Online Testing Preparation for Spring 2019 Administrations and an Overview of the STAAR Online Testing Platform

March 6, 2019
Housekeeping

• If you have problems hearing the presentation, dial in on a telephone. Dial-in information:
  • in the Meeting Information icon at the top–left of the screen
  • in your registration email (messenger@webex.com)
• Dialing in for audio is recommended for best sound quality.
• All attendees’ lines have been muted due to the high number of participants.
• For questions or comments, use the “Q&A” function.
Objectives

Today’s session will cover the following topics:

• Technology Readiness
• Secure Browser
• STAAR Practice Tests and Tutorials
• Administration Procedures and Technical Support Plan
• Manage Online Testing
• Spring 2019 Updates
• Online Test Registrations and Groups
Technology Readiness
Technology Readiness

- Important information and resources available on the Technology page at https://www.texasassessment.com/administrators/technology
- Review and share technology resources and reference materials with IT
Reference Materials: Technology Guides
Reference Material: STAAR Assessment Management System User Guide

https://txassessmentdocs.atlassian.net/wiki/spacedirectory/view.action
Timeline of preparation activities

• Work with your technology team and begin preparations early.

• Register students for online tests in the Assessment Management System.

• Prepare testing environments and conduct system/device checks.
Reference Materials: Unified Minimum System Requirements

- Identifies minimum system hardware requirements
  - Device
  - Operating Systems
  - Processors
  - Memory (RAM)
  - Minimum Screen Size and Resolution
  - Keyboard and Headphones
Current Hardware Minimum Requirements

Operating Systems and Hardware Versions

- Chrome - 71.0
- Apple - OSX 10.13; 10.14
- iPads - 5th Generation and higher / iOS11.X AND 12
- Windows - 7, 8.1, 10
- Windows Tablets - All except Windows RT
- Linux - Fedora 24 / Ubuntu 16.04
Preparation: Network and Technical Infrastructure

- Ensure hardware is in place and meets system requirements
  - Unified Minimum System Requirements for the Administration of Online Assessments
  - STAAR Online Testing Platform Technology Guide

- Identify wireless access points and determine testing locations.
  - Locations – recommend 1 per room where testing will take place
  - 22–25 testers per access point (>25 may be problematic)

- Conduct bandwidth checks.
  - Online Readiness Tools
  - Develop local policies around use of Internet during testing
Considerations

- Identify internet bottlenecks or network configuration issues
- Identify maximum number of current online testers supported by local bandwidth
- How many concurrent online testers can the network support
- Where are Wi-Fi hubs located and how many devices are connected to each
- Make sure wireless access points are tested and working
- Recommended: Dedicated access point inside testing room with no more than 25 connected devices
- Discourage or ban other Wi-Fi use for non essential purposes during testing
Local Caching Software (LCS)

- LCS is not recommended outside of exceptional cases of low or inadequate bandwidth or unreliable Internet.

With LCS

No LCS: (Standard)

- With the LCS, tests are cached on a local system – the student’s machine downloads the data from the LCS rather than a remote location.

- Reference the STAAR Online Testing Platform Local Caching Software (LCS) District Guide for more information.
Local Caching Software (LCS)

- If determined LCS is required, district must register for LCS in the STAAR Assessment Management System.

LCS Management

An LCS Registration Key is required to complete LCS installation. Create as many keys as needed, but use only one LCS Key for each LCS instance. Multiple LCS computers should not share the same key.

Add an LCS key description, such as a classroom location or a number, if the campus uses multiple LCS instances.

Refer to the STAAR Online Testing Platform Technology Guide for more information and detailed instructions about using the LCS.
# Preparation: Activities and Supporting Resources

## Activities to Support Test Delivery | Resource
--- | ---
Verify that the district’s network meets requirements and is properly configured for testing. | STAAR Online Testing Platform Technology Guide
Conduct network diagnostics to estimate district and campus network user capacity and to plan for concurrent testing volumes. | Online Readiness Tools
Determine local caching software needs and complete installation procedures. | STAAR Online Testing Platform Local Caching Software (LCS) District Guide
Verify that all devices used for online testing meet the minimum hardware and software requirements. | Unified Minimum System Requirements
Install the appropriate STAAR Online Testing Platform Secure Browser on all testing devices. | STAAR Online Testing Platform Technology Guide
Confirm successful installation and operation of secure browsers. | STAAR Online Testing Platform Technology Guide
Test the compatibility of computers and gauge technology infrastructure readiness. | STAAR Online Testing Platform student tutorials and practice tests
Prepare all computers for online test delivery. Close all web browser windows, and disable any automatically launching applications on all devices. The secure browser will alert you to any applications that need to be closed before a test can start. Also, check for sufficient power sources. | Quick Guide to Online Testing
STAAR Online Testing Platform Requirements

• Online testing requires stable, high-speed Internet connection(s) (wired or wireless) and appropriate bandwidth.

• For a complete list of requirements, see the Unified Minimum System Requirements.

• Components of the platform include online readiness tools, a capacity calculator, system check test, and the Secure Browser.

• The Secure Browser prevents students from accessing other computer or Internet applications or copying test information.
Secure Browser Installers and Versions

• Testing devices must have latest version to access the STAAR online practice tests and 2018–2019 STAAR interim and summative assessments.

• Secure Browser version is identified on test login page of the STAAR Online Testing Platform.

• **NOTE:** Launch the practice test on all devices used for testing prior to the administration to ensure you have the appropriate version of the Secure Browser.
Secure Browser Information and Technology Announcements

- Information available via Online Testing > Secure Browsers
- Information also available in the STAAR Online Testing Platform Technology Guide available at https://www.texasassessment.com/administrators/technology
Secure Browser: 2018–2019 STAAR Assessments

For Windows, Mac, and Linux:

- **Must** uninstall the previous version (2.59.0 or earlier) of the Secure Browser and install the latest version.
  - Current version 3.9.0 (Windows)
  - Current version 3.8.0 (MacOS)
  - Current version 3.3.0 (Linux)
- Updated Secure Browser is designed to auto-update
  - Will be informed of any need to uninstall/reinstall future updates
  - Ensure network policies do not restrict auto-updates
Secure Browser: 2018–2019 STAAR Assessments

For iOS and Chrome:

• New Secure browsers were made available on February 18, 2019
• Secure Browsers will automatically update as necessary on iOS and Chromebooks.
  • Current iOS version is 2.70
  • Current Chrome version is 2.60
• Available for download at https://www.texasassessment.com/technology (available since February 18, 2019)
• Enable automatic updates for mobile Secure Browsers
Secure Browser: Setup and Testing

• Know your approach - Installation and Updates.
  • Device management software products are available for pushing out installations/updates (e.g., JAMF).
  • Start early - localized issues can arise based on your specific environment.
  • Enable software auto updates ahead of testing
• Ensure updated secure browser is installed and functioning on all devices ahead of testing.
  • Have a plan for suspending OS and software updates ahead of or during testing once all is verified as working.
• Check Firewall settings.
Guidance for Technology Staff

• Make sure you are current with OS updates and drivers, especially the week prior to the administration.
• Ensure updated Secure Browsers are installed on all machines that will be used for testing.
• Perform practice tests well in advance, including text-to-speech (TTS).
• Perform practice tests more frequently if using virtualization or N-Computing.
• Shut down all applications on devices prior to launching the Secure Browser.
Guidance for Technology Staff

WiFi

• Tune up WiFi for more Chromebooks and laptops.
• Increase the number of Wireless Access Points.
• Check for WiFi channel conflicts.
• Update firmware for WAPs and all network equipment.

Chromebooks

• Chromebooks with Intel CPUs are recommended over those using ARM CPUs.
• Powerwash Chromebooks and, if possible, disable ChromeOS auto-updates the week prior to the administration.
Considerations

• How many concurrent online testers can the network support?
• Where are Wi-Fi hubs located and how many devices are connected to each?
  • Make sure wireless access points are tested and working.
  • Recommend dedicated access point inside testing room with no more than 25 connected devices.
• Discourage or ban other Wi-Fi use for nonessential purposes during testing.
STAAR Practice Tests and Tutorials
Administer Tutorials, Practice Tests and/or Interims Prior to Test Day

• Confirms readiness of devices for online testing
• Is available throughout the year
• Familiarizes students and administrators with the online testing environment and available online tools
STAAR Tutorials

• Each tab at the bottom of the screen contains a page explaining the online feature/tool in addition to a short video.

• The videos do not have sound except the Speak and Audio videos, which read aloud the text on the screen.

• The second page of each tab has a question to practice the feature/tool.

• The questions do NOT contain tested content and are intended to practice using the feature/tool.
STAAR Practice Tests

- From the STAAR Online Testing Platform (SOTP), select “Practice.”
- The practice tests include released tests from 2017 and 2018.
- All PNPs are available, including the following:
  - Text-to-Speech (when available)
  - Spelling Assistance (writing compositions only)
  - Content and Language Supports
  - Signed Videos (mini tests)
  - Refreshable Braille (mini tests)
STAAR Online Testing Platform – Functionality and Tools

- Familiarize yourself and campus staff with online tools, features, and system functionality.
Administration Procedures and Technical Support Plan
Administration Procedures and Technical Support Plan

• Establish and communicate Internet use policy during administrations, including
  • Staff Internet use during testing for nonessential work during testing.
  • Student mobile devices and Internet use during testing

• Confirm campus troubleshooting procedures prior to escalation.
  • If only a few or less students are reporting an issue out of a whole testing group or campus testing in the same subject without problem, it is MOST LIKELY a local issue.

• Establish escalation process and communication plan
Campus Support

• Develop campus online testing support plan
  • Downloading, installing, and updating the STAAR Online Testing Platform Secure Browser
  • Identifying devices meeting minimum system requirements
  • Testing devices
    • Bandwidth simulations – check bandwidth in testing locations and verify wireless access.
    • Run practice tests and tutorials ahead of testing.
  • Sharing information (policy and procedures)
Campus Support: Campus Training

- Logistics
- Roles and responsibilities
- Testing device setup
- System platforms (Assessment Management System, SOTP)
- Issue escalation and procedures
- Technical support services and contact information
- Chat and co-browsing is available in the Help Documentation tab of the STAAR Assessment Management System.
Troubleshooting Guidance

• Student inadvertently kicked out of a test session
  • Student will be automatically logged out.
  • Restart Secure Browser.
  • Log back in and re-launch test using existing ticket.

• Student accidentally submitted
  • Requires reopen
    • Within two hours – call Texas Assessment Support Center.
    • After two hours – call TEA’s Student Assessment Division.
Troubleshooting Guidance

• Student begins or completes a test using another student’s test ticket
  • Requires test reset
  • Follow TEA requirements for reporting a test irregularity.

• Computer freezes during testing
  • Shut down and reboot affected computer.
  • Re-launch test using existing ticket.

• Persisting technical issue that reboot does not correct
  • Move the student to another device.
  • Log in with existing ticket and continue testing.
Manage Online Testing
Online Testing – Manage Online Testing

All activities required to monitor and manage online testing are conducted in the *Online Testing* tab.

**Key Functions**

- View online test sessions and testing groups.
- Download and print student test tickets.
- Monitor online test sessions.
- Set online test attributes and score codes.
Session At A Glance – District Level

- Users can view online testing status for their district.
- Users can drill down on specific campuses to view test sessions and online testing groups.
- Online test sessions are automatically created at the campus level when one or more students are registered for an online test.
  - Sessions are created by grade and/or subject.
Session At A Glance – Campus Level

• Users can view online testing status for their campus.
• Users can drill down on specific campuses to view test sessions and online testing groups.
• The subject and testing grade can be switched to view information from a different test session.
Creating and Editing Groups: Students > View & Edit
Viewing Online Testing Session Information

Viewing Testing Groups

• View online test status – student level view.
• Change values in dropdown menus to find a subset of students or view different groups.
Viewing Online Testing Session Information

“Actions” Column Functions:

- Print student test tickets.
- Set test attributes.
- Do Not Report / Void
Printing Test Tickets and Rosters

- Testing group rosters and student test tickets contain PNP information.
- Ensure that students eligible to use embedded supports have the information noted on their test tickets.

**NOTE:** Test tickets are available for printing one week prior to the start of the testing window.
Printing Proctor Tickets: Reports > Online Testing

• District-specific proctor tickets are available via Reports > Online Testing.

• Proctor tickets are available for test administrators who are signing test content to students in need of reading support.

• There are logins for “no supports” and “all supports” to provide the content needed for signing to any student.

• Proctor tickets are secure materials and should be treated as such.
Setting PNPs

• Changes to PNPs will be reflected on the testing group roster and the student test tickets.

• A Sync Error status will be displayed on Manage Online Testing when attempting to update PNPs of an existing online test registration if test tickets are not yet available.

• The updated PNPs will switch automatically to In Sync status when test tickets are posted one week prior to testing.

• PNP options vary by test.
Updating PNPs

Steps for updating PNPs after online test has been started:

• Log out of the online test.
• Update PNP embedded supports (*Tests* tab).
• Return to online test group where the student’s test ticket is located.
• Refresh browser to update the sync status. Wait until the updates are synced.
• Log in with the same test ticket.
• Updates cannot sync while online test is in progress.
Verifying Test Attributes

Test Attributes View

- Facilitates verification of score code and other online test attribute settings.

**NOTE:** Test attribute verification window closes on final day of testing for administrations with two-week testing windows (excludes all subjects with constructed responses).

- Closes 1 business day, at 5:00 p.m. (CT), following close of online testing window for all other administrations.
## Monitoring Test Status

<table>
<thead>
<tr>
<th>Test Status Indicator</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registered</td>
<td>Indicates that the student is registered for a test, but the online test is not yet available.</td>
</tr>
<tr>
<td>Enrollment Hold</td>
<td>Indicates that the student’s enrollment is not yet processed. Please contact the Texas Assessment Support Center. Refer to Section 1.2 Support for contact information.</td>
</tr>
<tr>
<td>Enrolled</td>
<td>Indicates that the student is enrolled in the online test, but the student cannot log in. This icon should only display briefly. If it persists, please contact the Texas Assessment Support Center. Refer to Section 1.2 Support for contact information.</td>
</tr>
<tr>
<td>Ready to Test</td>
<td>Appears before the initial login to an available test or after a submitted test has been reopened. The student can log in using the information on the student test ticket.</td>
</tr>
<tr>
<td>In Progress</td>
<td>Indicates that the student is logged in and actively testing or has paused the test.</td>
</tr>
<tr>
<td>Inactive</td>
<td>Indicates that the student has logged out of the test or has been logged out due to inactivity. The student can log back in to the test using the information on the student test ticket.</td>
</tr>
<tr>
<td>Expired</td>
<td>Indicates that the student did not log in to a test and the online testing window has closed.</td>
</tr>
<tr>
<td>Submitted</td>
<td>Indicates that the student has submitted the test. The student will no longer be able to log in to the test.</td>
</tr>
<tr>
<td>Processing</td>
<td>Indicates that a request to reopen a submitted test is in process.</td>
</tr>
<tr>
<td>Voided</td>
<td>Indicates that the district user has selected Do Not Report (DNR).</td>
</tr>
</tbody>
</table>

*Includes a checkbox next to student name that may be checked to print student ticket.*
Score Code Default Rules for Online Testers

- **Ready to test status** - tests that were never logged in to and will expire and be voided automatically at the close of the testing window unless otherwise specified in the test attributes.

- **Inactive tests** - tests that have been started and not submitted and will automatically default to “Scored” at the close of testing window unless a different score code is specified in the test attributes.

- **Submitted tests** - tests that will automatically default to “Scored” at the close of the testing window unless otherwise specified in the test attributes.
When and How to Void Online Tests

**Do Not Report (DNR)**

- Online tests should **NOT** be marked for DNR prior to testing. If a student will not be taking an online test, the test registration may be set to paper or allowed to expire.

- During the testing window, click the *DNR* icon to indicate a test should not be reported (voided).
Manage Online Testing – Status Circles

**During Testing**

![During Testing Diagram]

**After Testing:**

![After Testing Diagram]
Spring 2019 Updates
What’s New for Spring

Two-Week Online Testing Window

- April STAAR Grades 5 and 8 Mathematics and Reading
- May STAAR End-of-Course (Algebra I, Biology, U.S. History)
- May STAAR End-of-Course (Algebra II)
- May STAAR Grades 3–8
- May STAAR Grades 5 and 8 Mathematics and Reading Retest

NOTE: Test attribute and score code verification window closes on final day of testing for administrations with two-week testing windows (excludes all subjects with constructed responses).

- Closes 1 business day, at 5:00 p.m. (CT), following close of online testing window for all other administrations
What’s New for Spring

PNPs

• Basic Calculator (M)
• ASL Signed Videos (V)
• Refreshable Braille (B)

• If a student testing online with Refreshable Braille is not currently scheduled to receive a precoded answer document with a braille material kit, the district can place an order for a braille kit during the additional materials order window by contacting the Texas Assessment Support Center for a Braille Material Kit Additional Order Form.

Spanish online - Grades 3–5

• ASL Signed Videos and Refreshable Braille not available
• All other PNPs are available
Online Test Registration and Groups
Registering Students for Online Testing

Retesters vs. First-time Testers

- Retesters are automatically registered with same test mode, home CDC, student demographics, enrolled grade level, and PNPs from prior administration.
  - All EOC administrations
  - May grades 5 and 8 math and reading retest
  - June grades 5 and 8 math and reading retest
  - Verify retester demographics and test registration settings and update accordingly.
- First-time testers (in a specific subject) must be registered if testing online.
Adding and Editing Student Test Registrations via Upload

2018–2019 Data File Format for Student Registration (STAAR Summative)

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
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<th>AW</th>
<th>BB</th>
<th>BH</th>
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<tbody>
<tr>
<td>1</td>
<td>LEVEL-CODE</td>
<td>OF-ENROLLMENT</td>
<td>DISTRICT-NAME</td>
<td>CAMPUS-NAME</td>
<td>GROUP NAME</td>
<td>LAST-NAME</td>
<td>FIRST-NAME</td>
<td>MIDDLE-INITIAL</td>
<td>PEIMS-ID</td>
<td>SEX-CODE</td>
<td>OF-BIRTH</td>
<td>COURSE CODE</td>
<td>FORMAT-EOC</td>
<td>TEST VERSION</td>
<td>STUDENT-ID</td>
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<td>2</td>
<td>10</td>
<td>3333360003</td>
<td>Training ISCE Training H S</td>
<td></td>
<td>NO GROUP NAME</td>
<td>STUDENT-ONE TRAINING</td>
<td>4.6E+08</td>
<td>M</td>
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<td></td>
<td></td>
<td></td>
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<td></td>
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</table>

The STAAR EOC Test Version Code will be used to indicate the following for STAAR EOC:

- **E** = Spelling Assistance (delivered online for English I and English II)
- **R** = Content and Language Supports (delivered online, not available for Algebra II or English III)
- **T** = Text-to-Speech (includes click word, delivered online)

**Designated Supports (online testers only):**

- **D** = Designated Supports for a student testing online
Students: Upload

Upload page - Overview

Download Spreadsheet Template – blank CSV file that can be used to enter student records for upload

Filename – click on file name to download/retrieve file that was uploaded

Status:
- All records successfully uploaded
- Some but not all records successfully uploaded
- No records successfully uploaded

Uploads – indicates the fraction of records that successfully uploaded
Adding a New Registration (UI)

Two Step Process:

• Step 1 – Enter PEIMS ID
Adding a New Registration (UI)

Pop-up Messaging:

- Student (retester) registration already exists.

- Student exists in directory but is not currently registered to test.

- Student registration (non-retester) already exists.
Adding a New Registration (UI)

Step 1 (cont.) – Enter Demographic Information
Adding a New Registration (UI)

Step 2 – Create Test Registration(s)
Importing Test Tickets

• PEIMS+2 required

• Students must be registered for an online test in the same subject/grade level of test session.

• Ticket is placed in testing campus’s test session.

• **NOTE**: Student’s testing campus is changed but home CDC remains intact - scores are reported back to the home CDC.
Students: View & Edit

- Set search parameters to filter results down to individual student level.
- Click View & Edit icon to open an individual student profile.

**NOTE:** Downloaded search results only available when campus level organization entered into *Organization* field.
Profile Tab

• Demographic settings must be updated or corrected prior to the close of the testing window.

• Enrolled grade level may not be changed once a student has started to test.
**Tests Tab**

- View, edit, add, and delete test registrations.
- Online test registrations may be added anytime prior to the close of the testing window.
- PNPs may be changed anytime prior to test submission.
- Test attributes (except score codes) display once test tickets are available.
Designated Supports

• For more information about accessibility features and designated supports, refer to the *Educator Guide to Accessibility within the STAAR Program*.
  
  • [https://tea.texas.gov/student.assessment.accommodations](https://tea.texas.gov/student.assessment.accommodations)

• Summative PNP – available for spring and summer 2019

  • E – spelling assistance
  
  • R – content and language supports
  
  • T – text-to-speech
  
  • M – Basic Calculator (Grades 3-7 only)
  
  • V – ASL Signed Videos (Not available for Spanish online)
  
  • B – Refreshable Braille (Not available for Spanish online)
Test Attributes

- Districts may indicate substitute assessments and TAKS, TAAS, TEAMS Testers for online testers in the Assessment Management System.
TAKS, TAAS, TEAMS Testers

• Special coding for former TAKS, TAAS, or TEAMS testers
  • **T** – Examinee taking STAAR as an alternate assessment for
    • TAKS English Language Arts (ELA) [STAAR English II Only], mathematics, science, or social studies
    • TAAS mathematics
    • TEAMS mathematics
  • **R** – TAAS/TEAMS eligible examinee taking only the reading section of STAAR English II as an alternate assessment for TAAS or TEAMS reading.
  • **W** – TAAS eligible examinee taking only the writing section of STAAR English II as an alternate assessment for TAAS writing.
  • **RW** – TAAS eligible examinee taking both reading and writing sections of STAAR English II as an alternate assessment for TAAS reading and writing.
View and Verify Online Test Registrations (Student Profile)

View Test Session

1 STUDENT EIGHT, TRAINING
View and Verify Online Test Registrations (Reports)

Download Online Test Status Report:

- Available at the campus and district level
- Updated 5 times throughout day
- Useful for verifying score code settings, PNPs, and test status

Download registration file:

- Students Home Campus Report (updated nightly)
- District Students Home Campus Report (updated nightly)
- District Students Test Campus Report
Out-of-School (OOS) Examinee Day-of-Testing Registration (Walk-In)

- All OOS examinees showing up at a test site on the day of testing (“walk-ins”) must be registered in the Assessment Management System whether testing online or on paper.

- Student’s address and contact information are required to ensure results are returned to the student.

- **New** – CTC role can register OOS students.
Online Testing Groups

• It may be useful to break students into multiple groups in a session.
• Groups are for printing of online test tickets and test session monitoring.
• Online testing groups may be created and edited via the three methods below.
  • Students > Upload
  • Online Testing > Groups
  • Students > View & Edit
Creating and Editing Groups: Students > Upload

• Leaving the Group Name field blank will place the student’s registration in the NO GROUP NAME GIVEN group.

• Leaving the Group Name field blank for an existing online registration will not override the existing group.
Setting Test Attributes

• Test Attributes appear once test tickets are available one week prior to testing.

• May be set in two places:
  • Student Profile – *Tests* tab (does not include score code setting)
  • Manage Online Test Session – group level view (includes score code setting)
Creating and Editing Groups: Online Testing > Groups

• In the navigation menu bar, select Online Testing, then click Groups.
• On the Groups page, under "Online Testing Groups," click the Create Group tab.
• Select an Administration and Campus from the dropdown lists.
• Enter Group Name.
• Click CONTINUE to create new group and add students.
• Select students.
• Select ADD TO in order to move students to the new group.
• Click SAVE GROUP.
Creating and Editing Groups: *Online Testing > Groups*

- Click the *Edit* icon for the group requiring changes.
- Select students.
- Select *ADD TO* or *REMOVE* to update students.
- Click *SAVE GROUP*. 

![Image of the Online Testing Groups interface](image-url)
Online Test Status Reports

Online Testing Report

Campus Test Status (of student) Report

Click on the download button to view the District Test Status Report.

Click on the download button to view the Campus Test Status report for the Campus.

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Online Test Registration Reminders and Helpful Hints

• Test sessions are automatically established when one or more students are registered to take an online test.

• Test sessions are set up at the campus level by subject for EOC (by subject and grade level for grades 3–8).

• By default, all students are placed in the NO GROUP NAME GIVEN group within a session unless otherwise specified.
  • Setting up additional testing groups is optional.
Questions?
Customer Support

• Texas Assessment Support Center
• Monday–Friday
• 8:00 a.m.–5:00 p.m. (CT)
• 855-333-7770
• STAAREOC@ets.org or STAAR3-8@ets.org
• Click the chat link in the *Help Documentation* tab in TOMS.