

### Online Testing Highlights and Script for English Language Arts Writing Pilot Test Administrations

Test administrators must use this document when administering the Writing Pilot online. It includes step-by-step directions, the oral script that test administrators must read aloud (printed in **bold** letters), descriptions of test settings and accommodation codes, and troubleshooting tips. This document provides key information that test administrators need on test day.

#### Step 1. Prepare for the Administration

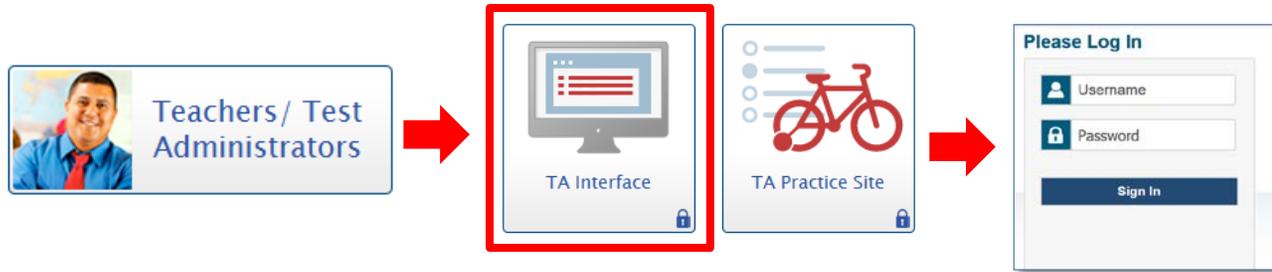
- Have available the information students will need for signing in: first name and SSID (Student ID for students who do not have an SSID). Test administrators may print test tickets to distribute to students on test day; find instructions in the [TIDE User Guide](#).
- Have available each student's accessibility features information. If a student will use the text-to-speech feature, the student must use headphones. If the student is tested in a one-on-one situation, speakers are allowable.
- Have access to the [Test Administrator User Guide](#). The user guide provides complete information regarding the Test Administrator Interface and Student Testing Site.
- Have available at least two sheets of blank paper for each student (required for English language arts).
- Prepare the test room. Ensure that charts, maps and other materials in the room that could assist students with test items are covered or removed before the test administration.
- Close all open applications on student devices and launch the [AIR Secure Browser or AIRSecureTest app](#).



## Step 2. Establish a Test Session

To test online, students must sign in to an active test session and be approved for testing by the test administrator. Test administrators can establish test sessions only on test day, immediately before students begin testing. Note that the Test Administrator Interface will log out test administrators whose sessions are idle more than 20 minutes. Therefore, test administrators should establish the test session within 20 minutes of when students will sign in.

- 2a. Navigate to the [Test Administrator Interface](#) on the portal, then log in. Note that the Test Administrator Interface link for operational testing is active only during test windows.



- 2b. After logging in, the test selection screen is immediately available. Click the + next to the Writing Pilot to see the list of available grades or tests for an administration.

This screenshot shows the "Operational Tests Test Selection" interface. At the top, it says "Operational Tests Test Selection" and "Expand All". Below that, it instructs the user to "Choose which tests to add to your session from the tree, and then start your session." There are three main categories: "Writing Pilot" (expanded), "ELPA21 Screener", and "Ohio Graduation Tests". Under "Writing Pilot", there are five sub-options: "Ohio Writing Pilot Grade 6", "Ohio Writing Pilot Grade 7", "Ohio Writing Pilot Grade 8", "Ohio Writing Pilot ELA I", and "Ohio Writing Pilot ELA II". At the bottom, there is a "Start Operational Tests Session" button and a "Close" button.

This screenshot shows the "Operational Tests Test Selection" interface. At the top, it says "Operational Tests Test Selection" and "Expand All". Below that, it instructs the user to "Choose which tests to add to your session from the tree, and then start your session." There are three main categories: "Writing Pilot" (collapsed), "ELPA21 Screener", and "Ohio Graduation Tests". Under "Writing Pilot", there are five sub-options: "Ohio Writing Pilot Grade 6", "Ohio Writing Pilot Grade 7", "Ohio Writing Pilot Grade 8", "Ohio Writing Pilot ELA I", and "Ohio Writing Pilot ELA II". At the bottom, there is a "Start Operational Tests Session" button and a "Close" button.

2c. Click the checkbox next to a test to include it in the test session.

Students in your session will only be able to take the tests they are eligible for and that you select for the session. For the Writing Pilot, students will take the test of the previous year's enrolled grade. For example, new 7<sup>th</sup> graders in the fall 2018 will take the grade 6 ELA writing pilot. Grade 7 students logging in should see the grade 6 test. For grades 10-12, students will need to take ELA I or ELA II. They will need to take the test level that they were administered in spring 2018.

2d. Click the green [Start Operational Session] button to start the session. Upon doing so, the Test Administrator Interface will generate the Session ID.

**Operational Tests Test Selection** Expand All

Choose which tests to add to your session from the tree, and then start your session.

- Writing Pilot
  - Ohio Writing Pilot Grade 6
  - Ohio Writing Pilot Grade 7
  - Ohio Writing Pilot Grade 8
  - Ohio Writing Pilot ELA I
  - Ohio Writing Pilot ELA II
- ELPA21 Screener
- Ohio Graduation Tests

▶ Start Operational Tests Session Close

2e. Locate the Session ID. It appears at the top of the Test Administrator Interface screen.

Note: The location of the Session ID box may vary depending on your device and width of your browser window. Two examples are shown.

Write your Session ID on the board so that all students can see it.

Ohio Department of Education

Operational Session ID: **OHIO-B388-1**

Students in your **Operational** Test Session

0 students awaiting approval 0 active tests

Instructions

Operational Session ID: **OHIO-B934-1**

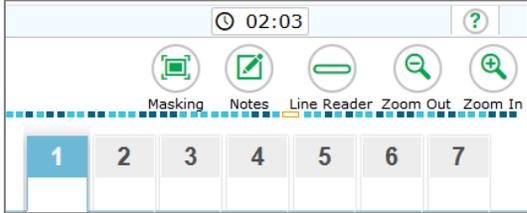
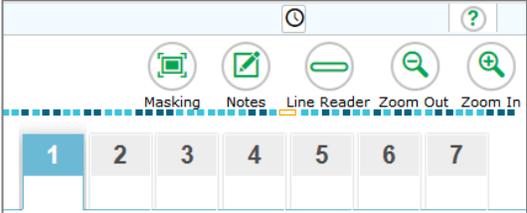
Students in your **Operational** Test Session

0 students awaiting approval 0 active tests

Instructions

### Step 3. Introduce Students to the Test Administration

Follow the script in the right column below to introduce the test administration to students. Use these directions for all students when starting a session.

For this group of students	Use this script to orient students to the administration
For all students	<p><b>SAY: Today you are taking an Ohio’s State Test for the ELA Writing Pilot.</b></p> <p>Unless the student test clock has been set to off for all students:</p> <p><b>SAY: You will be able to track how much time you have been in the test by looking at the clock in the upper right corner of your screen. This clock only runs while you are in the test. You can click on the clock to hide the time and click on the clock again to show the time.</b></p> <div style="display: flex; justify-content: space-around;"><div data-bbox="548 760 1075 1005"><p style="text-align: center;">Test Clock Shown</p></div><div data-bbox="1234 760 1761 1005"><p style="text-align: center;">Test Clock Hidden</p></div></div> <p><b>SAY: If you need a break during the test, raise your hand.</b></p> <p><b>You may use blank paper as scratch paper during the test.</b></p> <ul style="list-style-type: none"><li><b>I will now distribute the scratch paper. Use this paper to help plan your writing response. This paper is for your notes only. You may use the paper to write down ideas and organize what you will write.</b></li></ul> <p><b>Anything you write on this paper will not be submitted. You must put all your answers in the online testing system.</b></p> <p><b>Read each question carefully. Think about what is being asked. Look carefully at graphs or diagrams because they will help you understand the question.</b></p>

<p><b>For this group of students</b></p>	<p><b>Use this script to orient students to the administration</b></p>
<p>For all students</p>	<p><b>If you do not know the answer to a question, skip it and go on to the next question. If you have time, go back to the questions you skipped and try to answer them before submitting your test. You can use the mark for review tool to help remind you which items you want to return to later.</b></p> <p><b>You do not have to save your response to each test question. As soon as you mark your answer, the system records it. If you change an answer, the system saves your new answer.</b></p> <p><b>If you are typing an answer and want to make sure it is saved, you can click the SAVE button. If you do not click the SAVE button, the system will save your response when you move to the next question.</b></p> <p><b>When you reach the last question on the test, click the END TEST button. The Student Testing Site will ask you if you want to review your answers. Questions you have marked for review and questions you did not answer will be flagged. When you are done reviewing your answers, you will click SUBMIT TEST.</b></p>
<p>For students who will be released immediately after they submit their tests</p>	<p><b>SAY: After you submit your test, please log off your computer. You will then</b> (provide instructions to students who are released after testing).</p>

For this group of students	Use this script to orient students to the administration
For students who will not be released after they submit their tests	<p>SAY: <b>After you submit your test, please log off your computer. You will work on</b> (refer to the material(s) students should work on). <b>Place your</b> (material) <b>where you can find it easily, but do not take it out at any time during the test.</b></p>
For all students	<p>SAY: <b>Does anyone have any questions?</b> Answer any questions.</p> <p>SAY: <b>I will now walk you through the steps for starting the test. If someone is having trouble during the test, I will help that student. Students are not allowed to work together.</b> Proceed to the student sign-in step.</p>

#### Step 4. Student Sign-In

In order to sign in and take a test, each student must enter his or her first name (as it appears in TIDE), his or her SSID (or Student ID for students who do not have an SSID) and the Session ID. Follow the script below to start the student sign-in process.

**4a.** SAY: You should see the test sign-in screen. If you do not see the test sign-in screen, raise your hand.

Launch the secure browser or app on the student’s device if needed.

**4b.** SAY: You should see a box in the lower left that states, “This is the Operational Test Site”. If your box does not say this, raise your hand.

Have the student click “Take an Operational Test” button.

**4c.** SAY: Before you can start the test, you must type in three things.

**In the First Name box, type your first name only.**

**In the Student ID box, type your SSID (or Student ID).**

**In the Session ID box, type the Session ID exactly as it appears on the board. The Session ID is** (provide Session ID from Step 2).

**Once you have typed in your information, click [Sign In]. After you sign in, you will see a page that says, “Is This You?” Raise your hand if you do not see a page that says, “Is This You?”**

If a student is unable to sign in, a message describes the reason for sign-in failure. Refer to the [troubleshooting](#) section for possible resolutions.

**4d.** SAY: Read the “Is This You?” screen. Make sure the information is correct. If the information is correct, click [Yes]. If your information is not correct, raise your hand.

If any of a student’s information is not correct, the student may not continue.

Contact your test coordinator, who will need to update the student’s demographic information in TIDE prior to testing.

**4e.** SAY: The next screen shows “Your Tests.” Click on [provide the test name]. If you need help, raise your hand.

If the correct test is not available, see the [troubleshooting](#) section for possible resolutions.

SAY: After you have clicked on your test, you will see a message that says you are waiting for approval. Please wait for approval and the next set of instructions.

**Your Tests**  
Select the test you need to take.

**Mathematics**

Start Algebra 1 Part 1      Start Algebra 1 Part 2

Operational Test Site      Back to Login

**Waiting for Approval**  
Your Test Administrator needs to review your requested test and your test settings. This may take a few minutes.

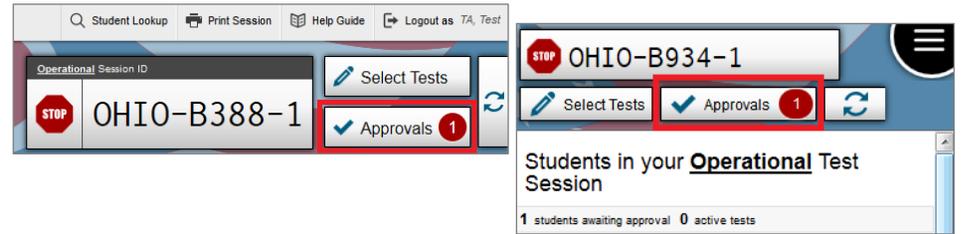
<b>First Name</b> Jane	<b>Last Name</b> Doe
<b>Session ID</b> OHIO-8046-5	<b>Test</b> Algebra 1 Part 1

Click to cancel the request and return to the login page.

## Step 5. Approve Students for Testing

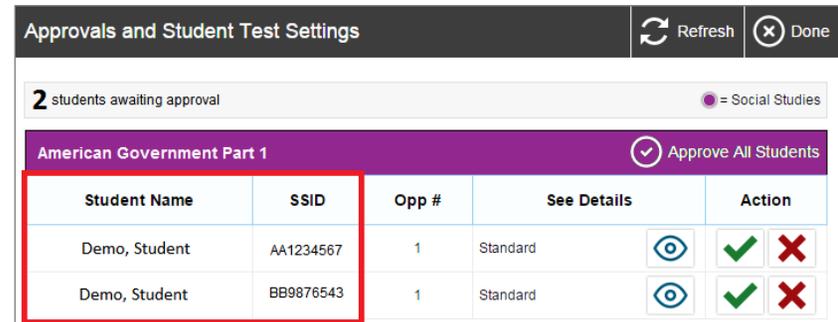
5a. Once students begin appearing in the approvals queue, click the [Approvals (#)] button at the top of the Test Administrator Interface to open the Approvals and Student Test Settings pop-up window.

**Note:** The location of the Approvals box may vary depending on your device and width of your browser window. See two examples at right.



5b. Confirm that the students listed in the Approvals and Student Test Settings window are the students who will be testing during the test session. Make sure each student is listed under the correct test.

Click the lookup icon  to review a student's accessibility features. (Accessibility features are described in the [Test Settings and Accommodations](#) table at the end of this document.)



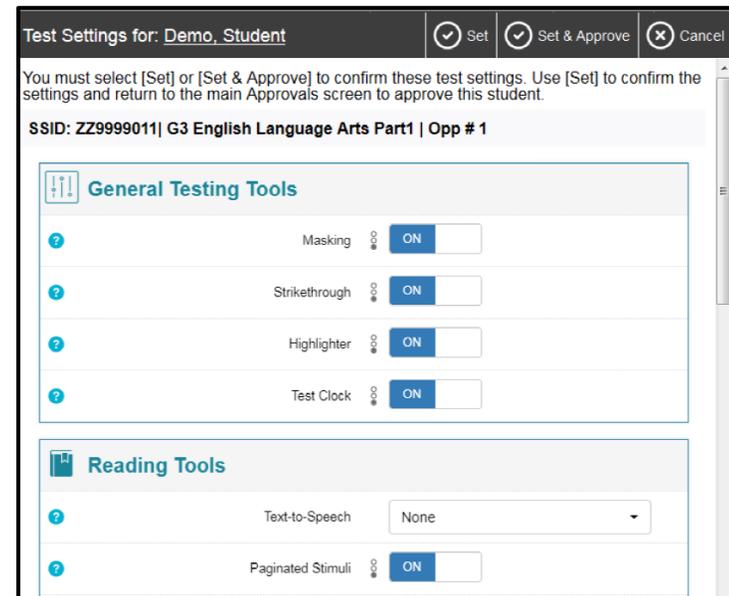
5c. Review and edit a student's accessibility features and accommodation codes within the Test Settings window.

Do not approve a student if the correct features or accommodation codes are not marked.

**Note:** Test settings and accommodation codes vary by test. For a complete guide, refer to the [Test Settings and Accommodations](#) table at the end of this document.

Click [Set] to confirm the settings and return to the Approvals and Student Test Settings box.

Click [Set & Approve] to confirm the settings and approve a student's test.



5d. If a student's test settings do not require updating, click the green check box to approve an individual student (recommended) or click [Approve All Students] within Approvals and Student Test Settings. After doing so, each approved student will advance to the "Is This Your Test?" screen.

Click the red X to deny a student's request to access the test. You will be prompted to enter a reason why the student's request was denied (e.g., the student selected the wrong test).

Student Name	SSID	Opp #	See Details	Action
Demo, Student	AA1234567	1	Standard	<input checked="" type="checkbox"/> <input type="checkbox"/>
Demo, Student	BB9876543	1	Standard	<input checked="" type="checkbox"/> <input type="checkbox"/>

## Step 6. Text-to-Speech Sound Check (if applicable)

Students who have the text to speech function turned on will see an Audio/Video Checks screen. The “Text-to-Speech Sound Check” panel allows students to verify their audio for this function.

To disable text-to-speech, instruct students to click [Back]. Clicking Back returns students to the Your Tests page. From that page, student will click [Resume “test name”], this moves students to the Waiting for Approval screen. From the Approvals and Student Test Settings screen; correct the test settings when approving student to test.

The sound settings display the voice pack that will be used for text-to-speech. If more than one voice pack is installed on the computer, a drop-down menu will be available. Additionally, depending on the student’s device, three slider bars may be available to allow users to adjust volume, pitch and rate.

If your students are using text-to-speech,

**SAY: Click the speaker button at the top of the screen. The computer should say, “This text is being read aloud.”**

**If you want to change the volume, pitch or rate, move the slider bars and click the speaker button again.**

**If you heard the voice and like your settings, click the green [I heard the voice] and then click the green [Continue] After you click the Continue button, you will see the Instructions and Help page.**

**If you did not hear the voice, raise your hand.**

Assist students as needed. If students do not hear the text being read aloud, confirm the audio is on and that the device contains a compatible voice pack. If students are using headphones, confirm that they are correctly plugged in and are not muted. Refer to the “Text-to-Speech Requirements” section of the [Technical Specifications Manual](#) for additional information.

**Text-to-Speech Sound Check**

Make sure text-to-speech is working.

Press the speaker button. You should hear a voice speak the following sentence: "This text is being read aloud."

**Sound Settings**

Current Voice Pack: Microsoft Anna - English (United Stat)

Use the sliders to adjust the available text-to-speech settings.

**Volume**

**Pitch**

**Rate**

**Next Step:**

If you heard the voice clearly, choose **I heard the voice**. If not, choose **I did not hear the voice**. To continue testing without checking text-to-speech, choose **Skip TTS Check**.

**Continue** **Back**

## Step 7. Review the Instructions and Help Information

The review test instructions and help information screens have been updated.

**SAY: The Instructions and Help page provides a link to the Help Guide, which has information about test navigation, tools and features. You may review this now by clicking the View Help Guide button. If you want to refer to this information during the test, click on the question mark in the top right corner of your screen. To review your test settings, click the View Test Settings button. Lastly, the page contains a message regarding test security, please review the information under the heading Additional Test Information.**

**If you have any questions regarding the Help Guide, the Additional Testing information or if any of your test settings are incorrect, raise your hand.**

If any settings are incorrect, the student should click [Return to Login]. When the student logs back in, correct the test settings when approving the student to test.

The availability of Student Testing Site tools depends on whether certain accessibility features, such as masking, are turned on and which test the student is taking. More detailed information on the Student Testing Site tools is available in the [Test Administrator User Guide](#).

Test administrators may prefer that all students start the test at the same time. Note, however, the bandwidth requirements of the test are greatest when students click [Begin Test Now]. If all testers click [Begin Test Now] at the same time, it may temporarily affect the speed of the network.

**SAY: When you are ready to start your test, click [Begin Test Now].**

When students click [Begin Test Now], the Student Testing Site will present the first question.

### Instructions and Help

You may select the question mark button to access this Help Guide at any time during your test.

#### Help Guide

The Help Guide and test rules can be accessed at any time by using the button on the top part of the test page.

View Help Guide

#### Test Settings

Use this button to review your test settings

View Test Settings

#### Additional Test Information

All state tests (including all test passages, test questions and any other secure material developed for use with any operational test) are secure materials. It is not permissible to reproduce any of this secure material or cause it to be reproduced in any format. You are not permitted to reveal any test question that is known to be on a state test in any manner whatsoever. The following includes, but is not limited to, examples of actions that would be considered a test security violation and end your test opportunity immediately:

- Using and/or possessing cellphones, cameras, smart watches or any other internet connected devices;
- Sharing test and test-related information (giving or receiving);
- Having notes, study guides, or 'cheat' sheets.

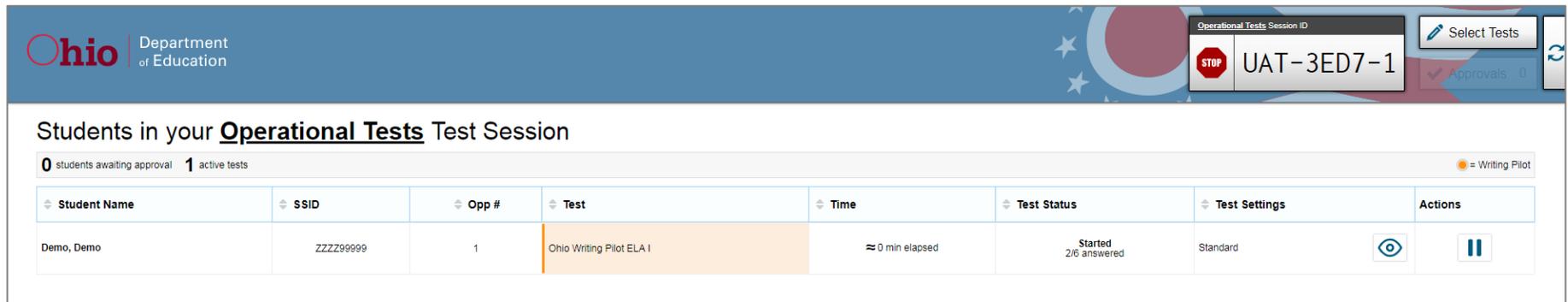
Begin Test Now    Return to Login

## Step 8. Monitor the Administration

### 8a. Monitor Testing and Ensure Test Security

Use the Test Administrator Interface to view the testing progress of any student. The site will not show test questions or scores, but the student test status column shows your students' testing progress. The student time column displays the **approximate** time each student has been in the test. The timer only runs while the student is viewing test content. The timer does not count the time when the student is on log-in pages, the review page or when the test is paused. When a test is resumed after a pause or re-open, the time will continue from the time the test was paused or closed. **The online system will not enforce a time limit.** Test administrators are responsible for ensuring that students complete their test.

The Test Administrator Interface refreshes automatically every minute. You can manually refresh at any time by clicking the refresh icon  toward the top of the page.



The screenshot shows the Test Administrator Interface for the Ohio Department of Education. At the top, there is a header with the Ohio Department of Education logo and a session ID: UAT-3ED7-1. Below the header, there is a section titled "Students in your **Operational Tests** Test Session". It shows 0 students awaiting approval and 1 active test. A table lists the active test details:

Student Name	SSID	Opp #	Test	Time	Test Status	Test Settings	Actions
Demo, Demo	ZZZZ99999	1	Ohio Writing Pilot ELA I	≈ 0 min elapsed	Started 2/6 answered	Standard	 

**Note:** In the TA Interface under the Pause Test column, a paused test has an information icon . Click this icon to see details about why the student's test is paused. You can provide this information to the Ohio Help Desk to assist in troubleshooting issues.

Circulate through the room periodically. Make sure that all conditions of test security are maintained. Assist students with test navigation, as needed, but do not answer questions about test content.

Check the Test Administrator Interface at least every 20 minutes to ensure that the session does not close out due to inactivity.

### 8b. Pausing a Test (if needed)

It may be necessary to pause an individual student's test (e.g., the student needs a break). Students can pause their tests from the Student Testing Site or you can click the pause icon  in the Pause Test column to sign the student out of the test.

Reminder: Once a test has been paused, the student will not have access to the Select Previous Version tool to select prior essay responses.

If a student's test remains paused for the rest of the day, the student will not be able to revisit the test on a subsequent day. If a test needs to be re-opened, the district test coordinator must submit a test status request in TIDE.

If a situation requires all students to stop testing, you can pause all students' tests by stopping the session. If you stop the session, all in-progress tests will be paused, and the system will sign students out of their tests. Students will not be able to review answers before the system signs students out. If a session is stopped, it cannot be resumed. You will have to create a new session and give the new Session ID to students so that they can sign in and resume testing.

Reminder: The time a test is paused does not reduce student testing time and the test timer will not include the time elapsed while the test is paused.

### 8c. Transferring a Session (if needed)

If you have problems with your computer or Web browser or need to change computers during an active test session, you can transfer the session from one computer, mobile device or browser to another without stopping the session or interrupting students' in-progress tests. To transfer a test session to a new device or browser:

- Do not stop or log out of the session you are currently in. If you do, you will end the test session and pause all students' tests, signing students out of the test.
- Log into the Test Administrator Interface on the new machine or in the new browser. A Session ID prompt will appear.
- Enter the active Session ID into the box and click [Enter]. When the Session ID is validated, you will be able to continue your test administration activities.

The test session on the previous computer or browser will transfer automatically. This will not stop the session or pause student tests.

If you have problems with your computer or Web browser and do not remember your Session ID, upon signing in again, click the link to [Start a Different Session]. Students should pause their tests and sign in again with your new Session ID. Remind students that once they pause their test they will not be able to select prior essay responses from the Select Previous Version tool.

## Step 9. Ending the Administration

A student's test ends if the student submits the test.

The test administrator ends a test session if all students have submitted their tests.

### Student Submits the Test

When the student clicks [End Test] in the online Student Testing Site, then [yes] in the subsequent pop-up window to continue, he or she will then view a screen similar to the one shown on the right.

All items (marked and unmarked) are available for the student to review.

After a student clicks [Submit Test], there will be one last pop-up window: Are you sure you want to submit the test? Once the student clicks [Yes], the student will not be able to review test questions or responses.

**Congratulations, you reached the end of the test!**  
If you need to review your answers, select the question number you wish to review. A flag icon appears for any questions that you marked for review.

You have marked questions. Review these questions before submitting your test.

Please review your unanswered questions before submitting the test.

**Questions:**

1	5	9	13	17	21	25
2	6	10	14	18	22	26
3	7	11	15	19	23	27
4	8	12	16	20	24	28

**Next Step:**  
When you are done reviewing your answers, select **Submit Test**. You cannot change your answers after you submit the test.

**Submit Test**

### Test Administrator Ends the Test Session

When all students within the session submit their tests, end the session.

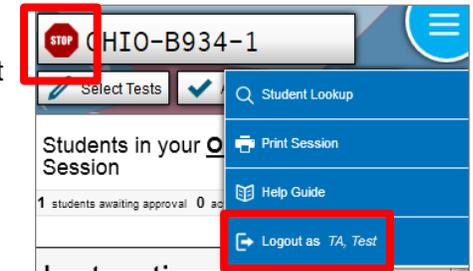
Click the red [Stop] button next to the Session ID to end the test session. If a student does not submit his or her test, the test will remain in paused status; the testing system will force paused tests through to scoring at the end of the day.

Logout of the Test Administrator Interface by clicking [Logout]. A message will appear, asking you to confirm that you want to logout.

Immediately after testing, collect any used and unused scratch paper from students. Securely shred the paper with student writing.

### Test Settings and Accommodations

Guidelines and policies governing accessibility features can be found in [Ohio's Accessibility Manual](#). A summary of the accessibility features available in the Student Testing Site is available below.



Test Setting	Description
Accommodation Codes	<p>Test administrators should mark <b>accommodation codes</b> for students who are eligible to receive accommodations on the test. The accommodation codes do not turn on or off any features in the Student Testing Site. All students have “None” as the default value. The following accommodation codes are for the Writing Pilot. Accommodation codes cannot be indicated in TIDE.</p> <p>English language arts tests: Read-Aloud Scribe Other None</p>
<b><u>General Testing Tools</u></b>	
Highlighter	<b>Highlighter</b> is set to on by default and allows the student to highlight text. This setting can be changed in TIDE and the Test Administrator Interface.
Masking	<b>Masking</b> is set to on by default and allows students to cover an area of the item so they can focus on certain item elements. This setting can be changed in TIDE and the Test Administrator Interface.
Strikethrough	<b>Strikethrough</b> is set to on by default and allows the student to cross out answer options for selected response items. This setting can be changed in TIDE and the Test Administrator Interface.
Test Clock	The student <b>Test Clock</b> is set to on by default and displays the amount of time the student has been in the test. The clock only runs while the student is viewing test content. The clock does not count the time when the student is on log-in pages, the review page or when the test is paused. When a test is resumed after a pause or re-open, the time will continue from the time the test was paused or closed. This setting can be changed in TIDE and the Test Administrator Interface. The student can collapse or un-collapse the test clock by clicking on it.



## Screen Reader Mode\*

This mode is an accommodation for students with visual impairments who use screen readers. The default setting is off.

This mode changes the presentation of items. See an example below. Note: This mode offers a vertical presentation (rather than displaying item elements side-by-side) and offers more white space.

*\*This mode is not compatible with Paginated Stimuli.*

### IMPORTANT:

Students who are working in this mode will not see animations for those item types. Instead, alternative text will display that describes the animation.

Students who are working in this mode must use the context menu (☰) to access tools such as text-to-speech (if turned on) and highlighting.

This setting can be changed manually in TIDE and the Test Administrator Interface. It is not available to turn on via test settings upload.

### Standard Mode

4

Two students are pushing blocks of different masses\* along the floor. They start the blocks at the same position and time and try to push them so that each block gets to the same finish position at the same time.

A. Move a block to each starting position.

B. Move an arrow to the left of each block to represent the amount of force needed for each block to get to the finish position at the same time.

- The length of the arrow represents the amount of force used to push the block.
- Place only **one** object in each blank box.
- There may be more than one correct answer.

\*masses/weights

### Screen Reader Mode

4

Two students are pushing blocks of different masses\* along the floor. They start the blocks at the same position and time and try to push them so that each block gets to the same finish position at the same time.

A. Move a block to each starting position.

B. Move an arrow to the left of each block to represent the amount of force needed for each block to get to the finish position at the same time.

- The length of the arrow represents the amount of force used to push the block.
- Place only **one** object in each blank box.
- There may be more than one correct answer.

\*masses/weights

Student A

Student B

## Print Size

The default print size is approximately 12 point; other sizes (levels 1-4) scale up. This setting can be changed in TIDE and the Test Administrator Interface.

**Other Tools**

Permissive Mode

**Permissive Mode** cannot be enabled from the Test Administrator Interface. For those few students with disabilities who need to use specialized software or assistive technology in the secure browser, permissive mode enables them to do so. This requires approval by the Department in advance of testing (**request at least 72 hours prior to testing by contacting the Ohio Help Desk**). For additional information, refer to the Assistive Technology Guidelines in [\*Ohio's Accessibility Manual with Appendices\*](#).

## Troubleshooting

Description	What to Do
<p>During student sign-in, the following message displays: <i>Please check that your information is entered correctly. If you need help, ask your test administrator.</i></p>	<p>Verify that the student has entered the correct first name and SSID or Student ID as they are entered in TIDE. If necessary, use the Student Lookup Tool located in the Test Administrator Interface to verify that the student is pre-identified.</p>
<p>During student sign-in, the following message displays: <i>Session ID does not exist.</i></p>	<p>Verify that the student has entered the correct Session ID with no extra spaces or characters. Verify that the session was created in the Test Administrator Interface (not the Test Administrator Practice Site) and that the student is logging into the Student Testing Site (not the Student Practice Site).</p>
<p>During student sign-in, the following message displays: <i>The testing session is closed.</i></p>	<p>Verify that the student entered the correct Session ID for the session that is active in the Test Administrator Interface. Verify that the Session ID is active in the Test Administrator Interface.</p>
<p>There are no tests available for the student to select on the “Your Tests” screen.</p> <p>A test is grayed out and cannot be selected.</p>	<p>Verify that the student has a Pre-ID record in TIDE.</p> <p>Verify that the student’s test eligibility was not set as “yes” for the alternate assessment.</p> <p>Verify that the student has not already taken the test; students can only take each part of the test once.</p> <p>Tests will be grayed out if the student started a test on a previous day but did not submit the test. Refer to the <a href="#">Fall 2018 Test Administration Manual</a> if the student was unable to complete testing in one day due to a test interruption (e.g. illness, loss of internet connectivity).</p>
<p>A test the student is eligible for was not included in the session.</p>	<p>Click [Select Tests] in the Test Administrator Interface to add additional tests to the session. For the Writing Pilot, students will take the test of the previous year’s enrolled grade. For example, new 7<sup>th</sup> graders in Fall 2018 will take the grade 6 ELA Writing Pilot</p>

Description	What to Do
The wrong accessibility features are listed for the student on the “Is This Your Test?” page.	The test administrator should have the student sign out and then sign back in. Before the test administrator approves the student to start the test, he or she must click the test settings and adjust them to provide the desired accessibility features. Once they are set, the test administrator must approve the student. The student will be able to continue his or her test with the appropriate features.
An Android message indicates a keyboard change is needed.	Refer to the “Configuring Mobile Devices” section of <a href="#">Technical Specifications Manual</a> for detailed instructions on setting up Android tablets.
A Chromebook message indicates that Kiosk Mode is needed.	Refer to the “Chrome OS AIRSecureTest Kiosk App” section of the <a href="#">Secure Browser Installation Manual</a> for Chromebook guidance.
A session ends before the allowable testing time elapses.	Log in and start a new session. Provide the students with the new Session ID.
A student gets signed out of a test while a session is still active.	If a student’s test is interrupted, the student should sign back in and rejoin the session.
A pop-up message says forbidden applications running.	The secure browser will not allow the student to begin testing if forbidden applications are running. Close any open applications then re-launch the secure browser.
A student’s test freezes.	<p>Force quit the secure browser or app and re-launch it. Have the student sign back in. If another device is available, the student can sign in on that device. Force quit commands include:</p> <ul style="list-style-type: none"> <li>• Windows: [Ctrl] + [Alt] + [Shift] + [F10]</li> <li>• Mac OS X: [Ctrl] + [Alt] + [Shift] + [F10] (The Ctrl key may appear as Control, Ctrl, or ^)</li> <li>• Linux: [Ctrl] + [Alt] + [Shift] + [Esc]</li> </ul> <p>No force quit commands exist for mobile devices. Instead do the following:</p> <ul style="list-style-type: none"> <li>• Chromebook: Power off the Chromebook.</li> <li>• iOS (iPads): Close the app as you would any other iOS app.</li> <li>• Android: Tap the menu button in the upper-right corner and select Exit.</li> </ul>

Description	What to Do
<p>A student has difficulty signing into a test.</p>	<p>Try each of the following steps. If the student continues to experience the issue after trying each step, contact the Ohio Help Desk at 1-877-231-7809 or <a href="mailto:OHHelpDesk@air.org">OHHelpDesk@air.org</a>. Use the Student Lookup icon on the TA interface to verify student information for login purposes only. It does not indicate whether a student is eligible to test. To verify student eligibility for a specific online assessment please check TIDE.</p> <ul style="list-style-type: none"> <li>• Stand over the student as they are logging in, or log in on behalf of the student.</li> <li>• Ensure the student’s device is using a supported operating system and has the latest version of the secure browser or AIRSecureTest app.</li> <li>• Test the student on a different device of the same operating system.</li> <li>• Test the student on a different device of a different operating system.</li> </ul>
<p>A student reports being kicked out of a test.</p>	<p>Try each of the following steps. If the student continues to experience the issue after trying each step, contact the Ohio Help Desk at 1-877-231-7809 or <a href="mailto:OHHelpDesk@air.org">OHHelpDesk@air.org</a>.</p> <ul style="list-style-type: none"> <li>• Ensure the student’s device is using a supported operating system and has the latest version of the secure browser or AIRSecureTest app.</li> <li>• Stand over the student as they are logging in, or log in on behalf of the student. If you login on behalf of the student, do not advance past the “Is This You?” page.</li> <li>• Actively monitor the student during testing to see if he or she is pausing the test.</li> <li>• In the TA Interface under the Pause Test column, a paused test has an information icon. Click this icon to see details about why the student’s test is paused. You can provide this information to the Ohio Help Desk to assist in trouble shooting the issue.</li> <li>• Test the student on a different device of the same operating system.</li> <li>• Test the student on a different device of a different operating system.</li> </ul>

Description	What to Do
<p>A student receives an error message while taking the operational administration (usually five digits).</p> <p>Additional Assistance</p>	<p>Record the error message and check the <a href="#">Message Codes</a> guidance document for additional information.</p> <p>Contact the Ohio Help Desk at (877) 231-7809 or <a href="mailto:OHHelpDesk@air.org">OHHelpDesk@air.org</a>. If you experience technical issues during a test session, have this information available:</p> <p>Test administrator name or information technology/network contact person and contact information;  SSID(s) of affected student(s);  Test name being administered;  Operating system and device information;  Any error messages and codes that appeared, if applicable;  Information about your network configuration, e.g., wired or wireless Internet network setup.</p>
<p>Review screen shows item unanswered, but student believes they have answered.</p>	<p>Student should revisit the item and ensure that all parts of the item have a response.</p>
<p>A student inadvertently deletes some or all of their response and the test has <b>not</b> been paused, or student has not clicked End Test.</p>	<p>Essay responses are auto saved every two minutes. Essay responses are also saved whenever a student navigates to a different page or item and when the student clicks the save button. For essay responses a student may recover their work using the built in Select Previous Version tool from the Context menu.</p>
<p>A student inadvertently deletes some or all of their essay response and the test has been paused, or student has clicked End Test.</p> <p>A student's device has lost connectivity and when the student reaccessed the test the student's response for the essay question is not their desired version.</p>	<p>If the test administrator or student pauses the test or if the student clicks End Test, no prior responses will be available in the Select Previous Version tool for the student to select when they reaccess the item.</p> <p>All saved versions are stored in the AIR server and a prior version can be restored with Department approval; call the Ohio Help Desk at 1-877-231-7809 to request that a prior essay response be restored. Provide SSID, test name, test part, question number and if the student will continue testing in that test part the current day.</p> <p><u>Note:</u> The response may not be able to be restored the same day. The student may need to return another day to complete their response to the question using the restored version.</p>