

# NCSC Assessment System

## How to request reopening a closed test

On rare occasions it may be necessary to request the reopening of a test that was put into Closed status during the assessment window, such as when a test is accidentally closed prior to completion. In these circumstances, the request must come from a district- or state-level TC. **Measured Progress cannot process requests of this nature from TAs or school-level TCs.**



*When a student test is Closed, the system will automatically close the student's other test (applying the same Close reason) unless the other test is In Progress and contains some student responses. In this case, the second test must be closed separately.*

To reopen a closed test:

The district- or state-level TC should call the NCSC Service Desk (**1-866-239-0708**), confirm their identity and role, and identify the student and the test or tests that need to be reopened. The Service Desk agent will prompt for the necessary information.



*If the student tests were closed at separate times (see above), the TC must specifically request that both tests be reopened if that is desired. Tests that were closed simultaneously will be reopened simultaneously.*

*Please do not send student-identifiable information via email. District- or state-level TCs must phone this information in.*

Measured Progress will aim to process requests received by 2:00 PM ET within 24 hours.