
Online Testing Guide – Fall 2015

NC Education and NCTest procedures for English II EOC Online Testing

Conducting online testing requires several steps. It is imperative to plan well in advance of your scheduled test day to ensure time is allotted to complete all of the steps outlined below. All tasks must be completed by the School Test Coordinator, unless otherwise noted. This document, as well as an excerpt for each step, is available on SharePoint: *Shared Documents – State Testing Information – EOC*.

Before Test Day

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Tips for Using NC Education

<https://center.ncsu.edu/nc>

- Use [Firefox](#) or [Google Chrome](#) to access the NC Education website. All schools should have these browsers on their computers, contact the CMS help desk at HelpDesk@cms.k12.nc.us if you need a web browser added.
- iPads can be used to access NC Education and conduct online testing
- Most users will have an NC Schools tab in the middle of their webpage once they log into NC Education. If you do not:
 - From the NC Education home page, click the gray [Customize This Page](#) button in the top right corner
 - Scroll down to the bottom of the page to find [Add a Block](#) on the right side
 - In the pull-down menu under Add a Block, select [Course Overview- Tabbed](#)
 - Click the up/down arrow icon above Course Overview- Tabbed link on the right and then click in the dotted line surrounded area at the top center of the page to change view
 - Once the course view is moved, click [Stop Customizing This Page](#) (at the top of the page) to complete.
- Your password must be reset every 90 days and you will receive an email reminder to do so. To change your password:
 - From the NC Education home page, scroll down to the very bottom of the page and select [Change password](#) under My profile settings.
 - Make sure to keep your NC Education username and password secure.
- If all parts of the screen are not visible, adjust the screen size.
 - In the web browser menu, select View and Zoom
 - Hold down the Ctrl button on the keyboard and scroll with the mouse



Step #1: Create and Approve NC Education Accounts

All School Test Coordinators and school staff members administering online tests must have an NC Education account. Any additional staff members who may assist with logging students into the computer on test day or entering SIQs and Accommodations Provided must also have an NC Education account. An NC Education account is not needed to access the Online Assessment Tutorial. Make sure to keep your NC Education username and password secure. Ensure your NC Education username and password is working correctly two to three days before the test administration date.

Creating an account in NC Education requires two steps to be completed by the account owner; A) creating an NC Education account to be able to log onto the site and B) linking to the appropriate school. These same directions can be used for users that already have accounts and need to be reminded of a username and/ or password.

A) Create an Account

Option 1: If you have used NC Education

- If you have used NC Education at any school or in any capacity, you can login with your username and password (<https://center.ncsu.edu/nc/login>).
- If you forgot your username and/ or password, select [Forgotten your username or password?](#) under the login box and then enter either your username or your email address.
- Your password must be reset every 90 days. If your password has expired, select the [Forgotten your username or password?](#) from the login screen and enter your username or email address to retrieve a temporary password.

Option 2: If you have never used NC Education, but you have had an account on NC Registration, Writing Moodle, NC FALCON, or ClassScapes in prior years

- If you have used one of these other North Carolina websites in prior academic years, your account has been carried over to NC Education.
- Go to the NC Education homepage and login using your username and password from the other NC website (<https://center.ncsu.edu/nc/login>).
- If you do not remember your username and password from the prior site, select [Forgotten your username or password?](#) under the login box and enter your username or email address to retrieve a temporary password.

A) Create an Account (continued)

Option 3: If you have never used NC Education, NC Registration, Writing Moodle, NC FALCON, or ClassScapes

- If you have never used any of these websites, go to the NC Education website and select the [Create new account](#) button from the right side of the login screen (<https://center.ncsu.edu/nc/login>).
- Fill out the New Account form with your details.
- An email will be immediately sent to your email address. **Read your email and click on the web link it contains.** You must click on the actual web link from your email to confirm your account. Once you click on this link, your account will be confirmed and you will be logged in.
- Set up your security questions.

B) Request a Link to Your School

- Once logged into NC Education, select the [Request Link to School/District+](#) link from the right side of the home page under User Tools.
- Under **STEP 2:** Enter your [SCHOOL ID \(600 + Courier Number\)](#) in the [School/District Name](#) text box and click [Search](#) (ex. 600444).
- Locate the search results below the “Search” button. Ensure the District information and School Name information are both correct.
- After confirming accuracy, click the full school name (ex. *Region Southwest* → *Charlotte/Mecklenburg County Schools* → *Long Creek Elementary*). The school name should now appear beside the **STEP 2 SELECTED:** field (ex. SELECTED: LONG CREEK ELEMENTARY).
- Under **STEP 3:** Select the role you are requesting. Teachers should use [Teacher- School](#) and testing coordinators should use [School Test Coordinator](#). Only the designated school test coordinator may request the school test coordinator role.
 - If you do not see the Teacher-School role or the School Test Coordinator role, ensure that your school has been selected in Step 2 on this page.
- Under **STEP 4:** Enter any information you think the approver would need.
- Click on [Submit Request](#).
- The information will populate in the [Active Requests](#) section. You may cancel this request from this page if you made an error.

C) Approve Accounts (School Test Coordinator only)

Only the designated School Test Coordinator may approve accounts. After school staff members have completed steps A and B, the School Test Coordinator will receive an email alerting them that an NC Education user has submitted a link request for his or her school.

- Login with your username and password (<https://center.ncsu.edu/nc/login>).
- Under **MANAGE**: Select [Link Requests](#) from the right side of the home page.
- Locate the [Display](#) option and select the [All](#) radio button. Click [Filter](#).
- Select [details](#) and [Approve](#), [Modify](#) or [Deny](#) next to the appropriate staff member's name.
 - Select [Approve](#) if the requestor is in your school and the role requested is correct.
 - Select [Modify](#) if the requestor is in your school but the requested role is incorrect. You can make changes to reflect the appropriate role within your school.
 - Select [Deny](#) if the requestor is not in your school.

NC Education Accounts FAQ

Do proctors need NC Education accounts?

No. Only test administrators who will log into the NC Test app on test day or test administrators who will assist in completion of data entry in NC Education (SIQs or Accommodations Provided) need NC Education accounts.

Can I create an NC Education account for my teachers?

No. Each user must create their own username and password and setup their own security questions. During account creation, the user must also receive an email and click on a link it contains.

Can a teacher be linked to multiple schools?

Yes. If you have a shared teacher providing services at multiple schools the teacher can be linked to your school as well as the other schools at which he or she provides services. The teacher needs to complete a link request for each school.



Step #2: Verify that Technical Requirements are Met

Verify that technical requirements are met **at least two weeks before testing**. Identify testing locations and ensure they are conducive to an online testing environment. Verify that wireless access points are in the area. Spread locations throughout the school. Gather power strips for distributing to classrooms with minimal outlet access. The day before testing, make sure all devices are fully charged or are plugged in to charge overnight.

Prepare devices for online testing

Ensure all devices to be used for online testing are in working order. Desktop and laptop computers, Chromebooks, and iPads can be used for online testing. Turn on the devices; verify network connectivity and the functionality of the keyboard, mouse, or track pad.

Install or update the NCTest app

For the test administration, each device will need an NCTest Chrome App or iPad App. The district technology office has pushed the Chrome web browser to all district computers. If you need to have the Chrome web browser added to any devices, submit a CMS technology help desk ticket (HelpDesk@cms.k12.nc.us).

For the Chrome App (available on any computer or device): Install the Chrome web browser from Google (if not already pushed to the device from the district technology office), then from the Chrome Store search for NCTest and add the App to your Chrome Browser. <https://chrome.google.com/webstore/search/nctest>. If you receive an error that the program will not install or is not compatible, submit a CMS technology help desk ticket (HelpDesk@cms.k12.nc.us).

For the iPad App, download from the Apple app store.

<https://itunes.apple.com/us/app/nctest/id669592120?mt=8>

If using iPads, the devices must be set to use Guided Access.

<https://center.ncsu.edu/nc/mod/page/view.php?id=3264741>

Additional information and technical specifications are available on NC Education.

<https://center.ncsu.edu/nc/mod/page/view.php?id=3264741>

Online Test Security

Online tests contain secure test data, copyrighted content and confidential student records. Therefore, test administrators, proctors, technology staff, and students must follow rules and procedures that ensure online content is not made available to anyone for any other purpose than to conduct the assessments. Users must not access the assessment and then leave a computer unsupervised. Usernames and passwords must be kept secure.

Generic School Login for Windows Devices

Instead of the Test Administrator logging into each Windows computer with their own username and password on test day, the test administrator will use a generic login. Test your school's generic login on a school computer before test day to ensure you can access the school's lab computers with it. This login provides the restricted access necessary to meet the state's online testing requirements. If you can login to one computer, it will work on all the computers. For Chrome devices, locate the NCTest app in the lower left corner of the login screen. A generic login is not needed.

- The login (username and password) has multiple parts that must be correct or it will not work. **The username and password must be entered in lower case letters only.**
- The login uses your school's [4 digit school number](#) instead of the 3 digit courier code. The codes below detail your school level and will be added in front of the 3 digit courier code to create the school code. For example, 4300 for Albemarle Road ES (4 plus the courier code)
 - 4 = Elementary School
 - 5 = Middle School
 - 7 = High School
 - 8 = Special/Alternative School
- **Username:** school code followed by [pd01](#) (e.g., 4300pd01 would be the Albemarle Road ES username)
- **Password:** school code followed by [trn01](#) (e.g., 4300trn01 would be the Albemarle Road ES password)
- If you have any difficulty logging in to one of your school computer lab computers, the school's technology contact should email the CMS Help Desk at HelpDesk@cms.k12.nc.us.

Online Testing Tips

- Ensure all Test Administrators have an active NC Education account and are linked to the appropriate school.
- Spread NC Test website start up over a longer period of time (30- 45 minutes).
- Conduct a stress test using the tutorial or released test forms.
- Restrict video streaming and online activity in other parts of the school.
- Have a plan for network failures or other technical issues.
 - Address at school level before contacting NC Education help desk.
- Ensure Test Administrators can quickly communicate with the School Test Coordinator concerning technology problems.
- Distribute tips for interruptions, items not displaying properly, or items appearing slowly (review the troubleshooting tips in step #7).
- Have extra computers available.
- Have a plan for moving students with extended time.

Step #3: Conduct Online Assessment Tutorial with Students

The Online Assessment Tutorial is **required** for all students participating in online testing. The School Test Coordinator must schedule the Online Assessment Tutorial to ensure all students participate. The test administrator or other school staff member must oversee the tutorial session. Standard test session regulations do not apply for the tutorial session (a proctor is not required, displays do not have to be covered, etc.).

Prepare for the Online Assessment Tutorial

- Must be completed at school prior to test day.
- Allows students to practice mechanics.
 - Item tracking/flagging/response features, interactive items and other test interface features.
 - The Online Assessment Tutorial offers separate assessment tutorials for each subject/ course with sample items specific to the assessment. Each assessment tutorial is expected to have one sample item of each item type.
 - Students may practice using different background colors, large font, and/ or Computer Reads Test Aloud, if applicable.
- Perform on computers that will be utilized during testing to provide a minimal test of configuration.
- Does not require any setup in NC Education before the tutorial.
- The teacher may lead students using a classroom video or script. Both the video and script are available on the Online Assessment Tutorial website. The script is also posted to SharePoint.
 - If utilizing the script, the test administrator may wish to have a printed copy available to read from on the day of the tutorial.
 - If utilizing the video, the test administrator should project the 15 minute video from a central computer for all students in the classroom to watch. The test administrator should attempt to access the video before the day of the tutorial.
- Each student will then complete a self-paced interactive set of two to six online sample items for the assessment on his or her own computer.
- Schedule at least 20 minutes for the Online Assessment Tutorial.

Administer the Online Assessment Tutorial

- Open the NCTest App
 - For Chrome devices, locate the NCTest app in the lower left corner of the login screen
 - Open the NCTest App through the desktop icon
 - Open Google Chrome and selecting the Apps menu in the top left corner. Select the NCTest App.
 - Select the Online Assessment Tutorial (bottom right option).



- Select or have students select the appropriate test type (EOC) and then test name (English II).
- The student name, student ID number, and school name fields are optional
- Select the [Computer Reads Test Aloud](#), [Large Font](#), or [Alternate Background Color \(Theme\)](#) for any students who may be using these items on test day and need the opportunity to practice with them.
- Show students the video from a centralized computer or read the script.
 - There is one video for tablets and one video for computer users.

Tutorial Login

North Carolina schools participating in online assessment must use the tutorial video or the appropriate NCDPI tutorial script with students before test day. Answers to the items will not be saved or scored. You may watch the desktop tutorial video [HERE](#). You may watch the tablet tutorial video [HERE](#).

Test Type: EOC
 Test Name: English II EOC Tutorial

Enable Computer Reads Test Aloud - Student Controlled
 (Audio not available for English Language Arts Tutorial sets.)
 * Available during testing only to students with this accommodation specified on their IEPs | Section 504 Plans | LEP documentation.

Change Font Size (optional): Regular Font Large Font

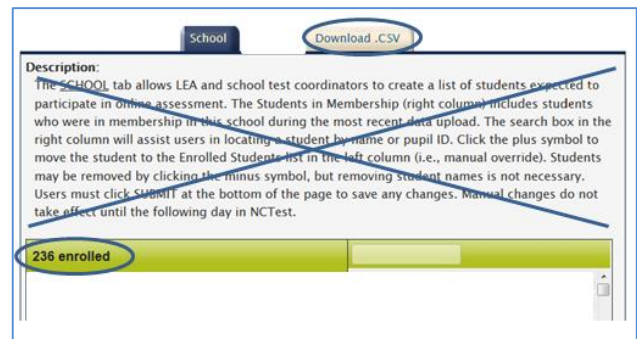
Change Theme (optional):

Step #4: Ensure Eligible Students are Registered in NC Education

- The student list in NC Education has been pre-populated based on PowerSchool course enrollment. Verify that all students are listed for the appropriate test.
- Log in to [NC Education](https://center.ncsu.edu/nc/login) (<https://center.ncsu.edu/nc/login>)
- Select the [NC Schools](#) tab in the middle of your screen. From the list, select the appropriate assessment with your school name (i.e. Ardrey Kell High English II EOC Fall 2015).
 - You may also use the [Course Search](#) box in the top right of the screen to search for your school name. Select the assessment with your school name and fall 2015 from the list that is returned. The school district is listed in the category on the right.
 - There are several assessments (on this website sometimes called courses) listed for your school. Make sure to select the appropriate test name. Only the English II EOC is being administered online in fall 2015.

Obtaining a Student List in NC Education

- Click on [Enrolled Students](#) and wait for the page to load. The total number of students will be listed in the green bar at the top
- Click on the [Download.CSV](#) tab and either open or save the file. This will provide a spreadsheet that lists the student ID number, first name, and last name for all students enrolled in this course in NC Education
 - Review this list for accuracy
 - Ignore extra students who have withdrawn or transferred
 - Email StateAndFederalPrograms@cms.k12.nc.us if a student is missing. Make sure the specific course is in the student's schedule in PowerSchool.
 - **Do NOT attempt to manually enroll or delete a student in NC Education.** Enrollment issues need to be addressed at the district level.



Obtaining a Student List in NC Education (continued)

- A list of students enrolled can also be viewed on the Admin Entry tab. Select the test name in the breadcrumb directory at the top of the page to go back.

[My home](#) > [Courses](#) > [NC Schools](#) > [Region Southwest](#) > [Charlotte/Mecklenburg County Schools](#) > [David W Butler High](#) > [600361ENGL2F2015RC](#) > [Topic 1](#) > [Enrolled Students](#)

- Select [NCTest Admin for English II EOC](#) and the [Admin Entry](#) tab. Change the number of students shown under [Students Per Page](#) at the top and select the [Apply](#) button. Students no longer enrolled are listed in brackets on this page. These students will be in the list of available students in NCTest. Do not delete any students.

Step #5: Enter SIQs and Special Codes in NC Education

The School Test Coordinator or Test Administrator must complete the Student Interface Questions (SIQs) before test day for students requiring a different background color, large font, or any documented online testing accommodation that will be administered on test day. Review each student's accommodations as documented in the IEP, Section 504, ELL, or transitory impairment plan. All documented accommodations will be provided with the exception of accommodations not applicable to online testing (refer to the chart on the next page).

Select Online Testing Accommodations



- Online tests are available in regular or large font and in alternate background colors to all students; however, the NCDPI recommends these options be considered for students who routinely use similar tools (e.g., color acetate overlays, colored paper, and large print text) in the classroom.
- In order for a student to access the *Computer Reads Test Aloud- Student Controlled* accommodation and/or the *Multiple Testing Sessions* accommodation, these options must be entered into the student's SIQs before test day.
- Only accommodations that are applicable to online testing and will be provided for this online field test should be documented in the SIQs.
 - Even if accommodations are documented in the student's IEP, Section 504, LEP, or transitory impairment documentation, only online testing applicable accommodations should be entered in SIQs or Accommodations Provided.
 - After testing, the Accommodations Provided must be entered and must match the SIQs. The Accommodations Provided screen will list all online applicable accommodations for selection.
 - For example, if a student has the Student Marks Answers in Test Book accommodation documented, this accommodation would not be provided for an online test and should not be documented in the SIQs. Since there is no test booklet in which students can mark answers for online tests, Student Marks Answers in Test Book is not an applicable online testing accommodation.

Select Online Testing Accommodations (continued)

Accommodations	Students with IEP/ Section 504	Students Identified as LEP	Document in SIQs
Alternate Background Color	Yes, any student	Yes, any student	Yes, Select Background Color
AT Devices	Yes	No	Yes- Select Other
Braille Edition	No	No	No
Braille Slate & Stylus	Yes	No	Yes- Select Other
Cranmer Abacus	Yes	No	Yes- Select Other
Dictation to a Scribe	Yes	No	Yes- Select Other
Bilingual Dictionary	No	Yes	Yes- Select Other
Interpreter Signs/ Cues Test	Yes (Entire Test not permitted for ELA)	No	Yes- Select Other
Large Print Edition	Yes, any student	Yes, any student	Yes- Select Large Print
Magnification Devices	Yes	No	Yes- Select Other
Multiple Testing Sessions	Yes	Yes	Yes- Select Multiple Testing Sessions
One Item Per Page Edition	No	No	No
Scheduled Extended Time	Yes	Yes	Yes- Select Other
Student Marks Answers in Test Book	No	No	No
Student Reads Test Aloud to Self	Yes	Yes	Yes- Select Other
Test Administrator Reads Test Aloud	Yes (Not for ELA)	Yes (Not for ELA)	Yes- Select Other
Computer Reads Test Aloud	Yes (Not for ELA)	Yes (Not for ELA)	Yes- Select Computer Reads Test Aloud
Testing in a Separate Room	Yes	Yes	Yes- Select Other
Special NCDPI- Approved Accommodation	Yes, if approved	Yes, if approved	Yes- Select Other

Enter SIQs in NC Education

- Log in to [NC Education](https://center.ncsu.edu/nc/login) (<https://center.ncsu.edu/nc/login>).
- Select the [NC Schools](#) tab in the middle of your screen. From the list, select the appropriate test name (Ardrey Kell High English II EOC Fall 2015).
- Click on [NCTest Admin for English II EOC](#)
- Click on the [SIQ](#) tab
- NCDPI has attempted to prepopulate student's SIQs from the accommodations listed in the student's IEP (if applicable). Accommodations from Section 504 or ELL Plans (if applicable) have not been included. Double-check the SIQs that have been prepopulated for accuracy. These accommodations are likely not completely accurate and will need to be edited by the School Test Coordinator or Test Administrator. The Alternate Background Color and Large Font options, which are available to all students, will not be prepopulated for any students.
 - If the student's name is listed on the SIQ tab, select the hand and pencil icon on the far left to edit the SIQs. Select or deselect the SIQs needed using the checkboxes. Click [Save](#).

Edit	Student	Alternate Background Color	Large Print	Multiple Test Sessions	Computer Reads Test Aloud	Other Online Accommodations
						X
						X


- If the student's name is not listed on the SIQ tab, select the [Add SIQ](#) button at the top of the page. Select the student's name from the list at the top. Scroll down to enter the student's SIQs. Click [Save](#).
- Select [Cancel](#) to exit without saving if you select the wrong student.
- SIQs must be entered PRIOR to test day. SIQs cannot be edited after the student has completed the assessment.

Student:

Enrolled (200)

Student Name

Search Search Clear

Search options 

Only the first 200 students will be displayed. Please use the search feature.

Student Interface Options (1)

Alternate Background Color

Large Font

Accommodations Required by Student (2)

Multiple Testing Sessions

Computer Reads Test Aloud – Student Controlled(3)

Check if the student requires any other accommodation(s) approved for online tests

Save Cancel

1 All students are allowed the options of an alternate theme background color and large font.

Enter Special Codes in NC Education

Special codes only need to be completed for students that have a Section 504 Plan or Transitory Impairment Plan (equivalent to Questions 1 and 2 at the top of the answer sheet). These codes can be completed before or after testing.

- Click on the [Special Codes](#) tab.
- Select the appropriate boxes in the [504 Only](#) or [Transitory](#) columns.
- There is no save button, the changes are automatically saved.
- To review codes that have already been entered, use the filters at the top of the page and select Apply. There is also an option to Download all results as a CSV to view this list and the codes entered as a spreadsheet.

Student Name:
Students Per Page:

Exact match
 504 only - NO X2
 Transitory
 Absent from Make up
 Repeating student - EOC Only
 LEP Exempt

Transfer
 Misadministration

Showing 25 of 236 results

[Show all Results](#) | [Download all results as CSV](#)

1 2 3 4 5 6 Next

Student	504 Only	Trans-itory	Absent from Makeup	Repeating Student EOC Only	LEP Exempt EOC/EOG ELA Only	Transfer EOC/EOG Only
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Step #6: On Test Day- Prepare for Testing

The test administrator should pickup testing materials from the School Test Coordinator on the morning of testing and then report to the testing room. Make sure all devices are turned on and the room is ready for testing (displays are covered).

Approximately 30-40 minutes before the students will enter the test session, the **test administrator must complete the following steps**. The tests cannot be launched prior to 6:00am each day during the testing window.

Login to each Windows computer using a generic login

- For Windows devices, use the generic login information below. For Chrome devices, locate the NCTest app in the lower left corner of the login screen and launch the program. A generic login is not needed.
- The login (username and password) has multiple parts that must be correct or it will not work. **The username and password must be entered in lower case letters only.**
- The login uses your school's [4 digit school number](#) instead of the 3 digit courier code. The codes below detail your school level and will be added in front of the 3 digit courier code to create the school code. For example, 4300 for Albemarle Road ES (4 plus the courier code)
 - 4 = Elementary School
 - 5 = Middle School
 - 7 = High School
 - 8 = Special/Alternative School
- **Username:** school code followed by [pd01](#) (e.g., 4300pd01 would be the Albemarle Road ES username)
- **Password:** school code followed by [trn01](#) (e.g., 4300trn01 would be the Albemarle Road ES password)

Login to the NCTest app using the test administrator’s username and password from NC Education

- Users must not access the assessment and then leave a computer unsupervised.
- Directions are also listed in the “On Test Day” section of the *EOC Online Assessment Guide*.
- Launch the NCTest App
 - For Chrome devices, locate the NCTest app in the lower left corner of the login screen
 - Open the NCTest App through the desktop icon
 - Open Google Chrome and selecting the Apps menu in the top left corner. Select the NCTest App.
- Select the NCTest secure assessment (top left corner)



- Select the [Test](#) from the dropdown list.
- Enter the test administrator’s [username](#) and [password](#) from NC Education.
- Click [Login](#).

- Select the student’s name from the list that appears and click [Select Student](#).
- [Do NOT click Start](#).
- Once the student is selected, the test administrator can close the lid on the Chromebook to keep from draining power. The app will stay logged in.

Step #7: On Test Day- Administer the Test

Admit Students to the Room

- Direct each student to each specific computer his or her name has been selected.
- Instruct students not to begin using the computer until they are given further instructions.
- Before you begin reading the instructions and script from the *EOC Online Assessment Guide*, make sure each student is sitting at the computer with his or her name on the screen and that NCTest is set to the start page.
- Read the script and follow the instructions in the *EOC Online Assessment Guide* exactly as written.

Monitor the Test Session

- The test administrator may assist students with computer problems (i.e. network malfunctions, item fails to load). Any time lost because of technical problems must be documented and provided to the student toward the full maximum testing time.
- The test administrator may answer student's procedural questions (about web browser, app, navigation, tool bar, review screen), but cannot provide specific assistance with test questions.
- The proctor may NOT assist with procedures that require hands-on assistance with a computer.
- During all breaks the PAUSE button must be selected so that secure test questions are not visible on the screen. This includes during scripted breaks, student restroom breaks, or extended breaks in the rare case of lunch during testing.

Students Needing Additional Time

- If students need additional time beyond the estimated, the test administrator may collect the student's materials and close the web browser to move the student to another computer to finish testing.
- **Do NOT select End Test.**
- Login to another computer using the same directions. The student's test should resume in the same place it was closed, just as if the computer experienced a power outage. The test administrator may navigate to the appropriate question if needed.
- The same procedures apply to students with Multiple Test Sessions over Multiple Days documented in the SIQs. The test administrator should select EXIT and close the web browser, but NOT select End Test. On the subsequent test day, the test administrator should navigate to the question where the student stopped and closely monitor the student to ensure previous test questions are not reviewed.

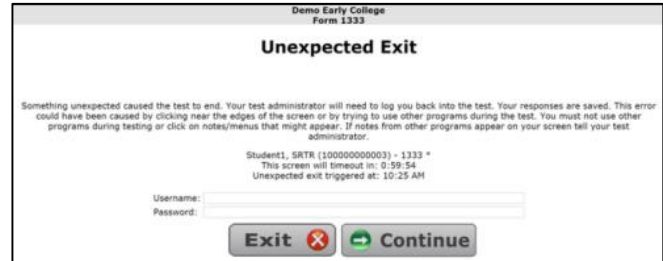
Technical Issues During Testing

- Students should remain in the room during technical issues. Most difficulties can be resolved quickly and students can resume testing.
- A student can be moved to another computer if needed.
- Note that amount of time that a student was unable to test due to technical difficulties and ensure the student is provided the missed time towards the maximum testing time, if needed.

Troubleshooting Tips for Test Administrators

- Contact the School Test Coordinator and school technology staff to resolve issues at the school level before contacting the district or NC Education help desk
- Refer to the “Addressing Technical Issues” Appendix in the *EOC Online Assessment Guide*

- **Student exits the test** - The test administrator can log back into the NCTest app and open the student’s assessment again. If logging into the same computer, an Unexpected Exit screen will appear.



- **Interruption during the test** (e.g., lost of internet connection, illness) - The student’s assessment may be resumed on any computer. The Test Administrator must log in again, choose the assessment, select the student, and click START to resume the test. The test will resume at the last accessed webpage prior to interruption.
- **Items not displaying or not displaying correctly** - If the item does not appear or the information for the item does not match the answer choices, the student or test administrator should click the NEXT or BACK buttons to refresh the item. If the assessment does not resume correctly, the TA should use his/her best judgment to make a written note of the item number on the screen, close and restart the web browser, log in the student again, and click START to resume; or if the test administration time is close to the end, the test administrator must contact the STC.
- **Items appearing slowly on the screen** - Contact the school’s technical staff. Items appearing slowly could mean that the server, the network, or the student’s computer is running very slowly.
- **Student ends the test (before finishing)** – Contact State Testing
- **Test administrator reset his/ her password on test day** – Contact State Testing
- **A student is not listed in the NC Test app** – Contact State Testing

Who to contact on test day

- **CMS State Testing Team – 980-343-6242 – StateAndFederalPrograms@cms.k12.nc.us**
 - Questions about this Online Testing Guide or *EOC Online Assessment Guide*
 - Questions about general test administration
 - General issues with NCTest or NCEducation site navigation or logging in
 - Student selected End Test before finishing the test (the LEA can reset the entire test, which will delete previously completed items)
 - Student did not select End Test after finishing (the LEA can finalize the assessment)
 - Test administrator reset his/ her password on test day
 - Student is not listed in NC Test app
 - Record needs to be unlocked to correct special coding (records are locked daily at 7pm for all students who began an assessment that day)

- **CMS Technology Help Desk – 980-343-5736 Option 3**
 - Technical issues with devices or connectivity
 - Web browser updates needed

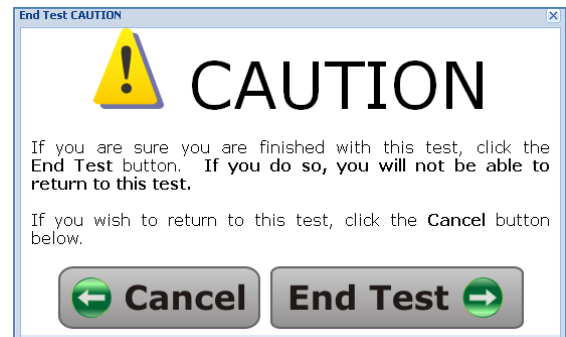
- **NC Education Help Desk – 919-515-1320 – NCDesk@ncsu.edu**
 - Monday- Friday 7:30am- 5:00pm
 - Call OR email- Do not submit multiple requests (email is preferred)
 - Include in your request:
 - Name, title/position, phone number, and email
 - District name and code (600), school name and code (3 digit courier #)
 - Test name and form number (provided at the top of the student's computer screen)
 - Description of incident and specific wording of error message
 - Device, operating system, and browser name and version
 - Steps taken to resolve the issue

- **OTISS-** Report online test connectivity and technical problems in OTISS on the day of occurrence. In addition to the information listed above, include the NC Education help desk ticket number.

Step #8: On Test Day- End the Test Session

The test administrator should read the script and follow the instructions for ending the test session exactly as written in the *EOC Online Assessment Guide*. Follow local procedures for dismissing students and returning secure test materials.

- When students have completed testing, the directions on their screen will ask them to [End Test](#).
- If a student needs additional time beyond the estimated or has Multiple Testing Sessions documented, do NOT select End Test.



Step #9: Enter Accommodations Provided in NC Education

The School Test Coordinator or Test Administrator must complete the Accommodations Provided following the test administration for all students marked in the SIQs. **Test records for students without this coding will not be submitted until the coding is complete.**

- Log in to [NC Education](https://center.ncsu.edu/nc/login) (<https://center.ncsu.edu/nc/login>).
- Select the [NC Schools](#) tab in the middle of your screen and select the appropriate course (i.e. Ardrey Kell High English II EOC Fall 2015).
- Click on [NCTest Admin for English II EOC](#)
- Click on the [Accom Provided](#) tab
- All students who have had SIQs entered and have completed testing will be listed on this page. If you do not see a student listed, verify the SIQs (SIQ tab) and testing completion (Admin Entry tab).
 - SIQ tab- Locate the student in the list or search for the student using the student ID number field at the top and the Apply button. SIQs cannot be edited after the student has completed the assessment. If SIQs were not entered for a student, email StateAndFederalPrograms@cms.k12.nc.us.
 - Admin Entry tab- Select “Exclude finalized tests” and “Apply” to list only tests that have not been ended. Confirm if the state sat for and completed the exam. Contact State Testing, so that a staff member can finalize or reset the student’s test.
- On the Accom Provided tab, select the hand and pencil icon to the left of the student’s name.
 - Students who only used Alternate Background Color or Large font will not be listed on the Accom Provided tab and do not need to have anything entered, since these options are available to all students.
- Use the checkboxes to select the Accommodations Provided for the student. Only online applicable accommodations (as described in Step #5- Enter SIQs in NC Education) are included in the selection list.
- Click [Save](#).

Accommodations Provided		
Student	Completed	Accommodations
Student9_SRTH (100000000039)	Tuesday, 1 April 2014, 03:12 PM	AST BRW CAB DSC ISC MAG MLT RA Multiple Testing Sessions

Step #10: Monitor Completion of Testing and Data Entry

The School Test Coordinator is responsible for monitoring that all eligible students have completed testing and that all online data entry (including Accommodations Provided) has been entered. NC Education has several tools to enable the School Test Coordinator to monitor the progress of online testing.

Ensure Eligible Students Completed Testing

- Log in to [NC Education](https://center.ncsu.edu/nc/login) (<https://center.ncsu.edu/nc/login>).
- Select the [NC Schools](#) tab in the middle of your screen. From the list, select the appropriate assessment (i.e. Ardrey Kell High English II EOC Fall 2015).
- Click on [NCTest Admin for English II EOC](#)
- Select the **Stats Tab** and review the number of students enrolled, number of test sessions launched, and test sessions completed.
- Select the **Admin Entry Tab** and review the assessment progress of each student (the start time and end time) to make sure each student completed testing.
 - Select [Exclude finalized tests](#) to search for students that pressed Start Test, but not press End Test.
 - If a student does not have an end time and did not start the exam (the start test button was pressed in error), contact State Testing so that the test can be reset. All tests that have been started will be ended at 7pm on test day.
 - Select [Exclude started tests](#) to search for students that did not press Start Test. This list can be used to verify against teacher’s rosters for students that sat for the exam.
 - The [Multi](#) column indicates if a student has Multiple Test Sessions documented in SIQs.

Student	Start	End	Multi
-	-	-	No
-	-	-	No
-	-	-	No
-	-	-	No
-	-	-	No
-	-	-	No
-	-	-	No
-	-	-	No
-	-	-	No

Ensure Accommodations Provided were Entered

- Log in to [NC Education](https://center.ncsu.edu/nc/login) (<https://center.ncsu.edu/nc/login>).
- Select the [NC Schools](#) tab in the middle of your screen. From the list, select the appropriate assessment (i.e. Ardrey Kell High English II EOC Fall 2015).
- Click on [NCTest Admin for English II EOC](#)
- Select the **Accom Provided Tab** and review that the accommodations that have been entered for the students listed
- Select the **Special Codes Tab** and review the Section 504 or Transitory Impairment selections made for each applicable student

Other Monitoring Resources

- **SIQ Tab**- Review the SIQs entered for each student testing.
- **Accom Provided Tab**- Review the Accommodations Provided that were entered for each student.
- **Admin Entry Tab**- Review the assessment progress of each student and a quick view of students who have Multiple Test Sessions entered for their SIQs.
- **Special Codes Tab**- Review the special codes that been entered for each student or download a list
- **Stats Tab**- Review the number of students enrolled, number of test sessions launched, and test sessions completed.