



PARCC and DC Science Technology Coordinator Training

Feb. 16, 2023 | Pearson and OSSE

Welcome!

- We look forward to speaking with you today!
- Please mute your microphone and turn off video if you are not speaking to preserve bandwidth.
- We will record this meeting.
- Please [sign-in here](#).



Objectives

- Provide information about Pearson's technology platforms
- Provide resources for LEAs and School Technology Coordinators



Agenda

- PARCC & DC Science Administration Overview
- TestNav 8
- PearsonAccess^{next}
- Technology Setup
- Infrastructure Trial
- Testing
 - Before Testing
 - During Testing
 - After Testing
- Resources and Additional Information



PARCC & DC Science Administration Overview



PARCC & DC Science Assessments

PARCC math and ELA are taken each spring in grades **3-8** and **in high school**.

DC Science is taken each spring in grades **5, 8** and **in high school**.

OSSE's participation policy outlines requirements for student test registration and can be found in the [2022-23 Statewide Assessments Participation & Performance Policy](#) document.



2022-23 PARCC & DC Science Testing Windows

	Online Testing	Paper Testing (<i>accommodations only</i>)
PARCC	April 3 - May 26, 2023	April 3 – May 19, 2023
DC Science	April 3 - May 26, 2023	April 3 – May 19, 2023



DC Assessment Coordination Timeline





Statewide Assessment Resources

- All test security forms and guidelines are posted at: osse.dc.gov/service/test-security-and-incident-forms
- The 2022-23 Statewide Assessments Participation and Performance Policy is posted at: osse.dc.gov/publication/statewide-assessments-participation-and-performance-policy
- Resources for Test Coordinators, including the assessment windows, overview of assessment roles and responsibilities, training schedule, contact information for administration support and more are posted at: osse.dc.gov/page/test-coordinator-resources



PARCC & DC Science Timeline

- Each LEA is responsible for verifying registration for students in grades 3-8 and registering high school students for these assessments.
- Registration for PARCC and DC Science is combined into one Student Registration and Personal Needs Profile (SR/PNP).
- To complete registration, LEA Test Coordinators should review the instructions in the SR/PNP Field Definitions Guide.

Action	Date
LEAs Confirm Registration for Grades 3-8	Jan. 2 - Feb.17
LEAs Register High School Students for Assessments by Course	Jan. 2 - Feb.17
LEAs Complete Student Accommodations in the Personal Needs Profile	Jan. 2 - Feb. 21
Nonpublic Schools Complete Student Accommodations in the PNP	Jan. 2 - Feb. 24
LEAs Complete Student Accessibility Features in the Personal Needs Profile	Prior to Submitting School Test Security Plan
LEAs Create Student Testing Sessions for Student Testing Groups	Prior to Submitting School Test Security Plan
PARCC and DC Science Assessment Testing Window	April 3 – May 26 (Paper window: April 3 – May 19)
Deadlines to Ship Secure Materials to Pearson	Paper Material: May 26 Online Materials: June 2



PARCC & DC Science Assessment Platforms

TestNav8 Student Testing Platform

PearsonAccess^{Next} (PAN) Test Administration Management Platform

Each model equals one whole divided into equal parts. Which models show $\frac{1}{4}$ shaded?

Select the Three correct answers.

A.

B.

C.

D.

E.

F.

Dashboard

- Setup
- Testing
- Reports
- Support

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Helpful Information

2022-2023 Statewide Testing Windows		
	Online Testing	Paper Testing <i>(accommodations only)</i>
PARCC	April 3 – May 26, 2023*	April 3 – May 19, 2023*
DC Science	April 3 – May 26, 2023*	April 3 – May 19, 2023*

*Includes a week for spring break

Key Dates

January 4 – February 15, 2023 - Local Education Agencies load student registration data and complete Personal Needs Profile (PNP)
January 4 – February 21, 2023 - Non-Public Schools load student registration data and complete Personal Needs Profile (PNP)
March 15, 2023 - Accommodated materials begin to arrive at schools

District of Columbia PARCC and DC Science Pearson Support Portal: <https://dc.mypearsonsupport.com/>

- Test manuals and test administration documents
- Technology setup instructions and system requirements
- Sample tests and tutorials

PearsonAccess^{Next} Training Site: <https://trng-dc.pearsonaccessnext.com>

District of Columbia Office of the State Superintendent of Education: <https://osse.dc.gov/assessments>

- Test coordinator resources and training schedules: <https://osse.dc.gov/page/test-coordinator-resources>
- Accommodations and accessibility information: <https://osse.dc.gov/node/1451>
- Test security policies and documents: <https://osse.dc.gov/service/test-security-and-incident-forms>



TestNav8



TestNav Requirements

We have updated the TestNav system requirements for the upcoming 2022-2023 school year. Be sure to review the latest requirements.

[TestNav System Requirements](#)

Reminder: Browser based testing is not supported for secure testing. The supported version of the app can be found and downloaded at <http://download.testnav.com>.

Note that browser-based TestNav can be used for practice tests and tutorials.



TestNav System Requirements

The TestNav application is downloaded from the Chrome Web Store or Apple Store for these Devices.

Devices/OS	Supported Versions
Tablets, Chromebooks, Chromeboxes	
Chrome OS	Stable Channel (S) <ul style="list-style-type: none">102 S - 106 S
	Long-term support (LTS)* <ul style="list-style-type: none">102+ LTS
iPadOS	15.2 - 16.x <i>For info on iOS 15, see TestNav - iOS 15 and secure testing</i>
Laptops, Desktops	
Linux	<ul style="list-style-type: none">Fedora 33 x64Ubuntu 18.04 - 20 x64
	macOS <ul style="list-style-type: none">11, 12, 13
Windows	<ul style="list-style-type: none">10 x64 - 20H2, 21H1, 21H211+ x64

TestNav can run in Kiosk mode, which prevents students from accessing any other web pages or applications while testing. Linux, MacOS, and Windows supported versions are all listed.

NOTE: Windows 10 must be 64bit, 20H2 through 21H1.



New Apps

- Hardware Requirements
 - There have been NO changes to the hardware requirements for TestNav. These requirements that you see on this page can also be found on the Support Page, linked on the previous slide.

Requirement	Details
Processor	x64 - AMD, ARM, ARM64, or Intel-based™
Memory	4 GB RAM; <i>Minimum - 2 GB RAM</i> <i>Linux and iOS - 2 GB RAM; Minimum - 1 GB RAM</i>
Screen Size	9.5-in
Resolution	1024 x 768
Other	<ul style="list-style-type: none">- External keyboard and mouse (or touchpad) for touchscreen devices<ul style="list-style-type: none">▪ Windows (<i>required</i>), Android▪ iOS (<i>recommended</i>)- Local File access to home directory<ul style="list-style-type: none">▪ OS X, macOS▪ Windows- Wired keyboards (<i>recommended</i>)- Convertible Chromebooks - no tablet mode



Changes to Technology Requirements

TestNav 8 Requirements Documentation

- [TestNav 8 User Guide](#)
- [Recently Updated](#)
- [TestNav Requirements](#)

New Operating Systems Supported

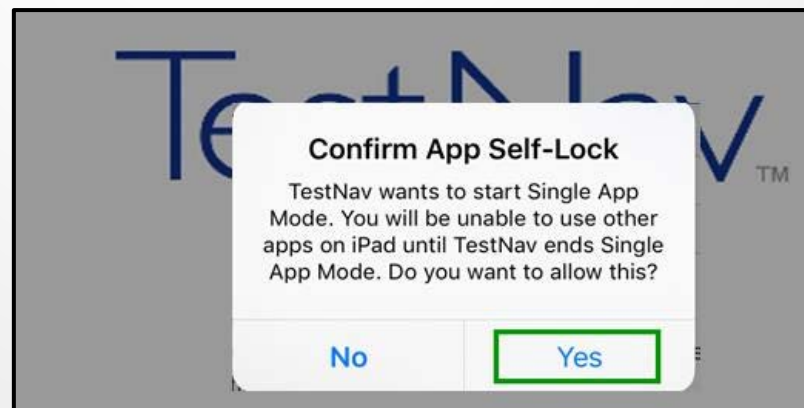
- iOS 15.2 – 16.x
- Chrome OS 102-108
- Mac OS 11, 12, 13
- Windows 11



iOS: Automatic Assessment Configuration

Steps required when students are testing with iPads:

- Allow Microphone (One-time prompt)
- Allow App Self-Lock prompt
 - Guided Access Mode or managing device security via an MDM are no longer used for TestNav. **Using either of these processes will prevent students from accessing their tests.**
 - When signing into the test, students will be prompted to lock down the device. Once they click “Yes” the device will be locked down until they either submit their test or log out. **If a student clicks “No” they will need to sign in again.**





TestNav Desktop

The TestNav Desktop App

- Available at <http://download.testnav.com/>
- Runs on specific versions of Windows, Chrome OS, iOS, mac OS, macOS Sierra and Linux Operating Systems
 - For specific Operating System versions, review: [TestNav System Requirements](#)
- No Java dependencies
- No Pop-Up Blocker settings required
- Identical student login experience on Chromebooks and iPads
- Compatible with touchscreen devices

Additional Notes

- Always test for AT compatibility by completing an Infrastructure Trial
- [Set up and use information for TestNav](#) can be found on the TestNav 8 Online Support page.



TestNav Downloads Page

TestNav for Windows 10

An engaging and interactive testing experience for today's students, who learn and play in a digital environment.

[Read important installation details](#) before downloading.



Windows .msi

[Download TestNav for another platform](#)

[Download ProctorCache](#)

[System Requirements](#)

<http://download.testnav.com/>



Logging into TestNav

All practice tests and operational tests will be accessed via the District of Columbia TestNav customer.

The Practice Tests button will take students to the tutorials and non-secure practice tests for each grade and subject.

TestNav
District of Columbia

Username

Password

Sign In

Test Audio

Practice Tests

English Language Arts/Literacy Mathematics Science

Tutorials

- Grade 3
- Grade 4
- Grade 5
- Grade 6
- Grade 7
- Grade 8
- Grade 9
- Grade 10
- Grade 11

TestNav 8 Tutorial

Learn how to navigate the TestNav 8 computer-based assessment [Start >](#)

English Language Arts/Literacy Tutorials

- Grades 3-5 Computer-Based Assessment Tutorial [Start >](#)
- Grades 6-8 Computer-Based Assessment Tutorial [Start >](#)
- High School Computer-Based Assessment Tutorial [Start >](#)

Accommodated English Language Arts/Literacy Tutorials

- Text-to-Speech Tutorial [Start >](#)
- American Sign Language Tutorial [Start >](#)
- Closed Captioning Tutorial [Start >](#)



What's New This Year?

TestNav 8 Updates: Applied for Spring 2023

- Added error messages
 - 3500 when the browser version needs to be updated to the latest version before signing in
 - 3502 when you must allow TestNav permission to access your camera/microphone to proceed with the test
 - 3503 when the meeting is not registered with TestNav Connect
 - 3157 when unable to download test item content
 - 3159 when braille/paper transcription form is not available for this test
 - 6003-6004 when a system error has occurred

These are all listed, along with instructions on resolving the error, in the TestNav user guide: <https://support.assessment.pearson.com/TN/error-codes-16908303.html>



PearsonAccessNext



PearsonAccess^{next} Login

PearsonAccess^{next}

[Home](#) [Support](#)



**Partnership for Assessment of
Readiness for College and Careers**

DC Science
The District of Columbia Assessment of
the Next Generation Science Standards

★ Program Information



PARCC Assessment

The Partnership for Assessment of Readiness for College and Careers, or PARCC, is the District of Columbia's annual assessment of mathematics and English language arts (ELA), based on the Common Core State Standards (CCSS). The PARCC assessments measure the knowledge and skills that matter most for students — understanding complex texts, evidence-based writing, mathematical problem-solving — all skills that lead to confidence and success in key academic areas.

Students in grades 3 through 8 and high school take PARCC assessments in ELA and mathematics online each spring.

DC Science Assessment

DC Science is the District of Columbia's statewide assessment of the Next Generation Science Standards (NGSS). It is an online assessment that focuses on sense-making and problem solving in science. The DC Science assessment presents students with tasks that are built around scientific phenomena as well as engineering design challenges.

The DC Science assessment is administered to students in grades 5 and 8 and to students enrolled in high school biology.

➔ Sign In

Sign In

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🔗 Related Links

PearsonAccess^{next} Training Site: [http://trng-](http://trng-dc.pearsonaccessnext.com/)

[dc.pearsonaccessnext.com/](http://trng-dc.pearsonaccessnext.com/)

DC/Pearson Portal: <https://dc.mypearsonsupport.com/>

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PearsonAccess^{next} Home Page

PearsonAccess^{next}

Washington DC > 2022 - 2023 > 2023 Spring PARCC & DC Science > District of Columbia (DC)

- Dashboard
- Setup
- Testing
- Reports
- Test Config
- Support

★ Helpful Information

2022-2023 Statewide Testing Windows		
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Links

[DC Pearson Portal](#)

[PearsonAccess^{next} Training Site](#)

[Practice Tests](#)

[PARCC](#)

[PearsonAccess^{next} Online Support](#)



What's New This Year?

2022-23 PARCC ELA/Math and DC Science testing window

2022-2023 Statewide Testing Windows		
	Online Testing	Paper Testing <i>(accommodations only)</i>
PARCC	April 3 – May 26, 2023*	April 3 – May 19, 2023*
DC Science	April 3 – May 26, 2023*	April 3 – May 19, 2023*

*includes a week for spring break

LEAs and Non-Public Schools have different deadlines for loading student registration data and completing PNPs.

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March 15, 2023 - Accommodated materials begin to arrive at schools



Testing – Students in Session

- Enhanced the way the Lock/Unlock functionality works in the student list by reducing clicks, shortening processing time, and removing the auto scroll back to the top of the page. Unlocking a unit will automatically force lock an unlocked unit for that student test if present.

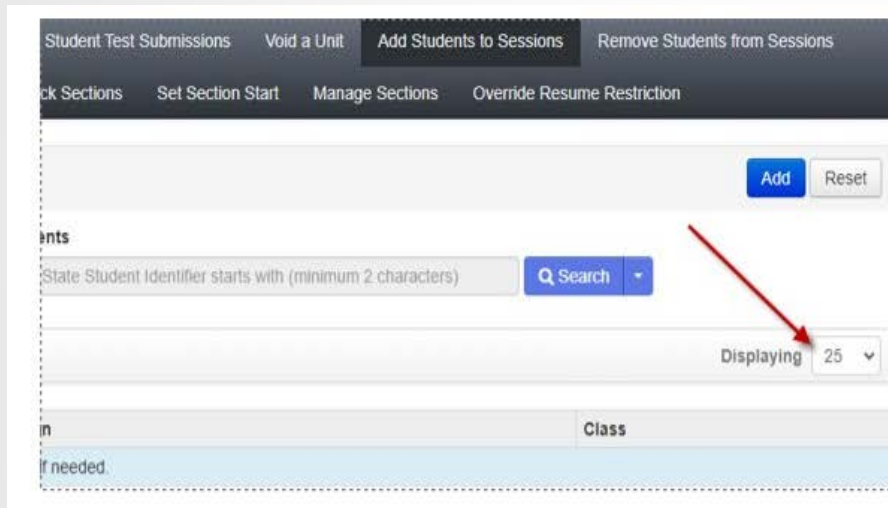
	AzSCI GRADE 5 Unit 1	AzSCI GRADE 5 Unit 2
s1Gr5sci	 Marked Complete	 Ready
s1Gr5sci	 Resumed Upload 	 Ready





Testing – Students in Session

- Added paging size drop down to the task ‘Add Students to Sessions’ to allow more than 25 students to appear at a time.

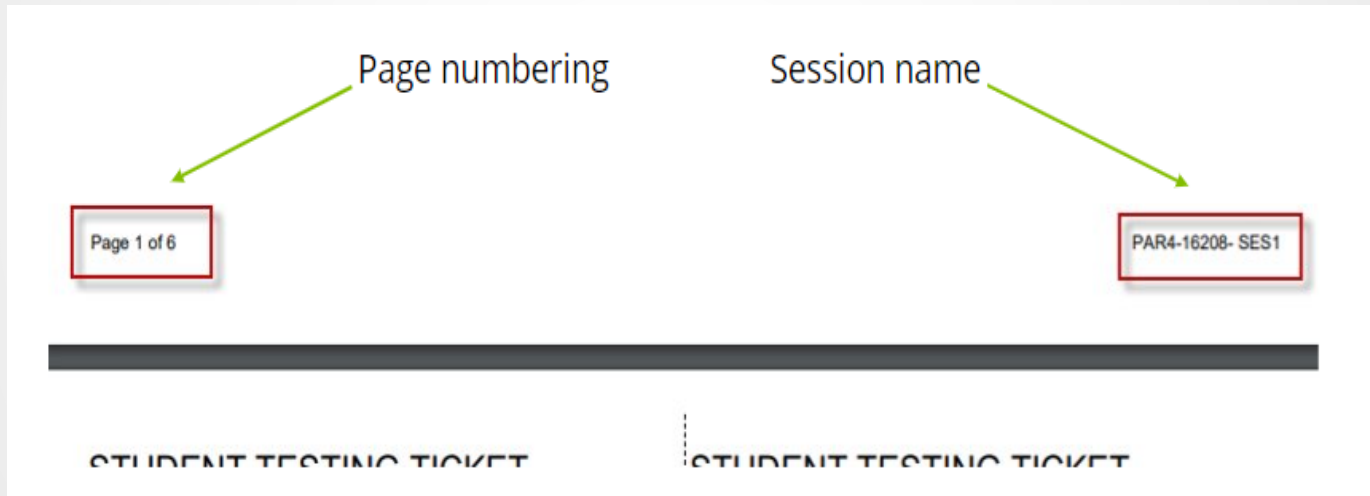


Default selection is 25 with options to view 10, 25, 50, or 100 at a time.



Testing - Sessions

- Added page numbering and session name to the bottom of student testing tickets when using the Bulk Print option.





General – Student Details Popup

- Added the ability to print testing tickets for all tests across sessions for a single student.

The screenshot displays a web interface for a student's details. At the top, the student's name and ID are shown: **PKAZAIMAAAA PKAZAIMAAAA (20220300000)**. Below this is a dropdown menu set to "Spring 2022". A horizontal navigation bar contains several tabs: "Details", "Organization Enrollments", "Test Administration Registration", "Student Tests", "Sessions", and "Reporting Groups - Registration". The "Sessions" tab is currently selected and highlighted with a red border. A red arrow points from the "Sessions" tab to a button labeled "Print Student Testing Tickets" which features a printer icon. Below the navigation bar, there is a text field containing "Ses1Gr5sci - PKSchool1 (9000100)".



Student Search

- Updated student search field throughout PAN to consistently allow the ability to search by Student Last Name and Student Code

A screenshot of a web interface for finding students. At the top left of the interface is the text 'Find Students'. Below this is a search input field with the placeholder text 'Enter Student Name or Unique ID'. To the right of the input field is a blue button with a magnifying glass icon and the text 'Search'. A green callout box with a thin border is positioned above the input field, containing the text 'Choose to search by name or unique student identifier'. Two green arrows point from the top-left corner of the callout box to the left and right sides of the search input field.



Technology Setup



What's New This Year?

- Proctor Caching



Proctor Cache for summative assessments is no longer available.



If your organization does have a previous Proctor Cache machine configuration, it is recommended to remove all configurations.



External Device Setup

- Some students may need additional accommodations that require use of an external assistive technology device
 - For more information about external devices and setup that may be required, refer to the “Accessibility Features and Accommodations Manual (AF&A)”
 - [Accessibility Features and Accommodations Manual and Appendices](#)

Accessibility Features and Accommodations Manual (AF&A)

The Eighth Edition of the PARCC and DC Science Accessibility Features and Accommodations Manual is a comprehensive policy document that provides guidance to districts and decision-making teams to ensure that the PARCC assessments provide valid results for all participating students. Use this manual to understand how to assign and deliver these accommodations and accessibility features to students.

[Download Accessibility Features and Accommodations Manual and Appendices \(AF&A\) ▾](#)

- PARCC Accessibility Features and Accommodations Manual (Full Body and Appendices)
- Appendix A: Accessibility Features and Accommodations for Students Taking the Paper-Based PARCC Assessments
- Appendix B: Test Administration Protocol for the Human Reader Accommodation for English Language Arts/Literacy (ELA/L) Assessments, and the Human Reader Accessibility Feature for Mathematics Assessments
- Appendix C: Protocol for the Use of the Scribe Accommodation and for Transcribing Student Response
- Appendix D: Text-to-Speech, ASL Video, or Human Reader/Human Signer Guidance for English Language Arts/Literacy (ELA/L) Assessments
- Appendix E: Guidance for Selecting and Administering the Extended Time Accommodation
- Appendix F: Unique Accommodation Request Form
- Appendix G: Use of an Emergency Accommodation on a PARCC Assessment
- Appendix H: Student Accommodation Refusal Form
- Appendix I: PARCC ELA Audio Guidelines
- Appendix J: PARCC Mathematics Audio Guidelines
- Appendix K: Legal Background
- Appendix L: Human Signer Guidelines
- Appendix M: PARCC Assessments for Students with Visual Impairment, Including Blindness
- Appendix N: DC Science Transcription Instructions
- Math Audio Guidelines



Infrastructure Trial



Infrastructure Trial

The purpose of an infrastructure trial is to confirm that:

- TestNav is configured correctly
- devices can successfully run TestNav
- network can bear the full load of assessment administration
- participating staff know what to do for computer-based assessments
- students are familiar with the computer-based tools and format



Infrastructure Trial Preparation

Prior to the Infrastructure Trial, there is technology setup that needs to be completed by Technology Coordinators, and a set of tasks in PearsonAccess^{next} that need to be completed by Test Coordinators. The duration of these setup tasks can vary from school to school.

The Infrastructure Trial should take approximately **60 minutes to administer**. Schools are encouraged to provide any feedback on the Infrastructure Trial to their LEA. LEAs should contact the appropriate State Test Lead with feedback and/or concerns regarding software or hardware issues.



Who Should Be Involved?

You should involve all district and school personnel responsible for participating in computer-based assessments. The infrastructure trial provides the opportunity to collectively evaluate the test environment and identify/resolve potential issues prior to testing. Student participation is recommended but not required.

District and/or School?

It is up to districts and schools to decide if the Infrastructure Trial needs to be completed at the district level or at the school level.



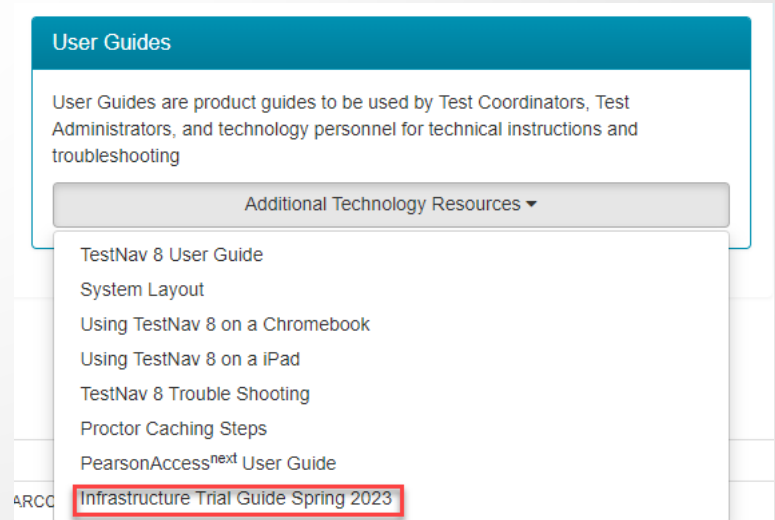
Infrastructure Trial - Where To Start

The Infrastructure Trial is conducted using the PearsonAccess^{next} Training site at <https://trng-dc.pearsonaccessnext.com/>.

Verify that all staff members participating in the trial have received user IDs and passwords for the PearsonAccess^{next} Training site. Also have staff members review the manuals and training modules.

Refer to the ***Infrastructure Trial Guide Spring 2023*** for complete instructions.

<https://dc.mypearsonsupport.com/technology-setup/>





Training Site vs. Production Site

Training PearsonAccess^{next}

Home Support

PARCC Partnership for Assessment of Readiness for College and Careers

DC Science
The District of Columbia Assessment of the Next Generation Science Standards

★ Program Information

Sign In
Sign In
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Training site (brown banner)

PearsonAccess^{next}

Home Support

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Production site (gray banner)



Technology Setup

Complete Technology Setup prior to Infrastructure Trial:

- Configure the Network
- Device Readiness
- TestNav and Proctor Caching Configurations



PearsonAccess^{next} Setup

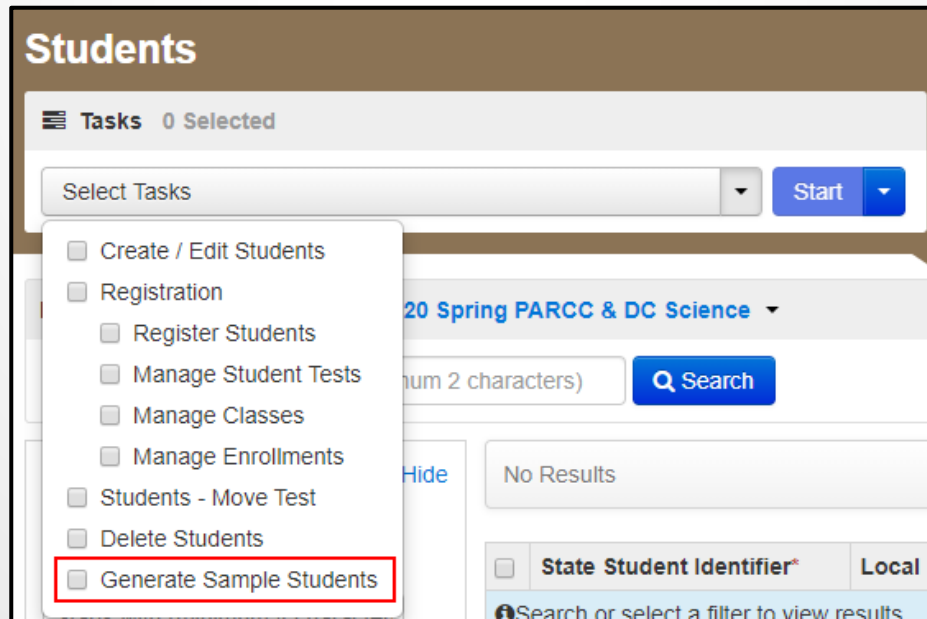
Districts/schools will need to complete the following in PearsonAccess^{next} prior to the Infrastructure Trial:

- Create Sample Students
- Create Sessions
- Prepare Sessions
- Print Student Testing Tickets



Create Sample Students

- Log into the PearsonAccess^{next} Training Site
- Choose the Test Administration
- Click **Setup** and select **Students**
- Select **Generate Sample Students** from the Tasks menu
- Click **Start** to continue





Create Sample Students

- Complete the ***Generate Sample Students*** screen
- Add the Sample Students to a ***Class*** (recommended)
- Click **Generate** to complete the process

The screenshot shows a web interface for generating sample students. At the top, there is a dark header with the text 'Generate Sample Students'. Below this is a light gray box with the title 'Generate Sample Students'. The form contains several fields:

- Organization***: A dropdown menu with 'Select' as the current option.
- Create New Class**: A blue link.
- Existing Class Name**: A dropdown menu with 'Select' as the current option.
- Grade Level When Assessed***: A dropdown menu with an information icon.
- Test***: A dropdown menu with 'Select' as the current option.
- Test Format***: A dropdown menu.
- Number of Students***: A text input field.

Below the input fields, there is a note: 'Between 1 and 99'. At the bottom, there is a legend: '* Required'. At the very bottom, there are two buttons: a blue 'Generate' button and a white 'Reset' button.



Create Sessions

- Go to the **Testing** tab and click **Sessions**
- From the Select Tasks dropdown menu, select **Create/Edit Sessions**, and click **Start**

A screenshot of the 'Sessions' interface. At the top, the word 'Sessions' is displayed in a large, bold, white font on a dark brown background. To its right is a link 'Go to Students in Sessions »'. Below this, there is a section titled 'Tasks 1 Selected' with a hamburger menu icon. A dropdown menu is open, showing a list of tasks: 'Create / Edit Sessions' (checked), 'Delete Sessions', 'Add/Remove Students in Sessions', and 'Mark Student Tests Complete / Stop Sessions'. The 'Create / Edit Sessions' option is highlighted with a red box. To the right of the dropdown is a blue button labeled 'Start' with a dropdown arrow, also highlighted with a red box. Below the dropdown menu, there is a blue button labeled 'Search' with a magnifying glass icon and a dropdown arrow. At the bottom of the dropdown menu, there is a link 'Show Students in Sessions & Control Sessions'.



Create Sessions

Complete Session Details

Create/Edit Session

< Previous Task Next Task > Exit Tasks ✕

1 Create / Edit Sessions

Sessions (0)

[+ Create Session](#)

Details

Session Name*
SESSION NAME

Organization*
Add

Test & Form

Test Assigned*
Test

Proctor Reads Aloud

Form Group Type*
Add

[Use Custom TestNav Settings](#)

If one or more precaching computer configurations are available, this field is required.

Precaching Computer*
Add

Find by Name or ID ▾
Students
Add students to session

* Required

[Create](#) [Reset](#)



Create Sessions

Add Sample Students to a Session by Class

Find by Class in PRACTICE SCHOOL (ZZ-111000-1234) ▾

SAMPLECLASS

PRACTICE SCHOOL (ZZ-111000-1234)

* Required

Create

Reset



Prepare a Session

A session must be prepared before students can log in and take their tests. This can be done at any time the training site is available for spring Infrastructure Trials.

A screenshot of a web interface for 'ANNA TEST'. The interface has a white background with a thin black border. At the top left, the text 'ANNA TEST' is displayed in a bold, dark blue font. To the right of this text, there are four interactive elements: a checkbox labeled 'Ignore Schedule', a link labeled 'Resources' with a dropdown arrow, a link labeled 'Details' with an information icon, and a link labeled 'Edit' with a pencil icon. Below the title bar, there is a radio button labeled 'Not Prepared'. To the right of this radio button, a large red arrow points towards a blue button labeled 'Prepare Session'. Next to the 'Prepare Session' button is another blue button labeled 'Refresh' with a circular refresh icon.



Start Sessions

A session must be started, and a unit must be unlocked before students can log in and take their tests.

This can be done at any time before testing once the session has been prepared.

The screenshot displays the OSSE interface for managing sessions. On the left, a 'Session List' sidebar shows 'ALG01 GENERAL' selected. The main area shows the session details for 'ALG01 GENERAL' with a 'Ready' status and a 'Start Session' button highlighted by a red arrow. Below this, there is a search bar for students and a table of results.

Session List

- Combined View
- ALG01 ASL
- ALG01 GENERAL**

2 Sessions | [Clear](#)

ALG01 GENERAL Ignore Schedule [Resources](#) [Details](#) [Edit](#)

Ready Start Session Refresh

Find Students [In the selected session\(s\) above](#)

Search

Filters [Clear](#) [Hide](#)

Organization

Select one or more

State Student Identifier

Starts with

Local Student Identifier

Starts with

UIN

Starts with

131 Results Displaying 25 [Manage Columns](#)

<input type="checkbox"/>	State Student Identifier	Last Name	First Name	Middle Name	Username	Session	Alg I - Unit 1	Alg I - Unit 2	Alg I - Unit 3	Form
<input type="checkbox"/>	9999990272 SR	ALG I	SR X		4767448106	● ALG01 GENERAL (Algebra I)	Ready	Ready	Ready	Main
<input type="checkbox"/>	9999990001 ASL	ALG I	ASL I		5766925959	● ALG01 GENERAL (Algebra I)	Ready	Ready	Ready	Main



Download Resources

Print Student Testing Tickets

The screenshot shows a web application interface for managing testing sessions. On the left, a 'Session List' sidebar contains one session: 'ALG01 ASL'. The main area displays details for 'ALG01 ASL', which is 'In Progress'. It lists three units: 'Alg I - Unit 1' (9 tests), 'Alg I - Unit 2' (10 tests), and 'Alg I - Unit 3' (10 tests). A 'Resources' dropdown menu is open, highlighting 'STUDENT TESTING TICKETS' and 'Print all for this session'. A legend on the right indicates status colors: Active (green), Exited (red), and Completed, Marked Complete (blue).

Unit	Number of Tests
Alg I - Unit 1	9
Alg I - Unit 2	10
Alg I - Unit 3	10



After the Infrastructure Trial

1. Contact the Pearson Support Center on any specific technology issues.
 - If assistance is needed at any point during your Infrastructure Trial, contact the Pearson Support Center at 1-866-688-9555.
2. Share any notes regarding the need for support with the district computer-based testing team.
3. If requested, confirm with the LEA Test Coordinator that schools have completed the trial successfully.
4. Report any issues that cannot be resolved with assistance from Pearson to the LEA Test Coordinator.
5. LEA Test Coordinators should contact your state contact with feedback and/or concerns regarding software or hardware issues.



Before Testing



Testing Set Up

- Test Coordinators will need to:
 - Use the SR/PNP file to register students
 - This can be done using a file upload or the user interface within PearsonAccess^{next}
 - The SR/PNP File Layout and Field Definitions Guide with more information are available in PearsonAccess^{next}

PearsonAccess^{next} Washington DC > 2022 - 2023 > 2023 Spring PARCC & DC Science

Home Dashboard Setup Testing Reports Test Config Support

Support

Categories [All Clear](#)

- User Documentation
- Downloads

File Type [All Clear](#)

- Archive
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[DC Spring 2023 SR/PNP Field Definitions](#)
DC Spring 2023 SR/PNP Field Definitions
New Jan 24, 2023

[DC Spring 2023 SR/PNP Template](#)
DC Spring 2023 SR/PNP Template
Nov 22, 2022

[User Role Matrix](#)
User Role Matrix
Sep 27, 2022

[User File Layout](#)
User File Layout
Sep 27, 2022

Top Resources

- [User File Field Definitions](#)
- [User Role Matrix](#)
- [Organization File Field Definitions](#)
- [Hardware and Software Guidelines f](#)
- [Hardware and Software Guidelines f](#)
- [PearsonAccess Next Online User G](#)
- [Training Modules](#)
- [TestNav 8 Online User Guide](#)

Contact Us

Customer Support
1-866-688-9555
Monday – Friday
6:00 am – 7:30 pm (EST)
[Contact Customer Support](#)



Testing Setup - Continued

- Testing Coordinators will also be required to:
 - Create a Session
 - Add Students to Sessions
 - Print Testing Tickets
 - Prepare Sessions
 - Assure Students are Assigned Correct Accommodations
 - Start Sessions



During Testing



Online Test Management

- During Testing, Test Coordinators will need to:
 - Session Management
 - Locking and Unlocking units of the test for student to access units
 - Monitor Testing
 - Track progress
 - Student status
 - Resume student test
 - Change Students
 - If a student is assigned an incorrect accommodations after the session has been prepared



Online Test Management - Continued

- Make-Up Testing
 - **Documentation:** The *Make-Up Testing Directions for Computer-Based Testing* guide can be found on the [DC Resource Support](#) site.
- Mark Tests Complete if a student was unable to finish their unit or test
- Operational Reports
 - Students Currently Testing Online
 - Students with Multiple Tests
 - Session Roster



Technical Troubleshooting During Testing

9059: *“The username or password you entered is incorrect.”*

This is common when students are using the TestNav Apps.

If the username/password being used is accurate, the student may be on the incorrect login page.

To get on the correct login page click the User icon in the top right and select “Choose a different customer.” Then pick the correct page from the Apps Home Screen.

Note: The student testing ticket will list the correct site to use the sign-in credentials.

A screenshot of the TestNav login interface for the District of Columbia. The page has a white background with a black border. At the top center, the text 'TestNav' is in blue, and 'District of Columbia' is in bold black. Below this are two rounded rectangular input fields: 'Username' and 'Password'. The 'Password' field has a small eye icon on its right side. A large blue rounded button labeled 'Sign In' is positioned below the input fields. At the bottom right, there are two small links: 'Test Audio' with a speaker icon and 'Practice Tests' with a pencil icon.



Technical Troubleshooting

Troubleshooting Steps for Test Administrators:

- Resume the student in PearsonAccess^{next}.
- Have the student log in again on the same testing device
- If the same error occurs repeatedly, or if the same error is affecting multiple students, contact your Technology Coordinator

Do not move the student to another testing device unless the student safely exits the test using the log out feature. This is to help prevent student responses from becoming more difficult to retrieve.

If the school has set up secondary save locations in the TestNav Configuration for all of the device-types, TestNav will always look in the primary and secondary save locations for a Student Response File when the student logs into the test.



TestNav Error Codes

TestNav Error Documentation:

TestNav 8 Online Support:

<https://support.assessment.pearson.com/display/TN/TestNav+8+Online+Support>

TestNav Error Codes:

<https://support.assessment.pearson.com/display/TN/Error+Codes>

SRF and Log Files:

<https://support.assessment.pearson.com/TN/find-saved-response-file-%28srf%29-and-log-files-16908300.html>



TestNav Expected Behaviors

Not all problems have error messages, and not all problems are technical issues.

The TestNav Expected Behaviors document is available on the [DC Resource Support](#) site.

It is designed to help users who encounter behaviors in TestNav that are different than anticipated or do not appear to be working properly but are non-critical limitations or are expected behaviors.

Examples:

- The Notepad cannot be resized
- The Exhibit cannot be resized
- Students cannot copy/paste passage text in ELA assessments, only text that they write themselves
- A question still appears as “Not Answered” in the Review menu unless all parts of the question are answered
- The Magnifier tool will not magnify the display on the TI-84 Graphing Calculator



Technology Coordinator

- The Technology Coordinator needs to be available to troubleshoot any technology issues that may arise during testing.
- When to Contact Pearson Customer Support
 - Error Codes that cannot be resolved
 - Fatal Errors
- Customer Support is available Monday – Friday from 6:00am – 7:30pm (EST)
 - [Contact Information](#)

Customer Support

Assistance is available for schools and districts via webform, phone and frequently asked questions.

Pearson customer support is a technical resource for schools and districts. Parents who have questions about the assessments are encouraged to contact their school, district, or state contact.

Phone Support
866-688-9555
Monday - Friday
6:00 am - 7:30 pm (EST)

Customer Support Webform
[Contact Customer Support](#)



Best Practices

- Best Practices with Customer Support
 - Document the ticket number
 - Time
 - Person
 - Chat/Phone
- When you contact Customer Support, you will be connected with a Level 1 agent. If the Level 1 agent is unable to assist, they will go up the chain to a Level 1.5 and then a Level 2 if necessary.
- If a customer is returning a call to Level 2, the customer will need to call customer Support and ask to be transferred to Level 2.
 - Customer will need to provide the ticket number to the agent before being transferred.



After Testing



Post-Test Management

- Remove or move unconsumed tests from prepared/started sessions
- Mark tests complete
- Stop sessions
- Confirm accountable organizations
- Input Not Tested, Void Flags, and Reason Codes
- Resolve Critical Warnings



Resources



DC Resource Site

<https://dc.mypearsonsupport.com/>

- Manuals & Guides
- Technology Setup
- Test Preparation

The screenshot shows the homepage of the DC Resource Site. At the top, there is a navigation bar with links for Home, PearsonAccess^{next}, Technology Setup, Manuals and Modules, Test Preparation, Administration Resources, and Support. Below the navigation bar, the main content area features a 'Home' section with a welcome message and a circular image of a man and a woman looking at a document. The main content is organized into several sections, each with a title, a brief description, and a 'View' button. The sections are: PearsonAccess^{next}, Technology Setup, Manuals and Modules, Test Preparation, Administration Resources, Support, and Transcend Interim Study.

PARCC Partnership for Assessment of Readiness for College and Careers **DC** The District of Columbia Assessment of the Next Generation Science Standards

Home PearsonAccess^{next} Technology Setup Manuals and Modules Test Preparation Administration Resources Support

Transcend Interim Study

Home

The **Partnership for Assessment of Readiness for College and Careers (PARCC)** is a group of states working together to develop a set of assessments that measure whether students are on track to be successful in college and careers.

DC Science is the District of Columbia's statewide assessment of the Next Generation Science Standards (NGSS). The DC Science assessment presents students with tasks that are built around scientific phenomena as well as engineering design challenges.

What can you find on this site? This site hosts all of the tools necessary for Test Coordinators, Technology Coordinators, and Test Administrators to prepare for and administer PARCC English Language Arts/Literacy and Mathematics and DC Science Assessments.

Where can you find information about the test design, released items, and resources for parents? [Click here.](#)

PearsonAccess^{next}
PearsonAccess^{next} serves as the entry point to all Pearson services used by schools and districts participating in the PARCC ELA/L and Math and DC Science Assessments.
[View PearsonAccess^{next}](#)

Technology Setup
Prepare your system for the computer-based assessment. Access technical guidelines, user guides, and TestNav.
[View Technology Setup](#)

Manuals and Modules
Manuals and training modules are used by Test Coordinators, Test Administrators, and Technology Coordinators to plan and administer the tests.
[View Manuals and Modules](#)

Test Preparation
Users can access sample items, TestNav 8 tutorials, and practice tests to prepare for the PARCC ELA/L and Math and DC Science Assessments.
[View Test Preparation](#)

Administration Resources
Resource documents for Test Coordinators, Test Administrators, Technology Coordinators districts, and schools.
[View Administration Resources](#)

Support
Assistance is available via webform, phone, and frequently asked questions.
[View Support](#)

Transcend Interim Study
Under construction
[View Transcend Interim Study](#)



User Manuals

<https://dc.mypearsonsupport.com/technology-setup/>

- Technology Guidelines
- User Guides

<https://dc.mypearsonsupport.com/manuals/>

- Test Administrator Manuals
- Test Coordinator Manuals
- Accessibility Features and Accommodations Manual (AF&A)

[PAN > Support > Documentation](#)



Resources – Training Module

<https://dc.mypearsonsupport.com/training-modules/>

PARCC Partnership for Assessment of Readiness for College and Careers

DC The District of Columbia Assessment of the Next Generation Science Standards

Home PearsonAccess^{next} Technology Setup **Manuals and Modules** Test Preparation Administration Resources Support

▶ Training Modules

Additional training resources are available for Test Coordinators, Test Administrators, and Technology Coordinators. They can be used to supplement information found in the Test Coordinator Manual and the Test Administrator Manuals.

Test Administration Modules

Test Administration Modules ▼

Technology Coordinator Modules

Technology Coordinator Modules ▼

- Welcome to PearsonAccess^{next} Training Module
- Welcome to TestNav Training Modules



Additional Information



Student Readiness

Practice Tests:

Practice tests are available for all accessibility features and accommodations including TTS, ASL, Screen Reader, Closed Captioning, Large Print, and Braille at:

<https://dc.mypearsonsupport.com/practice-tests/>

Tutorials:

Tutorials for TestNav 8, paper, online, and TTS, ASL and Closed Captioning with functionality guides are located at:

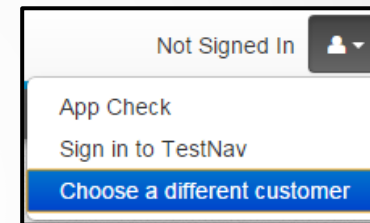
<https://dc.mypearsonsupport.com/tutorial/>



Student Readiness

Non-secure Practice Tests and Tutorials are also available in the TestNav Apps. This applies to Chromebooks, iPads, Androids, and the TestNav Desktop App.

- Navigate to the App Home Screen and choose “District of Columbia”
 - If you’re already on a login screen click the User icon in the top right and select “Choose a different customer” to return to the App Home Screen
- Click the Practice Tests link to access Practice Tests and Tutorials





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Support



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- Word

Student Registration & PNP Field Definitions

[Student Registration & PNP Field Definitions](#)

Jan 4, 2022

Student Registration & PNP File Layout

[Student Registration & PNP File Layout](#)

Dec 9, 2021

User Role Matrix

[User Role Matrix](#)

Jan 19, 2020

User File Layout

[User File Layout](#)

Jan 6, 2019

User File Field Definitions

[User File Field Definitions](#)

Dec 9, 2021

Organization File Layout

[Organization File Layout](#)

Dec 9, 2021

Organization File Field Definitions

[Organization File Field Definitions](#)

Dec 9, 2021

Hardware and Software Guidelines for PearsonAccess Next

[Hardware and Software Guidelines for PearsonAccess Next](#)

Top Resources

- User File Field Definitions
- User Role Matrix
- Organization File Field Definitions
- Hardware and Software Guidelines for PearsonAccess Next
- Hardware and Software Guidelines for TestNav 8
- PearsonAccess Next Online User Guide
- Training Modules
- TestNav 8 Online User Guide

Contact Us

Customer Support

1-866-688-9555

Monday – Friday

6:00 am – 7:30 pm (EST)

[Contact Customer Support](#)

Chat

[Chat Now](#)

Available during hours listed above

Links

- DC Pearson Portal
- PearsonAccess Next Training Site
- Practice Tests
- PARCC



PearsonAccess^{next} Support

For help with PearsonAccess^{next}, TestNav, shipments, additional orders, related to PARCC or DC Science, contact Pearson:

<https://dc.mypearsonsupport.com/support/>

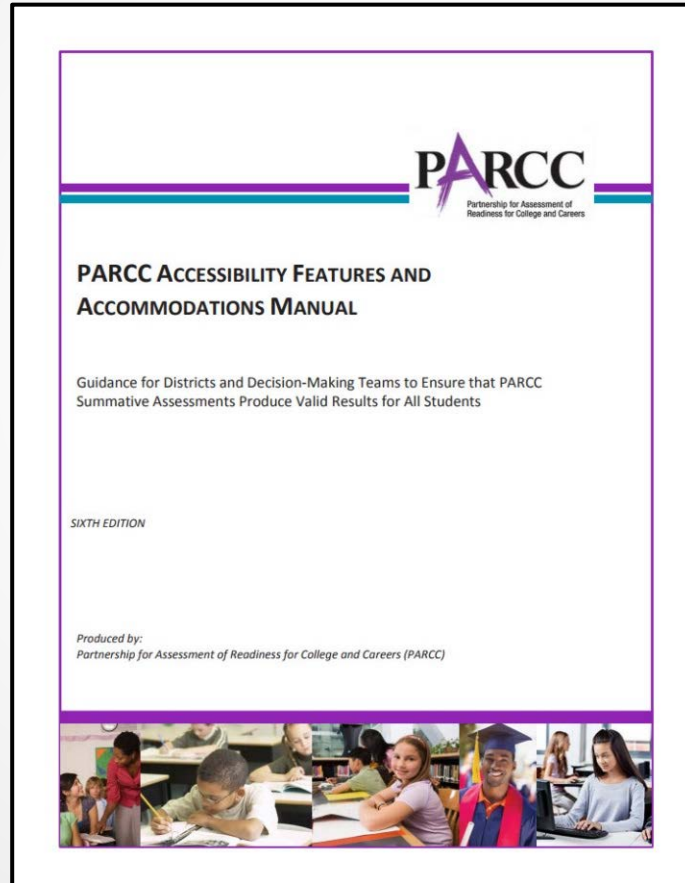
(866) 688-9555

(6:00 a.m. – 7:30 p.m. ET, Mon.–Fri.)



Accessibility Features and Accommodations

PARCC Accessibility Features and Accommodations Manual





Q&A



| Thank you!