

From: Student Assessment
Sent: Friday, March 2, 2018 4:08 PM
Subject: 2018 TELPAS Listening and Speaking Reminders

To the District and ESC Testing Coordinator Addressed:

We are one week into the Texas English Language Proficiency Assessment System (TELPAS) testing window. The Texas Education Agency (TEA) has heard from districts who have tested this week, and we have some reminders to share for a successful testing experience with the new 2018 TELPAS Listening and Speaking test.

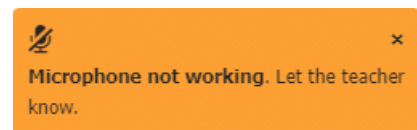
When scheduling test sessions, remember that TELPAS online tests are not timed. Students must be allowed to work at their own pace. Once a student begins a test, he or she must complete it on the same day. Districts are not required to test beyond regular school hours but are free to do so if they choose. Districts should exercise judgment about starting a test session after lunch, as some students may not have enough time to work at their own pace and to respond to all test questions before the end of the school day. When scheduling multiple test sessions in one day, it may be helpful to refer to slides 20 and 21 in the “2017 TELPAS Update” PowerPoint located on the TEA website under *Additional Resources* at <https://tea.texas.gov/student.assessment/ell/telpas/>.

For those districts using Chromebooks for the TELPAS Listening and Speaking test, please be sure that your devices are still supported by Google. Older models that are not supported by the manufacturer should not be used for testing. See the following link for more information:
<https://support.google.com/chrome/a/answer/6220366?hl=en>.

Each headset should be tested to ensure it is properly working prior to the student being logged into TestNav. Once students have started testing, test administrators should be actively monitoring and reminding students not to adjust the volume on their headsets. Students should also be reminded not to push the mute button on their headsets.

The microphone check at the beginning of the test asks students to verify that their headsets are working. It is important that students raise their hand for assistance if they do not see the green bars activating, because if students click “Yes”, TestNav will proceed. If the student indicates that the microphone is not working, troubleshoot the problem at that time.

Pearson has received questions about the microphone error message, as well as reports of students not being able to hear their response playback. If a student gets the error message “Microphone not working. Let the teacher know.” in the upper right hand of his or her screen, the student should be logged out of the test. The headset should be reconnected and retested before logging student back into the test session to resume testing. If a student cannot hear his or her response when using the playback feature, check the volume of the headset to ensure it is turned up to an appropriate level or that the student has not muted his or her microphone. If the volume of the headset is working appropriately, and the student is still not able to hear his or her response playback, the student should be logged out of the test. Then, the headset should be retested until it is confirmed that the microphone is working as expected. The student can then resume testing. In both cases, it is important to note that



one of the two recording opportunities will be used for the test question the student was working on when the problem was discovered.

Students have two attempts to record a response on the speaking items. These attempts cannot be reset. Please ensure you are taking the steps indicated above to prevent these situations whenever possible. At no time should the headset be retested on a speaking test question, since this depletes the two recording opportunities a student is provided.

Please call or chat the Pearson Customer Support center for questions related to technology, test attempts, audio recording, TestNav8, or PearsonAccess Next. You should have the following information available for the phone call: student name, PEIMS ID, test session name, and any applicable information specific to a test question. This ensures the customer support teams can resolve the issue quickly and effectively or route the concern to the appropriate team for assistance.

Questions about testing policy should be directed to TEA's Student Assessment Division at (512) 463-9536. Examples of questions that TEA staff can best address may include testing irregularities, campus or district emergencies, whether to assess certain students, etc.

Thank you as always for working so closely with TEA and Pearson to make this testing season a success.

Texas Education Agency
Student Assessment Division
512-463-9536