



National Center and State Collaborative

NCSC Assessment System Frequently Asked Questions 4/20/15

1. *Who do I contact if I have questions or need support?*

Please contact the NCSC Service Center at:

Phone: (866) 239-0708

Email: NCSCServiceDesk@measuredprogress.org

The NCSC Service Center is open M-F from 8AM to 5PM EST, with extended hours (until 8PM) between February 23 and May 20, 2015.

2. *How do I log-in to the system and how do I receive my log-in credentials?*

The system URL is: <https://teacher-ncscpartners.ctb.com/>

When a new user account is created in the NCSC Assessment System, the user will receive an automated welcome email from NCSCServiceDesk@measuredprogress.org that contains a temporary URL. If the TA or TC account was created via the Users File Upload step, the system sends the start-up email automatically.

If a user account is created manually via the Add User button in the NCSC Assessment System, the TC who creates the account will select the Send Email checkbox. The system sends the start-up email to the users for whom the checkbox has been selected.

Existing users who have forgotten their passwords can use the **Request New Password** feature on the login screen to reset their passwords.

3. *If a student transfers within the testing window, what is the process to continue testing at the receiving school?*

If a student switches schools during the testing period and their test is In Progress (i.e., their test has been started and some answers have been saved), it is possible to switch the organization to which a student is associated and keep the original test form assignment as well as all of the saved item responses. In order to accomplish this, a TA or TC needs to have permissions to the student's *current* school/class and the *new* school/class to which the student is moving. The TA at the new school/class will become the TA of record for the student when they select to resume the test from the My Students/Actions link.

If a Student's test has not yet been started, the student can be moved in the same way as described above.

If a TA closes one test (e.g., mathematics), because the student did not display an observable response during the SRC, and the TA did not observe a student response to any of the first four items in the mathematics test, ***how does that “flag” the ELA test as closed?***

When a test is closed for this reason, the Closed test status will automatically apply to the other test assigned to that same student in the Not Yet Started status. If the other test assigned to that student has already been submitted or if it is In Progress, then the Closed status will not be applied to that test. If a request is submitted to reopen a Closed test, it will reopen both Closed tests.

4. *If a TA closes one test (e.g., mathematics)* because the student did not display an observable response during the SRC, and the TA did not observe a student response to any of the first four items in the mathematics test, ***how does the TA access the ELA end of test survey?***

The EOT Survey is accessible from the My Students page under the Actions button for each student. If the student’s test is Submitted or Closed, then the Go to Survey link is visible in the Actions menu. For example, if the Mathematics test is closed due to the reason cited above, the ELA test will also be closed. However, the end of test survey link will be available for both tests.

5. *What is the difference between “Submit Test” and “Close Test”?*

- The TA will **SUBMIT** the test when the administration of the content area is complete. There will be two test submissions: (1) mathematics, and (2) ELA (reading and writing). For additional information, refer to the Test Administration Manual (TAM) page 34.
- Closing a test should occur relatively infrequently; the TA will **CLOSE** the test **ONLY** for one of the following reasons:
 - The student withdrew from school.
 - The student is no longer eligible for the test (does not meet the participation criteria).
 - The student had no observable response during the Student Response Check **AND** the TA did not observe a student response to **ANY** of the first four items of the test administered; either the mathematics or ELA test.

Note: TAs MAY NOT close a test because the student shows frustration, behavior concerns, or is not engaged. In these cases, TAs should pause the test and resume it at a more appropriate time for the student. For additional information, refer to the TAM pages 9 and 34.

6. Is the Test Administrator (TA) required to conduct a STUDENT RESPONSE CHECK (SRC) for every student?

- If the TA **is familiar** with the student’s modes of communication to a test item, the TA **will not conduct** an SRC. The TA will indicate all the modes by which the student communicates a response to a test item (eye-gaze, gesture, mouse and computer, etc.) in the student response check (SRC) tab.
- If the TA **is not familiar** with the student’s modes of communication to test items, the TA **will conduct** an SRC and indicate all the modes by which the student communicates a response (eye-gaze, gesture, mouse and computer, etc.).

7. After the TA conducts an SRC, what are the implications of the outcomes of the SRC?

Implications of Student Response Check (TAM, p. 33)

Student Displays Observable Responses During SRC	Student Does Not Display Observable Responses During SRC	
Administer All Test Items in Mathematics and ELA (Reading and Writing)	Administer the first 4 items in either Mathematics or Reading	
	<p>If TA observes a student response to at least one of the first 4 items, Then TA administers all test items in Mathematics and ELA (Reading and Writing).</p>	<p>If TA does not observe a student response to Any of the first 4 items, Then TA may close the test using the procedures described in NCSC Assessment System User Guide for Test Administrators.</p>

8. If a student has a scribe accommodation and the TA/scribe records the student’s response to the CR Writing item on paper, what does the TA/scribe do next?

If a student has a scribe accommodation and the TA/scribe recorded the student’s response to the Constructed-Response Writing item on paper, the TA/scribe must next transcribe (type) the student’s response directly into the online template before uploading the evidence as directed in the ELA Directions for Test Administration (DTA): Writing.

9. *What must the TA do after uploading a student's written response to the CR Writing item?*

After uploading the student's response to the CR writing item, and before submitting the ELA test, TAs should review the uploaded response to ensure it is readable. For additional information, refer to the NCSC Assessment System User Guide for Test Administrators.

10. *What can the TA do to permit a student to view all response options to a test item on one screen without scrolling?*

The TA may 'zoom out,' which decreases text and image sizes, showing more content on the screen at once. This is accomplished by holding down 'CTRL' and pressing "-" (the minus sign) until the desired screen presentation is achieved. The TA may then 'zoom in,' to increase text and image sizes by holding down the 'CTRL' key and pressing "+" (the plus sign). On a Mac, the 'Command' key is used in place in the CTRL key to perform this function.