

Proctor Tips and Troubleshooting

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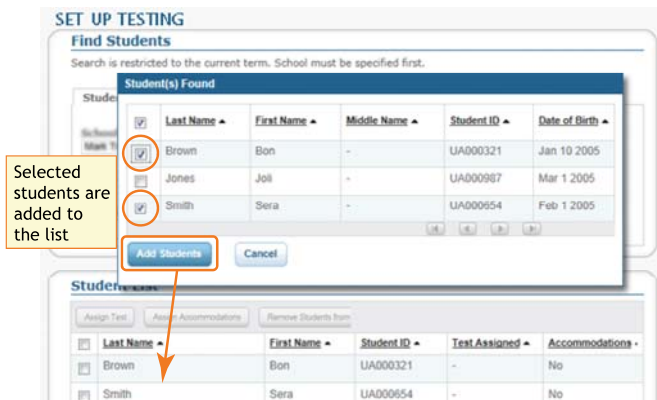
Set Up Testing in MAP



Log into MAP (teach.mapnwea.org), choose **Manage Test Sessions**, and follow Option 1, 2, or 3.

OPTION 1—Find Students to Test

1. Click **Find Students to Test**.
2. Choose search criteria and then click **Search**.
3. Review the search results and click **Add Students**.



4. Repeat the search as needed.

5. RECOMMENDED—Select one or more students and click **Assign Test**.



6. OPTIONAL—Use **Assign Accommodations** (adjacent to **Assign Test**).
7. OPTIONAL—Click **Save Session**.
8. When your student list is ready, click **Test Now**.

OPTION 2—Test Your Class

1. Click **Test My Class**.
2. Select one of your classes, if prompted.
3. RECOMMENDED—Select one or more students and click **Assign Test**.

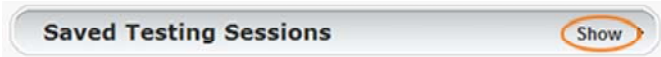


4. OPTIONAL—Use **Assign Accommodations** (adjacent to **Assign Test**).

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OPTION 3—Use a Saved Testing Session

1. Click **Show**.



2. OPTIONAL—To see testing sessions others created, change **Created By**:

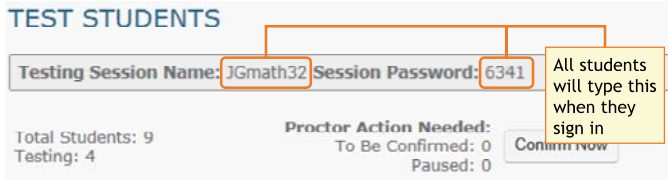


3. When you find and select a testing session, click **Test Now**.

Student Sign-In

Get the name and password of the testing session:

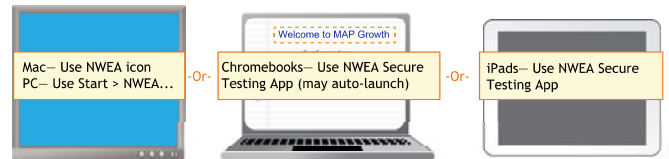
1. On your **proctor computer**, you should now see the **Test Students** page. (If not, click **Test Now**.)
2. At the top, notice the name and password of the session:



3. On a board, write the name and password for all students to copy.
 - Password is auto-generated whenever you start or restart a testing session
 - Password will expire overnight

Open browsers and give instructions:

1. On **student computers**, students start MAP in one of the following ways:



Or, if you are approved to test with a browser only, direct students to: test.mapnwea.org.

2. Optional—Ask students to click [Try the Practice Test](#) on the student log-in page. They need to use a generic log-in:

- Username = grow
- Password = grow

Note: Do not use Internet Explorer for practice tests.

3. Optional—Read to students the [Student Introduction to MAP Testing](#).

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Confirm students to start:

1. On student computers, guide students to complete the following:

Session name and password (copy from board)

Student name (and test if not assigned)

Yes to continue or No to start over

2. On your **proctor computer**, confirm students every few minutes, as students are ready:

- a. Click **Refresh Status** to see which students have the "To Be Confirmed" status.
- b. Click **Confirm Now**. It confirms all students with "To Be Confirmed" status.

— or —

Select students, click **Select Action**, and choose **Confirm**.

- c. Students: Click **Start Test**.

Tip for slow internet connection—Ask students to start just a few at a time, not all at once.

Pause Test (Under 30 min)

1. From your **proctor computer**, select student(s).
2. Click **Select Action** and choose **Pause**.

Continue paused test:

1. From your **proctor computer**, click **Refresh Status**.
2. Select the student(s) with status "Paused."
3. Click **Select Action** and choose **Resume**.
4. On the student computer, the test resumes with a new question.
 - Student must resume from the same computer.
 - After 25 minutes of inactivity, the test automatically becomes suspended.

Student Computer Interruption (Optional)

If there is a problem with the proctor controls, you can interrupt from the student computer. This feature is not available on iPads.

1. On the student computer, type: Ctrl + Shift + P (or Ctrl+Shift+L). Immediately the student's test is paused.
2. OPTION 1—Continue from your **proctor computer** using **Select Action > Resume**.

—or—

OPTION 2—On your **proctor computer**, get the PIN code so you can continue on the student computer.

Once you type the PIN on the student computer, you can resume, report a problem with the test questions, or take other actions.

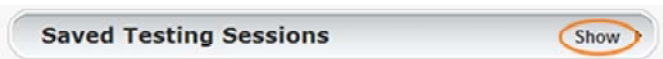
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Suspend Test (Longer Than 30 Minutes)


1. From your **proctor computer**, select student(s).
Tip: Click **Select Status** and choose **Testing** to quickly select students who are still testing.
2. Click **Select Action**, choose **Suspend**, and click **OK** when prompted.
3. Students click the **OK** prompt.
4. If student(s) will continue the test today, then leave the testing session open.
– or –
5. If student(s) will continue on another day, then:
 - a. Click **End Testing Session** when everyone is suspended (or finished).
 - b. When prompted, click **Save and Exit**.
Note: Students should continue the test within 14 days, because more instruction between testing can influence the score. The maximum is 28 days. After 28 days, tests cannot be resumed and students will need to start over.

Continue suspended testing session:

1. Click **Manage Test Sessions** on the left.
2. Click **Show** to see the saved testing sessions.



3. Select the Testing Session you saved and click **Test Now**.
Note: The Status will be Awaiting Student for everyone, meaning they can now sign into the session.

4. Have students sign in as usual. The password students type is new, although the testing session name remains the same as before.
5. On your proctor computer, click **Confirm Now**.
6. When prompted, select **Resume Test** and click **Submit**.
 **Tests Exceeding 28 Days**—In this case, choose **Start New Test** or **Do Not Confirm**. You cannot continue the suspended test.

End of Testing

Before you can begin another testing session, you must end the first session:

1. On your **proctor computer**, check the **Status** column for any students still testing.
2. When no one is left testing, click **End Testing Session**. At the prompt, choose:
 - a. **Save**—If the *same group* of students will be tested together later.
 - b. **Delete**—If different groups will be formed for further testing. (Deleting it does not affect test results, because tests are associated with the students, not the test session.)
3. Close down the browser or app on student computers.
PC or Mac — Click the **X** at top
iPad — Use the **Home** button
Chromebook — Type the exit command: **Shift + Alt + K**

Is it okay to leave the testing session open?

Although it's possible to leave your testing session running until more students arrive, you cannot keep it running overnight. Every night, they are closed automatically, and any students left in a testing status switch to suspended status.

Note: Your Proctor profile is also limited to running only one testing session at a time. If needed, you can add students to a testing session by clicking the **Add More Students** button.

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Make-up Testing

Note: Students should continue tests within 14 days, although the maximum is 28.

1. Click **Manage Test Sessions** on the left.
2. Click **Find Students to Test**.
3. Click **Test History Search**.

Find Students

Search is restricted to the current term. School

Student Search **Test History Search**

School

4. Select, at a minimum: School, Test, and Testing Status.

Student Search **Test History Search**

School
Bethel Elementary School

Grade
All Grades

Instructor
All Instructors

Class
All Classes

Find students by their testing status. Search is restricted to the current term.


Test(s)
MAP: Math 2-5 Common Core 2010 V2

Testing Status
 Not yet tested
 Suspended Test

If no student is found, try setting School to No School Assigned

5. Click **Search** and then, from the pop-up list, click **Add Students**.
If needed, sort students by the **Test Event Start Date** column.
6. IMPORTANT: Select students and click **Assign Test** and, if needed, **Assign Accommodations**.
7. Click **Test Now**.

Note: The Status will be **Awaiting Student** for everyone, meaning they can now sign into the session.

8. While confirming students, choose **Resume Test** when prompted.
 **Tests Exceeding 28 Days**—In this case, choose **Start New Test** or **Do Not Confirm**. You cannot continue the suspended test.

Troubleshooting Common Issues

Whenever testing is slow:

On the **student computer**, click **Reset** or use the keyboard command:

F5 (Win)—or— **Command+R (Mac)**

Saved testing session is missing

By default, you only see the testing sessions you created. To see testing sessions others created, change the **Created By** filter:

Testing Session Name

Created By
Burns, Austin

Delete or type over to see others' sessions

Student name missing on the Sign In page

—or— Student kicked out and can't re-join

The student's status must be **Awaiting Student** in order to appear on the Sign In page. On your **proctor computer**, select an action depending on the Status:

- **Confirmed**—Choose **Select Action > Do Not Confirm** (you will confirm later)
- **Testing**—Choose **Select Action > Suspend**
 - Once suspended, chose **Select Action > Test Again**
- **Suspended**—Choose **Select Action > Test Again**

Ask the student to sign in again, and then confirm as usual.

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Delete Test Session—Does that remove test results?

No, the tests are associated with the students, not the test sessions. Closing or deleting a testing session does not affect test results. Students can resume incomplete tests in the same or another testing session.

Students arrive in the middle of testing

On the **proctor computer**, Test Students page, click **Add More Students**.

Student completed test—How do I assign a different test?

Note: Ideally, a student should take no more than one full MAP test per day.

1. Confirm student status is Completed, Terminated, or Suspended.
2. Select the student, and then select **Test Again**.
The student status changes from Completed to Awaiting Student.
3. Select the student and click **Assign Test(s)** to assign a new test.
4. *Optional:* Choose **Assign Accommodation** if it differs for the new test.
5. Ask the student to sign in again (same session name and password).

Question appears blank (white screen) or displays a UUID error

If a question still does not display after refreshing the student's browser:

1. On your **proctor computer**, with a student selected:
 - a. Choose **Select Action > Suspend**.
 - b. Select the student again.
 - c. Choose **Select Action > Test Again**.
The test continues where the student left it.
2. On the **student computer**:
 - a. Click **Ok** at the prompt.
 - b. Join the test again.

Skip a question that appears broken ("Problem Item Report")...

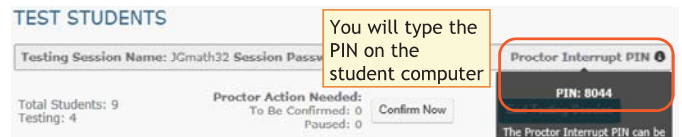
Option A—Skip the question:

1. On the **proctor computer**, student selected, choose **Select Action > Pause**.
2. Select the student again and then choose **Select Action > Resume**.
3. After the **student** clicks **Resume**, a new question appears.

Option B—Both skip the question and report the problem to NWEA:

Note: This feature is not available on iPads.

1. On your **proctor computer**, hover over the **Proctor Interrupt PIN** to reveal the code:



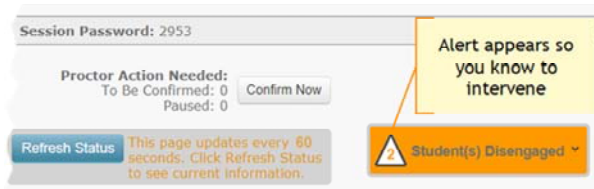
2. On the **student computer**, type: Ctrl + Shift + P (or Ctrl+Shift+L).
3. In the window that appears, type the PIN code.
4. Type a description of the problem with the test question.
Note: The MAP system captures the test name and question number for you.
5. Click **Resume Test**.
The MAP system sends the report to NWEA to be addressed (a "problem item report"), and the test resumes with the next question.

NWEA Phone Support: 877-469-3287

Proctor Tips and Troubleshooting

Keep Students Engaged

A student is probably disengaged when he or she answers three successive questions with rapid guesses, and so an alert appears for the Proctor to intervene:



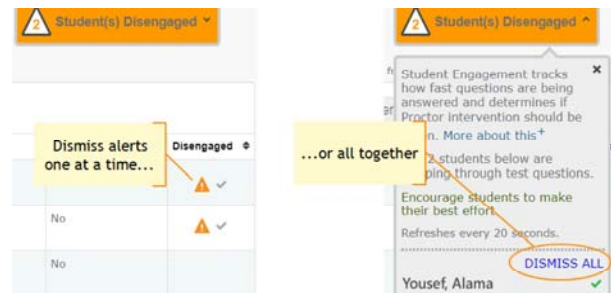
If left unchecked, the MAP results would become less reliable.

How to Intervene

The best way to help students re-engage will vary for each student. In general:

- Approach quietly and encourage the student to re-engage. Be as positive as you can.
- Avoid singling out a student publicly. Drawing attention to a student may distract others and lower the student's confidence.
- Emphasize that it's important to answer each question to the student's best ability.
- Determine whether the student is capable, right now, of re-engaging. If the student is not capable (such as illness), consider pausing or suspending the test, and resume when the student will be fully engaged.
- Avoid helping the student to answer test questions. Encouragement is okay; helping to take the test is not.

After intervening, you can dismiss alerts individually or all at once:



Note: Although you are not required to dismiss the notifications, it will help you keep track of who needs intervention and whether a student has become disengaged again.