PearsonAccess Next TestNav 8 Infrastructure Readiness Guide

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Updates

1. **November 10, 2010**: Original version published.
2. **September 2, 2011**: The guide was revised to allow for the removal of the statewide Infrastructure Trial and to replace specific technical setup instructions (which may become outdated) with a reference to use the most recent test administration manual. More specifically, the following revisions were made:
   - General: Language updated from referring to an annual statewide Infrastructure Trial (for 2010-2011 only) to a more generic local trial that can be conducted at any time.
   - Configuring the Infrastructure Trial Environment: This section was replaced with a reference to access the most recent test administration manual.
3. **December 5, 2011**: The guide was revised to include instructions for using the accommodated TestHear version of the Infrastructure Trial to test out workstations using the TestHear software.
4. **September 10, 2012**: The guide was revised to include:
   - The latest version of the TestHear software
   - References to the Technology Coordinator Guide instead of the Test Administration Manual
   - Additional edits for clarification of instructions
5. **February 6, 2013**: The guide was revised to include instructions for a two-session TestNav Infrastructure Trial form, including seal codes.
6. **March 4, 2014**: The guide was revised for Spring 2014 to update references to the Technology Coordinator Guide location and other minor edits.
7. **March 14, 2014**: The guide was revised to include the "TestHear Math/EOC" form available in the Training Center to test screen reader capability.
8. **October 20, 2014**: The guide was revised to address conducting an Infrastructure Trial with TestNav 8.
9. **September 14, 2015**: The guide was revised to:
   - Remove references to FCAT
   - Include proctor caching machine selection
   - Update screenshots and tool descriptions
10. **October 1, 2015**: The guide was revised to include instructions for utilizing the Installable TestNav – Laptop and Desktop app.
11. **January 7, 2016**: The guide was revised to include the transition to PearsonAccessNext.
12. **August 26, 2016**: The guide was revised to include:
    - Updated screenshots for the 2016–17 school year.
    - Updated URLs.
    - Updated session set up tasks.

Infrastructure Trial Overview

The Infrastructure Trial is an opportunity for districts and schools to prepare for the operational computer-based test administrations by simulating test-day network utilization, determining any school or district issues, and confirming that all workstations that will be used for testing can run the appropriate software.

- Schools will prepare by reading preparation materials and downloading and installing Proctor Caching software (if it has not already been installed) and necessary applications for mobile devices or computers using the Installable TestNav – Laptop and Desktop app.
- Districts may create an environment that matches expected school bandwidth utilization that will be used during testing.
- Schools may create the same testing environment (e.g., testing rooms, number of computers, appropriate switches and hubs, power supplies) that will be used for testing.
- Schools will manage the test sessions in the PearsonAccess Next Training Center and will use the tools (e.g., TestNav SystemCheck) provided by Pearson to determine network user capacity and bandwidth requirements.
- Prior to the largest computer-based administration of the year, or as directed by the district, schools will run a trial which simulates the appropriate number of student logins based on the total number of computers that they intend to use concurrently for testing.
- Infrastructure Trial logins can be used by adults or students who may or may not be participating in a computer-based administration (i.e., it is not necessary to use computer-based testing students).
- The Trial should take approximately thirty minutes. During this time users will log in, supply random answers, and submit the test.
- Schools are encouraged to run the Trial in their testing rooms on their testing workstations and troubleshoot any local issues prior to a district-wide Infrastructure Trial.

The Infrastructure Trial should only be used to test the school and district infrastructure; the content used for **the Infrastructure Trial is not appropriate for student practice**. To create a Trial that is slightly larger than the tests used by Florida, items from Florida's practice tests are repeated throughout the Infrastructure Trial. Content-specific practice tests for students (ePATs), are posted to www.FLAssessments.com/ePATs. The ePATS are intended to familiarize students with the types of items that will make up the tests and with the tools that will be available to them in TestNav.

Infrastructure Readiness Guide Overview

The purpose of this guide is to provide district and school assessment and technology personnel with necessary information and instructions to complete critical tasks related to infrastructure readiness for computer-based testing. This guide will define important terms, walk you through tasks required before, during, and after a Trial, and familiarize you with the PearsonAccess Next Training Center and technical requirements. It is recommended that you read through the entire guide before installing software and completing the setup for an Infrastructure Trial.

The major topics covered in this guide are:

1.0 Contacting Pearson Customer Support. This section will provide instructions and information on contacting Pearson Customer Support with questions or technical issues.

2.0 Configuring the Infrastructure Trial Environment. See updated instructions available at https://support.assessment.pearson.com/display/FL/TestNav+8+-+Florida.

3.0 PearsonAccess Next Training Center. This section discusses the PearsonAccess Next Training Center account you will receive, and it describes the website you will be working with as you prepare for an Infrastructure Trial. Because most of the setup for computer-based testing occurs at a school level, these instructions are directed to the school assessment coordinator.

4.0 Sample Students. This section describes how to create sample students in the PearsonAccess Next Training Center for an Infrastructure Trial.

5.0 Session Management. This section provides all the necessary information and steps for setting up sessions for an Infrastructure Trial, managing student assignments for sessions, and printing Student Authorization Tickets and Seal Codes. You will then find instructions on how to start, monitor, and stop sessions in the Training Center, as well as how to resume students.

6.0 Follow-Up. The final section will include instructions for providing the district and Pearson with feedback regarding your Infrastructure Trial.

Glossary of Important Terms

PearsonAccess Next (**https://fl.pearsonaccessnext.com**) is a website used for almost all test preparation (e.g., PreID), setup, administration, and reporting tasks. The correct test administration should be verified every time you log in. PearsonAccess Next requires username and password setup.

PearsonAccess Next Training Center provides an opportunity to practice PearsonAccess Next tasks and is the means of managing the Infrastructure Trial in preparation for testing. The Training Center requires username and password setup. It can be accessed at **https://trng-fl.pearsonaccessnext.com**.

Proctor Caching is the process of loading or "caching" test content locally on a computer at a school level. It does not require a separate caching server, and can run on any workstation on the network that meets the minimum requirements. Proctor Caching software is provided by Pearson. Proctor Caching is used to reduce test delays due to network congestion and provides students with a more seamless testing experience. Proctor Caching is **required** for all FCAT 2.0/NGSSS EOC computer-based testing in Florida.

TestNav 8 (TestNav) is the student testing platform that Florida uses for computer-based FCAT 2.0/NGSSS EOC assessments.

1.0 Contacting Pearson Customer Support

If technical assistance is needed at any point during your Infrastructure Trial, contact Pearson Customer Support at 877-847-3043 or **florida@support.pearson.com**. Make sure that you know the answers to all relevant questions below so that Pearson can assist you effectively and efficiently.

- **PearsonAccess Next**
  - Are you using a Windows, Mac, or mobile device?
  - What is your role (District Assessment Coordinator, School Administrator, CBT Coordinator, Private School Administrator, CBT Test Administrator, Private School Test Administrator)?
  - What screen are you on? Provide the path if possible. See screenshot below.
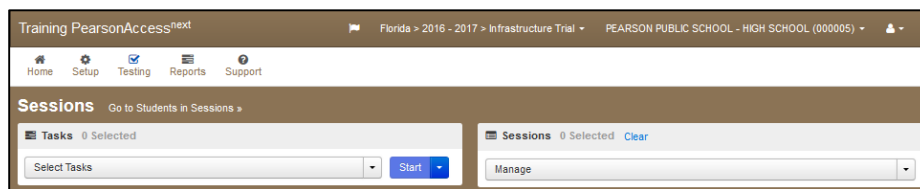
  - What task were you trying to complete when you encountered an error?
  - What was the error message? If there wasn't an error message, what are you unable to do?
  - If you were working from the guide, what page were you on?
- **TestNav**
  - Is the student using a Windows, Mac, or mobile device?
  - What step of the Infrastructure Trial was the student/volunteer trying to complete in TestNav when he/she encountered an error?
  - Did an error code or message appear?
  - What is the IP address of the Proctor Caching computer?
  - Do you use a proxy server, and if so, what is the IP address?
  - Have the TestNav URLs been allowed through your Firewall/Content filter?
- **Proctor Caching**
  - Are you using a Windows or a Mac?
  - Were you setting up Proctor Caching on a workstation or a server?
  - Have you installed the Proctor Caching software?
  - Did you start the Proctor Caching software prior to attempting to Proctor Cache?
  - Did you add an IP address to your Proctor Caching server locations? This needs to be the IP address of the Proctor Caching computer. Did you add the appropriate port? This is typically port 4480 but could vary depending on your district/school firewall or content filtering software.
  - Have you updated to the latest Java version (1.8 or higher)?
  - Did you add the whitelist URLs to your firewall and content filtering software? The whitelist URLs that need to be added can be found at https://support.assessment.pearson.com/display/TN/ProctorCache+System+Requirements.

2.0 Configuring the Infrastructure Trial Environment

In order to configure the Infrastructure Trial environment (e.g., conduct SystemCheck, download and install appropriate software), see
https://support.assessment.pearson.com/display/FL/TestNav+8+-+Florida. Disregard any references to completing tasks in PearsonAccess Next; the Infrastructure Trial is managed via the Training Center.

Follow all instructions for the activities below:

Before the Infrastructure Trial
- Downloading and installing the Proctor Caching software, if necessary
- Downloading and installing the TestNav app for mobile devices or computers (optional for computers)
- Verifying that Proctor Caching and TestNav are communicating
- Completing any additional configuration requirements
- Conducting the SystemCheck Tool
- Configuring browser settings to cache test content
- Caching test content

During the Infrastructure Trial
- Starting proctor caching software

After the Infrastructure Trial
- Purging test content

3.0 PearsonAccess Next Training Center

The PearsonAccess Next Training Center is the site used to administer an Infrastructure Trial. Within the Training Center, users can create sample students, assign the Infrastructure Trial to sample students, create sample sessions, and add students to these sessions. The Training Center is also used to monitor sessions during the Infrastructure Trial. Sessions and sample students are deleted from the PearsonAccess Next Training Center on a yearly basis, after the conclusion of the summer test administration. For more information about the Pearson Access Next layout and overview, access the user guide available at:
https://support.assessment.pearson.com/display/PAsup/Understand+the+System+Layout.

Because most of the setup for computer-based testing occurs at a school-level, these instructions are directed to the school assessment coordinator.

3.1 Logging in to the PearsonAccess Next Training Center

Pearson created the initial user accounts for the Training Center. You should receive an email with your username and instructions for creating your password. If you have not received these instructions or if you need an account set up for you, contact your district assessment coordinator. If you are responsible for creating other school user accounts, your district assessment coordinator will provide you with instructions for how to do this.

Logging in for the first time

After you receive the email providing your username, complete the following steps:

1. Click on the link within the email.

2. Create a password; you will be prompted to enter it twice, and then click **Set Password**.

3. Click **OK**.

4. To return to the Training Center, go to **https://trng-fl.pearsonaccessnext.com**. Then click **Sign In**.

5. Read the Privacy Policy and Terms and Conditions of Use and click **Accept**.

You have only **five** chances to enter the correct username and password on the login screen. If the fifth attempt is unsuccessful, your account will be locked.

To reset your password

1. Go to **https://trng-fl.pearsonaccessnext.com**.

2. Under the Sign In button, click **Forgot Password** to go to the *Reset Password* screen.

3. Enter your username and email address, and then click **Request Password Reset**. You must enter your **exact** username and email address. If you do not know your username, contact your district assessment coordinator. If either your username or email does not match the name and email associated with your user account, you will not be able to reset the password.

Log in again

The second time that you log in, use the following login procedure:

1. Go to **https://trng-fl.pearsonaccessnext.com**. Then click **Sign In**.

2. Enter your username and password, and then click **Sign In**.

3. Change your administration to 2016 – 2017 > Infrastructure Trial in order to complete all tasks for the trial.

4.0 Sample Students

Because the purpose of an Infrastructure Trial is to test district and school infrastructure, it is not necessary to use real student data. The Training Center provides a simple means of creating sample students that can be used for a Trial. This section will go over the process by which sample students will be created and managed for an Infrastructure Trial.

Note: Disable pop-up blocking software for the PearsonAccess Next website. A pop-up blocker will block screens from opening on administrative workstations.

4.1 Creating Sample Students

Sample students must be created within the Training Center in order to administer an Infrastructure Trial. The number of sample students to be created should be based on the maximum number of computers that will be used concurrently during testing. It is recommended that you create at least ten percent additional sample students so you will have extra student authorization tickets in the event of any login complications. Each ticket is valid for one login attempt, unless the student is resumed in PearsonAccess Next.

To create sample students within the Training Center:

1. Log in to the Training Center (**https://trng-fl.pearsonaccessnext.com**).

2. On the home page, click the **Setup** tab then click **Students** in the drop down.
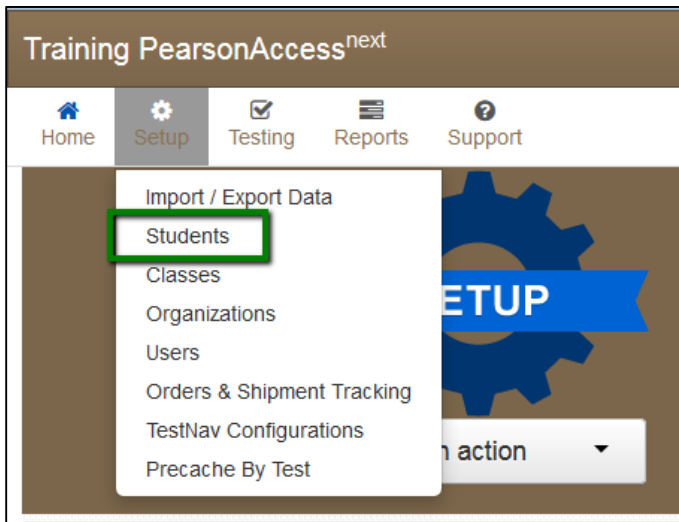
3. Click the down arrow to the right of **Select Tasks**.
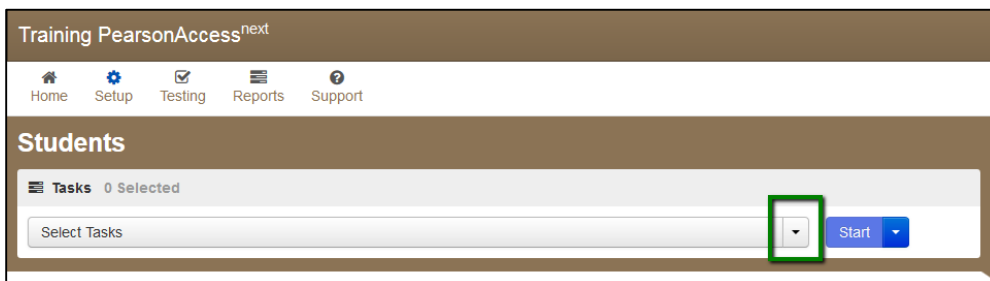
4. Mark the checkbox by the **Generate Sample Students** task.
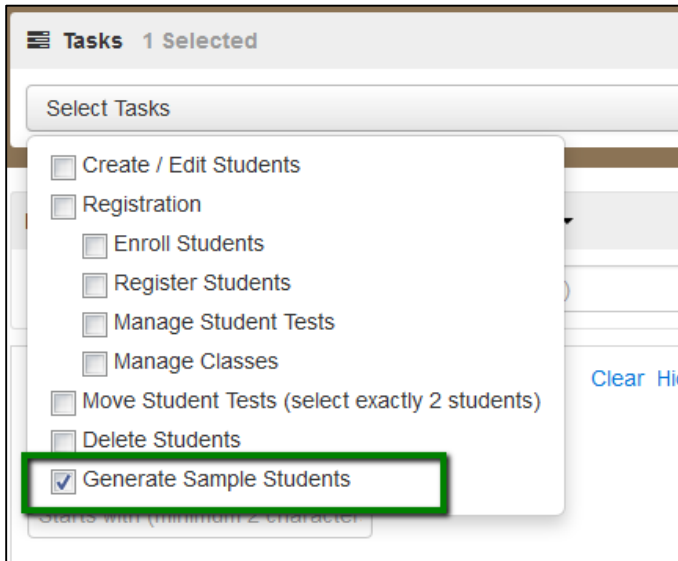
5. Click **Start**.
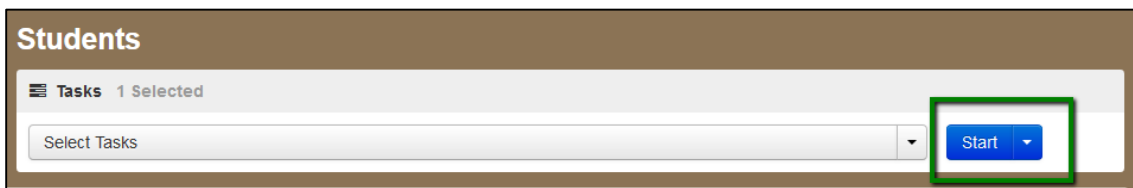
The *Generate Sample Students* screen opens.
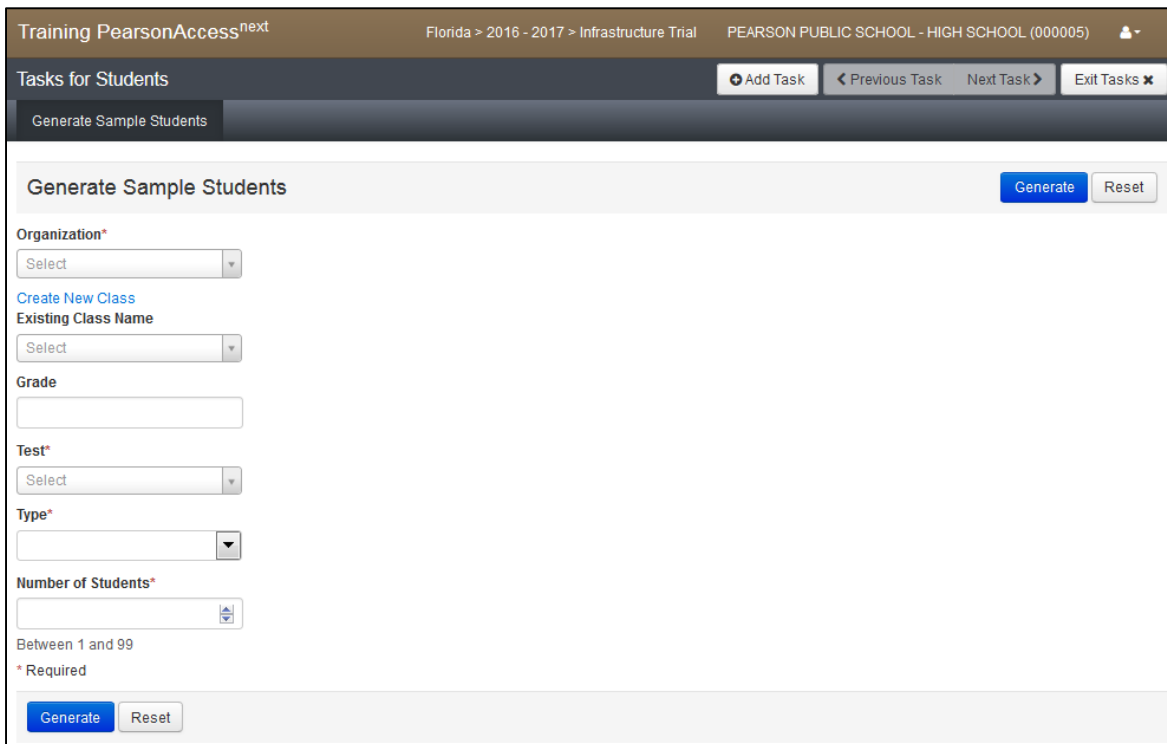
6. Select your school from the **Organization** dropdown.

7. Next, you must designate a class name (create a new class or select an existing class from the drop-down list).

8. Enter a Grade.

9. Select **Infrastructure Trial** as the Test.

10. Set the Type to **Online**.

11. Enter the number of students you would like to create (between 1 and 99).

12. Click **Generate**.

13. Repeat the steps above until you have created sample students for the number of computers that will be tested concurrently, plus at least 10% additional sample students.

14. When finished generating students, click **Exit Tasks**.

5.0 Session Management

5.1 Creating a Sample Test Session

Once sample students are available, a sample session must be created in order to administer an Infrastructure Trial. For an Infrastructure Trial, only one session is necessary. For operational administrations, the test administration manuals will include guidance on determining the most appropriate method of setting up sessions for your school.

To create a sample test session:

1. From the home page, go to the **Testing** tab and click **Sessions**.
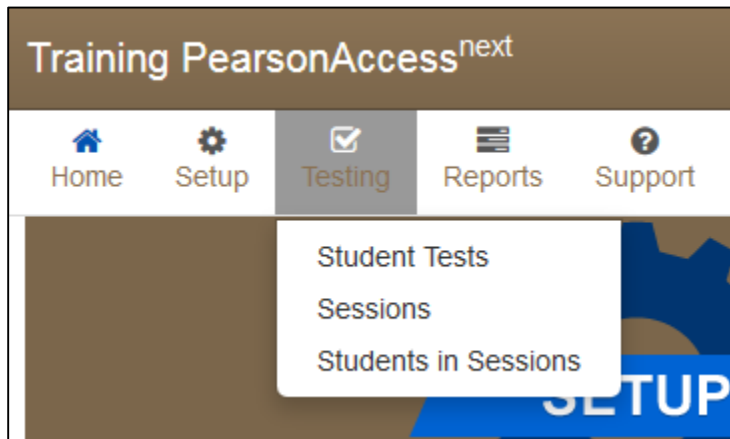
**2.** Select **Create/Edit Sessions** from the **Select Tasks** dropdown and select **Start**.
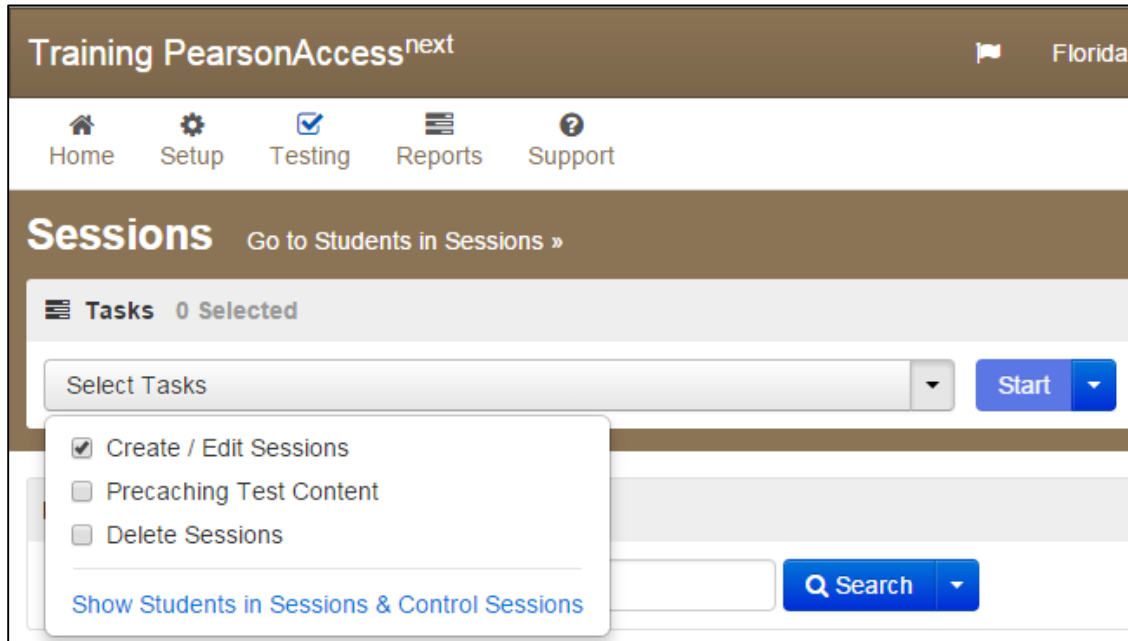
3. Enter the Session Name, Organization, Test Assigned (Infrastructure Trial), Form Group Type (Main), Scheduled Start Date, Scheduled Start Time, Lab Location, and Precaching Computer.
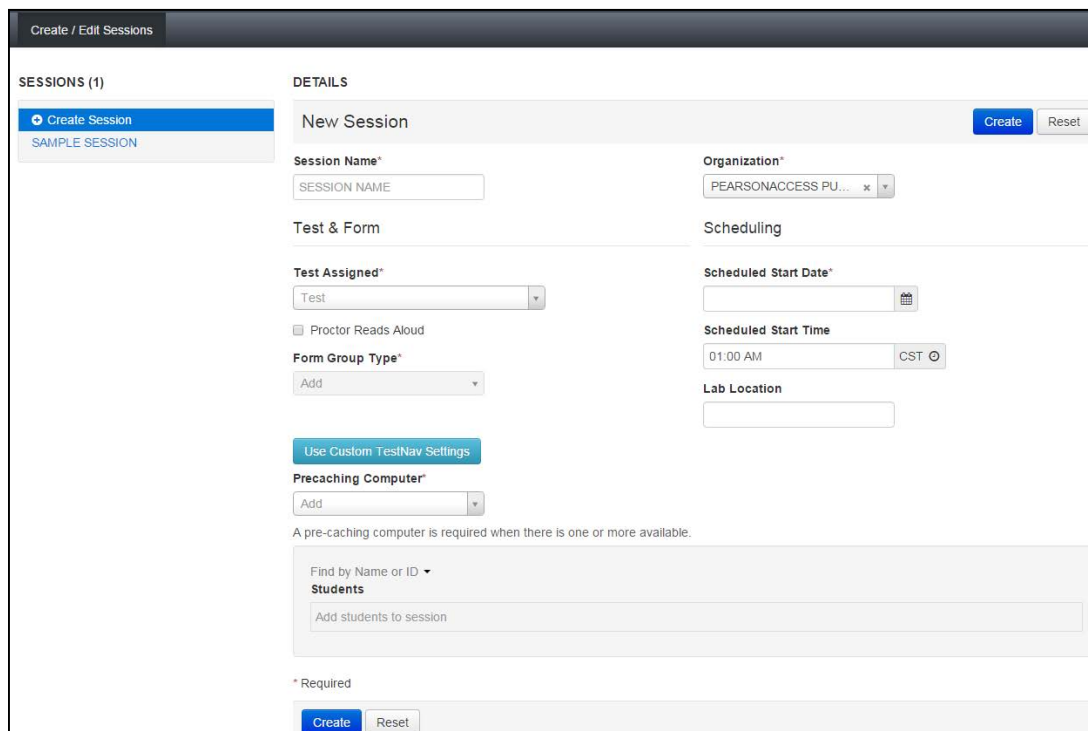
Please note that scheduling a date and start time for a session is intended primarily for *planning* purposes. A test session will not start until you click **Start** on the Session Details screen, regardless of the scheduled start date and time.

4. At the bottom of the screen, click the down arrow by Find by Name or ID and choose **Find by Class**.
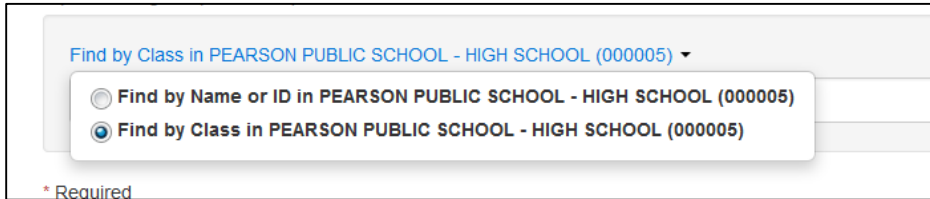
5. Search for and select the class(es) to be added to the session.

6. Click **Create** to create the session and **Exit Tasks** to move to the next part of setting up the trial.

5.2 Adding Additional Sample Students to a Session

1. Go to the **Testing** tab and select **Sessions**.
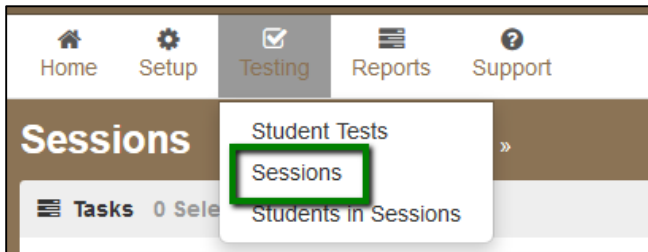
2. Under Find Sessions, search to find the session you want to add students to, or click the down arrow next to the **Search** button to reveal and select the option to show all results.
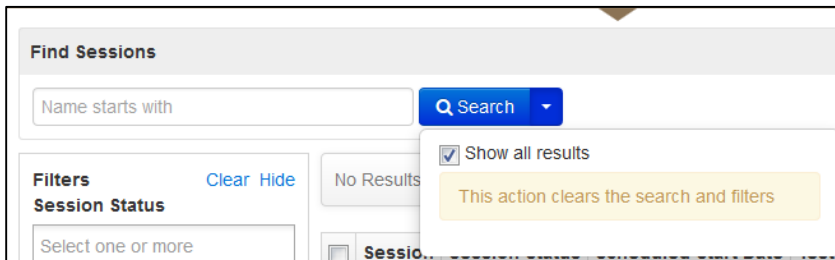
3. Select the session by checking the box beside it.

4. At the top of the screen, select **Go to Students in Sessions**.
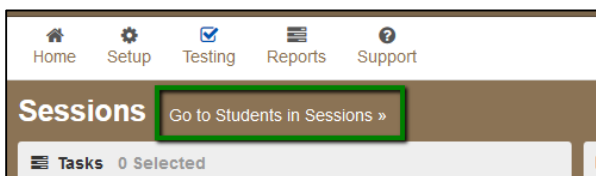
5. Select the **Add Students to Sessions** task, then click **Start**.

6. Select the session name.

7. Enter search criteria into the *Find available students* box and select **Search**.

8. Students can be added by selecting an entire class at once or selecting individual students. To add students by class, select **by Class**. Then click **Add**. Click **Exit Tasks** when done adding students.
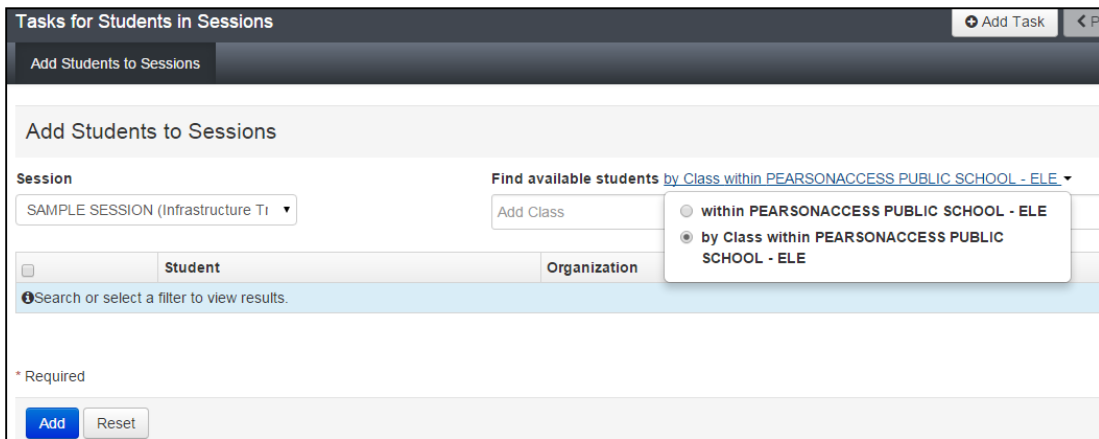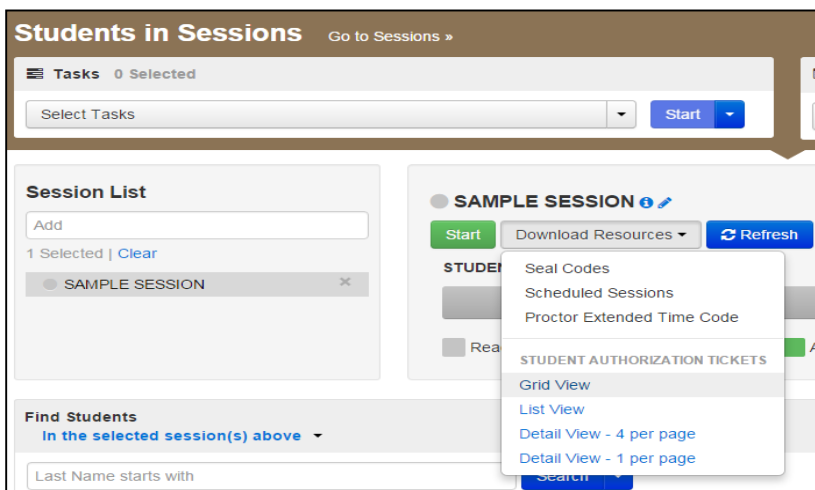

5.3 Printing Authorization Tickets

Authorization tickets include a Username and Password for each individual sample student. This information is necessary in order to log in to the Infrastructure Trial.

1. Under the Testing tab, go to the **Students in Sessions** page, add test session(s) to the Sessions list on the left side of the page. Click **Refresh** to update the data being displayed.

2. Click a session to select it from the list.

   If you have trouble finding your session, go to **Testing** > **Sessions** and select the test session that contains the student(s) whose status you wish to view. Return to **Students in Sessions** and the session will already be listed.

3. Open the **Resources** drop-down menu and choose **Print all for this session**.

4. Choose your preferred layout at the top of the screen. The authorization tickets can be downloaded in four different layouts:

- 1 per page
- 4 per page
- Grid (10 per page)
- List View (5 per page)

It is strongly recommended that you select one format and use it consistently at your school.

5. Print the authorization tickets. You may need to adjust the print settings (e.g., Shrink to Fit) to ensure no information is cut off on the tickets.

5.4 Configuring Browser Settings for Caching Content and Caching Test Content

Once the sessions have been created, the test content has to be cached. In order to configure the browser settings for caching test content and then to cache test content, go to https://support.assessment.pearson.com/display/TN/Set+Up+and+Use+ProctorCache. Disregard any references to completing tasks in PearsonAccess Next; the Infrastructure Trial is managed via the Training Center.

Follow all instructions for the activities below:

- Configuring browser settings to cache test content
- Caching test content

## 5.5 Preparing, Starting, and Unlocking a Session

The session must be prepared, started, and unlocked before sample students are able to log in to the Infrastructure Trial.

1. Go to the **Testing** tab and select **Students in** S**essions**.

2. Click the session name to go to the details screen for that test session.

3. Click the blue **Prepare Session** button near the center of the screen.
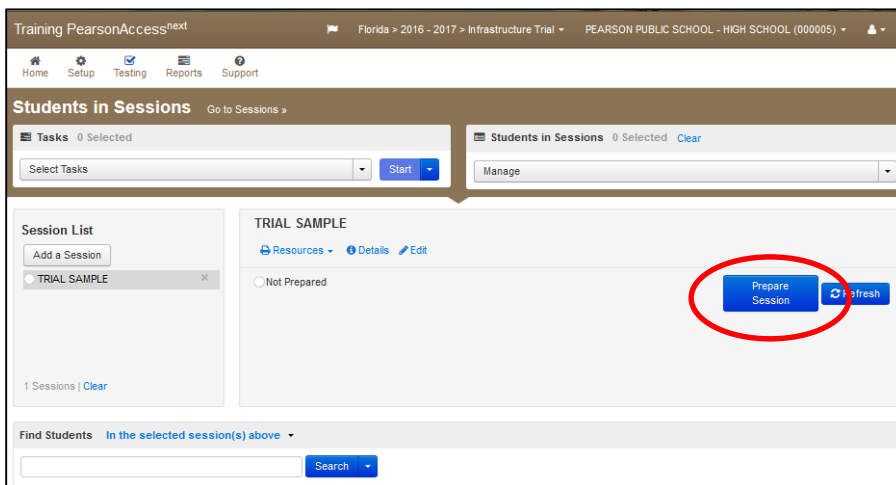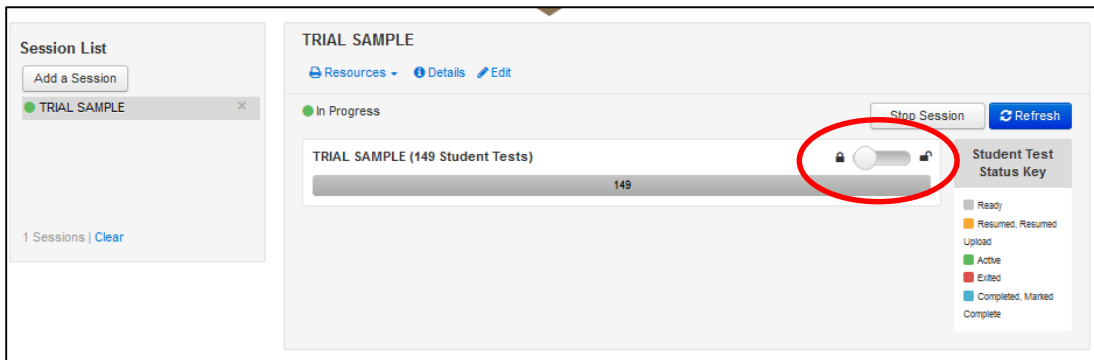
4. Once the session has been Prepared, the Prepare Session button changes to a green Start Session button. Click **Start Session**.
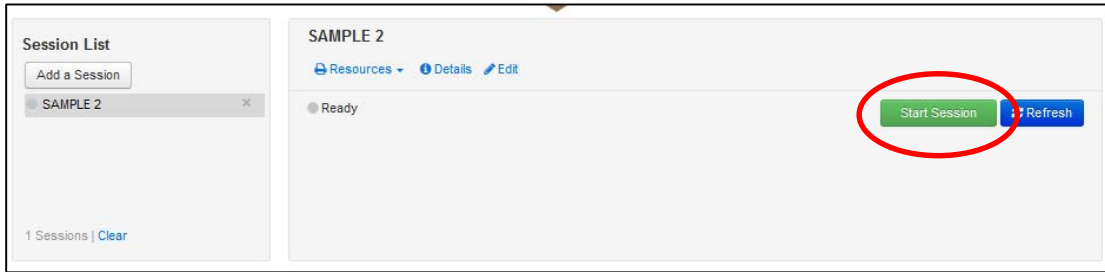
5. Move the slider from Locked to Unlocked.

The session is now ready for students to sign in and begin the trial.

5.6 Conducting an Infrastructure Trial at a School

On the day of your Infrastructure Trial, volunteers will be needed to simulate the testing process. A volunteer is not necessary for each computer, because one person can log in and navigate through the trial on multiple computers.

Volunteers should be provided with authorization tickets so they may log in on multiple computers (5–8 tickets per volunteer is recommended). Once authorization tickets have been designated for each volunteer, call the volunteers into the room.

Once the Infrastructure Trial session has been started, a volunteer must be logged in to each computer to be used for testing.

5.7 Script for the Infrastructure Trial

Note: The Infrastructure Trial is **not** to be used for student practice. The Infrastructure Trial uses mock content to allow districts and schools to simulate a computer-based administration for testing hardware and network connectivity prior to the operational administration.

1. Distribute the designated authorization tickets to each volunteer. Each volunteer should be provided a pen or pencil and should log any issues on the back of his or her student authorization ticket.

SAY	Thank you for participating in the Infrastructure Trial. I have provided you with a student authorization ticket and a pen or pencil. If you encounter any problems during the Infrastructure Trial, please describe the problem and state the number of times it occurred on your student authorization ticket. If the problem prohibits you from proceeding with the test, please raise your hand and I or someone else will assist you. Are there any questions? (*Pause*).

2. If students are used to conduct the Trial, please say the following:

SAY	Please remember that the Infrastructure Trial is only for the purpose of testing our school's infrastructure. It is not meant to introduce you to the test items or format. Practice tests are provided to introduce you to the tools and the format of the computer-based test questions. After testing today, I can provide you with a website you can use to access a practice test. Are there any questions?

Answer any questions.

SAY	On web browsers, enter the URL in the address line exactly as shown on the authorization ticket. For tablets, mobile devices (e.g., Chromebooks, iPads), or computers with the TestNav app installed, launch the TestNav app and follow the prompts to reach the Student Sign In screen. A Sign In screen should be displayed after a few seconds. Raise your hand if you do not see the Sign In screen.

3. Assist volunteers as needed and make sure everyone is able to get to the Sign In screen.

SAY	Now enter the Username and Password as shown on the authorization ticket and click **Sign In**.

4. The Infrastructure Trial will take a few seconds to load. Note any error messages or pop-ups that occur on student devices.

SAY	Select **Start Test Now**, then select **Start Section**. You should now see the first item on your screen.

5. Assist volunteers as needed and make sure everyone is able to see the first item.

SAY	Now that the Infrastructure Trial has loaded, take about 10 seconds on each item before proceeding to the next question by clicking the forward arrow at the top of the screen. Don't bother taking time to work the questions, just mark a random answer and move on. You will see questions repeated in each section. For the purposes of this Trial, do not pay attention to the content of the questions. During the course of the Infrastructure Trial, take some time to use each tool. These include the Answer Eliminator, Bookmark, Calculator, Highlighter, Color Contrast,

	Magnifier, Line Reader, and Exhibits window tools. Does anyone have any questions about how to use the tools or how to navigate between questions?

6. Answer any questions.

SAY	When you reach the end of Section 1, click **Submit Section**, then **Yes**. Continue completing the items and using the tools in all the sections. When you reach the last question of Section 5, click the forward arrow. Then click **Submit Final Answers** and then select **Yes, Submit Final Answers**. Use your Student Authorization Ticket to record any additional comments about your experience and turn in your ticket. Now begin working.

7. Walk around the room and assist volunteers as needed in order to complete the Infrastructure Trial.

8. If students were used for the Trial and they are interested in accessing practice tests, direct them to **http://download.pearsonaccessnext.com/fl/fl-practicetest.html?links=true**.

9. See the Follow-Up section for how to provide your district and Pearson with feedback on your experience in the Infrastructure Trial.

5.8 Monitoring Sessions

The following table lists the statuses that may appear for a student in the Students in Sessions page and a description of what each status indicates.

This list shows the available student test statuses and describes what each means.

■ - Ready ■ - Resumed, Resumed Uploaded ■ - Active ■ - Exited ■ - Completed, Marked Complete

Status	Description
Ready	The student has not yet started the test: If a student was assigned a test, but never started the test, they would have a status of Ready. *A test session cannot be stopped until students in **Ready** status have either been removed or marked complete so that all students in the session have a status of **Complete** or **Marked Complete**.*
Active	The student has logged in and started the test. *If the student exits the test, but the status remains set at **Active**, the student cannot resume testing unless the status is changed to **Resumed** or **Resumed Upload**.* › Click to learn how to resume a test and the difference between the two options...
Exited	The student has exited TestNav but has not submitted test responses. *The student cannot resume testing unless the status is changed to **Resumed** or **Resumed Upload**.* › Click to learn how to resume a test and the difference between the two options... *If the student will not resume testing for any reason, then the status must be changed to Marked Complete, as described in Mark Student Tests Complete.*
Resumed	The student has been authorized to resume the test, but has not yet logged in. › Click to learn how to resume a test and the difference between the two options...
Resumed Uploaded	The student has been authorized to resume the test, but has not yet logged in. › Click to learn how to resume a test and the difference between the two options...
Completed	The test has been submitted by the student through TestNav and the data has been processed. This status cannot be changed, except by using Undo Student Test Submission.
Marked Complete	The student has exited TestNav and will not resume the same test, or has never logged in to a test, but the test session needs to be stopped. This status cannot be changed, except by using Undo Student Test Submission. *Mark a test **Marked Complete**, as described in Mark Student Tests Complete.*

If a student logs out of the session at any point before the test is completed, the student will need to be resumed before the student can log in again. Another option is to provide the student a new, unused ticket instead of being resumed. This can be left up to the discretion of the school assessment coordinator running the Trial.

A student will show as Exited if they have exited the session before the test is submitted. Before a session can be stopped, Ready students must be removed and remaining students must be either in Completed or Marked Complete status.

To Resume a Student

1. To resume a sample student, click the arrow next to the student's test status and select **Resume**. Only students in Active or Exited status can be resumed.

2. Once resumed, a student can login with their ticket to complete the test. The student's status will update in the *Students in Sessions* screen to an orange indicator showing they have been resumed.

5.9 After the Infrastructure Trial

Once an Infrastructure Trial has been completed, the Infrastructure Trial session can be stopped and test content can be purged from the Proctor Caching computer(s).

5.10 Stopping a Session

Before a session can be stopped, remove all Ready students from the session. Remaining students must be either in Completed or Marked Complete status.

To remove Ready students from a test session:

1. Go to the *Students in Sessions* screen and open the **Select Tasks** list. Select **Remove Students from Sessions** and click **Start**.
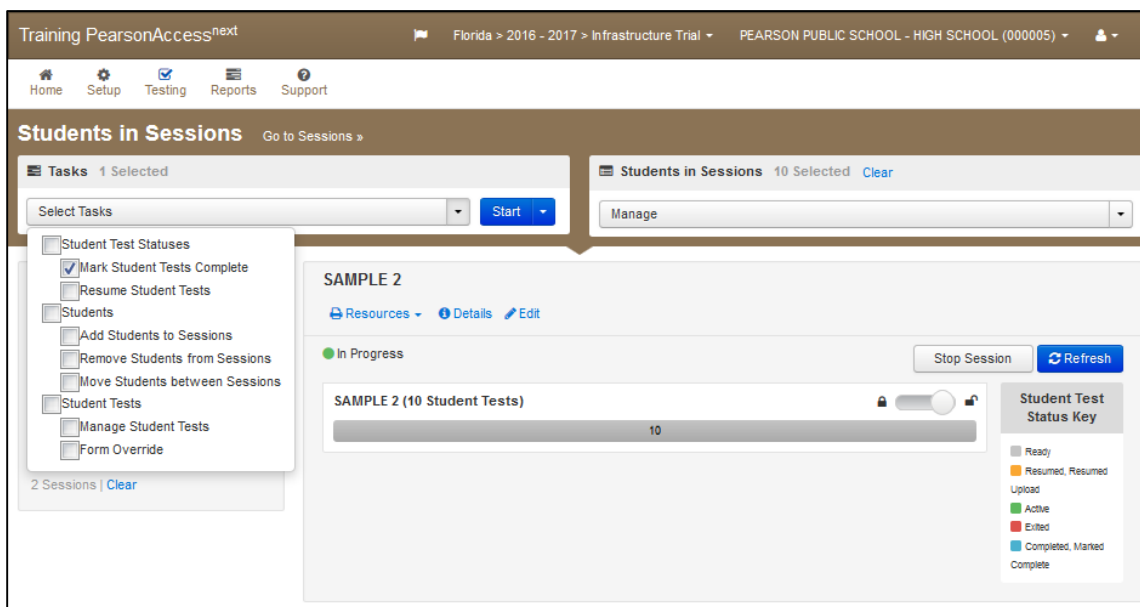

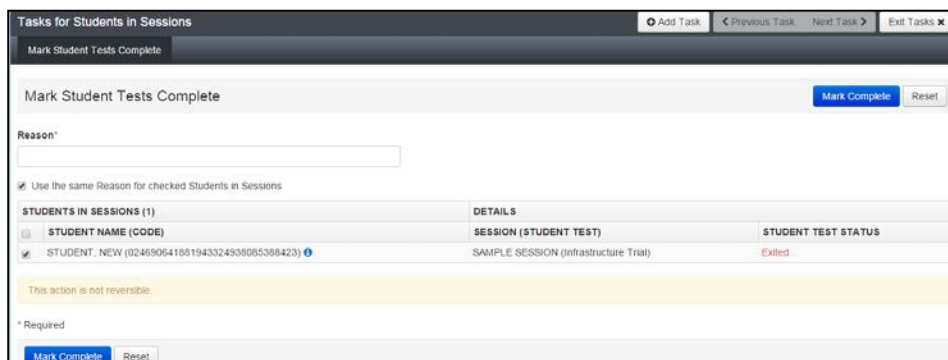2. Check the box next to the student name(s).
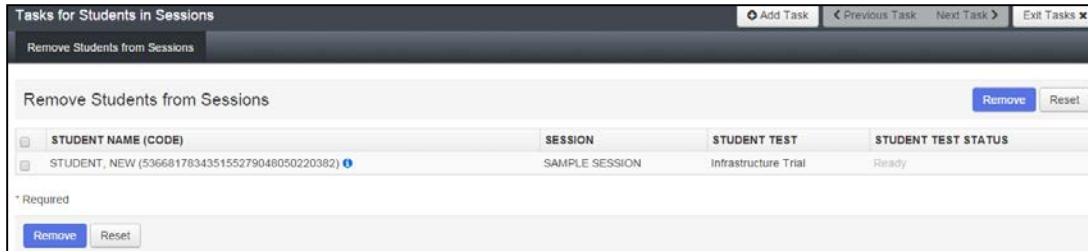
3. Click **Remove** and then **Exit Tasks**.

To mark a student's test complete (students in a status other than Ready or Completed):

1. Go to the *Students in Sessions* screen and open the **Select Tasks** list. Select **Mark Student Tests Complete** and click **Start**.

2. Check the box next to the student's name.
3. Enter comments in the *Reason* text box.

4. Click **Mark Complete** and then **Exit Tasks**.

Once all Ready students have been removed and all students are in Completed or Marked Complete status, the session can be stopped. To stop the session, click **Stop Session** at the top of the session page.

5.11 Purging Test Content

Once the Infrastructure Trial has been conducted, the test content should be purged from the proctor cache.

6.0 Follow-Up

Once your Infrastructure Trial has been completed, the computer-based testing team at the school should review all notes from the Infrastructure Trial. Follow up with Pearson Customer Support on any specific technology issues. The school should also share these notes with the district computer-based testing team. The district may also request additional confirmation that the trial has been completed successfully. Report to the district any issues that cannot be resolved with assistance from Pearson, or any comments that will help in designing future Infrastructure Trials.