SET UP TEST

Before testing a group of students, add them to a MAP “testing session”. On your proctor computer, log in to MAP (from www.sanjuan.edu/nwea) and choose Manage Test Sessions. Consider these questions.

Assigning Test: For official testing windows, assign the following tests

<table>
<thead>
<tr>
<th>Grade</th>
<th>Reading</th>
<th>Math</th>
</tr>
</thead>
<tbody>
<tr>
<td>K-2</td>
<td>MAP: Reading Primary Grades</td>
<td>MAP: Math Primary Grades</td>
</tr>
<tr>
<td>2 RL</td>
<td>MAP: Reading 2-5</td>
<td>MAP: Math 2-5</td>
</tr>
<tr>
<td>3-5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6-9</td>
<td>MAP: Reading 6+</td>
<td>MAP: Math 6+</td>
</tr>
</tbody>
</table>

Begin Test Session
Chromebook Interface

You will see the following when students are testing:

- Refresh Icon
- Home Icon

Proctor Gets Kicked Off Computer

- Log back into NWEA and click on Manage Test Sessions and Click on Return to Testing

Adding Students to a Testing Session

- You can’t find a student to test (after searching by student name). From the Testing Session, click on Create Student (you will need their name, student number, gender, birthdate and grade level). Click on Create and Add to Testing Session. Then chose the student and click on Assign Test.

Finding Student Who Have Suspended or Missing Tests

If you need to create a Make Up testing session, for students who have suspended tests or are missing tests do the following:

- Click on Manage Test Sessions
- Click on Find Students To Test
- Click on Test History Search
- Using the filters select the correct class
- Select the Test
- Choose Not Yet Tested and/or Suspended Test
- Click on Search

Once the list of students appears, select the students who will be testing and add them to the test session. Then select the students and assign them the correct test they need to take. (You can have students taking different tests in the same testing session).

Click on Save Session or Test Now

Ending a Testing Period for the Day

A proctor can only have one testing session open at a time. Once your class is done testing for the day, you need to end the testing session by clicking on End Testing Session. When you end a testing session, all students still testing will be automatically suspended. You should not have testing sessions open when not using them, this causes the computer to connect the website every 2 minutes for updates.
## Complete Listing of Actions: Proctor Computer

<table>
<thead>
<tr>
<th>STATUS</th>
<th>WHEN STATUS APPEARS</th>
<th>FOLLOW UP ACTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interrupted</td>
<td>Proctor has logged in at the student’s computer and interrupted the student test</td>
<td>Pause, suspend, or terminate the student’s test. To resume the test, you must pause or suspend the test first, or return to the student’s computer to resume the test in one step. If the student has closed the lockdown browser, you can resume the test only by suspending it from the Testing Students page and selecting Test Again. The student must rejoin the session and sign in again. For instructions, see Suspending or Terminating Tests.</td>
</tr>
<tr>
<td>Paused</td>
<td>Proctor has paused the student’s test</td>
<td>Suspend, terminate, or resume the student’s test.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> A test is automatically suspended if it is paused for more than 30 minutes.</td>
<td></td>
</tr>
<tr>
<td>To Be Confirmed</td>
<td>Student has signed in to take a test</td>
<td>Confirm allows selected students to begin taking a test. (Click Confirm Now to allow all students with test status To Be Confirmed to begin taking a test.)</td>
</tr>
<tr>
<td></td>
<td><strong>Do Not Confirm</strong> prevents the student from taking the test. The student status returns to Awaiting Student status and the student must join the session again.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Tip:</strong> If the student signs in to take the wrong test, select Do Not Confirm and then assign a test to the student or help the student select the correct test.</td>
<td></td>
</tr>
<tr>
<td>Awaiting Student</td>
<td>Student has not yet signed in or is in the process of signing in to take the test</td>
<td>Assign or remove a test (click Assign Test). Remove students from the testing session (click Remove Student).</td>
</tr>
<tr>
<td>Complete</td>
<td>Displays when a student completes a test</td>
<td>Take no action or allow the student to take another test in this session.</td>
</tr>
<tr>
<td></td>
<td><strong>Test Again</strong> (on the Action drop-down list) allows the student to take another test in the current testing session. You must go in and click on assign test to change the test before the student logs in.</td>
<td></td>
</tr>
<tr>
<td>Confirmed</td>
<td>Proctor has confirmed that the student can begin testing</td>
<td>Make sure the student clicks Start Test.</td>
</tr>
<tr>
<td>Suspended</td>
<td>Proctor has suspended the student test for more than 30 minutes (the student can continue the test at a later date)</td>
<td>Test Again (on the Action drop-down list) allows the student to sign in to take the test in the current testing session.</td>
</tr>
<tr>
<td>Terminated</td>
<td>Proctor has terminated the student test (the test results are deleted from the student’s record and the test cannot be continued)</td>
<td>Test Again (on the Action drop-down list) allows the student to take another test in the current testing session.</td>
</tr>
</tbody>
</table>
| Testing      | Proctor has confirmed student for testing and student test has started               | On the Action drop-down list:  
  - **Pause** stops the student test for up to 30 minutes.  
  - **Suspend** stops the student test for more than 30 minutes.  
  - **Terminate** permanently stops the student test and deletes test results from the MAP system.  |
**Issues When Beginning the Test:**

**ISSUE: Student name does not appear when signing into the test after typing 2-3 letters of their first name.**

**SOLUTION:**

**On Proctor Computer**
- Check to make sure student is on the testing session list as Awaiting Student. If they show as show as Suspend or Terminated, select the student, Test Again and click Go
- If student name is not on the list, click on Add Student and assign the test to them

**On Student Computer**
- Click on Clear (on the sign in page)
- Type typing the name again
- If the name does not appear, close the browser
- Click on the Chrome Icon in the lower right hand side
- Click on the Home Icon to open Join Session Sign In Page
- Have student sign into the testing session again
- If that still does not work, try another chromebook

**ISSUE: Student computer shows as Waiting to be Confirmed, but the proctor computer shows as Awaiting Student**

**SOLUTION:**

**On Proctor Computer**
- Click on the Refresh Button
- If that does not change the student status, do the following on the student computer

**On Student Computer (only if the steps above do not work)**
- Ctrl + Shift + P
- Log in as Proctor
- Click on Yes to Confirm

**ISSUE: Student screen is frozen with the following message & the proctor computer shows the student as Awaiting Student:**

**SOLUTION:**

**On Student Computer**
- Ctrl - Shift - P
- Log in as Proctor
- Click on Yes to Confirm

**ISSUE: Student is frozen with the following message and the proctor computer shows the student as Confirmed or the students gets kicked off the system and shows Confirmed on the proctor computer.**

**SOLUTION:**

**On Proctor Computer**
- Select Student and Select Action of Terminate, click on GO
- Select Student and Select Action of Test Again, click on Go
- Student now shows Awaiting Student

**On Student Computer**
- Close the browser
- Click on the Chrome Icon in the lower right hand side
- Click on the Home Icon to open Join Session Sign In Page
- Have student sign into the testing session again.
NWEA MAP Testing: Issues and Solutions - Chromebooks

**Issues While Testing**

**ISSUE: Student is testing, but proctor computer does not show right question**

SOLUTION:

- **On Proctor Computer**
  - Click on Refresh Button
  - If that doesn’t work, wait 5 minutes and try again. If that does not work – Do nothing

**ISSUE: Students gets a white screen (question will not load)**

SOLUTION:

- **On Student Computer**
  - Click on the Refresh button (above the 4)

**On Proctor Computer (only if the refresh does not work)**

- Select the student, choose pause and click go
- Select the student, choose resume and click go

**On Proctor Computer (if the above does not work)**

- Select the student, choose suspend and click go
- Select the student, choose test again and click go

**On Student Computer (if you suspended the student)**

- Close the browser
- Click on the Chrome Icon in the lower right hand side
- Click on the Home Icon to open Join Session Sign In Page
- Have student sign into the testing session again

**ISSUE: Students computer shows an Opps Error Message or student gets kicked off system**

SOLUTION:

- **On Proctor Computer**
  - Click on the Refresh button, if student shows as suspend go to next part
  - If the student does not show as suspended, select the student, choose suspend and click go

- **On Student Computer**
  - Close the windows
  - Click on the Chrome Icon in the lower right hand side
  - Click on the Home Icon to open Join Session Sign In Page
  - Have student sign into the testing session again

**ISSUE: Student computer does not respond to a proctor computer command (pause, suspend, etc)**

SOLUTION:

- **On Student Computer**
  - Click on Ctrl – Shift – P
  - Log in as Proctor
  - Click on Action Button

**ISSUE: Student finishes the test but the proctor computer shows as still testing**

SOLUTION:

- **On Proctor Computer**
  - When you are ready go ahead and click on End Testing Session
  - The window will explain all students still testing will be suspended
  - Click on Save and Exit
**ISSUE: Student computer shows an internal server error**

**SOLUTION:**
- **On Student Computer**
  - Click on the Refresh button (above the 4)
  - If that does not work, click on Ctrl – Shift - Backspace and follow directions to clear the cache
  - Click on the Refresh button (above the 4) again

- **On Proctor Computer (only if the above does not work)**
  - Select the student, choose suspend and click go
  - Select the student, choose test again and click go

- **On Student Computer (if you suspended the student)**
  - Close the windows
  - Click on the Chrome Icon in the lower right hand side
  - Click on the Home Icon to open Join Session Sign In Page
  - Have student sign into the testing session again

**Issues While Logging into Chromebooks**

**ISSUE: Student log in with MAP account but the Join Session Screen does not appear**

**SOLUTION:**
- **On Student Computer**
  - Click on the Chrome Icon in the lower right hand side
  - Click on the Home Icon to open Join Session Sign In Page

**ISSUE: Student logs in with MAP account, MAP window opens but does not load and an Error Message Appears**

**SOLUTION:**
- **On Student Computer**
  - Click on the Refresh button (above the 4)
  - If that does not work, click on Ctrl-Shift-R
  - If that does not work, click on Ctrl – Shift - Backspace and follow directions to clear the cache
  - Close the windows
  - Click on the Chrome Icon in the lower right hand side
  - Click on the Home Icon to open Join Session Sign In Page

**When Nothing Else Works: Try the Following**

- Click on the picture icon in the lower right hand corner (like you are going to sign out), click on “Connected to SJWS”. Follow directions to disconnect and reconnect.

- Sign out and then shut down. Restart the Chromebook and sign back into the MAP account.

**Other Hints**

- Rotated Screen: click on Ctrl-Shirt-Reload (above the 4) to rotate 90 degrees, until it is correct.

- Zoom In and Out: Once the student is testing, to Zoom in (Ctrl +) and to Zoom out (Ctrl -)

- Wrong Keyboard: If when a student types the letters are not correct the keyboard might be wrong: At the sign in screen click in the lower right hand corner, the top line should read US keyboard. If it does not, click on it to change.