIA END-OF-COURSE TESTS

The A+ Education Reform Act of 2000, O.C.G.A. 20-2-281, mandates that the State Board of Education (SBOE) adopt end-of-course assessments in grades nine through twelve for core subjects to be determined by the SBOE. The EOCT program currently includes the following eight content area assessments:

English Language Arts
- American Literature and Composition
- Ninth Grade Literature and Composition

Mathematics
- Analytic Geometry
- Coordinate Algebra

Science
- Biology
- Physical Science

Social Studies
- Economics/Business/Free Enterprise
- United States History

The EOCT are criterion-referenced tests, aligned with the state-mandated content standards. Each test is composed of multiple-choice questions. The purposes of the EOCT are to assess student achievement of the curriculum standards in the core courses and to provide diagnostic data in support of improved student achievement.

> **IMPORTANT:** **You must have the current version of the Online Assessment System on your computers before administering the EOCT.**

FALL MID-MONTH EOCT (AUGUST–NOVEMBER 2014)
TEST ADMINISTRATION SCHEDULE

August 4–22, 2014
September 15–26, 2014
October 13–24, 2014
November 10–21, 2014

There are three main administrations of the EOCT: Winter, Spring, and Summer. In addition, online Fall Mid-Month EOCT administrations are available in August, September, October, and November via electronic testing. Retest administrations are available in August, September, October, November, January, February, and March. Both Mid-Month administrations and Retest administrations are only available via electronic testing. Please consult the *2013–2014 EOCT Online Examiner's Manual* for directions regarding the administration of Summer Retests.

Each school system will determine the sequence and scheduling option for all eight EOCT: American Literature and Composition, Ninth Grade Literature and Composition, Analytic Geometry, Coordinate Algebra, Biology, Physical Science, Economics/Business/Free Enterprise, and United States History. The actual time of day in which the tests are administered may vary from school to school. Testing should be consistent throughout the system. Each content area should be given on the same or consecutive day(s) throughout the system.

Each EOCT consists of two test administration sections. There is a section break that indicates the end of the section. For the one-day testing option, a five-minute break must be provided at the section break. If the two-day testing option is used, the section break marks the end of the testing session for day one.

NOTE: For each content area, Section 1 and Section 2 require separate Test Access Codes to log in. The Test Access Codes can be found on the *Summary Test Ticket*.

SUGGESTED SCHEDULE

One-day Administration:
Distribute test materials and read test instructions—Practice Questions..................................... 10 min.
Testing Time—Section 1 ....45–60 min.(*)
Break between sections.. 5 min.
Testing Time—Section 2 ....45–60 min.(*)
Collect test materials (*Individual Test Ticket* and scratch/graph paper) .... 15 min.

(*) After 60 minutes have elapsed, students who are productively working on a section, and who require more time, may have up to an additional 15 minutes for that section.

Two-day Administration:
Day One:
Distribute test materials and read test instructions—Practice Questions...................................... 10 min.
Testing Time—Section 1 ....45–60 min.(*)
Collect test materials (*Individual Test Ticket* and scratch/graph paper) .... 15 min.

Day Two:
Distribute test materials .... 5 min.
Testing Time—Section 2 ....45–60 min.(*)
Collect test materials (*Individual Test Ticket* and scratch/graph paper) .... 15 min.

(*) After 60 minutes have elapsed, students who are productively working on a section, and who
   require more time, may have up to an additional 15 minutes for that section.

IMPORTANT: **The Examiner must keep time during testing according to the script to be read aloud to students. When the student logs in to the test client, the screen will show that the test is untimed. For the Fall Mid-Month EOCT, this means only that the test client will not close automatically at the end of each section. When time has been called, the Examiner must instruct the student to stop the test according to the script provided.**

MAKE-UP TESTING PROCEDURES

The purpose of the make-up days is to administer the tests to students who are unexpectedly absent during the regularly scheduled administration. Make-up days are not alternate testing dates for students whose activities conflict with the regular test administration dates.

STUDENTS TO BE TESTED

All students who are enrolled in an EOCT course, regardless of grade level, must be administered the EOCT in order to receive credit for the course. If students are repeating the entire EOCT course, they must take the EOCT at the end of the repeated course.

Students with disabilities who have an Individualized Education Program (IEP) or a Section 504 Individual Accommodation Plan (IAP) may receive accommodations. The testing accommodations should be documented in the IEP/IAP and should be consistent with those used during regular classroom instruction and assessment.

Students who are eligible for English Learner (EL) status according to the Board of Education Rule 160-4-5-.02 may receive accommodations. These accommodations should be documented in the EL Test Participation Committee (TPC) Plan and should be consistent with the student's current instructional program.

TECHNICAL EMERGENCIES

Error messages may appear on the student workstation during testing. Refer to Appendix A: Quick Troubleshooting Tips for Coordinators and Examiners, also available online at www.ctb.com/gaeoct, to resolve these errors and other technical difficulties. If the problem persists, contact the CTB/McGraw-Hill GA EOCT support team at (866) 282-2249, or access online support at www.ctb.com/gaeoct or https://oas.ctb.com for additional information.

TESTING ACCOMMODATIONS

ALLOWABLE/NON-ALTERING ACCOMMODATIONS—STANDARD ADMINISTRATION

Special Education/Section 504	English Learner
Setting Accommodations: • Special education classroom • Special or adapted lighting • Small group • Preferential seating • Sound field adaptations • Adaptive furniture (e.g., slant board) • Individual or study carrel • Individual administration • Test administered by certified educator familiar to student	*Setting Accommodations:* • ESOL classroom • Small group • Preferential seating • Individual or study carrel • Individual administration
Presentation Accommodations: • Large print • Sign the directions • Sign test questions • Sign reading passages • Explain or paraphrase the directions for clarity (in English only) • Braille • Color overlays, templates, or place markers • Oral reading of test questions in English only by reader or assistive technology • Oral reading of reading passages in English only by reader or assistive technology • Low vision aids (e.g., CCTV, Magnifying equipment) • Repetition of directions (in English only) • Materials presented with contrast and tactile cues • Audio amplification devices or noise buffer/listening devices	*Presentation Accommodations:* • Explain or paraphrase the directions for clarity (in English only) • Color overlays or templates • Oral reading of test questions in English only • Oral reading of reading passages in English only • Repetition of directions (in English only)
Response Accommodations: • Technology applications, such as Brailler, word processor, or other communications device with all grammar and spell check devices disabled • Student marks answers in test booklet • Student points to answers • Verbal response in English only • Braillewriter • Scribe • Adapted writing tools (e.g., pencil grips, large diameter pencil)	*Response Accommodations:* • Student marks answers in test booklet • Student points to answers • Verbal response in English only • Word-to-word dictionary
Scheduling Accommodations: • Frequent monitored breaks • Optimal time of day for testing • Extended time	*Scheduling Accommodations:* • Frequent monitored breaks • Extended time

Any departure from the list of allowable/non-altering accommodations may alter the nature of the task being assessed, resulting in an invalid administration. If you have questions about accommodations not listed on this chart, contact your School Test Coordinator.

If a student requires large-print materials or read-aloud accommodations, please call (404) 232-1207.

For additional questions about student accommodations, contact the School Test Coordinator.

GUIDELINES FOR ORAL READING OF TEST ITEMS
TO STUDENTS WITH DISABILITIES

Items may be read only if the student's IEP, IAP, or EL/TPC Plan specifies this accommodation for instruction and testing.

Poetry items	Read the entire poem. If a question refers to a specific part of the poem, such as a stanza or line, re-read the indicated part of the poem.
Items with numbered sentences	Read the numbered sentences in the order in which the answer choices present them.
Analogy items	Read analogy questions as "[X] is to [Y]." For example: "A: [m] is to [n]"; "B: [o] is to [p]"; "C: [q] is to [r]"; "D: [s] is to [t]." (The letters in the brackets stand for the specific concepts given in the item.)
Items on grammar, spelling, etc.	Read the entire sentence once, then re-read the sentence with underlined words and punctuation marks spelled out as they appear in the item. Spell out the answer choices.

Use the examples below to guide oral reading of items not specifically mentioned above.

MATHEMATICS TEST
Follow these guidelines for reading items:

Graphs and tables: Read the words and numbers in the graph or table, pointing at what you are reading; however, you may **NOT** interpret them in any way.

Formulas: Read the letters and numbers as they are printed; do not substitute the words that the letters represent for the student.

Read: "V=Bh" (Say letter names) NOT "volume equals length times width times height"

Units of Measurement: If a unit of measurement is abbreviated, read the letters instead of what they represent.

Read: "kg" (Say letter names) NOT "kilograms"

Fractions: Read mixed numbers as:

$2\frac{3}{4} + 7\frac{8}{10}$ "two and three-fourths plus seven and eight-tenths"

Read fractions without whole numbers as:

$\frac{3}{4}, \frac{45}{16}$ "three over four" NOT "three-quarters"
"forty-five over sixteen" NOT "forty-five sixteenths"

<u>Decimals</u>: Read decimal expressions literally, element by element:

13.07	"thirteen point zero seven"
0.888	"zero point eight, eight, eight"
0.02	"zero point zero two"

<u>Dollar Expressions</u>: Read whole dollar amount as follows:

| $1,800 | "one thousand eight hundred dollars" |

Read dollar expressions with decimals as follows:

$ 13.50	"dollar sign, thirteen point fifty"
$ 45.00	"dollar sign, forty-five point zero, zero"
$100.05	"dollar sign one hundred point zero five"
$ .45	"dollar sign point forty-five"

<u>Parentheses in expressions</u>: Read literally and sequentially:

$(-3)^2 (8.3 \times 10^3)$ "parenthesis, negative three, close parenthesis squared parenthesis, eight point three times ten cubed, close parenthesis"

$6^4 - 2^{12}$ six to the fourth power minus two to the twelfth power

TEST SECURITY

Test security of all materials must be maintained before, during, and after test administration. All System and School Test Coordinators, Examiners, and Proctors must follow the procedures below to ensure test security and to maintain the integrity of the Fall Mid-Month EOCT.

- All school system personnel are prohibited from reviewing the contents of the Fall Mid-Month EOCT.
- All Fall Mid-Month EOCT must be administered by a certified educator.
- The *Summary Test Tickets* and Test Access Codes must be kept secure at all times.
- The *Individual Test Tickets* must be kept secure at all times.
- During test administration, materials must remain in the testing room and should be supervised at all times. (i.e., If the fire alarm goes off during online testing, the teacher should make sure that test materials are locked in the classroom and that students do not remove materials from the site as they exit the building.)
- **Examiners must account for all student test materials BEFORE dismissing students from the testing room.**
- Return all test materials to the School Test Coordinator at the end of the testing session.
- The testing environment should be designed to minimize the potential for cheating. For example, Examiners should make reasonable efforts to minimize the extent to which students can see other students' computer screens. It may be helpful to provide blinders (in the form of file folders) between each computer monitor. Any sign of cheating must be handled immediately. Contact the School Test Coordinator if you have any questions or if cheating or security violations are suspected.

ALL individuals who have the responsibility for handling the Fall Mid-Month EOCT are accountable for all testing materials assigned to them before, during, and after the test administration. Any discrepancies should be documented and reported to the School Test Coordinator.

PREPARING FOR TEST ADMINISTRATION

This information below will help ensure a successful test administration:

- Workspace for each student should be large enough to accommodate testing materials (computer and scratch/graph paper). Workspace should be cleared of all other materials. Posters, charts, and other classroom materials related to the content being tested should be removed or covered during testing.

- Plan something for students who may finish early during the testing session. The work should be unrelated to the content being tested. Students should not be permitted to resume work on their tests once they begin working on other tasks.

- The *Fall Mid-Month Online Examiner's Manual* will be used to administer each Fall Mid-Month EOCT (August–November 2014).

- Proctors are recommended for every 20 students and are <u>required</u> if 30 or more students are being tested in one location.

- For online assessment, the School Technology Coordinator is also recommended in each testing lab/location if possible.

- Students should not be allowed to work on the computer after completion of testing.

EXAMINER TEST MATERIALS

Make sure you have the following materials available at testing time:

- A copy of the *Fall Mid-Month Online Examiner's Manual*
- A *Summary Test Ticket* containing the Test Access Codes
- One *Individual Test Ticket* for each student. Each student must verify his or her first and last name and the test he or she is scheduled to take.
- Two No. 2 pencils with erasers for each student
- Clean scratch paper should be provided to all students taking Mathematics, Physical Science, and Economics/Business/Free Enterprise Fall Mid-Month EOCTs. If scratch paper is used, students must put their names on each sheet of paper, and it must be collected at the end of the testing session. For all Mathematics EOCTs, it is recommended that graph paper be provided to students and may be printed from the GaDOE website at: http://www.gadoe.org/Curriculum-Instruction-and-Assessment/Assessment/Pages/EOCT-Resources.aspx. Only quarter-inch (1/4") graph paper may be used. If graph paper is used, students should put their names on each sheet of paper and it must be collected at the end of the testing session.
- Printed Reference Sheets and/or Formula Sheets specific to the content area to be administered must be provided. (For Physical Science, this includes the Periodic Table and the Physical Science Reference Sheet.) See table on page 19. If you need to print additional Reference Sheets and/or Formula Sheets, go to www.ctb.com/gaeoct.
- A timing device such as a clock or watch to keep time during test administration
- A "Testing—Do Not Disturb" sign to post on the classroom door
- A copy of the class roster with FTE and GTID numbers
- *Test Administrator Quick Start Guide*, available at www.ctb.com/gaeoct
- Appendix A: Quick Troubleshooting Tips for Coordinators and Examiners. This document is also available at www.ctb.com/gaeoct.
- Contact information for the CTB/McGraw-Hill GA EOCT support team: (866) 282-2249

STUDENT TEST MATERIALS

Make sure students have the following materials available at testing time:

- Printed *Individual Test Tickets*
- No. 2 pencils
- Scratch paper for specified Fall Mid-Month EOCTs; graph paper (1/4") for Mathematics Fall Mid-Month EOCTs

  NOTE: Scratch paper and graph paper are considered secure and must be returned to the School Test Coordinator with other testing materials. Students should put their names on each piece of scratch/graph paper and return it with the printed *Individual Test Ticket.*

- Calculators for Analytic Geometry, Coordinate Algebra, Physical Science, and Economics/Business/Free Enterprise only

  NOTE: Graphing calculators or calculators that store text may **NOT** be used. A basic calculator is provided online for Analytic Geometry, Coordinate Algebra, Physical Science, and Economics/Business/Free Enterprise tests. Additional calculator guidelines can be found in the Georgia Student Assessment Handbook. **The Examiner is responsible for monitoring the use of appropriate calculators.**

- Printed Reference Sheets and/or Formula Sheets for Analytic Geometry, Coordinate Algebra, and Physical Science only. See table on page 19.

In order to acquaint students with the correct procedures for recording answers, two practice items and directions for marking answers are provided in Section 1 of the online test.

Students are not permitted to use, or bring into the testing environment, any electronic device that could allow them to access, retain, or transmit information (e.g., cell phone, smartphone, PDA, electronic recording, camera, playback device, etc.). Announcements **must** be made prior to testing that such devices are not allowed in the testing environment and that possession or improper use of such devices during testing may result in disciplinary action in accordance with the system's student code of conduct and/or test invalidation. This manual contains script that must be read to students regarding this topic. (See page 18.) **Districts and schools must have a plan to collect and secure such devices so that they are not accessible during testing.**

The use, or intended use, of an electronic device to photograph, post, retain, or share information/images from any portion of a secure test and/or answer document will result in invalidation.

INFORMATION FOR ADMINISTERING THE EOCT

USER EXPERIENCE

Examiner: The online system includes two components: a test administration web application (Test Administration System, or TAS) that is used to accomplish all administrative tasks, and a test delivery system that is used to administer the test. School Test Coordinators should seek guidance from the System Test Coordinator to determine whether Examiners should be provided with login information for TAS. If Examiners are granted access, then Examiner roles for using TAS will need to be defined.

Student: The test delivery system is a graphic user interface that students use to take the tests. When students successfully log in, they will see a Welcome screen. The Welcome screen displays the number

of questions on the test. When students click Start, the test begins. Students proceed through the test one item at a time, clicking the answer they think is correct, and then clicking Go On to move to the next question. As students go through the test, each question they have answered is displayed at the bottom of the page with a blue dot above it. The current question is indicated by a change in color and the phrase "You are here." Students can skip to any question in the current test by clicking on the question numbers or the forward/reverse arrows at the bottom of the page. This allows for easy review of questions and gives students an opportunity to change their answers. They can also use the Mark for Later Review button to tag questions for later review. If students complete the test with time remaining, they can review their work to ensure that they have answered all the questions. When they are finished, students must click Yes, I have finished to close the test session. After the test has closed, the scores are calculated for reporting.

TEST TICKETS

On the day of testing, the School Test Coordinator will provide you with the secure materials needed to administer each test: the *Summary Test Ticket* for your test session and *Individual Test Tickets* for each student who will be administered the test session. Verify with the School Test Coordinator that all test tickets correctly identify the test session you will be administering. **Students should be given Test Access Codes only for the test they are required to take.**

The first page of the *Summary Test Ticket* (shown below) contains scheduling information, a student count, and the Test Access Codes (which must be kept secret and only given to students immediately before they begin the test).

Summary Test Ticket: GA EOCT Fall Mid-Month Analytic Geometry

Test Name: GA EOCT Fall Mid-Month Analytic Geometry
For customer support, please call 866-282-2250
Grade: XX

Start Date:	MM-DD-YYYY		Time Limit:	2 hours and 20 minutes
End Date:	MM-DD-YYYY		Allow/Enforce Breaks:	No
Login Window:	12:00 AM - 11:45 PM		Location:	
Time Zone:	(GMT-08:00) Pacific Time (US and Canada); Tijuana			

Test Access Codes

Test access codes prevent early logins. Distribute test access codes just before starting each test.

Sequence	Subtest Name	Duration	Test Access Code
1	GA EOCT Analytic Geometry Section 1	UNTIMED	mollusk874
2	GA EOCT Analytic Geometry Section 2	UNTIMED	mollusk874

Total Students: 17

Total Students with Accommodations: 17

Calculator:	13	Screen Reader:	0	Color/Font:	0
Pause:	17	Untimed:	13	Highlighter:	5
Blocking Ruler:	5	Masking Tool:	3	Magnifying Glass	4
Music Player:	4	Extended Time	0		

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TTS

Sample of first page of Summary Test Ticket

The second page of the *Summary Test Ticket* (shown below) contains the login data for every student.

Summary Test Ticket:	GA EOCT Fall Mid-Month Analytic Geometry

Test Name: GA EOCT Fall Mid-Month Analytic Geometry
For customer support, please call 866-282-2250
Grade: XX

Start Date:	MM-DD-YYYY	Time Limit:	2 hours and 20 minutes
End Date:	MM-DD-YYYY	Allow/Enforce Breaks:	No
Login Window:	12:00 AM - 11:45 PM	Location:	
Time Zone:	(GMT-08:00) Pacific Time (US and Canada); Tijuana		

Student	GTID	Class Name	Login ID	Password	Form	Status	Accommodation
ALEGRIA, CRISTIAN H	5115831856		cristian-h-alegria-1124	delay5	1	Scheduled	Calculator Pause Untimed Color/Font Screen Reader Highlighter Blocking Ruler Magnifying Glass Music Player
Alegria, Cristian	434553452		cristian-alegria-4404	cease4	1	Scheduled	Calculator Pause Color/Font Highlighter Blocking Ruler Masking Tool Magnifying Glass Music Player

TTS

Sample of second page of Summary Test Ticket

Each *Individual Test Ticket* (shown below) contains the student's Login ID and Password for the test session.

NOTE: If Administrators have chosen to print multiple test tickets per page, there will be no Keyboard Shortcuts on the student test tickets for readability.

Individual Test Ticket

Student Name:	ALEGRIA, CRISTIAN H
GTID:	5115831856
Class Name:	
Test Name:	GA EOCT Fall Mid-Month Analytic Geometry

Your login information

Login ID:	cristian-h-alegria-1124
Password:	delay5
Test Access Code:	

Wait for the teacher or test proctor to give you the Test Access Code.

Sample Individual Test Ticket

PREPARING WORKSTATIONS AND THE CLASSROOM FOR TESTING

Before each test session, confirm with the Technology Coordinator or School Test Coordinator that all workstations are ready for testing. **Any software or service that could interfere with the functionality or performance of the Fall Mid-Month EOCT software must be disabled,** including instant messaging, screensavers, power savers, and system restore utilities. Prepare each workstation for testing by loading the test client and opening it to the student login screen.

1. To open the student login screen, click on the McGraw-Hill Online Assessment icon (shown below) on the workstation's desktop. It may take a moment to connect to the CTB server. During this time, you will see an active display to let you know that the program is establishing a connection.

2. When the connection is established, the student login page will display on the screen. The workstation is now ready for the student to begin.

Check the classroom or computer lab to make sure there is a visual barrier between workstations so that students cannot easily view other students' answers. Posters, charts, and other instructional materials related to the content being tested should not be displayed in the classroom during test administration. Be sure that you have the contact number for the Technology Coordinator and the School Test Coordinator in case you need technical assistance during the test.

BEFORE ADMINISTERING THE FALL MID-MONTH EOCT
- Write the name of the EOCT to be administered on the board.
- Make sure students have all test materials. (See the Student Test Materials section on page 13.)
- Post "Testing—Do Not Disturb" sign on testing room door.

> **IMPORTANT:** **If a student loses connection/closes his or her test without completing it, refer to Appendix A: Quick Troubleshooting Tips for Coordinators and Examiners for step-by-step guidelines, also available at www.ctb.com/gaeoct.**

GENERAL DIRECTIONS
- Follow the exact script provided in this *Fall Mid-Month Online Examiner's Manual* for test administration.
- You may repeat any part of the directions exactly as printed as many times as needed. Directions may not be paraphrased.
- **Under no circumstances** should you suggest answers or evaluate student work during the testing session.
- **All school system personnel are prohibited from examining the contents of the Fall Mid-Month EOCT.**
- Read aloud **word for word** the material that is printed in **bold type** and preceded by the word "Say." (The material in regular type and/or in underlined and italicized type is information for you and should not be read to the students.)

DIRECTIONS FOR ADMINISTERING
THE FALL MID-MONTH EOCT

1. Say:
    Today you will be taking a test in <u>insert name of the EOCT being administered</u>. **Do your best to select an answer for each question on the test.**

    You must click on your answers on the computer screen.

2. Supply sharpened No. 2 pencils to students who need them.

3. Say:
    Before we begin I must remind you that you may not have in your possession during testing a cell phone or any other electronic device that would allow you to access, retain, or transmit information. The use, or intended use, of such a device to access information and/or to photograph, post, retain, share, or transmit information/images from any portion of a secure test will result in invalidation of your test. Are there any devices in the room at this time?

    If so, collect and secure the device(s) per your school's/system's established procedures.

    Say:
    I am now going to give you your *Individual Test Ticket* and a sheet of scratch/graph paper.

4. Distribute the *Individual Test Ticket* and one sheet of scratch/graph paper to each student.

    Say:
    Look at your test ticket. Please verify your last name and first name are correct. If your name is correct, please sign your test ticket now. If you have someone else's test ticket, please raise your hand now. If a student's hand is raised, provide student(s) with the correct *Individual Test Ticket*.

    Say:
    Look at your test ticket and verify that you are scheduled to take the Fall Mid-Month EOCT. If you are not scheduled to take the Fall Mid-Month EOCT, please raise your hand.

    You must write your name in the upper right-hand corner of the scratch/graph paper. If you need additional scratch/graph paper during the test administration, please raise your hand. I will collect all scratch/graph paper at the end of testing.

    > *If you are administering Analytic Geometry, Coordinate Algebra, and/or Physical Science, distribute the Reference materials.*
    >
    > Say:
    > **I am now going to give you Reference materials. Write your name in the upper right-hand corner. You may refer to this as you take the test.**

5. Make sure that all desks are cleared of all material except the scratch/graph paper, pencil, and printed *Individual Test Ticket.* Students taking Analytic Geometry, Coordinate Algebra, and/or Physical Science tests may also have their Reference materials on their desks.

6. Say:
I will now read some opening instructions to you.

Each Fall Mid-Month EOCT will be administered in three parts: The first part consists of two practice questions. Section 1 and Section 2 consist of multiple-choice questions.

If completing both sections in one day,

Say:
After completing Section 1, you will have a 5-minute break.

If completing in two days,

Say:
After completing Section 1, I will collect the *Individual Test Tickets* and all scratch/ graph paper. For students taking Analytic Geometry, Coordinate Algebra, and/or Physical Science, say: **I will also collect the Reference materials.**

Say:
Do your best to answer every question.

Read aloud the tools available for the test you are administering.

Say:
The following tools are available on your test: (Select the test being administered and name the tools available.)

EOCT	Option Eliminator	Eraser	Highlighter	4-Function Calculator	References*
American Literature	YES	YES	YES	NO	NO
9th Grade Literature	YES	YES	YES	NO	NO
Analytic Geometry	YES	YES	YES	YES	YES
Coordinate Algebra	YES	YES	YES	YES	YES
Biology	YES	YES	YES	NO	NO
Physical Science**	YES	YES	YES	YES	YES
Economics/Business/ Free Enterprise	YES	YES	YES	YES	NO
United States History	YES	YES	YES	NO	NO

* For the Fall Mid-Month EOCT (August–November 2014), the Examiner must distribute hard copies of the Reference Sheets and/or Formula Sheets to students.

** The Physical Science Reference Sheet and Periodic Table must be distributed to students taking the Physical Science test.

7. Say:
You should see a screen that says "Hello, please log in to begin." Type your Login ID and Password as shown on your test ticket. Pause. Then say: **Then type the Access Code.**

Read the Test Access Code from the first page of the *Summary Test Ticket*. You may display the Test Access Code, but it must be removed once the test session has ended.

Say:
Now click the Log In button, but do NOT click Start until I tell you to. If you see a Warning Security screen, click on the word "Run." Students will not see this screen if their computers were used previously for this application.

Say:
You should now see a Welcome screen with your name on it. Please raise your hand if you do not see the Welcome screen.

Make sure that all students have proceeded to the Welcome screen. If necessary, have students retype the Login ID, Password, and Test Access Code.

Say:
Now click the Start button. It may take up to 30 seconds for the first practice question to appear. Pause and wait until the practice question is displayed on all screens.

8. Say:
Read the directions silently as I read them aloud.

If you are administering Analytic Geometry, Coordinate Algebra, Physical Science, Biology, Economics/Business/Free Enterprise, or United States History,

Say:
Today you will be taking the Fall Mid-Month insert name of the EOCT being administered **End-of-Course Test. Read each question carefully and then choose the *best* answer. The two practice test questions provided are to show you what the questions in the test are like.**

If you are administering Ninth Grade Literature and Composition or American Literature and Composition,

Say:
Today you will be taking the Fall Mid-Month insert name of the EOCT being administered **End-of-Course Test. To answer some of the questions on this test, you will be asked to read a passage first. Other questions will not be based on a passage.**

As you take the test, read each passage carefully. The screen will be split to show both the reading passage and the question at the same time. You can scroll within each window independently to read the entire passage or question. Read each question carefully and then choose the *best* answer. The two practice test questions provided are to show you what the questions in the test are like.

Say:
There are several things to remember:

- **If you do not know the answer to a question, you can mark the question for later review by clicking on the words "Mark for Later Review" in the lower right-hand corner of the screen. You may return to the question later if you have time.**
- **To move to the next question or to a previous question, click on the Go On or Go Back arrows in the lower right-hand corner of the screen.**
- **To move to a specific question, click on that question number along the bottom of the screen.**
- **Remember that you can use the Option Eliminator, Highlighter, and Eraser tools to help you answer questions on the test, but you are not required to use these tools.**
- **If you finish early, you may go back and check your work on this section.**
- **I cannot help you answer test questions, but if you have any problems with your computer during the test, raise your hand and I will help you.**

Are there any questions?

Pause and answer any questions.

9. Say:
Now we will review the practice questions. Read and answer Practice Question 1 and Practice Question 2.

Do _not_ click Finish Test until you are told to do so. You may begin.

Allow time for students to read and answer Practice Question 1 and Practice Question 2. Review the practice questions orally with students, using pages 22–29 for the appropriate subject. Then continue with the directions on page 30.

Analytic Geometry Practice Questions

When all students have finished the practice questions, say:
Click on the Go Back button to go back to Practice Question 1.

Practice Question 1:

A box contains 2 red mugs, 1 blue mug, and 4 yellow mugs. Gavin chooses two of these mugs without looking.

The first mug he chose is red. What is the probability that the second mug is yellow?

A $\dfrac{1}{3}$

B $\dfrac{3}{7}$

C $\dfrac{4}{7}$

D $\dfrac{2}{3}$

Say:

For Practice Question 1, you should have marked choice D for the correct answer.
Answer questions about Practice Question 1.

Say:
Click on Go On to go to Practice Question 2.

Practice Question 2:

A regulation soccer ball has a diameter of about 8.7 inches. Which measurement is closest to the volume of a regulation soccer ball?

A 79 cubic inches

B 238 cubic inches

C 345 cubic inches

D 951 cubic inches

Say:

For Practice Question 2, you should have marked choice C for the correct answer.
Answer questions about Practice Question 2.

Coordinate Algebra Practice Questions

When all students have finished the practice questions, say:
Click on the Go Back button to go back to Practice Question 1.

Practice Question 1:
     What is the value of the function $f(x) = 2(3)^{x-4}$ when $x = 6$?

    A $\dfrac{1}{36}$

    B $\dfrac{1}{9}$

    C 18

    D 36

Say:
For Practice Question 1, you should have marked choice C for the correct answer.
Answer questions about Practice Question 1.

Say:
Click on Go On to go to Practice Question 2.

Practice Question 2:
     Warren read a research article that showed a positive linear relationship between reading ability and shoe size in children. He made this conclusion.

> **Increasing a child's shoe size will cause the child's reading ability to increase.**

     What is wrong with Warren's conclusion?
    A **Reading ability cannot be measured.**
    B **A linear relationship does not imply causation.**
    C **A linear relationship cannot be used to make predictions.**
    D **Increased reading ability is caused by an increase in age.**

Say:
For Practice Question 2, you should have marked choice B for the correct answer.
Answer questions about Practice Question 2.

Physical Science Practice Questions

When all students have finished the practice questions, say:
Click on the Go Back button to go back to Practice Question 1.

Practice Question 1:
    How many atoms of carbon are in a single molecule of sugar ($C_{12}H_{22}O_{11}$)?
    A 12
    B 22
    C 11
    D 45

Say:
For Practice Question 1, you should have marked choice A for the correct answer.
Answer questions about Practice Question 1.

Say:
Click on Go On to go to Practice Question 2.

Practice Question 2:
    What force keeps the Moon in orbit around Earth?
    A nuclear
    B electric
    C gravitational
    D magnetic

Say:
For Practice Question 2, you should have marked choice C for the correct answer.
Answer questions about Practice Question 2.

Biology Practice Questions

When all students have finished the practice questions, say:
Click on the Go Back button to go back to Practice Question 1.

Practice Question 1:

     The control center for an animal cell is the

     A brain
     B nucleus
     C chloroplast
     D mitochondrion

Say:

For Practice Question 1, you should have marked choice B for the correct answer.
Answer questions about Practice Question 1.

Say:
Click on Go On to go to Practice Question 2.

Practice Question 2:

     Which of the following convert solar energy to chemical energy?

     A plants
     B rocks
     C clouds
     D animals

Say:

For Practice Question 2, you should have marked choice A for the correct answer.
Answer questions about Practice Question 2.

Economics/Business/Free Enterprise Practice Questions

When all students have finished the practice questions, say:
Click on the Go Back button to go back to Practice Question 1.

Practice Question 1:
>   **An individual decides to pay $8 to see a movie instead of buying an $8 meal. What is the opportunity cost of the movie?**
>   **A   the $8 paid to see the movie**
>   **B   the time spent watching the movie**
>   **C   the satisfaction received by going to the movie**
>   **D   the satisfaction missed by not eating the meal**

Say:
For Practice Question 1, you should have marked choice D for the correct answer.
Answer questions about Practice Question 1.

Say:
Click on Go On to go to Practice Question 2.

Practice Question 2:
>   **When the Federal Reserve buys government securities on the open market, what effect does this action have on the nation's money supply and aggregate demand?**

	Money Supply	Aggregate Demand
A	**increases**	**increases**
B	**increases**	**decreases**
C	**decreases**	**increases**
D	**decreases**	**decreases**

Say:
For Practice Question 2, you should have marked choice A for the correct answer.
Answer questions about Practice Question 2.

When all students have finished the practice questions, say:
Click on the Go Back button to go back to Practice Question 1.

Practice Question 1:

> **"…governments are instituted among men, deriving their just powers from the consent of the governed; that whenever any form of government becomes destructive to these ends, it is the right of the people to alter or abolish it, and to institute a new government…"**

> **This excerpt expresses the basic concept of which document?**
> **A   the Bill of Rights**
> **B   the Monroe Doctrine**
> **C   the Emancipation Proclamation**
> **D   the Declaration of Independence**

Say:

For Practice Question 1, you should have marked choice D for the correct answer.
Answer questions about Practice Question 1.

Say:
Click on Go On to go to Practice Question 2.

Practice Question 2:

> **What was one effect of the Wagner Act (1935)?**
> **A   The number of factory workers declined dramatically between 1935 and 1945.**
> **B   Employers were prohibited from interfering in workers' efforts to unionize.**
> **C   Laborers shifted their support from the Democratic Party to the Republican Party.**
> **D   Laborers in companies with more than 50 employees were prohibited from striking.**

Say:

For Practice Question 2, you should have marked choice B for the correct answer.
Answer questions about Practice Question 2.

Ninth Grade Literature and Composition Practice Questions

When all students have finished the practice questions, say:
Click on the Go Back button to go back to Practice Question 1.

> **William Shakespeare was born in Stratford, England, in 1564. It is generally believed that his birth date was April 23. Young William was the third of eight children. He probably went to the local school in Stratford starting at the age of 7. There he would have studied Latin and probably read the works of many outstanding ancient Romans.**

Practice Question 1:

> **The main purpose of this paragraph is to**
> **A give some details about Shakespeare's early life**
> **B encourage people to learn more about Shakespeare's works**
> **C describe conditions in the town where Shakespeare was born**
> **D explain how Roman authors influenced the works of Shakespeare**

Say:
For Practice Question 1, you should have marked choice A for the correct answer.
Answer questions about Practice Question 1.

Say:
Click on Go On to go to Practice Question 2.

Practice Question 2:

> **Which word in the sentence below is NOT correctly spelled?**

> **Every early society developed its own myths, which were an importent part of the culture.**

> **A society**
> **B developed**
> **C importent**
> **D culture**

Say:
For Practice Question 2, you should have marked choice C for the correct answer.
Answer questions about Practice Question 2.

When all students have finished the practice questions, say:
Click on the Go Back button to go back to Practice Question 1.

> **Sinclair Lewis, who lived from 1885 to 1951, wrote several well-known novels. In them, he attacked the weaknesses he saw in American society. *Main Street* is probably his most famous novel. In this work, Lewis described the dullness and lack of culture in a typical American small town. In another novel, called *Babbitt*, Lewis told the story of a small city businessman. Babbitt could not break free from his role of a solid American citizen, no matter what he tried.**

Practice Question 1:
> **The main purpose of this paragraph is to**
> **A give information about the works of Sinclair Lewis**
> **B describe what is wrong with American society**
> **C encourage people to read more American literature**
> **D tell when Sinclair Lewis lived and wrote**

Say:
For Practice Question 1, you should have marked choice A for the correct answer.
Answer questions about Practice Question 1.

Say:
Click on Go On to go to Practice Question 2.

Practice Question 2:
> **What is the BEST way to punctuate the sentence?**

> **Emily Dickinson wrote her poetry while living in Amherst Massachusetts.**

> **A add a comma after *Dickinson***
> **B add a semicolon after *poetry***
> **C add a comma after *Amherst***
> **D add a dash after *living***

Say:
For Practice Question 2, you should have marked choice C for the correct answer.
Answer questions about Practice Question 2.

10. Ask students if they have questions about the practice questions and answer procedural questions.

11. Say:
Since Practice Question 2 is the last question of this part, there is a Finish Test button at the bottom of the screen. When you are sure you have finished, click on this Finish Test button.

Say:
You should now see a screen that asks Have you finished Practice Questions <u>insert name of the EOCT being administered</u>**? It also shows you the number of questions you have not answered and the number you have marked for review. This screen gives you the choice of going back to the test or finishing the test. When you finish the actual test, you will click on the Yes, I have finished button. Remember, once you have clicked this button, you cannot go back to the test.**

Now click on the Yes, I have finished button to finish the practice questions.

> **Section 1**
> Estimated time: 45–60 minutes

Next you will see the Welcome screen for <u>insert name of the EOCT being administered</u> **Section 1.**

12. Say:
You will have 60 minutes to answer the test questions in Section 1 of the <u>insert name of the EOCT being administered</u> **Fall Mid-Month EOCT. If you finish this section of the test early, you may go back and review your answers. When you are sure you have finished Section 1, click the Finish Test button. Then click the Yes, I have finished button. Remember that once you have clicked the Yes, I have finished button, you cannot go back to Section 1.**

Do you have any questions about what to do or how to mark your answers?

Answer any procedural questions that the students ask.

Please click on the Continue button. You may begin.

13. Write down the start time. You must keep track of test timing.

Walk around the room and monitor all students during test administration.

During the test, if a student has a problem with his or her computer, assist the student. If a student is disconnected from the test, the system will attempt for 60 seconds to reconnect so the student can continue from the point of disconnect. After 60 seconds, you may click Exit Test and move the student to another workstation if one is available, or contact the School Test Coordinator or the appropriate technology support staff for help. Document the issue and notify the System Test Coordinator. Collect the *Individual Test Ticket* from the student if he or she cannot complete the test on another computer.

14. When a minimum of 45 minutes have passed, say: **Please raise your hand if you need additional time to complete the test.** If no hands are raised, go to #16. If any student needs additional time, say: **Continue working**, and go to #15. No student who is productively working at the 45-minute point should be stopped. To do so is a testing irregularity.

15. When 55 minutes have passed, say: **You have five minutes remaining to complete Section 1.**

16. When all students have completed this section, or after 60 minutes have passed, say: **Please raise your hand if you need additional time to complete the test.** If no hands are raised, say: **Please stop working.**

    If a student or students indicate the need for additional time, they may be provided an additional 15 minutes to complete the section.

If completing test in one day,

Say:
If you have not already done so, please stop working. Click on the Finish Test button. Then click on Yes, I have finished.

You may now take a 5-minute break. You may stand and stretch. Please do not talk.

Check each computer to be sure the student has exited Section 1.

At this time, allow the students to stand and stretch for five minutes. After no more than five minutes, say:

Please sit down and wait quietly as we get ready to move on to Section 2. Please do not begin until told to do so.

If completing test in two days,

Say:
If you have not already done so, please stop working. Click on the Finish Test button. Then click on Yes, I have finished.

Check each computer to be sure the student has exited Section 1.

The test is now temporarily closed. Collect the *Individual Test Ticket* from each student along with all scratch/graph paper. If administering Analytic Geometry, Coordinate Algebra, and/or Physical Science, collect the Reference materials. Count the test materials **before** the students are allowed to leave the testing site.

> **Section 2**
> Estimated time: 45–60 minutes

> *If completing test in two days,*
>
> Make sure that all desks are cleared and distribute the *Individual Test Tickets* and scratch/graph paper. Students should put their names on all scratch/graph paper. If administering Analytic Geometry, Coordinate Algebra, and/or Physical Science, also distribute the Reference materials. Make sure each student receives his or her own *Individual Test Ticket.*

1. Say:

   Now you will take Section 2 of the <u>insert name of the EOCT being administered</u> **Fall Mid-Month EOCT. You will have 60 minutes to answer the test questions in Section 2. If you finish this section of the test early, you may go back and review your answers. When you are sure you have finished Section 2, click the Finish Test button. Then click the Yes, I have finished button. Remember that once you have clicked the Yes, I have finished button, you cannot go back to Section 2.**

   Say:
   You should see a screen that says "Hello, please log in to begin." Type your Login ID and Password as shown on your test ticket. Pause. Then say: **Then type the Access Code.**

   Read the Test Access Code from the first page of the *Summary Test Ticket*. You may display the Test Access Code, but it must be removed once the test session has ended.

   Say:
   Now click the Log In button, but do NOT click Start until I tell you to.

   You should now see a Welcome screen with your name on it. Please raise your hand if you do not see the Welcome screen.

   Make sure that all students have proceeded to the Welcome screen. If necessary, have students retype the Login ID, Password, and Test Access Code.

   Say,
   Now click the Start button. It may take up to 30 seconds for the first test question to appear. Pause and wait until the first test question is displayed on all screens.

   Say:
   You may begin.

2. Write down the start time. You must keep track of test timing.

   Walk around the room and monitor all students during test administration.

   During the test, if a student has a problem with his or her computer, assist the student. If a student is disconnected from the test, the system will attempt for 60 seconds to reconnect so the student

can continue from the point of disconnect. After 60 seconds, you may click Exit Test and move the student to another workstation if one is available, or contact the School Test Coordinator or the appropriate technology support staff for help. Document the issue and notify the System Test Coordinator. Collect the *Individual Test Ticket* from the student if he or she cannot complete the test on another computer.

3. When a minimum of 45 minutes have passed, say: **Please raise your hand if you need additional time to complete the test.** If no hands are raised, go to #5. If any student needs additional time, say: **Continue working,** and go to #4. No student who is productively working at the 45-minute point should be stopped. To do so is a testing irregularity.

    Students should not be allowed to surf the Internet as it may disrupt those still taking tests.

4. When 55 minutes have passed, say: **You have five minutes remaining to complete Section 2.**

5. When all students have completed this section, or after 60 minutes have passed, say: **Please raise your hand if you need additional time to complete the test.** If no hands are raised, say: **Please stop working.**

    If a student or students indicate the need for additional time, they may be provided an additional 15 minutes to complete the section.

    Say:
    If you have not already done so, please stop working. Click on the Finish Test button. Then click on Yes, I have finished.

    Collect all *Individual Test Tickets* and scratch/graph paper. If administering Analytic Geometry, Coordinate Algebra, and/or Physical Science, also collect the Reference materials. Return these materials to the School Test Coordinator immediately. All test materials must be returned to the School Test Coordinator immediately following the test administration.

6. This is the end of the administration of the Fall Mid-Month EOCT.

7. When all students have completed the test, check each computer to be sure the student has exited the test.

POST-TEST ACTIVITIES

RETURNING MATERIALS TO THE SCHOOL TEST COORDINATOR

Examiners must return all test materials to the School Test Coordinator, including:

- *Individual Test Tickets*

- Scratch/graph paper

- Reference materials

- *Fall Mid-Month Online Examiner's Manual*

Return materials as designated in the box below.

Top of stack
Fall Mid-Month Online Examiner's Manual
Scratch/graph paper
Reference materials
Individual Test Tickets
Bottom of stack

THANK YOU VERY MUCH FOR YOUR ASSISTANCE WITH THE ADMINISTRATION OF THE FALL MID-MONTH EOCT (AUGUST–NOVEMBER 2014).

CHECKLIST FOR TEST EXAMINERS

Before testing:

____ Read all directions for test administration in this *Fall Mid-Month EOCT Online Examiner's Manual.*

____ Attend training session with the School Test Coordinator to review the testing schedule and procedures.

____ You may also contact the CTB/ McGraw-Hill GA EOCT support team at (866) 282-2249.

____ Secure *Summary Test Ticket* and *Individual Test Tickets.*

____ Secure scratch/graph paper, if needed.

____ Secure Reference materials.

____ Secure needed information from the School Test Coordinator in order to correctly complete State Required Coding (SRC) for each student.

____ Inventory/count test materials received from the School Test Coordinator.

____ Secure Appendix A: Quick Troubleshooting Tips for Coordinators and Examiners sheet for reference.

During testing:

____ Post a "Testing—Do Not Disturb" sign on your classroom door.

____ Write the school and system names, and Fall Mid-Month EOCT to be tested on the chalkboard.

____ Be sure that all students have a comfortable and adequate workspace.

____ Administer make-up tests or tests for students who require accommodations, if you are assigned to do so.

____ Examiners should not be reviewing test questions.

After testing:

____ Check each computer to be sure the student has exited the test.

____ Verify that you have collected an *Individual Test Ticket* for every student in your classroom.

____ Collect any scratch/graph paper used. Ensure student names are on the scratch/graph paper.

____ Collect Reference materials.

____ Return all test materials to the School Test Coordinator at the conclusion of every test administration.

APPENDIX A: QUICK TROUBLESHOOTING TIPS FOR COORDINATORS AND EXAMINERS

This appendix outlines quick troubleshooting tips for some common issues related to online testing that may impact the Test Coordinators, Examiners, or students. School Test Coordinators should seek guidance from the System Test Coordinator to determine whether Examiners should be provided with login information for TAS. If Examiners are granted access, then Examiner roles for using TAS will need to be defined.

Customer Support: (866) 282-2249, Option 2

Email: georgiahelpdesk@ctb.com

BEFORE TESTING BEGINS

Issue	Troubleshooting Steps
Unable to log in to Test Administration System (TAS)	- Step 1: Verify username/password. Do not have an account? Proceed to Step 2. - Step 2: Need an account? Contact System Test Coordinator to create account. - Step 3: If you are the System Test Coordinator, contact CTB Support (866) 282-2249, Option 2.
Unable to access organization or incorrect access credentials (TAS)	Step 1: Contact CTB Support at (866) 282-2249, Option 2.
Unable to find test session	Step 1: Has test session already completed? Check "Completed Section" in TAS for session.
Student is missing from the online system or this is a new/transfer student who should take Fall Mid-Month EOCT—go directly to Step 2 (TAS)	- Step 1: Use Find Student option and verify if student information is displayed. If not, call Test Coordinator to perform Steps 2 and 3. - Step 2: If not displayed, add students manually to the system. Remember to provide the correct GTID. - Step 3: Add students to test schedule. Print test ticket and provide to students.
Degraded performance: (scheduling and managing students) (TAS)	- Step 1: Try to access another webpage such as www.microsoft.com. If unsuccessful, contact local Technology Coordinator for assistance. - Step 2: Log off and log in to TAS again.

AFTER TESTING BEGINS

Issue	Troubleshooting Steps
Need to reset student session when student exits the session prematurely (Test Delivery Client)	• Step 1: Gather student information: name, ID, test session, and reason for reset. • Step 2: If you are the Building Test Coordinator, please contact your System Test Coordinator. If you are the System Test Coordinator, log in to TAS and use "Retest Test Session" function.
Unable to access Program Status Monitoring (TAS)	• Step1: Call System Test Coordinator to request administrative access permission level.
Error Codes 100–206 or TDC will not launch (TDC) *Connectivity Issue	• Step 1: Move student to different workstation to take test, and contact local Technology Coordinator. • Step 2: Technology Coordinator: Follow steps to uninstall and reinstall software, copy test content, and configure proxy information if needed.
Error Code 207–211 or TDC will not launch due to operational test content not loaded (TDC) *Missing Content	• Step 1: Move student to different workstation to take test, and contact local Technology Coordinator. • Step 2: Technology Coordinator: Access test content at https://oas.ctb.com. Load test content to workstation. Select Yes to overwrite files if prompted.
Error Code 471 or TDC indicates student unable to log in to TDC	• Step 1: Verify that student's Login ID, Password, and Test Access Code were typed correctly into login fields. • Step 2: Log in to the Test Administration System and verify that the student still exists in the test session. (Student may have been removed after tickets were printed.)
Error Code 472 or TDC indicates student session already in progress (TDC)	• Step 1: Reboot computer. Ask student to log back in to the test. • Step 2: Problem not resolved? Log in to TAS to verify student testing status.
Error Code 474 or TDC indicates test session unavailable (TDC)	• Step 1: Verify student's administration date and time on *Summary Test Ticket*. • Step 2: Log in to TAS to edit dates/time or schedule makeup. **NOTE**: All past-due test sessions will be extracted from the online system and can no longer be extended.
Error Code 475 or TDC indicates student test complete but student has not taken test (TDC)	• Step 1: Verify that student's Login ID, Password, and Test Access Code were typed correctly into login fields and match the test ticket. • Step 2: Log in to the TAS to verify student testing status. If student has completed test, student cannot retake. • Step 3: If student has not taken test but TAS indicates that student has completed, contact CTB Support at (866) 282-2249, Option 2.
"Please Wait" connectivity issue or network disruption or session restart login error or Heart Beat Error (TDC)	• Step 1: Please Wait? TDC will attempt to reconnect to CTB server for one minute. The machine will either reconnect and continue with test within one minute or give student the option to exit test after one minute. If Exit Test option is selected, student can attempt to log back in to test immediately. If login fails, move student to another workstation and move to Step 2. • Step 2: Contact School and System Technology Coordinators to check machine/network connectivity.
Question or concern about a test item as it appears on the screen (TDC)	• Step 1: Contact CTB Support at (866) 282-2249, Option 2.

Issue	Troubleshooting Steps
Student test screen turned black (TDC)	• Step 1: Verify that monitor and workstation are connected to the power outlet. • Step 2: Attempt to restart the machine/monitor. • Step 3: Contact School and System Technology Coordinators to check workstation.
Gray workstation screen upon launch (TDC)	• Step 1: Contact School and System Technology Coordinators to check workstation. • Step 2: Disable Adobe Air update. Adobe Settings Manager installation is required. http://airdownload.adobe.com/air/applications/SettingsManager/SettingsManager.air
Text on test item too small on netbooks (TDC)	• Step 1: Switch to another workstation with a larger monitor. 10" minimum screen is required.
Unexpected TDC behavior (TDC)	• Step 1: Move student to different workstation to take test. • Step 2: Contact local Technology Coordinator to report problem.

ACTS OF NATURE (LOCAL)

Issue	Troubleshooting Steps
School/site closure due to local situation such as weather	• Step 1: Consult with System Test Coordinator and Technology Coordinator. • Step 2: Get school/system approval to test at an alternate site. • Step 3: Plan logistics for students taking test at the alternate site. • Step 4: At the alternate site, ensure workstations are set up and software is installed. • Step 5: Need further help? Contact CTB Support at (866) 282-2249, Option 2.