

Problems and Solutions

As a testing coordinator, you should be available during test administrations to handle problems as they arise in your district or on your campus. You may encounter the following situations during test administrations.

Lunch Breaks

Problem: Students in several classes at a campus have not completed testing by lunchtime. The campus coordinator would like to give the students a lunch break.

Solution: Students may stop testing to take a supervised lunch. Students must place their answer documents inside their test booklets so that all secure materials can be collected and placed in locked storage. If students are testing online, they must exit the test. Students must be monitored by trained testing personnel and are not allowed to discuss any test content during lunch.

Failure to Record Answers/Blank Answer Documents

Problem: A campus coordinator asks for clarification about how a test administrator should respond if a student has neglected to record his responses on his answer document.

Solution: It is the responsibility of test administrators to actively monitor during testing and to check that answers are being recorded by students. Test administrators should remind students who are not bubbling in their answers to do so by stating, “**Make sure your answers are bubbled dark and neat on your answer document.**” Additionally, answer documents should be checked for completion when students submit them. Test administrators may not look at or comment on answers to individual items or point out individually skipped test questions. If the student has not left the testing room, an incomplete answer document should be returned to the student and the test administrator should repeat the above statement.

Report any blank answer documents to TEA at 512-463-9536.

Incomplete Assessments

Problem: A student leaves the test session to go to the nurse and does not return to complete the assessment. The campus coordinator wants to know how the student's answer document should be coded.

Solution: If a student is unable to complete the assessment, the district must determine whether the student's test should be scored. If the district determines that the test should not be scored, the "O" (Other) in the SCORE CODE field on the answer document should be marked to indicate that the test was not completed.

Unusable Answer Documents

Problem: A student who is already halfway through a section of his test accidentally tears his answer document while erasing.

Solution: The student may not continue to use the torn answer document because the tear might interfere with machine scoring. The test administrator must obtain and issue to the student a new answer document and instruct him to begin marking his answers on the new document at the point where he stopped on the unusable document.

After testing, testing personnel should follow instructions for Basic Transcribing on the Accommodation Resources webpage.

Unexpected or Emergency Situations

Problem: A student with her arm in a cast arrives at the writing test session and is unable to record her responses on the answer document. The campus coordinator wants to know whether the student should be excused from the test.

Solution: Inform the campus coordinator that the student may not be excused. There are several other methods of response for the student to use while testing, such as transcription, use of a tape recorder, use of a word processor, or even use of a large chalkboard. It is important to note that some of the available accommodations require an individual administration. Refer to the Accommodations Manual for more information about allowable accommodations for students with temporary disabilities.

Technical Emergencies

Problem: A campus coordinator reports that test administrators at her campus have received a warning screen stating that the testing server is not available.

Solution: If presented with a warning screen stating that the testing server is not available, test administrators should be told not to submit students' tests or mark tests as complete. Follow the instructions provided in the *TestNav 7 Combined Technical Guide* and consult with Pearson as needed.

In the event of a systemwide issue affecting many users, testing coordinators will hear a recorded message including system status and recommended actions.

Students' answers should not be submitted and students' tests should not be marked complete because of a technical issue without first receiving directions from Pearson's Austin Operations Center, which can be reached at 800-627-0225.

Schoolwide Emergencies

Problem: A campus coordinator wants to know what he should do when a fire alarm sounds during testing.

Solution: Remember that the safety of students and staff is the first consideration. The campus coordinator should have students leave their tests where they are and go quietly outside, following the school’s regulations for exiting the building. In the case of online administrations, testing staff should not instruct students to exit their test sessions. It is not necessary for the campus coordinator to call the district test coordinator or TEA to report the incident before ensuring the safety of students. Test administrators must closely monitor their testing groups to make sure that no one discusses the test. The students should resume testing once the building has been cleared for reentry. The campus coordinator should report the event to the district test coordinator. If the emergency prevents students from resuming testing, the district coordinator should call TEA’s Student Assessment Division at 512-463-9536 for guidance on how to proceed.

Defective Test Booklets

Problem: A student who has already begun testing discovers that there is a page missing from her test booklet. The campus coordinator wants to know what to do.

Solution: The student should be given a new test booklet with which to continue testing.

New District Enrollees

Problem: A student from another state enrolls during the designated testing period. The student and his parents want to know whether he will need to take a TAKS test.

Solution: Students who enroll during the testing period are required to test.

If you need assistance in handling unusual circumstances of any kind on the days of testing, call TEA’s Student Assessment Division at 512-463-9536.