ELPA21 Field Test

# Test Administration Manual

December 2014

*Disclaimer: The contents of this document were developed under a grant from the U.S. Department of Education. However, those contents do not necessarily represent the policy of the U.S. Department of Education and you should not assume endorsement by the Federal Government.*

ELPA21

English Language Proficiency Assessment for the 21st Century

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# Overview

This Online Field Test Manual serves to guide Test Administrators in log-in, Interactive Demo, and general test administration activities. It gives specific information on what the field test is, procedures and setup details for Test Administrators, directions, and a script for Test Administrators to follow.

All computers and tablets intended for use in the administration of the field test must be set up and configured to test using the student test delivery system prior to the first administration. The Setup and Installation Guide can be found on the Help tab of the ELPA21 Admin site (elpa21ft.questarai.com/Admin). If you have any questions, contact Questar Assessment, Inc. (Questar) by emailing ELPA21Support@questarai.com or by calling 800-574-5583.

## About the ELPA21 Field Test

Your school will be participating in the field testing of items written for ELPA21 (English Language Proficiency Assessment for the 21st century). Field testing items to determine their validity is a key part of the development of any new assessment or new assessment forms. Data from the field test will be analyzed in the spring of 2015. Only items with data that show validity and freedom from bias will be incorporated into the ELPA21 operational test forms, which will be available in the 2015–2016 school year.

ELPA21 is designed to measure the performance of English language learners as they progress through their K–12 education and achieve college and career readiness. ELPA21 is being developed for a consortium of member states. The ELPA21 items are designed to gather evidence that students are progressing toward or meeting the new set of English Language Proficiency (ELP) Standards adopted by the ELPA21 member states. These standards, which were completed in September 2013, highlight and amplify the *critical language, knowledge about language,* and *skills using language* in the Common Core State Standards.

## Scheduling the Test

The testing window is February 2 through March 31, 2015 for grades 9–12 and February 16 through March 31, 2015 for all other grades. All field test domains combined should take approximately one hour to administer for lower grade bands, and up to two hours for the highest grade bands. These approximate times are for student work time only. Therefore, allow an additional 15–20 minutes to pass out student login tickets, set up headphones, read directions, and perform other testing activities. Time for students to practice using the Interactive Demos should be scheduled before students will take the actual field test. However, this is not a timed test and provisions

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should be made for students who may need additional time. The field test is divided into four domain subtests (Listening, Speaking, Reading, and Writing), each of which may be administered in a separate session.

## Security of the Online Test

The items appearing on the online field test forms are all SECURE ITEMS. No portion of the test may be documented, discussed, or duplicated at any time. While students may take notes during the field test using either the embedded Digital Notepad tool or scratch paper, all scratch paper must be collected and securely destroyed at the end of each domain subtest to maintain test security. Please refer to the Accessibility and Accommodations Manual for additional restrictions related to the use of scratch paper during test administration. All online test usernames and passwords must be kept in a secure location and be destroyed immediately after the tests are completed. This *Field Test Administration Manual—Online* is not a restricted document, and schools may print as many copies as necessary.

## Test Administrator Qualifications

The Test Administrator responsible for administering this field test must be a school employee such as a certified teacher or administrator, should be able to carry out standard assessment procedures, and should have experience with English language learners. It is also recommended that the Test Administrator be familiar to the students being assessed. To ensure accurate results, the Test Administrator should become thoroughly familiar with the procedures in this manual before administering the test. There are also lesson plans and interactive demos that the TA should review prior to administering the field test.

## Providing Help During Test Administration

Do not suggest answers, and do not comment on or evaluate student work during the test, verbally or non-verbally. If necessary, do assist students with online skills such as scrolling, selecting a response by clicking, dragging and dropping, starting and stopping recording of a spoken response, and moving between screens. Prior to the test, TAs should lead all students through the Interactive Demo to ensure students have an opportunity to become familiar with the online test interface and how to use the various tools embedded in the test.

Please note that as students are becoming familiar with the testing environment, they may look to the Test Administrator to verify that they have used the technology (such as recording a spoken response) correctly. The

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Test Administrator is allowed to acknowledge that the student has used the system correctly or redirect the student on how to properly use the technology. **At no time, however, is a Test Administrator allowed to comment on the quality or proficiency of a student response or encourage them to re-record to try for more points.**

## Student Preparation

To prepare students for the ELPA21 field test, please have them take the ELPA21 Interactive Demo several days prior to testing. This will familiarize them with the online system, the icons, and the ELPA21 item types. By taking the Interactive Demo, students will learn, among other things:

- How to scroll down the screen when necessary
- How to move from screen to screen
- How to answer multiple-choice questions by clicking on the answer
- How to respond to drag-and-drop questions using a mouse
- How to record an answer to the Speaking subtest, listen back to the recording, and re-record if necessary
- How to type in a box to respond to a Writing prompt

Students may take the Interactive Demo as many times as needed for them to gain familiarity and be comfortable with the testing tools and item types. For the actual field test, try to put students at ease. Explain that the test includes some questions that are easy and some that are hard; encourage them to attempt to answer every question and to do their best.

## Preliminary Planning

1. Review this manual in its entirety before administering the test.
2. Review the grade-level lesson plan for the Interactive Demo. It may be wise to have the document handy during the demo, as well.
3. Make sure the physical conditions in the testing room are satisfactory. All students should have a well-lighted, well-ventilated workspace and should be seated so that there is enough space between them.
4. Cover any Word Walls or other posted material that could provide help during the test. Post a “Testing—Secure Environment, Do Not Disturb” sign on the door to avoid interruptions.

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5. Make sure all desks or tables are cleared of books and other materials. Students should be advised not to bring cell phones into the testing room.
6. iPads and Chromebooks should be 100% charged before testing or plugged into a wall socket during the test.

## Materials Required

1. This Manual (one for each Test Administrator)
2. Student login tickets, which will be securely distributed, then destroyed
3. Silent work for any students who complete the test early. For security reasons, students must not have access to these materials while they are testing.
4. If using a tablet, an external keyboard
5. Access to a mouse (if students normally use one)
6. The ELPA21 Accessibility and Accommodations Manual, if needed — available on the Help tab of the Admin site (elpa21ft.questarai.com/Admin)

## ELPA21 Administrative Considerations

Some students may need some of the following supports in their testing environment. Please see the AA Manual for more information.

- Adaptive furniture
- Breaks (length to be determined by the structure of the test)
- Study Carrel
- Individual administration
- Light/acoustics
- Minimize distractions
- Student's home/hospital/incarceration
- Test at a time beneficial to the students
- Non-embedded amplification
- Repeat/re-read directions
- Seat location/proximity
- Separate room
- Slant board/wedge
- Small group

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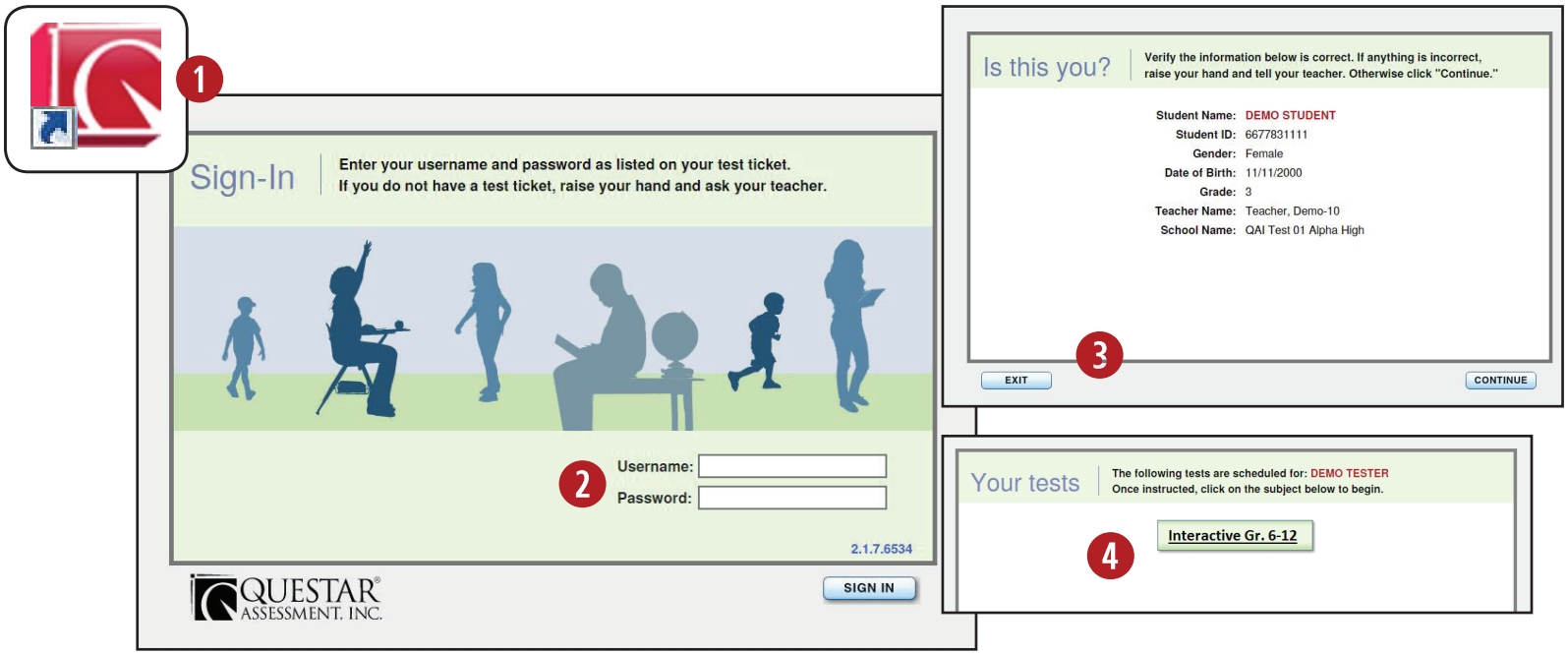
# Interactive Demo Login




To administer the Interactive Demo:

1. Students will click the testing icon on their desktops or enter the testing URL in the Chrome browser to launch the application. For additional information on accessing the demos and for customized demos for students with Personal Needs Profiles, please see the Interactive Demo Access Sheet. This document will be available on the Help tab of the Admin site on 1/5/15.
2. Students will access the Interactive Demo by entering in the username and password that corresponds to their grade-band specific demo. Note that there is both a long and a short version of the Kindergarten demo. These login credentials, along with guidance on which demo to present, are available in the Interactive Demo Access Sheet available on the Help tab of the Admin site (elpa21ft.questarai.com/Admin/help).
3. On the next screen, confirm with students the information they see is for a generic "Demo Student." If correct, advise them to click CONTINUE. (If the information is not generic, have the students log out and make sure they are using the generic login. If the problem continues, contact Questar.)
4. On the next screen, students will see a link for the Interactive Demo. Instruct them to click on the link.

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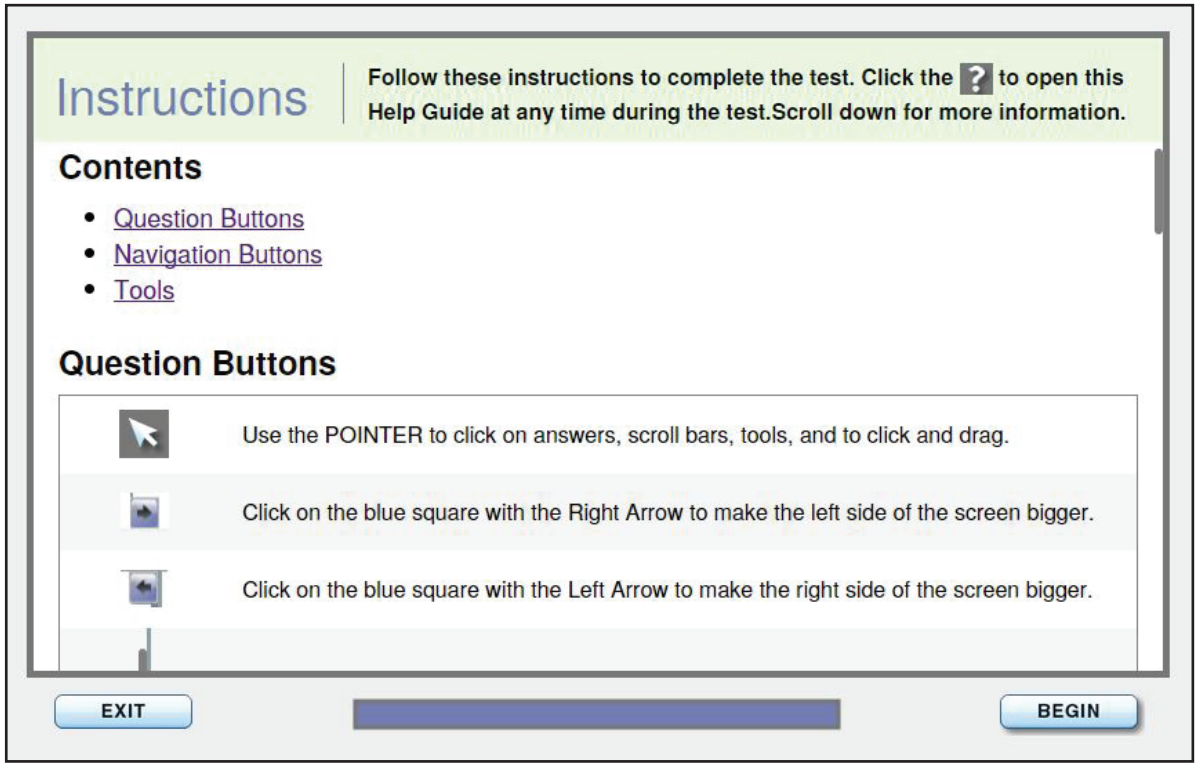
# Interactive Demo




For instructions on administering the Interactive Demo, please see the lesson plans on the Help tab of the Admin site (elpa21ft.questarai.com/Admin/help). The Interactive Demo helps students understand how to take the online test and enables them to practice using all the tools available. Use the Lesson Plan provided on the Help Tab of the Admin site (elpa21ft.questarai.com/Admin) to walk the students through the Interactive Demo and permit them to try using all the tools of the online assessment system.

Depending on students' grades and ages, some may need additional practice before the actual test with the technology in order for them to be completely comfortable. The Interactive Demo can be accessed as many times as necessary for students to become familiar with the testing system.

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Directions for the test appear on the screen and are also read aloud by the Test Administrator using the script that follows. All directions to be read to the students are in bold. Directions in regular type are for the Test Administrator and are not to be read aloud.

Encourage students to do their best and advise them not to spend too much time on any one question. Check periodically to make sure students are using the testing system properly, following instructions, and completing the test. Make certain students are entering answers as they advance through the test.

## Listening Subtest Directions

During the Listening subtest, students will hear the prompts through their headphones and then respond by clicking on a multiple-choice answer or by dragging and dropping a graphic or a piece of text.

At the beginning of the Listening subtest, all students are prompted to check the sound in their headphones; if the sound needs adjusting or is not working, they are asked to raise their hand.

## Speaking Subtest Directions

During the Speaking subtest, students will hear the prompts through their headphones and then record their answers. To record an answer, the student clicks on the RECORD (microphone) icon, speaks, and then clicks on the STOP icon. The student can then listen to his or her recorded response by clicking on the LISTEN icon. If the student is not satisfied, he or she can re-record a response by clicking on the RECORD icon again. **Students will only be allowed to record an answer twice (that is, re-record once).** Please ensure that students get sufficient practice with this tool in the Interactive Demos prior to testing.

At the beginning of the Speaking subtest, all students will be prompted to check the sound in their headphones (if the sound needs adjusting or is not working, they are prompted to raise their hand). Next, they are prompted to check the functionality of their microphone by recording and then listening to their name.

## Reading Subtest Directions

During the Reading subtest, students will read different types of text including short correspondence, procedural, literary, and informational passages. They will demonstrate comprehension by answering multiple-choice as well as drag-and-drop questions.

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At the beginning of the Reading subtest, students are prompted to check the sound in their headphones; if the sound needs adjusting or is not working, they are asked to raise their hand.

## Writing Subtest Directions

During computerized portion of the Writing subtest, students in the lower grades (K and 1) demonstrate knowledge of writing by dragging letters to form words and by dragging words to complete or form sentences. At the higher grades, students also respond to Writing prompts by typing.

At the beginning of the Writing subtest, students are prompted to check the sound in their headphones; if the sound needs adjusting or is not working, they are asked to raise their hand.

For students in grades K and 1, a paper-and-pencil Writing testlet will also be administered. Administrators should consult the Directions for Administration (available in early January 2015) posted to the Help tab of the Admin site for more information.

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If the student test delivery system icon is not on student computers, contact Questar by email at ELPA21Support@questarai.com or by phone at 800-574-5583.

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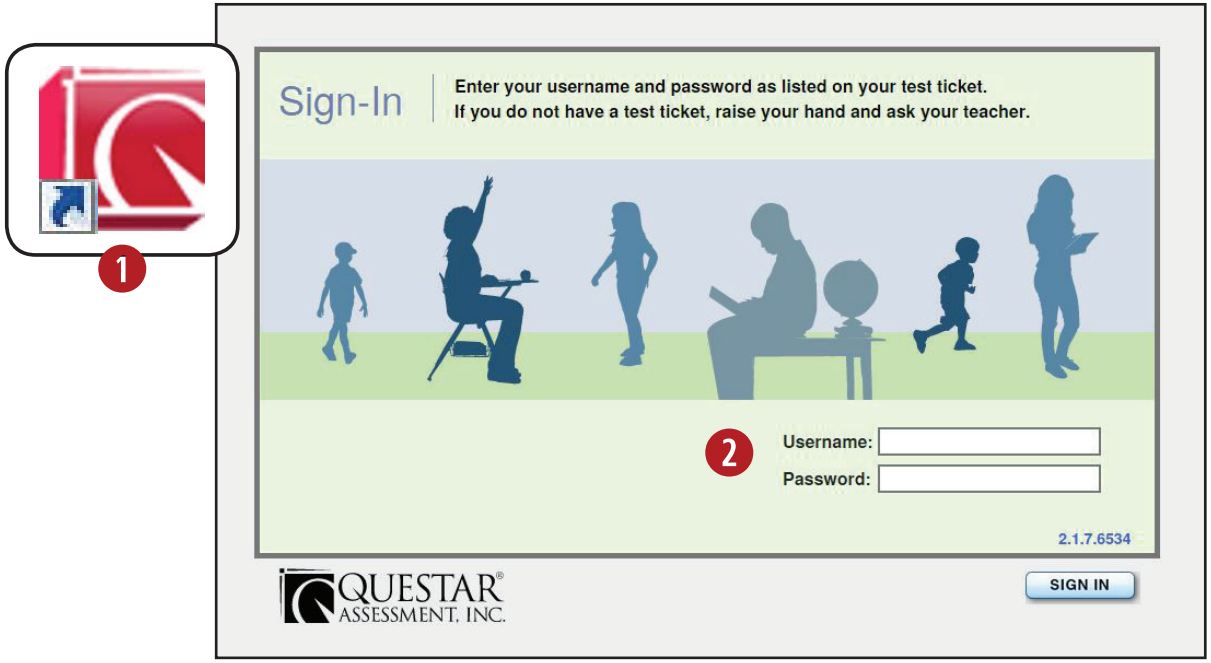


The first step in giving the test is to pass out the secure student login tickets and have students log in:

1 Students will click the testing icon on their screens to launch the application.

SAY On your desktop, locate the icon titled “QAI Secure Browser.”

Double-click this icon and the program will launch. Once the program has opened, you will see the login page.

Do not enter anything until you have been instructed to do so.

Can everyone see the login page?

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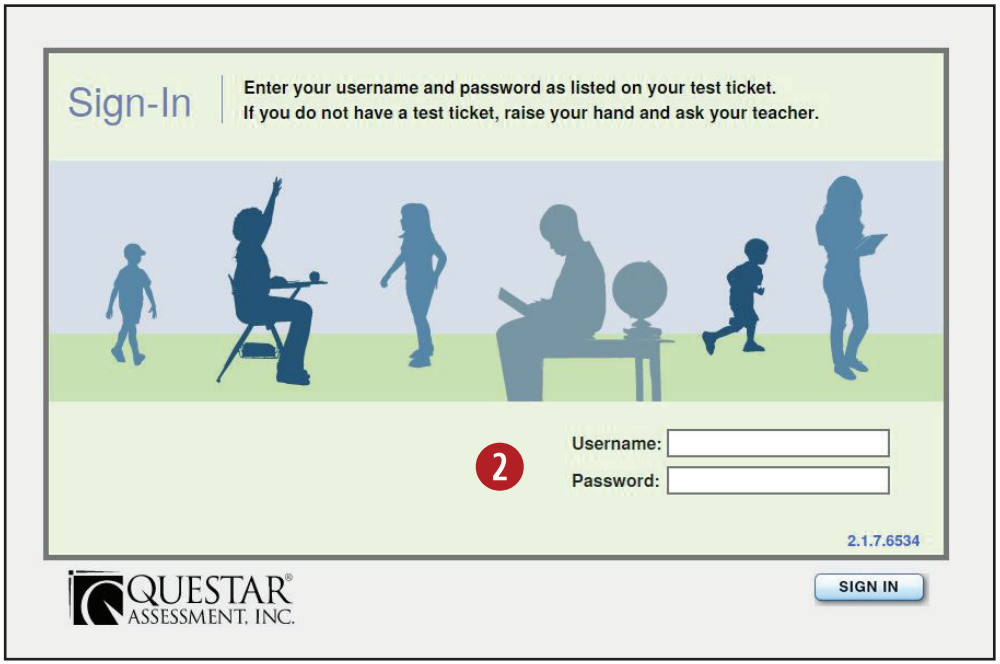


2 Students will enter their case-sensitive username and password exactly as they appear on their login ticket and click the SIGN IN button.

SAY Look at the username on your login ticket. Type that username in the field titled Username.

Now click on the Password field. Type in your password. Your password is on your login ticket. Does anyone have any questions or need help finding the information you need to enter?

Once all questions have been answered,

SAY Click “Sign In” to start the test.

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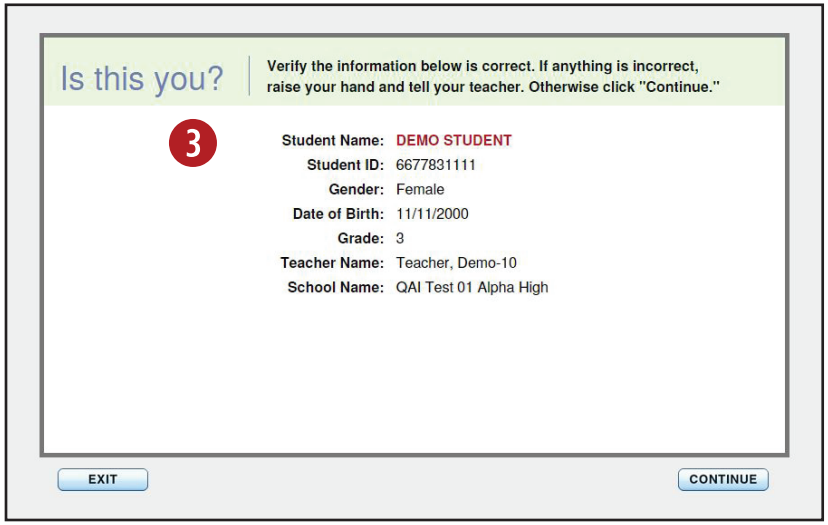


3 On the next screen, students will confirm the information is correct, then click CONTINUE. (If corrections are required, contact the Test Coordinator before the students begin the test. The Test Coordinator can then edit the student information from the Students tab of the Admin site.)

SAY Now you should see a window with your name on it. Do you see your name on the screen? If you do not see your own name, raise your hand. If your name is not spelled correctly, raise your hand.

Now look at the rest of the information on the screen. Make sure it is correct.

- your Student ID
- your gender
- your date of birth
- your grade
- your teacher name
- your school name

If any of the information is not correct, please raise your hand.

If all of the information is correct, you can click Continue now. The Continue button is at the bottom of the screen. Do not go past the next screen.

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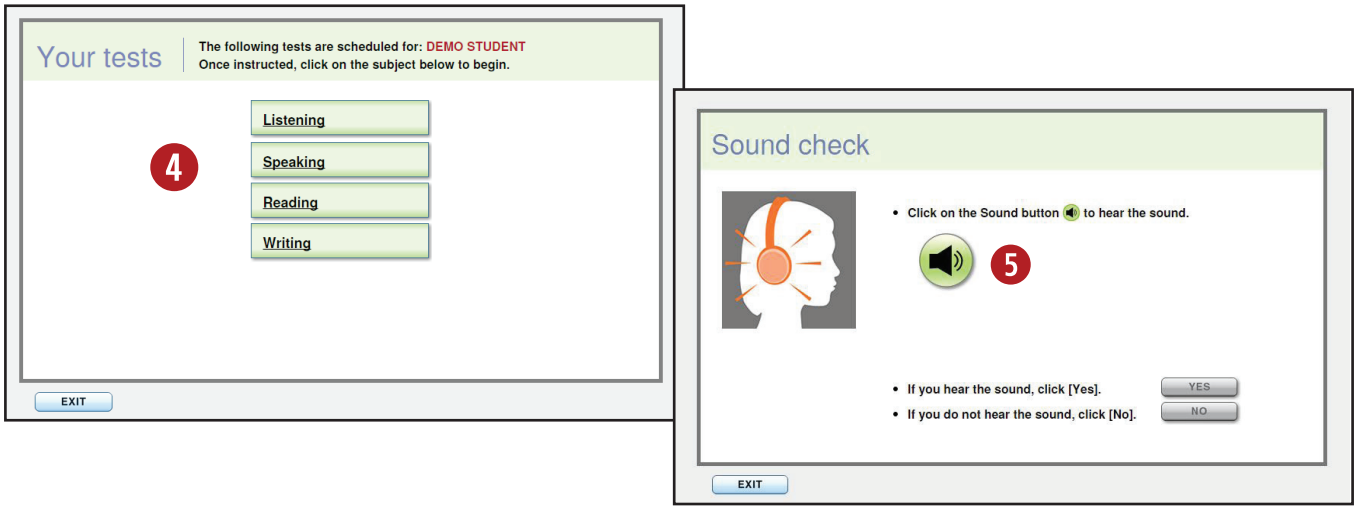


4 On the next screen, students will see links for the subtests they are taking (Listening, Speaking, Reading, and Writing). Instruct them to click the link for the subtest they are taking during the current session.

Make sure the students have all logged in and are at the test selection screen.

SAY Now we are going to begin the test. Click on the link that says [Listening, Speaking, Reading, or Writing]. You should now see the Sound check screen.

Make sure all students are on the Sound check screen.

5 SAY Click on the Sound button to hear the sound.

If you hear the sound, click Yes.

If you do not hear the sound, raise your hand.

Make sure all students can hear the sound. For the Speaking subtest only, continue to number 6. For Listening, Reading, and Writing subtests, skip to number 7.

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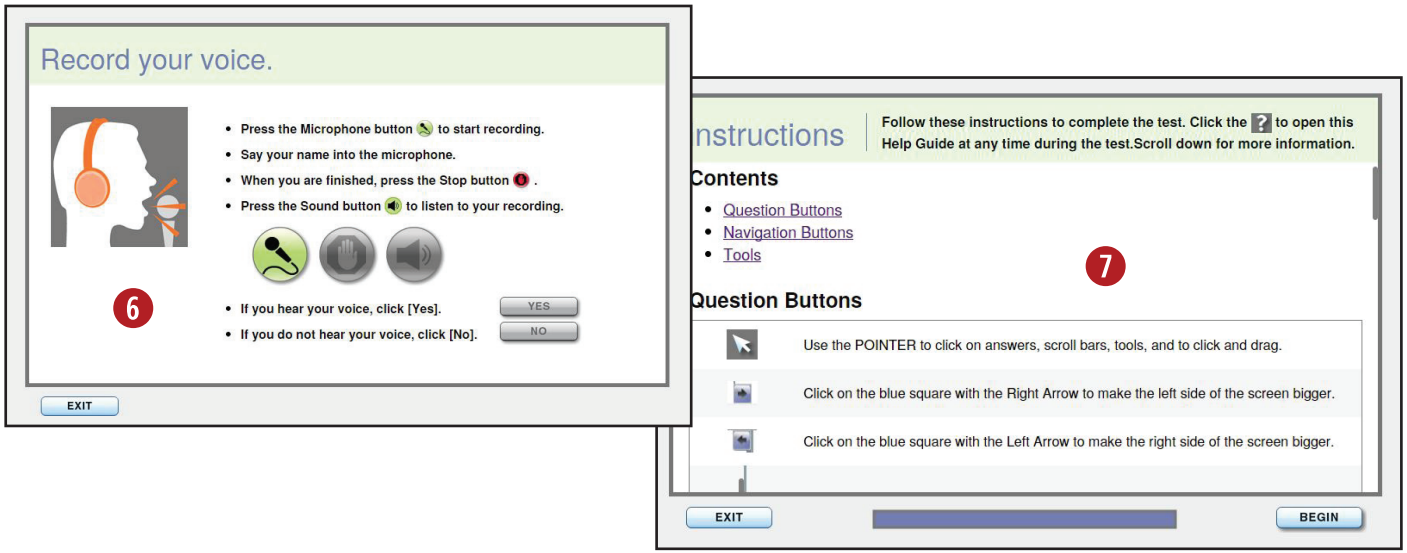


6 SAY Press the Microphone button to start recording.

Say your name into the microphone.

When you are finished, press the Stop Button. Try it now. If you need help, raise your hand.

Wait for all students to finish.

SAY Press the Sound button to listen to your recording.

If you hear your voice, click Yes.

If you do not hear your voice, raise your hand.

Make sure all students can hear their voices.

7 SAY You should now see the Directions screen for the [Listening, Speaking, Reading, or Writing] test. Does everyone see the directions?

Make sure all students are on the Directions screen.

SAY Look at the directions on the screen. Read them to yourself as I read them aloud.

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# Testing Directions — Question Buttons

SAY Follow these directions to complete the test:

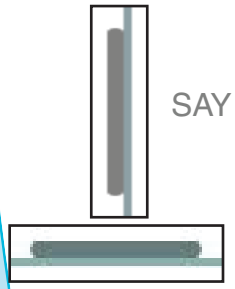
There are several important things to remember:

1. Read each question carefully. Think about what is being asked. If the test question has pictures, look carefully at pictures because they help you understand the question.
2. For responses that have to be written, type your answers in the space provided on the screen.
3. For multiple-choice questions, click on the answer you chose. To change an answer, just click on a different answer. Remember to click a single time to select your answer. Do not spend too much time on one question. Remember to just try your best.

SAY Use the **POINTER** to click on answers, scroll bars, tools, and to click and drag.

SAY Click on the blue square with the Right Arrow to make the left side of the screen bigger.

SAY Click on the blue square with the Left Arrow to make the right side of the screen bigger.



SAY Use the **SCROLL BAR** to read the entire question. You may need to scroll to see the entire question or all answer choices. If you need to scroll, use the Scroll Bar to move the information UP/DOWN and LEFT/RIGHT.

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SAY Click once on the circle next to the answer you have chosen. When the circle is filled in, you have answered the question.

SAY Click on the SOUND button to play audio. Some questions may have more than one sound button. Each button will play different parts of the question.

SAY Some questions will ask you to record your voice. To start recording, click on the MICROPHONE button and start speaking. Remember that you can only record twice.

SAY To finish your recording, click on the STOP button.

SAY Volume can be used to make the sound louder or quieter in your headphones. Click on the volume button then drag the slide bar to the right to make it louder or to the left to make it quieter.

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SAY Click once on the **NEXT** arrow when you are ready to go to the next question.

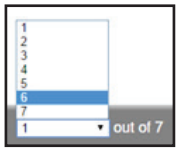
SAY Click on the **BACK** arrow to go back.

SAY You may click on the **QUESTION MARK** button to see these directions at any time. Click on the **X** at the upper right to close the directions.

SAY At the end of the test, you will see the green **REVIEW** button. Click on the Review button to open the Review Screen, which shows you any questions you did not answer and any questions you bookmarked. You can go back to these questions by clicking on them. Click on the Review button again to return to the Review Screen.

SAY When you are finished with your test, click on **SUBMIT** at the bottom of the Review Screen and click on **OK** to show that you are done.

SAY You may click on the **PAUSE** button to exit the test before finishing it. Check with me before you pause the test. You will have to log in again before you can continue.




SAY Click the dropdown menu of the QUESTION COUNTER to move to any question on the test.

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# Testing Directions — Tools

SAY There are also some tools you may use to help you with the test. You do not have to use them.

SAY You may click on the **BOOKMARK FLAG** to mark a question you want to come back to later.

SAY You may click on the **DIGITAL NOTEPAD** button to open a window where you can type notes to help you answer the question. Click on the **X** at the upper right to close the Digital Notepad.

SAY You may click on the **HIGHLIGHTER** button to highlight key words or areas. Click on it again to turn it off.

SAY You may click on the **ANSWER CHOICE ELIMINATOR** button to cross out answer choices you don't want. Click on it again to turn it off. Eliminating all but one answer choice is not the same as selecting an answer. You must also select an answer.

SAY **ZOOM** can be used to make words and pictures on the screen bigger, if they are hard for you to see. You can make them up to 4 times bigger.

Additional tools are available for students with a Personal Needs Profile. Please ensure that these students have sufficient practice with these tools, via their personalized Interactive Demo, prior to testing.

Find the directions for the appropriate domain on the following pages to continue with the test.

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# Testing Directions — Listening

SAY Do you have any questions about the test tools?

Answer any questions the students may have. Then,

SAY This is a Listening Test. It will give you a chance to show how well you can listen to and understand English.

You will hear things like conversations and presentations. Listen carefully.

If you need to hear the conversation or presentation again, click on the PLAY button. You will be allowed to hear it as many times as you need.

The questions will be read to you. You can hear a question again by clicking on the PLAY button beside the question. You can hear the questions as many times as you want.

If you want to hear a response read to you, click on the PLAY button beside that response.

Some questions you will answer by dragging and dropping an object or a word. You can change your answer by dragging the object to a different place, or by dragging a different object.

Other questions you will answer by clicking on the response. You can change your answer by clicking on a different response.

If you have a question, or do not understand what to do, raise your hand.

Once all questions are answered,

SAY Try to answer all test questions. Keep working until you reach the end of the test.

Once you finish, you may check your work. Remember, you can see the directions whenever you need them during the test by clicking the question mark button.

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# Testing Directions — Listening

[FOR GRADES K–3]

SAY When you reach the Review screen, raise your hand and I will help you submit your test. When you are ready, click BEGIN.

Monitor students as they are taking the test to see that they are properly advancing through the screens. Do not give help on specific test questions.

As students raise their hands, check the Review Screen to make sure there are no unanswered questions. If any questions have “Unanswered” next to the item number, encourage students to go back and try to answer. If all questions have “Answered” next to the item number, click the Submit button. Once the test is submitted, give the student some silent work and ask them to sit quietly until everyone else has finished.

Make sure all students submit their tests.

[FOR GRADES 4–12]

SAY After you finish and submit the test, take out your silent work and sit quietly until everyone has finished.

When you are ready, click BEGIN.

Monitor students as they are taking the test to see that they are properly advancing through the screens. Do not give help on specific test questions.

When all students have finished the test,

SAY Please stop. Check that you have submitted your test and that you are logged out. Raise your hand if you need help.

Make sure all students submit their tests.

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# Testing Directions — Speaking

SAY Do you have any questions about the test tools?

Answer any questions the students may have. Then,

SAY This is a Speaking Test. It will give you a chance to show how well you can speak in English.

You will hear the questions. If you need to hear a question again, click on the green PLAY button.

To answer each question, you will speak into a microphone and record your answer.

Click on the RECORD button to record.

Click on the STOP button to stop recording.

Click on the PLAY button to hear your recording.

You can record your answer again, if you want.

You will have two chances to record an answer.

When I say “start,” try recording. Click on the microphone, say your name, and then hit Stop. Then listen to what you recorded. If you don’t understand what to do, raise your hand. If you can’t hear what you recorded, raise your hand. After you successfully record your name, click on the next arrow at the bottom of the screen to start the test. Record your name now. Start.

Once all students have finished,

SAY Try to answer all test questions. Keep working until you reach the end of the test.

Remember, you can see the directions whenever you need them during the test by clicking the question mark button. If you get confused about how these buttons work during the test, raise your hand and I will help you.

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# Testing Directions — Speaking

[FOR GRADES K–3]

SAY When you reach the Review screen, raise your hand and I will help you submit your test. When you are ready, click BEGIN.

Monitor students as they are taking the test to see that they are properly advancing through the screens. Do not give help on specific test questions.

As students raise their hands, check the Review Screen to make sure there are no unanswered questions. If any questions have “Unanswered” next to the item number, encourage students to go back and try to answer. If all questions have “Answered” next to the item number, click the Submit button. Once the test is submitted, give the student some silent work and ask them to sit quietly until everyone else has finished. Make sure all students submit their tests.

[FOR GRADES 4–12]

SAY After you finish and submit the test, take out your silent work and sit quietly until everyone has finished.

When you are ready, click BEGIN.

Monitor students as they are taking the test to see that they are properly advancing through the screens. Do not give help on specific test questions.

When all students have finished the test,

SAY Please stop. Check that you have submitted your test and that you are logged out. Raise your hand if you need help.

Make sure all students submit their tests.

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# Testing Directions — Reading

SAY Do you have any questions about the test tools?

Answer any questions the students may have. Then,

SAY This is a Reading Test. It will give you a chance to show how well you can read and understand English.

[FOR GRADE K]

SAY Some questions are about a story. You will read along as you listen to the story. Then you will answer the questions.

You will answer some questions by clicking on a picture. You will answer other questions by clicking on some words. It is easy to change an answer if you change your mind. Just click on a different picture or different words.

You will also answer questions by moving a word or picture. You can change your answer by moving the word to a different place or moving a different picture.

If you have a question, or do not understand what to do, raise your hand.

Once all questions are answered,

SAY Try to answer all the questions. Keep working until you reach the end of the test.

Once you finish, you may check your work.

When you reach the Review screen, raise your hand and I will help you submit your test. When you are ready, click BEGIN.

Monitor students as they are taking the test to see that they are properly advancing through the screens. Do not give help on specific test questions.

As students raise their hands, check the Review Screen to make sure there are no unanswered questions. If any questions have “Unanswered” next to the item number, encourage students to go back and try to answer. If all questions have “Answered” next to the item number, click the Submit button. Once the test is submitted, give the student some silent work and ask them to sit quietly until everyone else has finished.

Make sure all students submit their tests.

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# Testing Directions — Reading

[FOR GRADES 1–12]

SAY Some questions are about a passage. Read the passage first before you try to answer the questions.

You will answer some questions by dragging and dropping words. You can change your answer by dragging the words to a different place, or by dragging different words.

You will answer other questions by clicking on words, pictures, or sentences. You can change your answer by clicking on different words, pictures, or sentences.

If you have a question, or do not understand what to do, raise your hand.

Once all questions are answered,

SAY Try to answer all the questions. Keep working until you reach the end of the test.

Once you finish, you may check your work. Remember, you can see the directions whenever you need them during the test by clicking the question mark button.

After you finish and submit the test, take out your silent work and sit quietly until everyone has finished.

When you are ready, click BEGIN.

Monitor students as they are taking the test to see that they are properly advancing through the screens. Do not give help on specific test questions.

When all students have finished the test,

SAY Check that you have submitted your test and that you are logged out. Raise your hand if you need help.

Make sure all students submit their tests.

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# Testing Directions — Writing

SAY Do you have any questions about the test tools?

Answer any questions the students may have. Then,

SAY This is a Writing Test. It will give you a chance to show how well you can write in English.

[FOR GRADES K–1]

SAY Some questions will ask you to make words or sentences by dragging and dropping letters or words.

If you have a question, or do not understand what to do, raise your hand.

Once all questions are answered,

SAY Try to answer all test questions. Keep working until you reach the end of the test.

Once you finish, you may check your work. Remember, you can see the directions whenever you need them during the test by clicking the question mark button.

When you reach the Review screen, raise your hand and I will help you submit your test. When you are ready, click BEGIN.

Monitor students as they are taking the test to see that they are properly advancing through the screens. Do not give help on specific test questions.

As students raise their hands, check the Review Screen to make sure there are no unanswered questions. If any questions have “Unanswered” next to the item number, encourage students to go back and try to answer. If all questions have “Answered” next to the item number, click the Submit button. Once the test is submitted, give the student some silent work and ask them to sit quietly until everyone else has finished.

Make sure all students submit their tests.

[FOR GRADES 2–3]

SAY Some questions will ask you to make words or sentences by dragging and dropping letters or words.

Other questions will ask to you type your answer. There will be a box for you to type in.

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# Testing Directions — Writing

[FOR GRADES 4–12]

SAY Some questions will ask you to choose the right word to finish a sentence. You will click on the word.

Other questions will ask to you type your answer. There will be a box for you to type in.

[FOR GRADES 2–12]

SAY If you have a question, or do not understand what to do, raise your hand.

Try to answer all test questions. Keep working until you reach the end of the test.

Once you finish, you may check your work. Remember, you can see the directions whenever you need them during the test by clicking the question mark button.

After you finish and submit the test, take out your silent work and sit quietly until everyone has finished. When you are ready, click BEGIN.

Monitor students as they are taking the test to see that they are properly advancing through the screens. Do not give help on specific test questions.

When all students have finished the test,

SAY Check that you have submitted your test and that you are logged out. Raise your hand if you need help.

Make sure all students submit their tests.

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# Pausing a Test

If students need to pause a test for any reason,

SAY

Find the pause button at the bottom left of your screen.

Click it once and a screen will pop up asking if you're sure you want to pause the test. Click "Ok."

The tests are now paused. Students must sign back in using their same usernames/passwords and submit the tests once they are finished. If students pause the test for a break, the break must be less than 20 minutes. **Any test that is paused longer than 20 minutes will require an administrative override to log back into the test.**

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# Troubleshooting Tips

## Answers to frequently asked questions about testing

- Students may use different platforms for different domains (Listening, Speaking, Reading, and Writing). For example, a student may take the Reading subtest on a Chromebook and the Writing subtest on a desktop.
- Students MUST restart a paused or terminated domain subtest on the **same platform** (Windows, Mac, iPad, etc.). It is advised to use the same device, as previously entered responses may be cached and would be easier to find, but it is not required.
- For Chromebooks using enterprise user accounts, students must log in to the Questar-provided secure device account. Domain accounts cannot be used. Please contact your Test Coordinator for further assistance with this issue.

## Issues during testing

- If the screen freezes, login takes longer than one minute, or test load takes longer than one minute, try first reloading or refreshing the browser.
- If the device is permanently incapacitated, or if network connectivity is lost for an extended period of time, please contact Questar Customer Support by email at ELPA21Support@questarai.com or by phone at 800-574-5583. Also contact your Test Coordinator so they are aware of the issue.
- If multiple workstations exhibit the same issue, please contact Customer Support by email at ELPA21Support@questarai.com or by phone at 800-574-5583 to further isolate and troubleshoot the issue.

## Lost Internet connectivity during testing

- If network connectivity is lost during the test, the student should continue to test and submit the test. DO NOT move the student to another device. The device will continue trying to reconnect indefinitely to upload the test responses.
- If the testing platform must be terminated or the device is powered down, restart the testing platform once network connectivity is restored. This will send remaining responses to the Questar server.

If any other problems occur, contact your school or district technology staff for assistance.

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