Pearson

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STAAR Alternate 2, TELPAS, and TELPAS Alternate Assessment Management System User's Guide

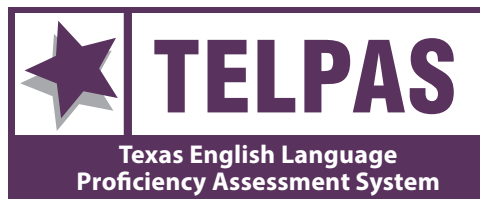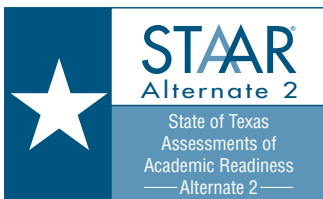**STAAR Alternate 2**
State of Texas
Assessments of
Academic Readiness
—— Alternate 2 ——

TELPAS
Texas English Language
Proficiency Assessment System

TELPAS
— ALTERNATE —
Texas English Language
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Introduction

The purpose of this guide is to provide step-by-step instructions for commonly performed district and campus tasks in the State of Texas Assessments of Academic Readiness (STAAR®) Alternate 2, Texas English Language Proficiency Assessment System (TELPAS), and TELPAS Alternate Assessment Management System.

Some users will not have the responsibility for, and therefore will not have online access to, some tasks covered in this guide. To review user roles and permissions for the system, refer to STAAR Alternate 2, TELPAS, and TELPAS Alternate Assessment Management System User Roles and Permissions found under Training Resources on the Texas Resource Center.

Before Signing In

The Assessment Management System is available at **https://tx.pearsonaccessnext.com**.

Signing In

The district testing coordinator and any delegates should create two accounts for each user of the Assessment Management System: one account for the operational Assessment Management System site and one for the Training Site. The operational site, also known as the "live" site, is referenced as the Assessment Management System in this guide. The system will generate two emails for each user. The first email will include a username and instructions for creating a password. The second email will notify the user that additional access has been granted.

The Training Site will be used for the Infrastructure Trial, and it also provides a place to practice Assessment Management System activities in a non-operational environment. Before completing an activity, confirm that you are signed in to the appropriate site. The operational Assessment Management System site has blue headers and a blue toolbar, and the Training Site has brown headers and a brown toolbar.

Training Site

Access the Training Site through **https://trng-tx.pearsonaccessnext.com**.

To set up the Training Site, technology staff should prepare one or more staff computers for use with PearsonAccess Next and one or more student workstations for use with TestNav 8. System requirements and other technology requirements are available at **https://tx.pearsonaccessnext.com** under *Support > Documentation* for the Assessment Management System and TestNav.

Once devices meet the requirements, users can practice the tasks in this guide on the Training Site, either as part of an infrastructure trial or as user training. Confirm you are in the Training Site before beginning any practice. **Any data or settings you manipulate in the Training Site will not affect actual data or settings for your campus.**

Information about running an infrastructure trial in the Training Site can be found in the "Infrastructure Trial" section of the Appendix.

Create and Manage User Accounts

There are two ways to create or update user accounts: by importing a data file or by manually creating an individual user.

To Import a User File

You can import a user file to add new users or to update or replace existing users. This process is commonly used for additions or changes that involve multiple users. Use the User Account File Format and the User Account File header available at *Support > Documentation* to create your user file.

1. Go to *Setup > Import / Export Data*.

2. Open the task list, "Import / Export Data," and click **Start**.

3. From the Type dropdown menu, select "User Import."

4. Click **Choose File** and navigate to the file to import.

   a. There are no special requirements for naming your file.

   b. The file must be in .csv format. (Mac users should choose the Windows CSV file type.)

   c. The following columns are required on the file for each record.

   - Action (c=create; u=update)
   - Username (can be email address)
   - First Name
   - Last Name
   - Email
   - Authorized Organizations (separate multiple organizations with a colon; e.g., Organization:Organization)
   - Roles (Exclude spaces between words and separate multiple roles with a colon; e.g., OnlineSessionAdministrator:MarkTestComplete; refer to the role matrix at **http://roles.pearsonassessments.com/texas/**)
   - Active Begin Date (MM/DD/YYYY; optional; if left blank, the account will be active when created)
   - Active End Date (MM/DD/YYYY; optional)
   - Disabled (Y or N)
   - Disabled Reason (optional)

5. Click **Process**.

After you import a file, it is listed under *Setup > Import / Export Data*.

The "Status" column displays the file import status. These are common statuses:

- **Pending**—The file is still being processed and you must wait a while longer.
- **Complete**—The file was imported successfully.
- **Complete with issues**—The file was imported, but there were problems with some of its contents.

To Address a "Complete with issues" Status

1. Check the box next to a file with issues.

2. Open the task list, select "View File Details," and click **Start**.

3. View or download error messages.

4. Edit the file to address the errors, save it, and import it again.

To Create User Accounts Manually

1. Go to *Setup > Users*.

2. Open the task list, select "Create / Edit Users," and click **Start**.

3. Enter the user information.

4. Click **Create**.

   a. If the Active Begin Date field is left blank, the user's account will be active when the account is created.

   b. The user will receive a system email including the username and instructions for creating a password or notification that additional access has been granted.

NOTE: User accounts are disabled after 240 days of inactivity and are deleted after 390 days of inactivity, regardless of the Active End Date.

To Manage User Accounts

1. Go to *Setup > Users*.

2. Search to find the user(s) you want to edit, or click the down arrow next to the **Search** button and check "Show all results."

3. Check the box(es) next to the user(s) to edit.

4. Open the task list, select "Create / Edit Users," and click **Start**. Additional tasks include "Reset Passwords" and "Delete/Restore Users."

5. Select a user from the list on the left.

6. Edit the user information and click **Save**.

Online Activities for TELPAS

Refer to the Key Dates section on the administration homepage in the Assessment Management for specific TELPAS administration tasks and dates.

Submit Counts for TELPAS Test Administrator Manuals

1. Select the TELPAS administration from the dropdown menu at the top of the screen.

2. Go to *Setup > Organizations*.

3. Search to find your campus(es) or click the down arrow next to the **Search** button and check "Show all results."

4. Check the box(es) next to the campus(es) to edit.

5. Open the task list, select "Edit Enrollment Counts," and click **Start**.

6. Select the campus to edit on the left.

7. Click the + sign next to "Manuals" to expand the list.

8. Adjust the number of manuals as necessary for the selected campus.

9. If you are done editing counts, check the box "Enrollment Counts Entry Complete." This status is used as a reminder to other users. Even if marked complete, the counts can be changed until the window for submitting counts for test administrator manuals closes.

10. Click **Save**.

11. Repeat steps 6–10 for all selected campuses.

Select Data Collection Option (Registration Option)

1. Select the TELPAS test administration from the dropdown menu at the top of the screen.

2. Go to *Setup > Organizations*.

3. Search to find your district, or click the down arrow next to the **Search** button and check "Show all results."

4. Check the box next to your district.

5. Open the task list, select "Manage Participation," and click **Start**.

6. Select your district in the list on the left.

7. Indicate your selection for the current TELPAS administration using the dropdown menu after the prompt "Should Pearson load student data for this administration?" (Default is the same option that was submitted for the previous year).

8. If you are done selecting your registration option, check the box "Participation Entry Complete." This status is used as a reminder to other users. Even if marked complete, the registration option can be changed until the window for selecting a registration option closes.

9. Click **Save**.

Order Additional Materials

To Create an Order

Before placing an order for additional materials, be sure to check with campus coordinators and confirm the needed items and quantities.

1. Select the test administration from the dropdown menu at the top and confirm that the organization (shown next to the administration) is set to the district.
2. Go to *Setup > Orders & Shipment Tracking*.
3. Open the task list, select "Create / Edit Orders," and click **Start**.
4. If a new order form doesn't display, click **Create Additional Order** on the left.
5. Enter *Date Needed*, *Reason*, and any *Special Instructions*. If you need to start the form over at any time, click **Reset**.
6. Under Materials Order, click **Add Items**.
7. Enter the required quantity of each item and click **Save**.

   NOTE: If there are a large number of items in the available list, not all available items will show listed. In this instance, use the filters above the column headings to narrow the choices. Change the selection in the Displaying dropdown menu to increase the number of lines visible.

8. When finished entering items, click **Create**.

   NOTE: Only submitted orders in a Pending status can be edited.

To View an Order

1. Go to *Setup > Orders & Shipment Tracking*.
2. Search to find your order(s). Change the search to find orders placed or updated during a longer period of time by changing the selection in the dropdown menu next to the **Search** button.
3. Click the blue information icon next to the order number to view order details and status information.
   a. The Details & Status tab provides the order status.
   b. The Ship To tab provides shipping information.
   c. The Materials Order tab provides all material(s) ordered.
   d. The Shipments tab provides tracking number(s) to track the shipment.

To Cancel an Order

1. Go to *Setup > Orders & Shipment Tracking*.
2. Search for the order to cancel.
3. Click the box next to the order.
4. Open the task list, click "Cancel Orders," and click **Start**.

5. Click the checkbox next to the order to cancel.

6. Click **Cancel Orders**.

Import TELPAS Student Registration File and Auto-Create Test Sessions

Students, registrations, groups, test sessions, and test assignments can be added and updated by importing a student registration file. Reference the "Data File Format for Student Registration" and the "Student Registration Header Template" available under *Support > Documentation* for instructions on completing the student registration file. Once the file is complete, follow the steps below to import.

Note: For TELPAS, the district must own the Holistic Rating test assignment to make any registration information updates. If the district owns only the reading and listening and speaking tests, you will not be able to make registration information updates.

To Import Student Data Files

1. Select the test administration from the dropdown menu at the top.

2. Go to *Setup > Import / Export Data.*

3. Open the Select Tasks list, select "Import / Export Data," and click **Start**.

4. Select "Student Registration Import" from the Type dropdown menu.

5. Click **Choose File** and navigate to the file to import.

6. As necessary, select the following options:

   • Don't auto-create Test Sessions for online testing—Select this option if the TELPAS Session Name field is populated in the student registration file at the time of import and it is determined that test sessions should not be auto-created.

   NOTE: If you **do** want test sessions to be auto-created, the TELPAS Session Name field must be populated, and this box should **not** be checked.

   • Don't modify student tests—Select this option only if you do not want student tests to be created or updated from the file import. If this box is checked, only student demographic data (e.g., years in U.S. schools, ethnicity, race) will be updated.

7. Click **Process**.

After you import a file, it is listed under *Setup > Import / Export Data.*

The "Status" column displays the file import status. These are common statuses:

■ **Pending**—The file is still being processed and you must wait a while longer.

■ **Complete**—The file was imported successfully.

■ **Complete with issues**—The file was imported, but there were problems with some of its contents.

To Address a "Complete with issues" Status

1. Check the box next to a file with issues.

2. Open the task list, select "View File Details," and click **Start**.

3. View or download the error messages.

4. Edit the file, save it, and import it again.

To Import a Student Registration Delete File

If all records from a previously imported student data file need to be deleted, you can import a Student Registration Delete file. Note that the system cannot delete data from existing completed student tests.

1. Go to *Setup > Import / Export Data*.

2. Open the Select Tasks list, select "Import / Export Data," and click **Start**.

3. Select "Student Registration Import" from the Type dropdown menu.

4. Click **Choose File** and navigate to the file to import. Note that you will want to choose the file that you previously used for your student registration file.

5. Click **Process**.

Create and Edit Students Manually

To Create Students

1. Select the test administration from the dropdown menu at the top.

2. Go to *Setup > Students*.

3. Open the task list, select "Create / Edit Students," and click **Start**.

4. Enter the required information.

5. Click **Create**.

To Edit Students

1. Select the test administration from the dropdown menu at the top of the screen.

2. Go to *Setup > Students*.

3. Open the task list, select "Create / Edit Students" and "Registration," and click **Start**.

4. Select the Register Students tab to update the student information including Years in U.S. Schools, Students with Interrupted Formal Education (SIFE), and Unschooled Asylee/ Refugee status.

   NOTE: Districts should only add the Reporting CDC if the student tested at a different district/campus from the one they report to. If a Reporting CDC needs to be entered, use the CDC number instead of the name since there are many campuses with the same name.

Students will report to the option selected, so the selected CDC should be verified before saving.

5. Click **Save**.

To Delete Students

This task can only be used for students who show as temporary in the system.

1. Go to *Setup > Students*.
2. Search to find the student(s) to delete, or click the down arrow next to the **Search** button and check "Show all results."
3. Select the student(s) to delete.
4. Open the task list, select "Delete Students," and click **Start**.
5. Check the box(es) next to the students to delete.

   NOTE: If you are unable to delete a student for whom the student information is incorrect, the district testing coordinator should submit a support request under *Support > Support Requests* and attach documentation to request student data corrections.

6. Click **Delete**.

Register Students Manually

1. Select the test administration from the dropdown menu at the top.
2. Go to *Setup > Students*.
3. Search to find the student(s) to register, or click the down arrow next to the **Search** button and check "Show all results."
4. Select the student(s) to register.
5. Open the task list, select "Registration," and click **Start**.
6. Ensure you are on the Register Students tab and select a student in the list on the left.
7. Click the box next to "Registered." Enter the grade level and other information.
8. Click **Save**.

Create and Manage Student Tests Manually

Ensure that the correct test administration is selected from the dropdown menu at the top of the screen for each of these tasks.

To Create Student Tests

1. Go to *Setup > Students*.
2. Search to find the student(s), or click the down arrow next to the **Search** button and check "Show all results."
3. Select the student(s).

4. Open the task list, select "Manage Student Tests" and "Manage Groups," and click **Start**.

5. Click *Create Student Tests*.

6. Complete the required information.

7. Optionally, select a group.

   a. Existing groups are listed in the Group Name dropdown menu.

   b. Create a group with the *Manage Groups* task and then return to the *Manage Student Tests* task.

8. Click **Create**.

To Edit Student Tests

Use these steps to edit test details, including accommodations, before or after testing. Some fields, such as *Score Code*, can only be edited after a test is completed.

1. Go to *Setup > Students*.

2. Search to find the student(s), or click the down arrow next to the **Search** button and check "Show all results."

3. Select the student(s).

4. Open the task list, select "Manage Student Tests" and click **Start**.

5. Select the student test to edit on the left. If there is a small arrow displayed, click that arrow to reveal and select a test.

6. Edit the student's test assignment details.

7. Click **Save**.

To Remove Student Tests

1. Go to *Setup > Students*.

2. Search to find the student(s), or click the down arrow next to the **Search** button and check "Show all results."

3. Select the student(s).

4. Open the task list, select "Manage Student Tests" and click **Start**.

5. Select the student test to remove on the left. If there is a small arrow displayed, click that arrow to reveal and select a test.

6. Uncheck the *Assigned* box to remove the test assignment. If the student has started the test, you will not be able to remove the assignment. Follow the steps to invalidate results on page 23.

7. Click **Save**.

Manage Groups

You can create a group to link multiple student tests. This makes it easier to locate multiple student tests and to add students to sessions for testing.

To Create a Group and Assign Student Tests to a Group

1. Select the test administration from the dropdown menu at the top.

2. Go to *Setup > Students*.

3. Search to find the student(s), or click the down arrow next to the **Search** button and check "Show all results."

4. Select the student(s).

5. Open the task list, select "Manage Groups," and click **Start**.

6. Click **New Class**.

7. Enter the required information.

8. Click **Save**.

9. Check the box(es) next to student test(s).

10. Select a group from the Group dropdown menu on the right.

11. Click **Assign group to Selected Student Tests**.

12. Click **Save**.

Configure TestNav

All districts must set up a TestNav configuration, whether or not they are using ProctorCache software. Configuring TestNav sets up the software to access the computer or computers to be used for caching and tells the testing devices where to save response files.

These setup tasks must be performed before test sessions are created, but they only need to be done one time per test administration, unless a change is required.

> **NOTE:** The use of ProctorCache software is not required for online test administration but is recommended for organizations with low bandwidth. Prior to setting up a TestNav Configuration, you need to determine whether or not your district will proctor cache.

To Create TestNav Configuration

1. Select the test administration from the dropdown menu at the top.

2. Go to *Setup > TestNav Configurations*.

3. Open the task list, select "Create / Edit TestNav Configurations," and click **Start**.

4. Click *Create Configurations* on the left.

5. Complete the information under New Cache Configuration.

   - The Precaching Computer Override option is selected by default. This option allows the system to override the designated precaching computer if there is a caching error during testing. Removing this option may lead to an interruption in testing if your designated precaching computer cannot connect.

6. Complete the information under Default Precaching Computer.

- If you plan to use ProctorCache software, a proctor caching computer must be set up and running on your network. You must know the IP address and port of that proctor caching computer. The default port is 4480.
- If you do not plan to use ProctorCache software, enter a Computer Name but leave the IP address and port information blank.

7. Complete the information under Response File Backup Locations, including applicable primary and secondary locations. You need to add locations for each type of operating system that will be used to deliver tests at your campus.

Response File Backup Locations

When you create a TestNav configuration, you must select primary and secondary response file backup locations in order to ensure student responses are saved and then sent to the Pearson server. This ensures no student responses are lost and prevents delays in testing.

- TestNav designates a default primary location in the user's home directory:
  - Windows: {USER.HOME}\Pearson\srf\
  - Mac: {USER_HOME}/Pearson/srf/

- If selecting a new primary save location, specify a mapped drive location, such as D:\TopDirectory\NextDirectory\SaveLocation.
- The secondary save location must be different from the primary save location.
  - Student testing stations must have read and write access to the primary and secondary save locations in order for the student response file to be saved. The folders you specify should be shared folders.
  - Shared folders on a Mac will have the following format for the path: /Volumes/SharedFolder. Shared folders on Windows will have the following format for the path: \\driveName\SRFLocation.

- To verify that the shared folder can be accessed on either a Mac or Windows computer, the user should sign in from a student computer and be able to access the specified path. On a Mac, open Finder and select *Go > Go To Folder* and enter the file path specified. On a Windows computer, open Run, and type the shared folder path.
- If you use the C:\ drive as the secondary save location, you must ensure that students have write access to that particular location. Otherwise, responses will not be saved and you will receive an error message. Change the secondary location to another location on the shared drive if you do not want responses saved locally on the client computer.

To Edit a TestNav Configuration

1. Select the test administration from the dropdown menu at the top.

2. Go to *Setup > TestNav Configuration*.

3. Under Find TestNav Configurations, search for a configuration to edit, or click the Search dropdown menu and check "Show all results."

4. Check the box next to the configuration that you want to edit.

5. In the task list, select "Create / Edit TestNav Configurations," and click **Start**.

6. Select the configuration to edit on the left.

7. Edit the configuration information.

8. Click **Save**.

To Delete a TestNav Configuration

1. Select the test administration from the dropdown menu at the top.

2. Go to *Setup > TestNav Configurations*.

3. Search for and find the configuration to delete, or click the Search dropdown menu and check "Show all results."

4. Check the box next to the configuration that you want to delete.

5. Open the task list, select "Delete TestNav Configurations," and click **Start**.

6. Click on the checkbox next to the configuration that you want to delete.

7. Click **Delete**. When you click **Delete**, the configuration will be deleted without additional requests for confirmation from the system. The action is not reversible.

Set Up ProctorCache Software

ProctorCache is software that securely downloads test content and stores it on a local proctor caching computer. Testing computers then download test content from the proctor caching computer instead of going over the Internet during testing. **Using ProctorCache is not required for online test administrations but is recommended for organizations with low bandwidth.**

Technology staff should review the ProctorCache system requirements and other technology requirements available at https://support.assessment.pearson.com/x/BAACAQ. Instructions for setting up and using ProctorCache software can be found at https://support.assessment.pearson.com/x/HAACAQ.

Determine If Proctor Caching is Needed

You can use the *App Check* tool within TestNav to determine whether your network can support the number of student devices you plan to use for testing.

1. From the *TestNav Sign In* page, select *App Check* from the User dropdown menu.

2. Select the **Run Network Check** button.

3. Enter the number of student devices that will be used to test at one time.

4. Select the **Start Diagnostics Test** button.

When the check is complete, you will receive a message saying whether or not proctor caching is recommended.

To Bypass Proctor Caching

If your district is set up to use the ProctorCache software, but you choose not to use it, you will need to bypass it at the test session level by following these steps.

1. Go to *Testing > Sessions* and search for the test session you wish to update.

2. Select the session and choose the "Create/Edit" task and **Start**.

3. Select the session on the left.

4. Use the **Use Custom TestNav Setting** button in the Test Session details and name the configuration, but leave the IP address and port field blank.

5. Save the test session.

Create and Manage Test Sessions Manually

Separate test sessions must be created for the reading, listening & speaking, and writing tests. Test sessions must also be created to enter information from TEA-approved special administrations. Most test sessions will be created automatically when student registration files are uploaded, but sessions can be manually created, if needed, by following the steps below.

To Create Test Session

1. Select the test administration from the dropdown menu at the top.

2. Go to *Testing > Sessions*.

3. Open the task list, select "Create / Edit Sessions," and click **Start**.

4. Complete the required fields.

   NOTE: In the Form Group Type field, select "Transcribe Paper" for a TEA-approved reading paper administration, and "Holistic Ratings L&S" for TEA-approved entry of Listening and Speaking holistic ratings. Proctor Read Aloud is not allowed in TELPAS.

5. Add students to the session with **Find by Name or ID** or **Find by Group**.

6. Click **Create**.

   After a test session is created, a password will be assigned to the session. This password can be edited, if desired, and will also be included in the student testing ticket.

To Edit Test Session

1. Select the test administration from the dropdown menu at the top.

2. Go to *Testing > Sessions*.

3. Search for the session(s) that you want to edit, or click the down arrow next to the **Search** button and check "Show all results."

4. Check the box next to the session(s) to edit.

5. Open the task list, select "Create / Edit Sessions," and click **Start**.

6. Select the session to edit on the left.

7. Edit the session.

8. Click **Save**.

9. Repeat steps 6–8 for other sessions.

To Move Students Between Online Test Sessions

Before you move students between online test sessions, check each student's status, as described in the "Monitor Student's Online Test Status" section.

Students cannot be moved if the student status is active. Students cannot be moved to a session if the status of the session is stopped.

1. Select the test administration from the dropdown menu at the top.

2. Go to *Testing > Students in Sessions*.

3. Click **Add a Session** in the Session List box.

4. Click *Filter*, select one or more filters, and click **Apply**.

5. Select the sessions to which you need to move students and click **Add Selected**.

6. In the Session List, select a session from which to move students. The students assigned to the session are available in the search results at the bottom of the screen.

7. Click the box next to each student to move from the session.

8. Open the task list, select "Move Students between Sessions," and click **Start**.

9. The Move Students between Sessions screen will open. The currently assigned test session will be marked with a shaded check.

10. Select in the Sessions search box the session to which you want to move the student(s), or, create a new session to move the student to by clicking **Create Session**.

11. Check the box under the session to which to move the student(s) and click **Move**.

   NOTE: Students will also need a new testing ticket for testing if they are moved between sessions after testing tickets were printed.

Move TELPAS Tests Between Organizations

If a student moves between districts or campuses (organizations), the district testing coordinator or district testing assistant can use the "Move Tests Between Organizations" function to move a TELPAS test assignment from the student's sending organization to the student's receiving organization.

Refer to the table below for assistance with determining responsibility for assessing students who move during the TELPAS assessment window. Additional information can be found in the "Manage assessments of students who move" TELPAS section of the District and Campus Coordinator Resources (Path: *Online Administrations > Prepare for Online Administrations > Review student records*).

Situation	Responsible Organization	Action
Student withdraws before the window opens	Sending Campus	If the TELPAS test assignments exist in the Assessment Management System (2–12 online tests; K–12 holistic ratings), remove the test assignments.
	Receiving Campus	Add and assess the student as any other enrolled EL.
Student withdraws on or after the window opens	Sending Campus	Submit holistic ratings for students enrolled before the window opens but withdraw before the window closes. If the student took the reading and/or listening and speaking test(s) before moving, submit the test(s) for scoring.
	Receiving Campus	K–1: If a student enrolls on or after the window opens, take no further action. 2–12: If the student was given the reading and/or listening and speaking test(s) (online tests) at another campus, take no further action. If not, the receiving campus is responsible for administering the online test(s). Determine if the student took online test(s) at the sending district and move the student's test assignment(s) if necessary.

1. From *Setup > Move Tests Between Organizations*, search for the student whose test you want to move. By default, the system is set to search across all organizations.

2. Select the checkbox next to the student's name for the student whose test assignment you want to move.

3. Open the task list and select "Move Tests Between Organizations" and click the **Start** button.

4. The next screen will show the tests currently assigned to the student, the status of the tests, and the organization where the test assignments currently exist. **NOTE: You can move the test as long as the test has not been started. If the test has been started, you will not be able to move the test assignment until the previous district marks the student's test as DNR.** Some common TELPAS online testing scenarios and resolutions can be found on page 34.

5. In the *Organizations* dropdown, select the organization to which the student's test should be moved.

6. Select the checkbox for the test that will be moved and click the **Move Tests** button.

If the move is successfully completed, the next screen will indicate that the move was a success and the change has been saved. The new test assignment information will be displayed on screen.

Precache Test Content

The precache step is where encrypted test content is downloaded from the testing server to the proctor caching computer. Districts who choose to precache should perform this step about out a week before testing. Precaching is completed through the Assessment Management System using ProctorCache.

Before precaching, either disable the browser's pop-up blocker or add an exception to allow popups from your precaching URL. To add exceptions, use the steps for your browser as described in the online guide at **https://support.assessment.pearson.com/x/dRFgAQ**.

Technology staff can precache by test (content for selected tests) or by test content (content for selected test sessions).

To Precache Test Content by Test

Complete this task at the district or campus level. Based on the online UG, some browsers don't require the Java applet. Refer to "Recommended browser list for precaching" at **https://support.assessment.pearson.com/x/dRFgAQ** for a list of browsers.

1. Select the test administration from the dropdown menu at the top.

2. Go to *Setup > Precache* by Test.

3. Check the boxes for one or more tests.

4. Select one precache server from the list.

5. Click **Precache**.

To Precache Test Content by the Selected Test Sessions

Perform this task after you create test session(s).

1. Select the test administration from the dropdown menu at the top.

2. Go to *Testing > Sessions*

3. Search to find test session(s) or click the down arrow next to the **Search** button and check "Show all results."

4. Check the boxes for the session(s).

5. Open the task list, select "Precaching Test Content," and click **Start**.

6. Click **Precache**.

   a. You can also click **View Status** at any time to view caching status.

   b. If content is not appearing when precaching and there are no students in the session, add students to the test session and try again.

7. An information page displays, showing that caching is in progress and which parameters are being used. At the same time, the ProctorCache application will open. From that application you can view caching progress.

Prepare Test Sessions

Sessions must be prepared before districts or campuses can start the sessions. Users should prepare sessions a week before testing.

1. Go to *Testing > Students in Sessions*.

2. Select the session in the Session List or select Combined View if preparing multiple sessions.

3. Click the **Prepare Session** or **Prepare All Sessions** button.

    a. While the prepare process is running, a session will appear in a "Preparing" status.

    b. The prepare session process runs in the background, so you may perform other tasks while a session prepares.

    c. Once the process is complete, the session will appear in a "Ready" status.

    d. The session is now ready to start.

Print Student Testing Tickets, Session Student Rosters, and Session Rosters

Each student must have a student testing ticket to sign in to an online test. Each testing ticket contains the student's unique username and password. You must also print a Session Student Roster for each session. This roster may be used to collect the required administration information. Each testing room will need a copy of the roster for students in that room. Session Rosters can also be created for all sessions for a particular test and campus. The testing tickets and rosters are secure documents. Ensure these files are deleted from your computer after you have printed them. Store the printed materials in a secure location, and distribute the appropriate materials on each day of testing. Turn in the materials to the testing coordinator after the test session is over.

To Print Student Testing Tickets for Students in a Particular Session

1. Go to *Testing > Students in Sessions*.

2. Add test session(s) to the Session List on the left.

3. Click a session to select it in the Session List.

4. If you want to print only selected testing tickets, click the checkbox next to the name of each student whose ticket you want to print.

5. Open the Resources dropdown menu and select either "Print all for this session" or "Print selected for this session."

6. Use your browser's print function to print the testing tickets.

To Print Student Testing Tickets for Multiple Sessions

1. Go to *Testing > Sessions*.

2. Search for and select the session(s).

3. From the *Task* dropdown menu, select "Generate Test Tickets."

4. Click **Start**.

5. Select the session(s).

6. Click the **Generate Test Tickets** button.

   Note: Testing tickets will be separated by a page with the session name and there is one test ticket available per page.

To Print Session Student Roster for a Particular Session

1. Go to *Testing > Students in Sessions*.

2. Add test session(s) to the Session List on the left.

3. Click a session to select it in the Session List.

4. Open the Resources dropdown menu and select "Session Student Roster."

5. Use your browser's print function to print the roster.

To Print Session Roster for All Sessions for a Particular Test and Campus

1. Go to *Reports > Operational Reports*.

2. Check the box for "Online Testing."

3. Click *Session Roster*.

4. Click Request Report Refresh.

5. To filter the report, make selections in the Report Parameters section.

6. Click **Refresh Report**.

7. Once the report has completed, click **Download Report**.

8. Open the downloaded file and print the roster.

   a. If several testing rooms have students on the same roster, print a copy of the roster for each testing room.

Start and Unlock Online Test Sessions

Students in a session will not be able to sign in and begin the test until the session has been started and unlocked in the Assessment Management System. It is recommended that a session be started the day that the test session is scheduled to begin. Test sessions must be prepared in the system before they can be started. Refer to the section "Prepare Test Sessions."

To Start a Test Session

1. Go to *Testing > Students in Sessions*.

2. Add the applicable test session(s) to the Session List on the left. Click **Refresh** to update the data displayed.

3. Select a session from the list. If you have trouble finding your session, click the *Go to Sessions* link at the top of the page and search for and select the test session(s). Click the *Go to Students in Sessions* link at the top of the page and the session(s) will already be listed in the Session List.

4. Click **Start Session**.

After a session is prepared and started, it must be unlocked before students can access their tests in TestNav. If a student is added to a session, the new test will be added as locked.

To Unlock All Students' Tests in a Session

1. Go to *Testing > Students in Sessions*.

2. Click the correct session in the Session List.

3. Click the *unlock* icon on the lock/unlock slider.

To Unlock Individual Students in a Session

1. Go to *Testing > Students in Sessions*.

2. Click the correct session in the Session List.

3. Locked students appear with a lock symbol next to "Ready" in the "Student Test Status" column. To unlock the test, click the dropdown menu in the "Student Test Status" column and select "Unlock."

To Unlock Mixed Tests

Sessions with students in both Locked and Unlocked statuses have a "Mixed" label next to the lock/unlock slider. You can select Unlock All or Lock All from the Mixed dropdown menu to make the test available or unavailable to all students within that session.

Early Warning System

Certain circumstances, such as loss of an Internet connection, trigger the Early Warning System (EWS) on the interface that students see during testing. The EWS alerts students to possible problems with the transmission of their test data and allows the test administrator to take action to ensure student responses are captured.

If either of the screens below appears on a student's screen during testing, click the **Test Proctor – Click Here** button to open another screen that explains the actions that you should take.

To Resume a Test in the Early Warning System

1. Click the **Test Proctor – Click Here** button on the EWS warning screen and follow the on-screen directions.

2. Return to the *Students in Sessions* screen and click the down arrow next to the student's test status and select either "Resume" or "Resume Upload."

3. Instruct the student(s) to sign in to TestNav and continue the test.

NOTE: If a saved response file for the student is found, it will be uploaded to the testing server when the connection is reestablished and the student logs back in to TestNav. If a saved response file is not found, *TestNav* will prompt the user to navigate to the location where the response file is saved so that it can be uploaded. Contact the Customer Service Center at 800-627-0225 for assistance with uploading student responses and contact your district testing coordinator if you continue to have technical issues.

Monitor Student's Online Test Status

After a session begins, you can monitor students' status in real time. Refer to the following table for a description of each possible status.

Status	Description
Ready	The student has not started the test.
Active	The student has logged in and started the test.
Exited	The student has exited the test without submitting answers. (The student cannot resume the test unless authorized by the campus test coordinator or the test administrator, if applicable).
Resumed	The student has been authorized to resume the test but has not yet logged in.
Resumed Upload	The student has been authorized to resume the test, and any responses saved locally will be uploaded.
Completed	The student's submitted test data have been processed.
Marked Complete	The student has exited the test and will not resume the same test. The test has been submitted for scoring.

Lock a Test

A student test can be locked to prevent access even if the session status is "In Progress." This step may be taken if the student testing ticket has been printed for a student but the student is not yet participating (e.g., the student is absent on the assigned testing day).

To Lock a Test for All Students in a Session

1. Go to *Testing > Students in Sessions*.

2. Select an "In Progress" session in the Session List.

3. Slide the *lock* icon to lock the test for all students.

To Lock a Test for an Individual Student

1. Go to *Testing > Students in Sessions*; select an "In Progress" session from the Session List.

2. Select a student with "Ready" status.

3. Click the down arrow on the status button and select "Lock."

Resume a Test

If a student exits TestNav before completing a test and the student should be able to continue testing, the test must be resumed in the Assessment Management System before the student can sign in to continue the test.

To Resume a Single Test

1. From *Testing > Students in Sessions*.

2. Search to find the student.

3. Click the down arrow next to the student's test status and select either "Resume" or "Resume Upload."

To Resume Multiple Tests

1. Go to *Testing > Students in Sessions*.

2. Click **Add a Session**.

3. Begin typing the session name in the search field of the pop-up window. Click the session(s) to resume.

4. Click **Add Selected**.

5. Under Session List, click the session to resume.

6. Check the box next to the students whose tests you'd like to resume. Or, to select the entire session, click the checkbox at the top of the checkbox column.

7. Open the task list, select "Resume Student Tests," and click **Start**.

8. Select the students and click **Resume**.

   a. The resumed students can now sign in to TestNav and resume the test. When the students log back in, their statuses return to "Active."

   b. If the students' response files were saved on the test delivery workstations, have each student sign in to TestNav from the same workstation so that the saved response file can be transmitted to the testing server. Students can sign in using the same username and password from the original testing ticket if the students are still in the same test session.

Mark a Student's Test Complete

You cannot stop a test session until all students in the session are in "Completed" or "Marked Complete" status. If a student exits and will not resume testing or if a student accidentally exited a test instead of submitting, you must manually mark that student's test complete. Before marking a student's test complete, ensure that you understand the reason the student exited the test without submitting it. This reason must be entered in the Assessment Management System.

Do not mark a student's test complete if the student was absent and is still in "Ready" status. Absent students should be removed from the session or moved to a make-up session.

Marking the test complete submits the student's test, but it does not invalidate the test. If invalidation is necessary, mark the test complete and then complete the steps to invalidate the test as described in the "Invalidate Results" section. Never submit a student's answers or mark a student's test complete because of a technical issue without first receiving directions from your district testing coordinator.

To Mark a Student's Test Complete

1. Go to *Testing > Students in Sessions.*
2. Add the test session(s) to the Session List on the left.
3. Click **Refresh** to update the data displayed.
4. Click a session from the Session List.
5. Search to find the student(s) whose status you want to view, or click the down arrow next to the **Search** button and check "Show all results."
6. Select the checkbox next to a student record to select the student(s) whose status(es) you want to update.
7. Open the task list, select "Mark Student Tests Complete," and click **Start**.
8. Check the box next to the student(s) name in the list to confirm your selection(s).
9. Make a selection from the Reason dropdown.
10. Click **Mark Complete**.

    NOTE: The score code must be added to the Manage Student Tests screen (refer to the "Enter Score Codes" section) in addition to the Mark Test Complete screen.

Enter TELPAS Holistic Ratings

Users can access holistic rating forms in TestNav without student testing ticket information.

NOTE: Users must be assigned the district testing coordinator, district testing assistant, campus testing coordinator, or the transcribe assistant role within the Assessment Management System to launch the TestNav online rating forms.

To Access a Holistic Rating Form

1. Go to *Testing > Students in Sessions*.
2. Click the session in the Session List. Only one session can be selected to access online rating forms. Users cannot be in the Combined View.
3. Ensure the test session is started and unlocked.
4. Click the *Launch Test* link in the "Answer Input" column.
5. The student test will launch in TestNav. Click **Start** to enter ratings.

Enter Score Codes and Accommodations

A score code must be entered for any student who does not take or complete a test. Refer to the relevant test administrator manual for a list of score codes. Score codes are entered for tests in "Completed" status.

1. Go to *Setup > Students*.

2. Search to find the student(s) or click the down arrow next to the **Search** button and check "Show all results."

3. Check the box next to the student(s) whose score code information needs to be entered.

4. Open the task list, select "Manage Student Tests," and click **Start**.

5. Select the student's test in the "Student Tests" column.

6. On the *Test Details* screen, select the score code from the Score Code dropdown menu and select any accommodations used during testing from the Accommodations section.

7. Click **Save**.

NOTE: For students receiving remote instruction who will not participate in the test administration, you must enter a score code of O in the *Test Details* screen and then go to the *Register Students* tab and enter 0 in the *Agency Use - Column D* field.

Invalidate Results

1. Go to *Testing > Students in Sessions*.

2. Search to find the student(s) or click the down arrow next to the **Search** button and check "Show all results."

3. Check the box next to the student(s) whose tests need to be invalidated.

4. Open the task list, select "Manage Student Tests," and click **Start**.

5. Select the student's test in the "Student Tests" column.

6. Check the box next to "Do Not Report." Scroll down if you do not see this field.

7. Type a reason in the *Do Not Report Reason* field.

8. Click **Save**.

Stop Test Sessions

After all students have completed the test and submitted their responses, manually stop the test session in the Assessment Management System. Any students who were absent and who may test at a later date may remain in Ready status and should be removed from a completed session and moved to a make-up session.

To Stop a Session

1. Go to *Testing > Students in Sessions*.

2. Add the test session(s) to the Session List on the left.

3. Click **Refresh** to update the data displayed.

4. Click a session from the Session List.

5. Click **Stop Session**.

Test sessions may remain in started status for more than one day but should be stopped after all students have completed testing or when the administration window closes. All sessions must be stopped in the Assessment Management System by 5:00 p.m. (CT) on the final day of testing.

View TELPAS Combined Status Report

The TELPAS Combined Status Report displays the status of the K–12 TELPAS holistic rating entry and grades 2–12 online tests for each student registered within a selected district or campus. This allows coordinators to verify holistic ratings and rater information, completion of TELPAS online tests for grades 2–12, and entry of Years in U.S. Schools information. Certain key elements must be completed before the system will acknowledge a record as complete.

The report reads three components:

- Holistic Ratings and Rater information has been entered
- Completion of the TELPAS online test (if applicable)
- Years in U.S. Schools information has been entered

If one of these three components is missing, the student will show as incomplete.

To view the report, use the following directions.

1. Go to *Reports > Operational Reports*.

2. Check "Online Testing" and click *TELPAS Combined Status Report (District and Campus Level)*.

3. Click *Request Report Refresh*.

4. Under Report Parameters, select the district or a campus in the Filtered Organization dropdown menu.

5. Enter information as needed in the other fields if you are looking for specific status information, or leave blank for a complete report.

6. Click **Refresh Report** and wait for report to complete. You can click the icon with the circular arrows next to the report title to see if the report has finished running.

7. After the report is available, click **Download Report**. The Execution Date shown on screen reflects when the report was updated. To refresh the report, repeat steps 2–6.

Online Activities for STAAR Alternate 2 and TELPAS Alternate

Refer to the Key Dates section on the administration homepage in the Assessment Management for specific STAAR Alternate 2 and TELPAS Alternate administration tasks and dates.

Submit Counts for TELPAS Alternate Test Administrator Manuals

1. Select the TELPAS Alternate administration from the dropdown menu at the top of the screen.
2. Go to *Setup > Organizations.*
3. Search to find your campus(es) or click the down arrow next to the **Search** button and check "Show all results."
4. Check the box(es) next to the campus(es) to edit.
5. Open the task list, select "Edit Enrollment Counts," and click **Start**.
6. Select the campus to edit on the left.
7. Click the + sign next to "Manuals" to expand the list.
8. Adjust the counts as necessary for the selected campus.
9. If you are done editing counts, check the box "Enrollment Counts Entry Complete." This status is used as a reminder to other users. Even if marked complete, the counts can be changed until the window for submitting counts for test administrator manuals closes.
10. Click **Save**.
11. Repeat steps 6–10 for all selected campuses.

Import STAAR Alternate 2 and TELPAS Alternate Registration Files

Students, registrations, groups, and test assignments can be added and updated by importing a student registration file.

For STAAR Alternate 2, registrations entered during the initial submission window will determine the number of paper materials that will be in the initial shipment to each district, including Large Print materials.

STAAR Alternate 2 registration re-opens at the same time as the Additional Order window. Districts must submit an Additional Order for any new registration entered during the late registration window. Refer to the Calendar of Events for dates. Remember when adding a new registration, you must indicate "X" in the appropriate Test Version Code fields (including the EOC Test Version Code field) if you need large print materials for a student. Leave these fields blank if large print materials are not needed.

Reference the "Data File Format for Student Registration" and the "Student Registration Header Template" available under *Support > Documentation* for instructions on completing the student registration file. Once the file is complete, follow the steps below to import.

To Import Student Data Files

1. Select the test administration from the dropdown menu at the top.

2. Go to *Setup > Import / Export Data*.

3. Open the Select Tasks list, select "Import / Export Data," and click **Start**.

4. Select "Student Registration Import" from the Type dropdown menu.

5. Click **Choose File** and navigate to the file to import.

6. As necessary, select the following option:

   - Don't modify student tests—Select this option only if you do not want student tests to be created or updated from the file import. If this box is checked, only student demographic data (e.g., years in U.S. schools, ethnicity, race) will be updated.

7. Click **Process**.

After you import a file, it is listed under *Setup > Import / Export Data*.

The "Status" column displays the file import status. These are common statuses:

- **Pending**—The file is still being processed and you must wait a while longer.
- **Complete**—The file was imported successfully.
- **Complete with issues**—The file was imported, but there were problems with some of its contents.

To Address a "Complete with issues" Status

1. Check the box next to a file with issues.

2. Open the task list, select "View File Details," and click **Start**.

3. View or download the error messages.

4. Edit the file, save it, and import it again.

To Import a Student Registration Delete File

If all records from a previously imported student data file need to be deleted, you can import a Student Registration Delete file. Note that the system cannot delete data from existing completed student tests.

1. Go to *Setup > Import / Export Data*.

2. Open the Select Tasks list, select "Import / Export Data," and click **Start**.

3. Select "Student Registration Import" from the Type dropdown menu.

4. Select "Delete all data" to remove the student registration and test data for all students in your file.

5. Click **Choose File** and navigate to the file to import. Note that you will want to choose the file that you previously used for your student registration file.

6. Click **Process**.

Create and Edit Students Manually

To Create Students

1. Select the test administration from the dropdown menu at the top.

2. Go to *Setup > Students*.

3. Open the task list, select "Create / Edit Students," and click **Start**.

4. Enter the required information.

5. Click **Create**.

To Edit Students

1. Select the test administration from the dropdown menu at the top of the screen.

2. Go to *Setup > Students*.

3. Open the task list, select "Create / Edit Students" and "Registration," and click **Start**.

4. Select the Register Students tab to update the student information including Years in U.S. Schools for TELPAS Alternate.

   NOTE: Districts should only add the Reporting CDC if the student tested at a different district/campus from the one they report to. If a Reporting CDC needs to be entered, use the CDC number instead of the name since there are many campuses with the same name. Students will report to the option selected, so the selected CDC should be verified before saving.

5. Click **Save**.

To Delete Students

This task can only be used for students who show as temporary in the system.

1. Go to *Setup > Students*.

2. Search to find the student(s) to delete, or click the down arrow next to the **Search** button and check "Show all results."

3. Select the student(s) to delete.

4. Open the task list, select "Delete Students," and click **Start**.

5. Check the box(es) next to the students to delete.

   NOTE: If you are unable to delete a student for whom the student information is incorrect, the district testing coordinator should submit a support request under *Support > Support Requests* and attach documentation to request student data corrections.

6. Click **Delete**.

Register Students Manually

NOTE: Students must be registered and have tests assigned to receive printed materials.

1. Select the test administration from the dropdown menu at the top.

2. Go to *Setup > Students*.

3. Search to find the student(s) to register, or click the down arrow next to the **Search** button and check "Show all results."

4. Select the student(s) to register.

5. Open the task list, select "Registration," and click **Start**.

6. Ensure you are on the Register Students tab and select a student in the list on the left.

7. Click the box next to "Registered." Enter the grade level and other information.

8. Click **Save**

Create and Manage Student Tests Manually

Ensure that the correct test administration is selected from the dropdown menu at the top of the screen for each of these tasks.

To Create Student Tests

1. Go to *Setup > Students*.

2. Search to find the student(s), or click the down arrow next to the **Search** button and check "Show all results."

3. Select the student(s).

4. Open the task list, select "Manage Student Tests" and "Manage Groups," and click **Start**.

5. Click *Create Student Tests*.

6. Complete the required information.

7. Optionally, select a group.

    a. Existing groups are listed in the Group Name dropdown menu.

    b. Create a group with the *Manage Groups* task and then return to the *Manage Student Tests* task.

8. Click **Create**.

To Edit Student Tests

Use these steps to edit test details, including accommodations, before or after testing. Some fields, such as *Score Code*, can only be edited after a test is completed.

1. Go to *Setup > Students*.

2. Search to find the student(s), or click the down arrow next to the **Search** button and check "Show all results."

3. Select the student(s).

4. Open the task list, select "Manage Student Tests," and click **Start**.

5. Select the student test to edit on the left. If there is a small arrow displayed, click that arrow to reveal and select a test.

6. Edit the student's test assignment details.

7. Click **Save**.

To Remove Student Tests

1. Go to *Setup > Students*.

2. Search to find the student(s), or click the down arrow next to the **Search** button and check "Show all results."

3. Select the student(s).

4. Open the task list, select "Manage Student Tests," and click **Start**.

5. Select the student test to remove on the left. If there is a small arrow displayed, click that arrow to reveal and select a test.

6. Uncheck the *Assigned* box to remove the test assignment. If a test cannot be unassigned, follow the steps to invalidate a test.

7. Click **Save**.

Manage Groups

You can create a group to link multiple student tests, which makes them easier to locate.

To Create a Group and Assign Student Tests to a Group

1. Select the test administration from the dropdown menu at the top.

2. Go to *Setup > Students*.

3. Search to find the student(s), or click the down arrow next to the **Search** button and check "Show all results."

4. Select the student(s).

5. Open the task list, select "Manage Groups," and click **Start**.

6. Click **New Class**.

7. Enter the required information.

8. Click **Save**.

9. Complete the steps to create a group above.

10. Check the box(es) next to student test(s).

11. Select a group from the Group dropdown menu on the right.

12. Click **Assign group to Selected Student Tests**.

13. Click **Save**.

Move Test Between Organizations

If a student is registered and assigned a test at one district but needs to test at another district, the receiving district will need to move the test for the student.

1. Go to *Setup > Move Tests Between Organizations*.
2. Search to find the student, or click the down arrow next to **Search** button and check "Show all results."
3. Select the student.
4. Open the task list, and select "Move Tests Between Organizations."
5. Select the organization to which you want to move the test under the Organizations dropdown menu.
6. Check the box next to the test you want to move, and click **Move Tests**.

View STAAR Alternate 2 Materials List

A materials list will be posted for each campus indicating the quantities of items to be shipped based on the initial registration window.

To View a STAAR Alternate 2 Materials List

1. Select the test administration from the dropdown menu at the top.
2. Go to *Reports > Published Reports*.
3. Search to find the Report by organization type or name.
4. Select the **Alt Materials List** link in the "File Name" column to open a PDF.

To View the Security Checklist

After materials have been shipped, districts can view their security checklist.

1. Go to *Reports > Published Reports*.
2. Search for "security checklist."
3. Select the security checklist(s).
4. Click the **Download** button.

Order Additional Materials

STAAR Alternate 2 registration re-opens at the same time as the Additional Order window. Districts must submit an Additional Order for any new STAAR Alternate 2 registration entered during that window. Refer to the Calendar of Events for dates.

To Create an Order

Before placing an order for additional materials, be sure to check with campus coordinators and confirm the needed items and quantities.

1. Select the test administration from the dropdown menu at the top and confirm that the organization (shown next to the administration) is set to the district.

2. Go to *Setup > Orders & Shipment Tracking*.

3. Open the task list, select "Create / Edit Orders," and click **Start**.

4. If a new order form doesn't display, click **Create Additional Order** on the left.

5. Enter *Date Needed*, *Reason*, and any *Special Instructions*. If you need to start the form over at any time, click **Reset**.

6. Under Materials Order, click **Add Items**.

7. Enter the required quantity of each item and click **Save**.

   NOTE: If there are a large number of items in the available list, use the filters above the column headings to narrow the choices. Change the selection in the Displaying dropdown menu to increase the number of lines visible.

8. When finished entering items, click **Create**.

   NOTE: Only submitted orders in a Pending status can be edited.

To View an Order

1. Go to *Setup > Orders & Shipment Tracking*.

2. Search to find your order(s). Change the search to find orders placed or updated during a longer period of time by changing the selection in the dropdown menu next to the **Search** button.

3. Click the blue information icon next to the order number to view order details and status information.

   a. The Details & Status tab provides the order status.

   b. The Ship To tab provides shipping information.

   c. The Materials Order tab provides all material(s) ordered.

   d. The Shipments tab provides tracking number(s) to track the shipment.

To Cancel an Order

1. Go to *Setup > Orders & Shipment Tracking*.

2. Search for the order to cancel.

3. Click the box next to the order.

4. Open the task list, click "Cancel Orders," and click **Start**.

5. Click the checkbox next to the order to cancel.

6. Click **Cancel Orders**

Enter STAAR Alternate 2 Student Responses and TELPAS Alternate Ratings

To Enter STAAR Alternate 2 Student Responses

The STAAR Alternate 2 online student response form has 28 bubbles for student responses. Grades 4 and 7 writing tests will have only 24 responses. For grades 4 and 7 writing, leave numbers 25–28 of the online response form blank.

1. Select the STAAR Alternate 2 administration.
2. Go to *Testing > Student Tests*.
3. Search for and select the student(s) whose responses you want to enter.
4. Open the Select Tasks list, select "Score Alternate Student Tests," and click **Start**.
5. Select the student test you want to enter responses for.
6. Select the form number from the Form dropdown menu that matches the student's test book form number.
7. Enter the responses from the Scoring Document.
8. Click **Save**.
9. Once you have saved and verified all responses, click **Submit**. After you click **Submit**, you cannot make any changes to the responses.
10. Repeat steps 5–9 for each student listed on the left.

To Enter TELPAS Alternate Ratings

1. Select the TELPAS Alternate administration.
2. Go to *Testing > Student Tests*.
3. Search for and select the student(s) whose ratings you want to enter.
4. Open the Select Tasks list, select "Score Alternate Student Tests," and click **Start**.
5. Select the student you want to enter ratings for.
6. Enter the ratings from the Observable Behaviors Document.
7. Click **Save**.
8. Once you have saved and verified all ratings, click **Submit**. After you click **Submit**, you cannot make any changes to the ratings.
9. Repeat steps 5–9 for each student listed on the left.

Enter Score Codes and Accommodations

A score code must be entered for any student who does not take or complete a test. Refer to the relevant test administrator manual for a list of score codes. Score codes are entered for tests in "Completed" status on the *Test Details* screen.

1. Go to *Setup > Students*.
2. Search to find the student(s) or click the down arrow next to the **Search** button and check "Show all results."
3. Check the box next to the student(s) whose score code information needs to be entered.
4. Open the task list, select "Manage Student Tests," and click **Start**.
5. Select the student's test in the "Student Tests" column.
6. On the *Test Details* screen, select the score code from the Score Code dropdown menu and select any accommodations used during testing from the Accommodations section.
7. Click **Save**.

NOTE: For students receiving remote instruction who will not participate in the test administration, you must enter a score code of O in the *Test Details* screen and then go to the *Register Students* tab and enter 0 in the *Agency Use - Column D* field.

Invalidate Results

1. Go to *Testing > Students*.
2. Search to find the student(s) or click the down arrow next to the **Search** button and check "Show all results."
3. Check the box next to the student(s) whose tests need to be invalidated.
4. Open the task list, select "Manage Student Tests," and click **Start**.
5. Select the student's test in the "Student Tests" column.
6. Check the box next to "Do Not Report." Scroll down if you do not see this field.
7. Type a reason in the *Do Not Report Reason* field.
8. Click **Save**.

View Alternate Student Test Detail Operational Report

The Alternate Student Test Detail operational report indicates the status of all STAAR Alternate 2 and TELPAS Alternate tests within an organization.

To View the Alternate Student Test Detail Operational Report

1. Select the appropriate organization and test administration from the top of the screen.
2. Go to *Reports > Operational Reports*.
3. Select the "Students & Registrations" checkbox, and then select the *Alternate Student Test Details* link.

4. Click **Download Report**. If you need to pull the report again, click the *Request Report Refresh* link, select the organization type from the dropdown menu, and then click **Refresh Report**. This ensures the report has the most up-to-date information.

The "Test Status" column in this report will indicate whether a student test is "Not Started," "In Progress," "Completed," or "Extracted" (submitted and cannot be changed). Student tests that are in a "Not Started" status will not be reported unless a score code is selected. You should ensure that any student who is in a "Not Started" status is assigned a score code, if necessary.

Report Test Status	Student Test Screen Status	Status Description
Extracted	Attempt	Test has been pulled and cannot be updated.
In Progress	Testing	Some questions have been answered, but not all.
Completed	Testing	All questions have been answered but not submitted.
Not Started	Assignment	Test has been assigned, score entry screen has been visited, but nothing has been entered. **
-blank-	Assignment	Test has been assigned, but score entry screen has NOT been visited, and nothing entered.**

** This includes students who have a score code marked on the *Manage Student Test* screen (e.g., NAAR, Medical Exp., etc.) and nothing on the score entry screen. Districts should check each of these. Student tests that are Not Started or Blank will not be reported unless a Score Code has been set.

Reports

Opt In to Receive Printed Copies of Report Cards

Starting in 2020–2021, districts will NOT receive printed copies of report cards unless they opt in to receive paper copies by the deadline noted in the Assessment Management System. Districts must opt in for each administration for which they want to receive printed copies.

1. Select the test administration from the dropdown menu at the top of the window.

2. Go to *Setup > Organizations*.

3. Search to find your district, or click the down arrow next to the **Search** button and check "Show all results."

4. Check the box next to your district.

5. Open the task list, select "Manage Participation," and click **Start**.

6. Select your district in the list on the left.

7. Check the box next to "Opt in for Printed Report Cards (Check this box if your district prefers to receive printed report cards. Your district will not receive printed report cards unless this option is selected.)"

8. Click **Save**.

Order Additional Copies of Printed Reports

1. Select the test administration from the dropdown menu at the top.

2. Go to *Setup > Organizations*.

3. Search to find your district, or click the down arrow next to the **Search** button and check "Show all results."

4. Check the box next to your district.

5. Open the task list, select "Manage Participation," and click **Start**.

6. Select your district in the list on the left.

7. Check the box beside each item you want to order. Provide a Purchase Order Number if you are ordering any additional copies of printed report(s) for a fee.

8. Click **Save**.

View Published Reports

Published Reports is where you will find confidential student, campus, and district level reports and data files for a given test administration. This is also where Materials Lists and Security Checklists for the STAAR Alternate 2 administration are posted.

To View Available District and Campus Reports

1. Select the appropriate organization and test administration from the top of the screen.

2. Go to *Reports > Published Reports*.

3. View the available reports by clicking on the report file name in the display list or checking the box next to each report and click **Download**. If some reports are not visible in the display list under the district organization, you may need to click on the small 'x' next to the district name in the Filters box to view campus level reports.

Release Published Reports

Once standard and additional reports are posted to the Assessment Management System they are available at first only to the superintendent and district testing coordinator roles. The district testing coordinator can choose to release the reports, thereby granting access to district testing assistants, campus testing coordinators, and principals.

To Release District Level Reports

1. Select the test administration from the dropdown menu at the top.

2. Go to *Setup > Published Report Release*.

3. Access the *District Level Reports* tab.

4. Check reports to release.

5. Add "District" to the "Give Access To" column for each report to release. Note that district level reports cannot be released to campuses.

6. Click **Save**.

To Release Campus Level Reports

1. Select the test administration from the dropdown menu at the top.

2. Go to *Setup > Published Report Release.*

3. Access the *Campus Level Reports* tab.

4. Check reports to release.

5. Add "District" and "Campus" to the "Give Access To" column for each report to release.

6. Click **Save**.

Appendix

Infrastructure Trial

An Infrastructure Trial administration may be found on the Training Site. The Infrastructure Trial is listed under each administration year in the administration dropdown. The Infrastructure Trial does not change year to year, so it can be selected from any administration year. This administration has a Headset Test form and an Infrastructure Trial form. The Headset Test, available under the Infrastructure Trial administration, will allow you to test your headsets for TELPAS listening and speaking. When using the Headset Test form in TestNav, ensure you select your headset and not your computer's internal microphone from the *Available microphones* dropdown on the *Test Your Microphone* screen. For instructions on running the Infrastructure Trial, refer to the *Infrastructure Trial Instructions* link on the Training Site homepage.

Contact Customer Support

Customer Service Center

Telephone: 800-627-0225

Customer Support Form: http://download.pearsonaccessnext.com/ref/WebToCase.html?p=TEXAS

Online Chat: Go to https://tx.pearsonaccessnext.com and click **Chat Now**.

To Submit a Customer Support Request

Navigate to *Support > Support Requests* to request an update to student history, correct duplicate PEIMS number use, or update reporting CDC. Attach any necessary documentation.

NOTE: Requests not related to student history, PEIMS, or reporting CDC should be handled via the Customer Support Form or a call to the Customer Service Center.

To request an update to student history (Name, DOB, PEIMS), include the old/incorrect information and the correct information. The attachment should include the following:

- An explanation of what needs to be changed
- The student information as it is currently
- What the incorrect information should be changed to
- Documentation to support the change (SSN card, birth certificate, court documents, etc.)

Also indicate if the student has multiple testing histories under different PEIMS numbers.

To request a correction for students with duplicate PEIMS numbers, provide an attachment with the student information in the support request.

To request an update for a student who reported to the wrong campus/district, include:

- Student Information (Name, PEIMS, and DOB)
- CDS (current): _____ CDC (should be): _____

NOTE: Support Requests are worked in the order received and are normally completed in 24-48 hours but could take up to 5 business days during peak testing times.

TELPAS Online Testing Scenarios

Scenario 1: Student was logged into/took wrong grade level TELPAS test.

The district will need to contact TEA (512-463-9536) as this is a testing irregularity and TEA will provide the district with information on how to proceed.

Scenario 2: Student started or completed a TELPAS test under another student's login.

If the student has logged in and started another student's test and it is the correct grade/ subject or course test, the student should finish testing.
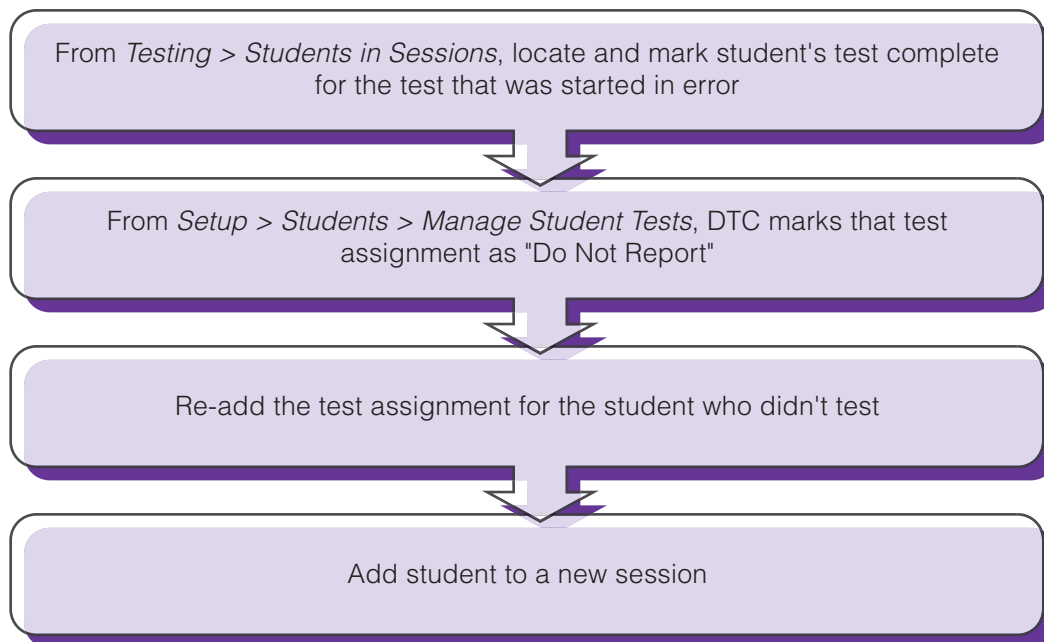
Once the student has completed the test, the district will need to contact TEA (512-463-9536) as this is a testing irregularity and TEA will provide the district with information on how to proceed.

Scenario 3: Student was logged into another student's TELPAS test, only did a few questions but then used their own login to take the entire test.

From *Testing > Students in Sessions*, locate and mark student's test complete for the test that was started in error

From *Setup > Students > Manage Student Tests*, DTC marks that test assignment as "Do Not Report"

Re-add the test assignment for the student who didn't test

Add student to a new session

Note: Once the test has been marked "Do Not Report", the district must contact TEA (512-463-9536) about this as a testing irregularity and about additional procedures.

Scenario 4: Student is registered for the wrong test administration.

Remove student registration from the incorrect test administration and then add student to the correct test administration.

Frequently Asked Questions

How do I get an account if I am the district testing coordinator of record?

Pearson receives district testing coordinator contact updates from TEA (AskTED) for creating the user accounts. Updates from AskTED can take up to 10 business days to be reflected on the STAAR Alternate 2, TELPAS, and TELPAS Alternate Assessment Management System. If you need an account sooner and your information is updated in AskTED, please contact the Customer Service Center.

How do I get a user account if I am not the district testing coordinator?

District testing coordinators create user accounts for campus testing coordinators. District testing coordinators or campus testing coordinators may create accounts for other users. Refer to pages 2–3 for instructions.

Why do I see an error saying that my account has not yet been created when I try to sign in?

This could mean that your account has been disabled or deleted. Please contact your testing coordinator.

Why can't I find a user account that I'm sure was created?

To find an account that was disabled or deleted, change the Account Status filter and repeat your search. Creating a user account on the training site does not create the account on the live site, so create the account on the site in which you cannot find it.

Where can I find a list of user roles and what each role has access to?

You can find the User Role and Permissions for the STAAR Alternate 2, TELPAS, and TELPAS Alternate Assessment Management System at https://tx.mypearsonsupport.com/training-resources/.

How do I add a student who is in the Assessment Management System to my district when I cannot select the student in the search results?

You will need to create a new record for the student in order to add him or her to your district. Refer "To Create Students Manually" in this guide for instructions.

What does the "incorrect number of tokens" error mean?

The number of tokens expected corresponds to the number of columns expected in the import file. If you are importing a Student Registration file, refer to the "Student Registration File

Format" "Student Registration Header Template" available in the Texas Resource Center under *Resources > Additional Resources*. Refer to page 6 (TELPAS) or page 25 (STAAR Alternate 2 and TELPAS Alternate) for instructions on importing student data files.

Where do I enter a student's demographics?

You can enter student's demographic information under the student's registration. Refer to page 6 (TELPAS) or page 25 (STAAR Alternate and TELPAS Alternate) in this guide for more information.

Why can't I create test sessions for STAAR Alternate 2?

Test sessions are not used for STAAR Alternate 2. Refer to page 32 for instructions on entering student responses for STAAR Alternate 2.

When can I prepare a TELPAS test session?

Users can prepare a test session after it has been created but before the test session is started. This step takes the information provided when users created the test session to assign students to the correct test form. Users should prepare a session a week before testing. Refer to page 17 for the steps for preparing a test session.

Do I need to Proctor Cache?

Proctor Caching is not required. Refer to the "Determine If Proctor Caching Is Needed" section of this manual for instructions on how to determine if you need to proctor cache.

What user role do I need to access assessment results/score reports?

Superintendent and district testing coordinator are the only user roles that are able to access assessment results (standard reports) unless the reports are released by the district testing coordinator. See "Release Published Reports" on page 35 for more information.

Why do I see assessment results/score reports only for the district and not for the individual campuses?

The report filter defaults to your current organization, which results in you seeing only district reports. You can click clear in the filters box to display all available reports at both district and campus level.

How do I open My Reporting Student Data File?

Data files are usually uploaded into a student tracking program after it is unzipped. Please contact your Region Service Center for information on available student data tracking programs.

I have a new email address, am I able to update this on my user account?

The email address, along with username, cannot be edited once a user account is created. If a user needs to update either, then a new user account will need to be created.

I have the Campus Testing Coordinator role assigned to my user account. Why am I unable to access the Mark Test Complete feature?

In order to access to this feature, a Campus Testing Coordinator role, as well as an Online Session Administrator role, must have the "Mark Test" add-on role assigned to the user account. Please review the User Role and Permissions for the STAAR Alternate 2, TELPAS, and TELPAS Alternate Assessment Management System at https://tx.mypearsonsupport.com/training-resources/.

Why am I not able to edit the shipping address in an additional order?

All initial and additional orders are sent to the shipping address on file with TEA (in AskTED) and cannot be modified in an order itself.

Public school districts or charter schools that have a change to their shipping address must submit their update via AskTed on the TEA website at https://tea.texas.gov.

Why am I unable to access a certain feature or function in the Assessment Management System when I know the applicable window is open and I have been assigned the appropriate user role?

When you log in, the default test administration year and/or test administration may not be for the current year. Be sure to select the correct administration from the *Administration* dropdown menu located at the top right of your screen.