Tennessee Comprehensive Assessment Program

TCAP

Test Administration Manual (TAM) – Computer-Based Testing

TCAP Assessments

Spring 2025

CONTAINS: Test Policies, Security Information, Calendars, and Accommodation Information Required to Prepare for Testing.

TN Department of **Education**

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What's New for the Test Administration Manual

- 2024-25 EOC Math Testing Times have changed.

- PBT ACH Grades 2-8 ELA and EOC English I and II, all subparts, must be completed the first week of the testing window, April 14 – 23, 2025, with return of the scorables on or before April 23.

- CBT Grades 6-8 ELA and EOC English I and II, Subpart 1 only, must be completed the first week of the testing window, April 14 – 23, 2025.

Important Dates

Tennessee Comprehensive Assessment Program (TCAP) Calendar
2024-25 School Year

Required TCAP Assessments

Assessment Name	Administration	Administration Window	Raw Scores Available By
TCAP End-of-Course (EOC)	Fall	December 2 - 19, 2024	January 2, 2025
TCAP Achievement (ACH) Grades 3-5 (Paper-Based)	Spring	April 14 - May 2, 2025	May 20, 2025
TCAP ACH Grades 6-8 and TCAP EOC (Computer-Based)	Spring	April 14 - May 6, 2025	May 20, 2025
TCAP-Alternate Science & Social Studies (Alt) Grades 3-8 & EOC	Spring	March 10 - April 25, 2025	
TCAP-ALT ELA & Math	Fall	September 9 - December 20, 2024	
TCAP-ALT ELA & Math	Spring	February 3 - May 16, 2025	
TCAP Grade 2 (Optional)*	Spring	April 14 - May 2, 2025	May 20, 2025
TCAP Grade 2-Alt (Optional)*	Spring	March 10 - April 25, 2025	

* Participation in the grade 2 assessment is a district option and includes both the general education and alternate assessments.

Other Assessment Dates

Assessment Name	Administration	Administration Window
ACT	Fall 2024 Senior Retake	First Window: October 1 - 4 & 7-11 Second Window: October 15 - 18 & 21 - 25 Third Window: October 29 - November 1 & 4 - 8
National Assessment of Educational Progress (NAEP)**	Spring	January 27 - March 7, 2025
English Learners Assessment	Spring	February 3 - March 28, 2025
ACT	Spring 2025 Junior Testing	First Window: March 11 - 14 & 17 - 21 Second Window: March 25 - 28 & 31, April 1 - 4 Third Window: April 8 - 11

** Only a small subset of schools will be selected for national and international assessments administered by the National Center for Education Statistics (NCES). Districts will be notified of selections in Summer 2024.

Assessment Calendar Expectations

This calendar has been developed in accordance with Tennessee Code Annotated 49-6-6001(f) and 49-1-617(b) requiring the Commissioner of Education to create a testing window that maximizes instructional time and returns raw scores before the end of the instructional term. Local Education Agency (LEA) instructional calendars may vary and are at the discretion of local boards of education. LEAs have the flexibility to determine local testing schedules that fall within available administration windows.

No later than July 31 of each year, each LEA must post on its website information about state mandated tests and tests mandated by the LEA that will be administered in the upcoming school year, as required by Tennessee Code Annotated 49-6-6007. Publicly posted information shall include the name of each test to be given, the purpose and use of the tests, the grade or class in which the tests are to be administered, the dates on which the tests will be administered, and how and when parents and students will be informed of all test results. LEAs are also required to disseminate the testing information to parents by placing the information in each school's student handbook, or other standard or policy guidebook that contains the policies and procedures of the school and is distributed annually. Specific information on the dates associated with preparations, data validation, and results returns for each state-administered assessment in this calendar document can be found in the Assessment Milestones document, which will be available in August. This calendar document includes dates provided by third-party assessment administration contractor(s) and is subject to change.

2024-25 TCAP Testing Times

2024-25 TCAP EOC Testing Times

Secondary Content Area	Subpart 1	Subpart 2	Subpart 3	Total Time
English I, II	85 minutes **17 min.	75 minutes **15 min.	70 minutes **14 min.	230 minutes (276 min.)
Integrated Math I, II, III	35 minutes No Calculator **7 min.	50 minutes **10 min.	35 minutes **7 min.	120 minutes (144 min.)
Algebra I, II Geometry	35 minutes No Calculator **7 min.	50 minutes **10 min.	35 minutes **7min.	120 minutes (144 min.)
U.S. History	45 minutes **9 min.	45 minutes **9 min.		90 minutes (108 min.)
Biology	75 minutes **15 min.			75 minutes (90 min.)

* For additional details, see the test blueprints on our website (here).

**If requested by a parent or student, a test administrator may allow a student additional 20% (calculated above) of testing time per subpart, to ensure students are able to finish. The original times posted above represent testing time appropriate for 95% of students. TAs may add the additional time listed as requested while adhering to all test security measures and test procedures. https://publications.tnsosfiles.com/acts/112/pub/pc0978.pdf

Note: Braille versions of English I and English II contain four subparts rather than three. The following times are the breakdown for Subpart 2-4: Subpart 2 is 50 minutes (questions 5-16); Subpart 3 is 50 minutes (questions 17-34); and Subpart 4 is 50 minutes (questions 35-51).

Section 1: Test Administration

STUDENT PARTICIPATION TCAP ASSESSMENTS

All students have the right to meaningful access and opportunities for participation in instruction. The strategies, accessibility, and accommodations used during instruction need to also be available to the greatest extent possible for assessments. Federal and state law require all public school students in Tennessee, regardless of background, to be included in annual summative assessments. Students with disabilities and/or English Learners who need accommodations to access the assessments should receive them in accordance with applicable laws and policies. For more information, please see the Tennessee Comprehensive Accessibility and Accommodations Manual. Schools and districts must make every effort possible to ensure all students participate in annual summative assessments.

Note: It is imperative that all district and school personnel familiarize themselves thoroughly with all test administration and security policies and procedures described in this *Test Administration Manual* and the *Test Security Manual* to ensure a secure test administration with valid and reliable results.

STATE OF TENNESSEE TEST SECURITY LAW

> **Tennessee Code Annotated (T.C.A.) 49-1-607 states:**
>
> Any person found to have not followed security guidelines for administration of the TCAP test, or successor test, including making or distributing unauthorized copies of the test, altering a grade or answer sheet, providing copies of answers or test questions, or otherwise compromising the integrity of the testing process, shall be placed on immediate suspension, and such actions will be grounds for dismissal, including dismissal of tenured employees. Such actions shall be grounds for revocation of state license.
>
> [Acts 1992, Ch. 535, 4.]

STATE TEST SECURITY GUIDELINES

The *Test Administrator Testing Code of Ethics and Security Procedures* documents (Appendix B, pages 37-38) outline appropriate procedures that must be followed by all test administrators. Review carefully, sign, and date the *Testing Code of Ethics and Security Procedures* document and the *Test Administration and Security Agreement*, and give the signed copies to your building testing coordinator (BTC).

ONLINE ADMINISTRATION SECURITY PROTOCOLS

When administering tests on the TestNav platform, **Test Administrators should confirm each student has logged in using their own login credentials for appropriate testing sessions.** Verify with the technology staff that they have turned off any monitoring software that would allow test content to be viewed or recorded along with any apps that would cause loss of focus (see LiveBinders, Technology Information tab). Security cameras in testing areas should not be focused to view and/or record content on student workstations. Student workstations should be arranged so that students cannot easily view one another's test and item responses.

Timing for online testing is kept by the test administrator not TestNav or PearsonAccess^next.
However, Pearson does record the activity and length of interaction for later data forensics. For more information, see pages 32-33 of the Test Security Manual.

The TDOE will provide **Test Administrator Proctor/Scripts** (TAPS) to give test administrators appropriate language and guidance to assist students with accommodations and the tools available on the platform.

Adults and students shall not have access to any electronic devices and/or other websites during test administration and breaks. Student access will cause consideration of test invalidation by the DTC. Adult access may cause a potential breach of security.

TRAINING FOR TEST ADMINISTRATORS

An online training for test administrators that covers how to administer TCAP tests is now available. Topics include how to administer tests, test security, test environment, and accommodations. Test administrators can register for and access the online training via the link on LiveBinders. LiveBinders is a website primarily for district testing coordinators (DTCs) with resources to TCAP information, forms and policies. The TA TeachALL course information (how to access the courses) is located under BTC and TA TeachALL Courses. The link to LiveBinders is https://www.livebinders.com/play/play/2244559#anchor.

If you have trouble accessing this course, reach out to your BTC for assistance. Test administrators must complete all training – in-person and/or online – prior to the beginning of the testing window if required by the district. Both TAs and the BTC must follow the links to the new courses to access them. Previous usernames and passwords work for the courses.

You can find more resources for PearsonAccess^next online at https://support.assessment.pearson.com and in the **PearsonAccess^next User's Guide**, as well as in the PearsonAccess^next Quick Tips for Test Administrators in the appendix of this manual.

TestNav support and resources can also be found in the Troubleshooting for Online Test Administrators sheet, and a breakdown of TestNav student tools in the appendix of this manual, as well as online at https://support.assessment.pearson.com/TN.

TESTING ENVIRONMENT

An educational environment should be maintained during testing so that students and faculty are comfortable and familiar with their surroundings. The TCAP test administration is a standardized test administration. All information regarding the content being measured or test-taking strategies displayed in the testing room, in any manner or form, must be removed or covered, or it will result in a misadministration. The TA TeachALL Course and **Test Security Manual** contain specific, though not exhaustive, examples. All test administrators must check the room prior to the start of the assessments. If any items are questionable, contact the BTC before beginning testing.

ACCOMMODATIONS AND ACCESSIBILITY FEATURES

Universal test administration conditions for TCAP are available to any student who needs them and are not considered test accommodations. These include things such as testing one-on-one, using a device like a hearing aid that would allow a student to hear, using scratch paper, or reading the test quietly, as long as other students are not disrupted.

Section 1: Test Administration

Accessibility Features are testing features available to any student with an identified need; accessibility features need to be set up in advance.

Accommodations are ways to reduce barriers to students accessing the test. They should not change the task itself and should ensure that the test allows students to demonstrate their true mastery level. Accommodations are available to students when documented in their Individualized Education Program (IEP), 504, and/or Individual Learning Plan (ILP). Computer-based and paper-based accommodations are available for TCAP assessments; however, some accommodations, such as braille, are only available through paper forms. For a full list of accommodations available in TestNav see Appendix D.

The *Tennessee Comprehensive Accessibility and Accommodations Manual*, which contains a complete list of available accommodations for TCAP, is posted on LiveBinders (keyword: *accessibility*).

Certain accommodations require special actions on the part of the test administrator, as outlined below. All accommodations must be set in PearsonAccess[next] prior to "Prepare Sessions" for online testing only.

Adult Scribe/Transcription

Adult scribe occurs when an adult marks the selected response items on an answer document or in TestNav. The answers are provided by the student orally or using gestures. Answers are written verbatim. Adult transcription is conducted by a licensed teacher and another adult. The licensed teacher marks student answers onto an answer document from student responses produced by assistive technology or other methods while the other adult confirms accuracy of the transcription.

- All student responses must be scribed or transcribed verbatim.

- Two adults must be present during transcription. One adult and the student must be present during scribing.

- The test administrator who is scribing or transcribing must be a licensed employee of the school district.

Assistive Technology

The use of assistive technology, including braille writer, for the writing response and/or other open response items is allowed on the TCAP assessments. Internet access, spell check, grammar check, and word prediction functions **must be turned off**. An adult must transfer the student's responses exactly as written to TestNav or an answer document. This accommodation also requires adult transcription following transcription procedures outlined above.

Braille Test Booklets

Testing of students requiring a braille test booklet must be addressed in each student's educational plan.

- Special attention must be given to test security.

- A student must be tested during the district's designated testing dates.

- A braille kit containing the braille booklet, the braille reference sheet (if needed for that content area), and the **_Test Administrator/Proctor Scripts_** (TAPS) will be sent to your school district. Adults will transcribe answers onto regular answer documents that have the braille accommodation bubbled in under Special Program. School and district return kits with packing and return instructions will also be included with the shipment of test materials.

- Students may mark responses directly in the test booklet.

- Students' answers must be transcribed onto an appropriate answer document following the instructions for adult transcription described above.

- The BTC must indicate in PearsonAccess^next and on each answer document that the student took a braille test.

- Accommodations may be used if indicated on the student's IEP.

REPORT OF IRREGULARITY (RI)

The Report of Irregularity (RI) is used to report a serious irregularity during testing. Reports of Irregularity are used only when a student actually has the opportunity to take a test and are a critical component of processing, as they identify tests which need to be addressed prior to scoring. These include incomplete/interrupted student test sessions; failure to administer an accommodation within a student's IEP, ILP, or 504 plan; cheating; student use of an electronic or prohibited device during testing; or administration of the incorrect test. Any situation outside of the scope of a standardized, appropriate test administration should be promptly reported to your BTC. Test Administrators are responsible for submitting documentation of testing irregularities to BTCs including date, content area, affected subparts, and affected students. The BTC will make the determination whether this needs to be documented as an RI and, if so, will follow documentation procedures.

Test Administrators are responsible for the following:

- Document testing irregularities, including date, content area, affected subtests, and specific details.

- List names and Unique Student Identification Numbers of all affected students.

- Submit documentation to the BTC.

STUDENT ABSENCES

Student absences need to be documented by test and test subpart and given to the BTC each day so that make-up sessions can be scheduled appropriately. Follow procedures outlined by the BTC for reporting student absences.

If a student completes a make-up session, please make the BTC aware to remove the absent SNT from the PearsonAccess^next platform.

CALCULATORS

Grade-specific calculators are automatically provided by the TestNav platform for use on calculator sections of the assessments. Detailed information on calculators and tools in TestNav can be seen in Appendix D. Students will have the option to use a TI and Desmos graphing calculator on TestNav. Any student may use **one** hand-held calculator if allowed by local policy. See details on what is acceptable on pages 15-17.

The TAPS provides directions regarding calculator use by test subpart that should be followed on the day of test administration. Note that Subpart 1 of all mathematics assessments is a calculator-prohibited section.

While not required, grade-appropriate calculators are allowable for Biology.

TCAP Calculator Guidance for Grades 3–EOC
Effective 2023-24 School Year

The TCAP Calculator Policy is based on two concepts:

1. Calculators are important tools and, in order to be ready for career and college, students need to understand how to use calculators effectively.

2. In order to demonstrate mastery of the mathematics standards, students must demonstrate many skills without reliance on calculators.

Therefore, at all grade levels and in all courses, the math assessment will include both calculator-permitted subparts and calculator-prohibited subparts.

- There will be one calculator-prohibited subpart and two calculator-permitted subparts at all grade levels.

- Information on the types of questions on the calculator-prohibited section of TCAP can be found [here](#).

Rationale

Calculator functionalities should align with the mathematics in each grade band.

In grades 3-5 mathematics, our state standards focus on **solidifying** a student's computational fluency with whole numbers. Students are also **developing** an understanding of fractions and beginning the process of developing computational fluency with fractions. Students should not have calculator functionalities available to them for concepts that are in the developmental stage. Students in grades 3-5 will be allowed a **four-function** calculator, which does not include any of the prohibited functionalities, such as fractions, on the calculator-permitted subparts.

In grades 6-8 mathematics, our state standards focus on **solidifying** a student's computational fluency with rational numbers. Students are also **developing** an understanding of linear graphing. Students should not have calculator functionalities available to them for concepts that are in the developmental stage. Students in grades 6-8 will be allowed a **four-function or scientific** calculator, which does not include any of the prohibited functionalities, such as linear graphing, on the calculator-permitted subparts.

In high school mathematics, our state standards focus on **solidifying** a student's ability to connect multiple representations for course-appropriate function types. Students are also **developing** an understanding of solving multiple types of algebraic equations. Students should not have calculator functionalities available to them for concepts that are in the developmental stage. Students in end-of-course (EOC) mathematics will be allowed a **four-function, scientific, or graphing** calculator, which does not include any of the prohibited functionalities, on the calculator-permitted subparts.

Students should have the opportunity to interact with technology and the opportunity to demonstrate critical thinking and problem solving with the aid of a calculator. However, in order to provide an equitable assessment experience for all Tennessee students, the type of calculator used by students should be consistent in functionality.

Test Administration Guidelines

- It is the responsibility of the test administrator to ensure the regulations outlined in this policy pertaining to calculator use are followed.

- All memory and user-entered programs and documents must be cleared or removed before and after the test.

- A student may use any grade band-specific permitted calculator on the calculator-permitted subparts.

- Students should have access to no more than one handheld calculator device for calculator-permitted subparts.

- For all Grade 6-8 assessments, students will have access to both the TI-30XS and Desmos Scientific calculators embedded within the TestNav platform for both the operational assessment and the online practice test.

- For all EOC assessments, students will have access to both the TI-84 Plus and Desmos Graphing calculators embedded within the TestNav platform for both the operational assessment and the online practice test.

Handheld Calculator Types

Below are guidelines of permitted and prohibited calculators and functionalities for each grade band. Please note that the guidelines for each grade band are *in addition* to those for all grades.

This is **not an exhaustive list** of calculator types, and students should be familiar with particular functions at the appropriate grade level.

All Grades	Permitted	Prohibited
Calculators	• Casio HS 4 Basic • Sharp ELSI Mate EL-2405A • TI-108 This is **not an exhaustive list** of permitted calculator models. Please reference the permitted functionalities for models not listed here.	• Casio CFX-9970 • HP-40G • TI-89 • TI-NSpire (CAS version)

Section 1: Test Administration

Functionalities	• Addition • Subtraction • Multiplication • Division • Square root ($\sqrt{}$) • %	• Any calculator with CAS (computer algebra system) capabilities (including any programs or applications) • Wireless communication capability • QWERTY keyboard • Cell phones, tablets, iPads, etc.
Grades 3–5	**Permitted**	**Prohibited**
Calculators	See *All Grades*	• Casio FX260 • Sharp EL344RB • TI-15 • TI-30XA • TI-30IIS • TI-34 • TI-84 plus family • TI-NSpire (non-CAS) and TI-NSpire-CX (non-CAS)
Functionalities	See *All Grades*	• Fraction manipulation • Fraction to decimal conversions/decimal to fraction conversions • Square key (x^2 or x^y) • Pi (π) • Graphing capability • Data entry • Matrices • Regression • Trigonometric functions (sine, cosine, tangent) • Logarithm (log and/or ln) and exponential functions (a^x and/or e^x)
Grades 6–8	**Permitted**	**Prohibited**
Calculators	• Casio FX260 • Sharp EL344RB • TI-15 • TI-30IIS • TI-30XA • TI-30XS • TI-34 This is **not an exhaustive list** of permitted calculator models. Please reference the permitted functionalities for models not listed here.	• TI-84 plus family • TI-NSpire (non-CAS) and TI-NSpire-CX (non-CAS)
Functionalities	• Fraction manipulation • Square key (x^2 or x^y) • Pi (π) • Trigonometric functions (sine, cosine, tangent)	• Graphing capability • Matrices
EOC	**Permitted**	**Prohibited**

Calculators	• Casio FX260 • Sharp EL344RB • TI-15 • TI-30IIS • TI-30XA • TI-30XS • TI-34 • TI-84 plus family • TI-NSpire (non-CAS) and TI-NSpire-CX (non-CAS) This is **not an exhaustive list** of permitted calculator models. Please reference the permitted functionalities for models not listed here.	See *All Grades*
Functionalities	• Fraction manipulation • Graphing capability • Data entry • Square key (x^2 or x^y) • Pi (π) • Trigonometric functions (sine, cosine, tangent) • Matrices • Regression	See *All Grades*

Note that the following calculators are accessible for students with visual impairments:

- TI-84 Plus Talking Graphing Calculator by Texas Instruments

- TI-30XS Multiview Scientific Calculator by Texas Instruments

- SciPlus Low Vision Scientific Calculator by Sight Enhancement Systems, Inc.

Scratch Paper

Students should be given clean, **blank** scratch paper during all assessments. Scratch paper may be lined, unlined, or gridded/graph paper of any weight, and should be collected and returned with other secure materials to the BTC. New clean, **blank** sheets of scratch paper must be provided to students at the beginning of each subpart.

Clocks

Clocks (analog or digital) are permitted in the test environment. Countdown timers or projected clocks are not acceptable.

Reference Sheets

Mathematics and the Grade 7 Science reference sheets are provided within the TestNav 8 platform. Students may have a copy of the reference sheet during the test (but it is not necessary). However, no other reference sheet can be used during the administration.

Test Administrator's Checklist

Before Testing

☐ 1.   Attend test administrator training session or complete online test administrator training.

☐ 2.   Announce the test dates to students and parents/guardians and discourage scheduling appointments that would conflict with the testing sessions.

☐ 3.   Explain the purpose of the test to the students. See an example explanation in Appendix A.

☐ 4.   Review the ***Test Administration Manual*** (TAM) in its entirety.

☐ 5.   Review the non-secure ***Test Administrator/Proctor Scripts*** (TAPS). Paper copies are provided to BTCs, and the document is available on LiveBinders (keyword: *TAPS*).

☐ 6.   Work with your BTC to identify students needing accommodations and/or modified-format tests (See the ***Tennessee Comprehensive Accessibility and Accommodations Guide***).

☐ 7.   Identify and make arrangements for students needing scheduled medical assistance to receive care that will allow them to participate uninterrupted throughout the testing session.

☐ 8.   Confirm all students that are scheduled to be tested are in the PearsonAccess[next] platform. Immediately inform the BTC if students cannot be found. Students not found in PearsonAccess[next] cannot participate in online testing.

☐ 9.   If the TestNav application is not on a testing device, contact the BTC immediately.

☐ 10. Prepare the test setting.

    A) Arrange the test setting to ensure students work without any assistance from others.

    B) Confirm all testing stations have the TestNav application installed, and the app is open and showing the Tennessee Sign In screen. See page 23 of this manual for an example of this screen.

    C) Post a "DO NOT DISTURB" sign at the entrance of the testing site. (Sample signs are provided in the back of this manual.)

    D) Post a "No Electronic Devices" sign at the front of the testing room.

    E) Post the appropriate subpart sign at the front of the testing room.

    F) As needed, during Subpart 1 of a math test, post the "No Calculators Allowed" sign at the front of the testing room.

    G) Secure all electronic devices (except those used for testing) prior to testing. These include mobile phones, tablets, smart watches, ear pods, and any other electronic device.

    H) Test administrators may use a cell phone ONLY for contacting the BTC, and only if there is no other communication system available.

☐ 11. Verify the test setting is appropriately prepared, following the guidance in the Testing Environment section of this document.

- A) Ensure security cameras in testing areas are NOT focused to view and/or record content on student workspaces.

- B) Arrange student workspaces to ensure that students cannot easily view one another's test and item responses.

- C) Make sure all appropriate content information and test-taking strategies **have been removed** from the walls. If there are any items in question, contact the BTC.

☐ 12. Ensure appropriate test materials and resources are available for each testing session.

- A) Student Testing Ticket;

- B) Two No. 2 pencils with erasers;

- C) Two blank sheets of paper for student use for each subpart. Scratch paper may be lined, unlined, or graph paper of any weight;

- D) Approved calculators for Math and Biology for appropriate subparts;

- E) TestNav Quick Tips for Students (Navigation &Tools) handout;

- F) Materials required for student accommodations or modified-format tests;

- G) Rulers, protractors, and compasses are prohibited.

During Testing

☐ 1. Have the necessary information to contact the BTC in case of student emergencies or other issues during testing.

☐ 2. Ensure all electronic communication devices are powered down and secured.

☐ 3. Provide a clean testing space for each student and remove all extraneous items (e.g., food, beverages, candy, backpacks, purses, textbooks, notebooks).

☐ 4. Confirm each student has appropriate materials for testing.

☐ 5. Instruct students on appropriate methods for taking the test.

- A) Students should read each test item carefully.

- B) Students should watch for careless errors.

☐ 6. Ensure students understand directions for taking the test.

- A) Encourage students to respond to the sample questions.

- B) Make sure students respond to the test without help from anyone.

☐ 7. Fill out a seating chart with student names, device information, and absence tracking.

☐ 8. Administer the test, following the TAPS guidance and observing all time limits and start/stop commands.

- A) Should there be a disruption during testing, the beginning and end time of the disruption or temporary absence (restroom break) must be documented and testing session stopping time for the affected student(s) must be modified accordingly.

- B) Any student(s) who leaves the testing area must be escorted with no access to electronic devices, content material, or conversation about the assessment.

         C) Time begins when the teacher says "you may begin" and does not include teacher directions or sample items prior to the first item in the subpart.

☐ 9. Remain with the students and be observant and non-disruptive throughout the testing session.

         A) Be aware of student activity at all times during testing.

         B) Do not read or do other activities that take attention away from students.

         C) Do not provide assistance that could indicate an answer.

☐ 10. Test Administrators monitor student testing.

         A) Only PearsonAccess^next should be open on the TA's device.

         B) Student progress should be monitored throughout each subpart.

☐ 11. Manage test disruptions to ensure the validity of test results.

         A) Test disruptions must be avoided.

         B) Applicable time limits must be enforced, the beginning and ending of any disruption or temporary absence must be documented, and testing session stopping time for affected student(s) must be modified accordingly.

         C) Document incidents that could be Reports of Irregularity (RIs) for the BTC.

☐ 12. Notify the BTC of any emergencies during testing.

☐ 13. Notify the BTC of any suspected testing security concerns.

☐ 14. Dependent on district policy, students may perform another quiet academic activity not related to the content area being tested after completing testing (per the ***Test Administrator/Proctor Script***).

After Testing

☐ 1. Test Administrator should collect all scratch paper, student tickets, and calculators (if used).

☐ 2. The following items should be returned to the BTC at the end of testing for each day: student tickets, scratch paper, and other required documents.

☐ 3. If adult transcription is necessary, follow the guidelines for adult transcription (found on page 12) with two adults present and transcribe student responses. For braille transcriptions, transcribe from braille into an answer document that has been marked with the accommodation Braille under Special Program.

☐ 4. Ensure that all students have properly exited and signed out of TestNav.

☐ 5. Provide documentation of any RI or SNT status to the BTC.

☐ 6. Share a list of absent students who will need make-up sessions with the BTC at the end of each day.

☐ 7. Coordinate with the BTC to validate that all students who were scheduled to test have turned in all materials.

Required Documentation for Test Administrators

Test administrators should turn in the following documents to their BTCs:

Before Testing

☐   1.   Certificate of Completion for online test administrator training or signature of completion for in-person test administrator training if directed by the district.

☐   2.   Test Administration and Security Agreement

☐   3.   Test Administrator Code of Ethics and Security Procedures

After Testing

☐   1.   Seating chart for test session

☐   2.   Security Log

☐   3.   Student Testing Tickets

☐   4.   Scratch Paper

Section 2: Instructions for Administering Computer-Based Testing

GUIDELINES FOR CHECKING IN AND CHECKING OUT MATERIALS

Test administrators should report to the designated area in their building to pick up secure testing materials. Before signing out secure test materials, the test administrator should count and verify the materials that are leaving the secured area.

Once testing is completed for that session, the test administrator should return the secure test materials to the designated area. Prior to signing in the materials, the BTC or their designee should verify the counts on the materials being returned.

PREPARING FOR COMPUTER-BASED TESTING

The TN PearsonAccess^next site is available at https://tn.pearsonaccessnext.com.

Verify you have access to PearsonAccess^next. If you do not have a PearsonAccess^next account, contact your BTC. If you have an existing PearsonAccess^next account, use the Forgot Password link on the sign in screen if a password reset is needed. If the account is locked or disabled, contact the BTC.

Sign the **Test Administration and Security Agreement**, and the **Test Administrator Testing Code of Ethics and Security Procedures** forms and return them to the BTC (forms located in Appendix B).

PREPARING STUDENTS

Test Administrators are not allowed to assist students with TestNav functionality and navigation during online testing. Discuss accessibility and accommodations tools with students prior to testing to explain the materials or types of assistance available to them during the assessment. Students may use the Quick Tips for Tools in TestNav handout. This resource is also available on LiveBinders, in the TAPS appendix, and from the BTC.

STUDENT MATERIALS

Students may have only the following materials at their workspace during testing for computer-based materials.

- Testing device that meets the minimum technology specifications (i.e., desktop or laptop computer, iPad, Chromebook)

- Student Testing Ticket – provides the username and password needed to sign into TestNav.

- Materials necessary for the administration of accommodations or accessibility features.

- Headphones for students using text-to-speech.

- Scratch paper and two No. 2 pencils.

Optional:

- External keyboards for students using iPads (highly recommended).

- Reference sheets for Mathematics and Science assessments:

  - If not printed, reference materials are available to students through the Exhibits tab in TestNav.

- One handheld calculator that meets allowable requirements as detailed in Handheld Calculator Types on pages 15-17.

TESTING SETUP

Coordinate with the local technology coordinator to ensure all testing devices have the TestNav application installed. Before students sit down to test, the app should be open and show the Tennessee login page. See the example below.
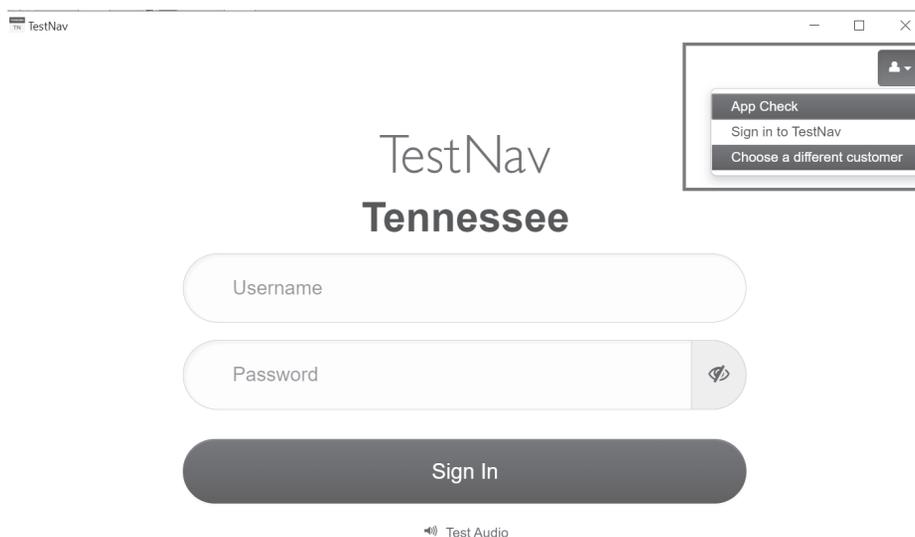
If you do not see this page, click on the User drop-down menu in the top right corner, and select "Choose a different customer". Select "Tennessee" from the list provided. The BTC assigns online accommodations for students with disabilities testing with accommodations, as well as any accessibility features (e.g., color contrast) for any student, as appropriate.

Verify students are assigned to the appropriate test form on the **Students in Sessions** screen in PearsonAccess[next]. Step-by-step directions can be found on page 24.

Receive Student Testing Tickets from the BTC. The test tickets are a part of the secure materials that are signed in and out every day with the BTC. On each testing day, the BTC provides the Student Testing Tickets for the scheduled test sessions. If administering multiple PearsonAccess[next] test sessions, keep the tickets grouped by test session.

Students assigned to a text-to-speech form have a headphones icon on their testing tickets. Make sure these students have headphones and check device volume before signing into TestNav. If the test ticket does not have headphones, contact the BTC **before** the student logs into TestNav.

PREPARING FOR ADMINISTRATION

The TN PearsonAccess^next site is available at https://tn.pearsonaccessnext.com.

1.   Select **Sign In**.

2.   Enter your username and password (created prior to administration).

3.   Verify the correct administration is selected. The test administration is found in the upper right corner of the screen.

Confirm accommodated forms in PearsonAccess^next

A list of students in your test session and any accommodations should be a part of the materials signed out every session. These materials should come from the BTC.

On the **Students in Sessions** screen, verify that students requiring special forms are assigned the appropriate online test form.

1.   Go to **Testing** (1) > **Students in Sessions** (2), and add the test session to the Session List (3) on the left side of the screen by typing the name of the appropriate session.
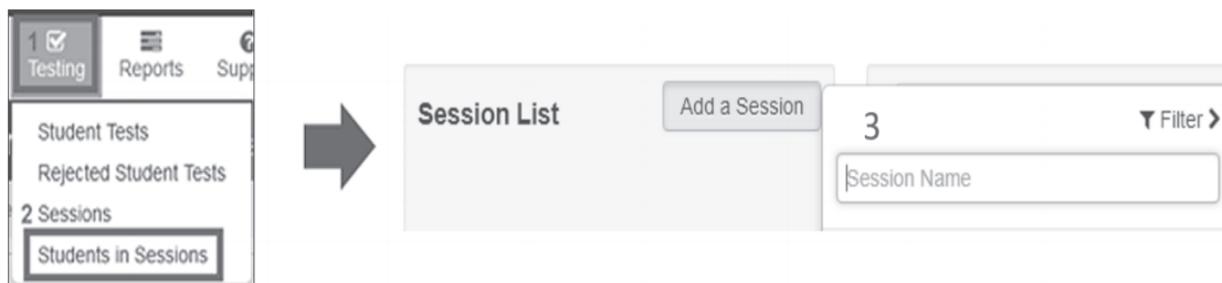
2.   Click a session name to select it from the list. Session Name can be found at the top of a test ticket.

   • Repeat Steps 1 and 2 for additional test sessions if managing student tests from multiple test sessions.

   • Select Combined View to view students from multiple session.

3.   On the **Students in Sessions** screen, verify that students requiring Text-to-Speech have this assigned by checking for a TTS icon in the USID column.

- To view all of a student's enabled accommodations, click the blue information icon (i) next to the student ID. In the pop-up, click **Student Tests**.

SAMPLE STUDENT (621112357)

Fall 2022 EOC

Details   Organization Enrollments   Test Administration Registration   Student Tests   Sessions

Algebra II | PEARSON SAMPLE HIGH SCHOOL A (88888-8004)

Test Format*
Online

Do Not Report
False

Do Not Report Reason

Mark Test Complete Reason ⓘ

Alternate Format
Large Print
False

Logging into TestNav

In the ***Test Administrator/Proctor Scripts*** *(TAPS)* the Test Administrator is instructed when to distribute Student Testing Tickets. Provide each student with their own ticket, which will include identifying information and temporary login credentials.

If students receive a message with code "MSG 9058: The username or password you entered is incorrect" make sure they are on the Tennessee Sign In screen and that there are no spaces typed when entering the username and password.

TestNav

Tennessee

Username
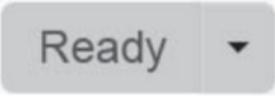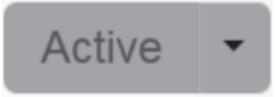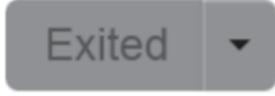
Password   👁⃠
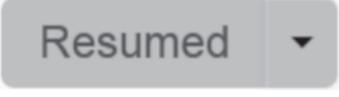
Sign In

🔊 Test Audio
✎ Practice Tests

8.16.552

MONITORING COMPUTER-BASED TEST SESSIONS

Test Administrators engage in active proctoring by walking around the testing environment during testing. Clarify only general administration instructions for students (i.e., questions regarding test procedures) after reading the TAPS directions word-for-word. Only provide TestNav assistance if a student receives an error message or if the technology is not functioning correctly. Test Administrators must not read the test content appearing on the students' device screens.

Test Administrators should monitor student progress with the dashboards in PearsonAccess[next]. See directions below on how to use the Testing Dashboards.

As students begin to sign in and start the test, the subpart status field next to the student's name displays the current status:

Status	Explanation
Ready ▼	The subpart is available for the student(s) to login into TestNav and begin to test. The student has not yet started the subpart/test.
Active ▼	The student signed in and started the subpart/test.
Exited ▼	The student saved and exited the subpart/test.
Resumed ▼	The subpart/test can be re-entered by the student. If the subpart is not set to **Resumed** status by a Test Administrator after the student exited, the student cannot re-enter the subpart/test. This status uses only the test data last sent to the Pearson server rather than data saved on a specific machine.
Resumed Upload ▼	The student test was previously in Active status and was resumed once. Students should not attempt to test in this status. The student's test should be resumed a second time to reflect the correct status of Resumed, not Resume Upload.
Completed	The subpart/test was completed and final answers were submitted by the student. Responses were received by Pearson.
Marked Complete	The DTC or BTC marked the subpart/test complete.

Testing Dashboards

Testing can be monitored with the dashboards in PearsonAccess^{next}.

> 1. Go to **Dashboard**, then again select **Dashboard**.
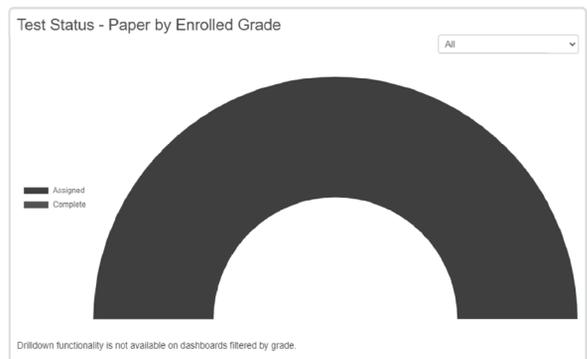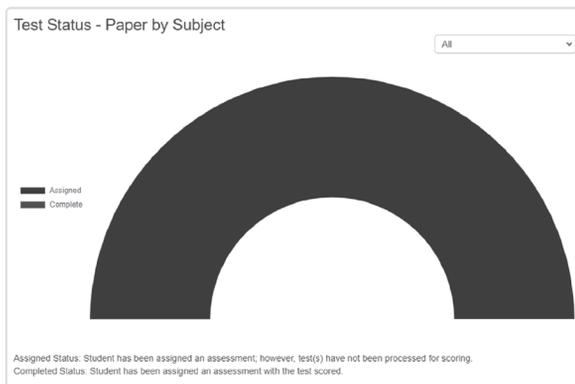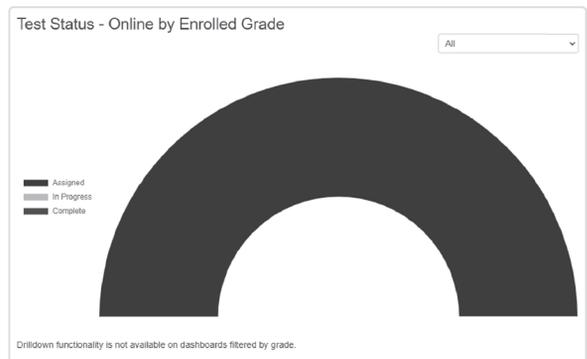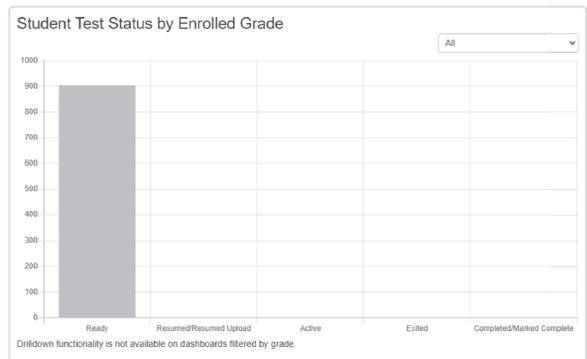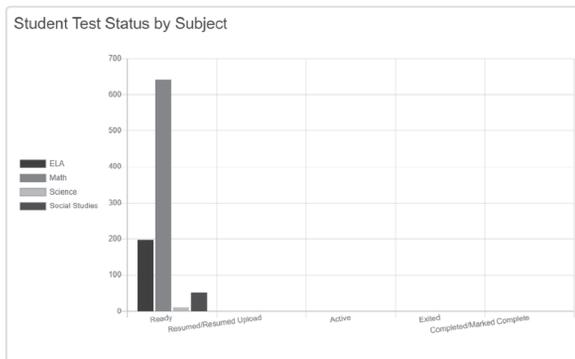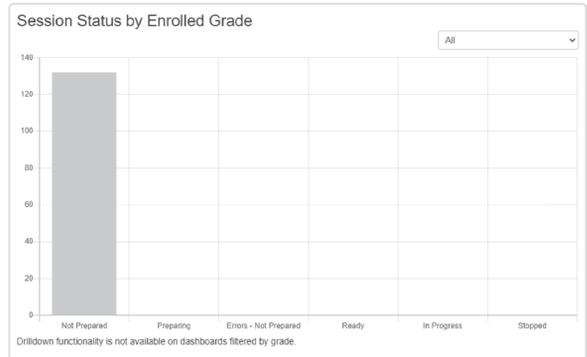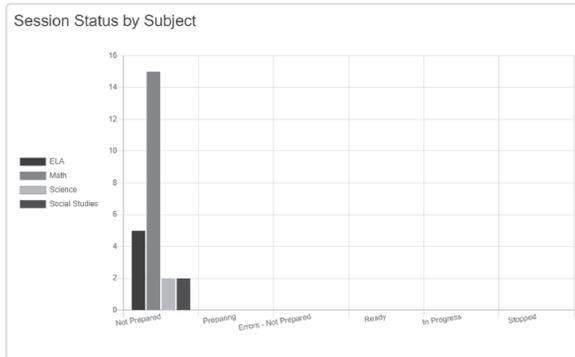
Testing dashboards are dynamic and customizable. Click on the Dashboard User Settings to customize your dashboards. Data refreshes every 30 minutes.

SAMPLE TESTNAV ERRORS

If a student receives an Early Warning message, select the Test Proctor - Click Here button on the student's screen.

Early Warning

Message 1001

⊘ Your test has been saved

⚠ Please notify your test administrator.

Test Proctor - Click Here

Then select **Retry**.

Unable to download test content from the testing server

Message 1009

The testing server cannot be reached.

Any un-sent responses have been saved on this computer.

Primary location: C:\Users\franda\Pearson\first-last-52988\srf

Alternate location: Path is Not Available

Response file name: 6d7feee2-bf3a-42e9-8c70-e4d7d5cccd93.SRF

To see if the connection has been restored, choose **Retry**
To complete the test at a later time, choose Exit Test.

Retry Exit Test

When an error occurs and retry does not work, please have the BTC and/or DTC call the DTC/Tech Director Call-in Line for assistance from TDOE and Pearson.

INTERRUPTIONS TO TESTING

If there is an interruption to testing, the student should select the button next to the student's name displayed in the top right corner of the screen; choose the option **Sign out of TestNav**; then select **Save and Return Later** on the **Exit Test** screen.

The test will close and PearsonAccess^next will show the student in **Exited** status on the **Students in Sessions** screen. A Test Administrator must resume the student's test subpart before the student can continue with the same subpart. A student cannot resume until a Test Administrator authorizes the student to do so. Students should resume testing with the same devices on which they started.

If a student exits TestNav (either unintentionally or intentionally) before completing a subpart:

1. Verify the student is logged out of TestNav.

2. Resume the student's test in PearsonAccess^next from the **Students in Sessions** page.

    • The student's test resumes from the point at which the test was interrupted.

    • The system uploads any test responses that the student entered after the interruption if resuming on the same testing device.

RESUMING TESTS

To **resume*** a student's test, complete the following steps in PearsonAccess^next.

1. On the **Students in Sessions** page, search to find the appropriate student(s).

2. Use one of two options to change the student status.

    • For a small number of students, click the arrow next to the student's subpart status and select **Resume**.

    • To resume several students at the same time, select the checkbox next to each student for whom tests need to be resumed. Open the task list, select **Resume Student Tests** and click **Start**. Select the checkbox next to the appropriate subpart for each student and click **Resume**.

If the subpart status is **Exited** in PearsonAccess^next select **Resume** to use only the test data last sent to the Pearson server rather than data saved on a specific testing machine.

If the subpart status is **Active** in PearsonAccess^next select **Resume Upload,** select the status again and choose **Resume**.

*A subpart cannot be resumed if it is in **Resumed**, **Marked Complete**, or **Completed** status.

Follow the school's protocol if there is a technical problem. Contact the BTC or school technology coordinator, if necessary.

If a student prematurely selects the **Submit/Submit Final Answers** button, the Test Administrator must contact the BTC who will contact the DTC.

TESTNAV EXIT INSTRUCTIONS

Refer to the following instructions as a guide to help students log out of TestNav. Test Administrators may assist students who need help exiting the online test. If a student submits answers prior to completing a subpart, contact the BTC.

Submit Final Answers

1. In TestNav, direct students to select the Review ☰ button.

    • This is the last opportunity to review answers and make sure all questions are answered.

2. Scroll to the bottom of the drop-down menu and select **End of Section** (subpart).

3. Select the green **Submit Final Answers** button. Yes, Submit Final Answers

4. When the **Test Submit Warning** screen appears, select the green **Yes, Submit Final Answers** button.

5. On the **Students in Sessions** screen in PearsonAccess[next], verify that the students have submitted the subpart correctly. When submitted correctly, the subpart will say **Completed**.

6. After submitting answers, students will be automatically logged out of TestNav.

When a student signs out of TestNav successfully, a message appears on the student's screen that says, "Sign out complete. Thank you for using TestNav." Students must sign out of TestNav before starting the next subpart.

If a student has not exited a subpart correctly and will not return to complete test in a subsequent session, the student test will need to be marked complete. Contact your BTC to mark the test complete.

Sign Out Without Submitting Final Answers

Students who need to exit TestNav before completing all subparts of a test should use the below steps to sign out.

For all subparts:

1. Select the User Menu button (👤▾) in the top right corner of the screen.

2. Select **Sign out of TestNav**.

3. Select **Save and Return Later** on the Exit Test screen.

Note: Answers are only submitted from the End of Subpart screen. If students access this screen, they must not choose the option to submit answers unless they answered all questions in the subpart and will not return to the test.

If a student has not exited a subpart correctly and remains in Active status, but will continue to test in subsequent sessions, the student test will need to be resumed. For instructions on this, refer to page 29 of this guide.

AFTER TESTING

Return all Student Testing Tickets, used scratch paper, and any accommodated materials to the BTC. Test Administrators should report any unusual circumstances or breaches of test security as well as any absences to the BTC.

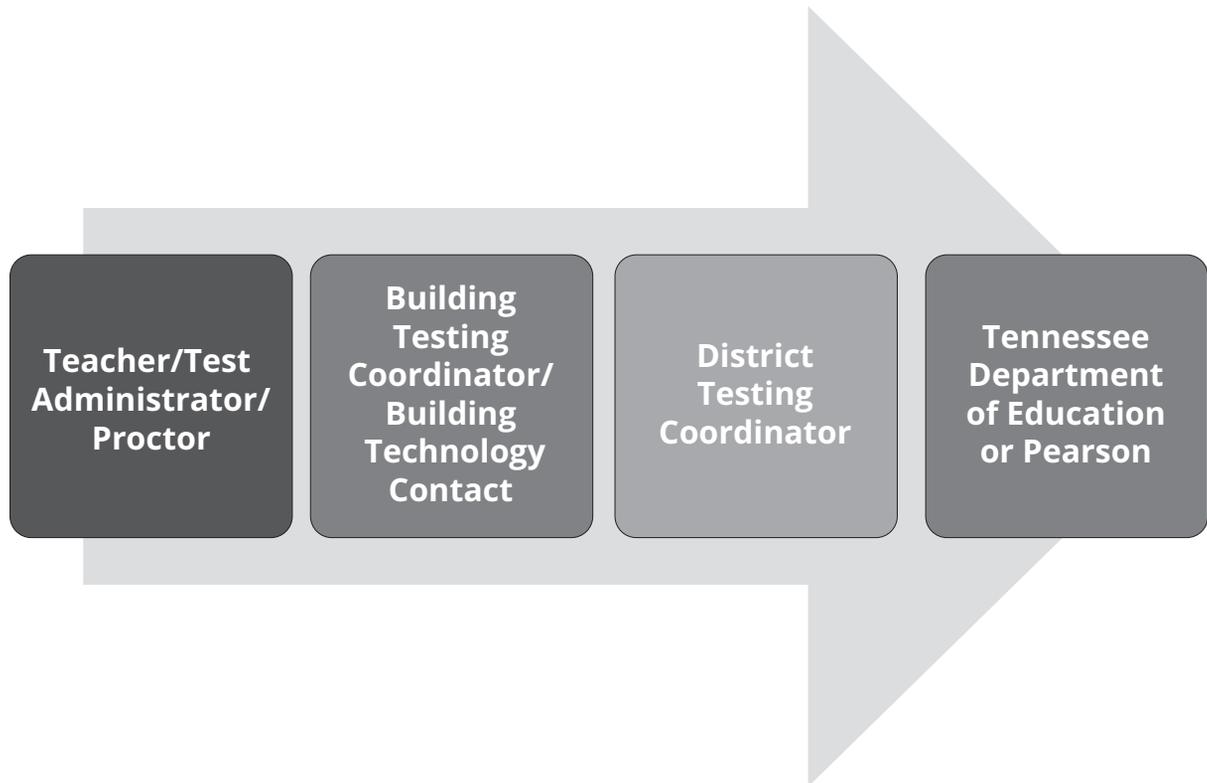In PearsonAccess[next], verify that student tests are in **Completed** status.

☐	USID	Last Name	First Name	Middle Name	Username	Session	Algebra II Subpart I	Algebra II Subpart II	Algebra II Subpart III	Form Group Type
☐	241081408 ⓘ	CXXXXX	ZACHARY		2441935785	⬤ ALGEBRA II (Algebra II)	🔒 Exited ▾	🔒 Exited ▾	🔒 Exited ▾	Main
☐	955788111 ⓘ	RXXXXX	IZZY		6061968020	⬤ ALGEBRA II (Algebra II)	🔒 Exited ▾	🔒 Exited ▾	🔒 Exited ▾	Main

☐	USID	Last Name	First Name	Middle Name	Username	Session	Algebra II Subpart I	Algebra II Subpart II	Algebra II Subpart III	Form Group
☐	241081408 ⓘ	CXXXXX	ZACHARY		2441935785	⬤ ALGEBRA II (Algebra II)	🔒 Completed ▾	🔒 Marked Complete ▾	🔒 Marked Complete ▾	Main
☐	955788111 ⓘ	RXXXXX	IZZY		6061968020	⬤ ALGEBRA II (Algebra II)	🔒 Marked Complete ▾	🔒 Marked Complete ▾	🔒 Marked Complete ▾	Main

Appendix A: Communication Plan

COMMUNICATION PLAN: TROUBLESHOOTING

The illustration below shows the communication protocol that should be followed if any issues arise. It is important to follow this communication plan, since building and district testing coordinators have additional resources to problem solve quickly and to ensure consistency of communication. Test Administrators should adhere to the district/school's communication plan during administration.

Teacher/Test Administrator/ Proctor → Building Testing Coordinator/ Building Technology Contact → District Testing Coordinator → Tennessee Department of Education or Pearson

Do not directly contact TDOE or Pearson without discussing with your BTC.

Purpose of TCAP Assessment

The purpose of the TCAP Assessment is to assess true student understanding of state standards, not just memorization or test taking skills. When explaining the purpose to students, you may use the following example as an answer.

The purpose for students taking the TCAP assessments is to help you see the knowledge and learning that has taken place throughout the school year. You and your teachers have worked extremely hard and the tests are a way of showing the results of that hard work. Do your best, as you would with anything else you do.

Appendix B: Test Administration Materials

ACCOMMODATIONS CODES

SPED Accommodation Codes

Adult Transcription **(A)**

Assistive Technology **(B)**

Extended Time **(C)**

Oral Presentation/Signing **(D)**

Visual Representations for Math **(E)**

Rest/Breaks **(F)**

Unique Accommodation Request **(G)**

EL Accommodation Codes

Extended Time **(R)**

Word-to-Word Dictionary **(S)**

Rest/Breaks **(T)**

Oral Presentation/Signing **(U)**

TEST ADMINISTRATION AND SECURITY AGREEMENT

TN Department of Education

Test Administration and Security Agreement
2024–2025

Directions: *This agreement must be signed by any adults within proximity to test materials **or** test administration, including but not limited to test administrators, proctors, testing coordinators, and school or district administrators. Signed agreements should be collected by building test coordinators and kept filed for a period of 12 months.*

The State of Tennessee Test Security Law, Tennessee Code Annotated (T.C.A.) 49-1-607, applies to anyone involved in the administration of a statewide assessment. This law prohibits activities that may threaten the integrity of the test. The full text of T.C.A. 49-1-607 is located in the Test Administration section of each test administration manual. Examples of prohibited activities are listed below. This list includes (but is not limited to):

- Reading or viewing the passages or test items
- Sharing the passages or test items
- Copying or paraphrasing the passages or test items
- Explaining or reading passages or test items for students
- Changing or otherwise interfering with student responses to test items
- Copying or reading student responses
- Taking digital images of test items or encouraging others to take digital images of test items (including images of computer monitors displaying test items)
- Causing achievement of schools to be inaccurately measured or reported
- Failing to report a test security violation

If any of the above examples are accessibility features and/or accommodations for ELs or students with current IEPs or Section 504 Plans, test administrators are permitted to provide the accommodation(s) as allowed in each test administration manual (TAM) to those specific students who have them as part of their IEP, 504 or EL plan.

All personnel are prohibited from examining or copying the test items and/or the contents of the test. The security of all test content must be maintained before, during, and after the test administration. Inappropriate actions by district or school personnel will result in further investigation, possible loss of teaching licensure, and possible involvement of law enforcement agencies.

I acknowledge that I have received training regarding the administration of statewide assessments and must read all information and instructions provided in all applicable sections of the relevant test administration manual, including the State of Tennessee Test Security Law. I agree to follow all test administration and security procedures outlined in the manual and law, in addition to district policies and procedures. Further, I will not reveal or disclose any information about the test items or engage in any acts that would violate the security of statewide assessments or cause student achievement to be inaccurately represented.

_____   _____
Printed Name   School Name/Number

_____   _____
Signature   Date

Office of Assessment Logistics
Tennessee Department of Education

TEST ADMINISTRATOR TESTING CODE OF ETHICS AND SECURITY PROCEDURES

Testing Code of Ethics and Security Procedures
Test Administrator
2024–2025

It is important for you, as a test administrator of a TCAP assessment, to know that the following guidelines are to be strictly followed. A lack of or refusal to follow this guidance may result in an investigation, loss of teaching licensure, and/or prosecution for violation of the law. Please read the following list of responsibilities and sign your name on the signature line at the bottom of this form indicating that you understand these actions and their consequences.

The activities and actions listed below are <u>required</u> as a part of my role as a test administrator for TCAP assessments. These requirements apply to all TCAP assessments:

- TCAP End Of Course
- TCAP Grades 3-8
- English Learners Proficiency
- TCAP-Alt
- Grade 2 optional assessment/Grade 2 Alt
- Field tests
- ACT and SAT

I understand that <u>before</u> testing on the days of the assessment, I am responsible for:

- Reviewing the Test Administration Manual (TAM) for the assessment, including all information on test security procedures and policies
- Signing the Test Administration and Security Agreement, and returning this document to my building testing coordinator
- Reviewing any documentation provided to me by my building testing coordinator
- Securing test materials and maintaining my presence with them once checked out from the designated secure location in my building
  - Only test administrators can check out and deliver test materials to/from the testing environment
- Keeping all test materials on the school's campus (unless authorized to do so for off-site testing)
- Maintaining the integrity and security of the assessment by not reading, sharing (verbally and/or electronically), paraphrasing and/or reproducing any of the test booklet/answer sheet content. Reproduction includes (but is not limited to):
  - Handwritten notes
  - Photocopy
  - Photographs

I understand that <u>during</u> testing (including during breaks) on the day(s) of assessment, I am responsible for:

- Maintaining the validity and security of the assessment by **<u>NOT</u>**:
  - Reading test items as I monitor the room*
  - Reading student responses or materials (e.g., test books, answer documents, computer screens) as I monitor the room
  - Assisting students in answering test items
  - Giving students verbal cues ("you may want to re-check number 7") or non-verbal cues (pointing at a specific item)
  - Giving students more time than is allotted for the session*
  - Encouraging students to finish early
  - Allowing students to use cell phones or other electronic devices*, even if they have already submitted their tests, until all testing is complete
  - Leaving the room and/or test materials unattended for any period of time
  - Coaching students on test-taking strategies
  - Administering or proctoring the assessment to family members
- Providing a testing environment that is comfortable to all students while still adhering to the expectations of state testing, which includes:
  - Covering or removing visual aids (e.g., word lists, multiplication tables) that may help students
  - Proactively arranging seating to deter students from talking or causing disturbances,
  - Eliminating the use of any/all technical devices (computer/tablet/cell phone/smart watch) for any reason*
  - Refraining from daily tasks during the testing session like checking email, grading papers, or other activities that will result in my attention not being on students at all times
  - Assessing only the test/subpart that is scheduled for the day/testing time and not allowing the return to prior, completed test sections

TN Department of **Education**

Testing Code of Ethics and Security Procedures
Test Administrator
2024–2025

I understand that after testing on the day(s) of assessment, I am responsible for:

- Returning materials immediately to the Building Testing Coordinator at the conclusion of the testing time and ensuring all materials are secured and accounted for
- Keeping all test material on the school's campus
- Maintaining the integrity and security of the assessment by not reading, paraphrasing, and/or reproducing any of the test booklet/answer sheet content. Reproduction includes (but is not limited to):
  - Handwritten notes
  - Photocopy
  - Photographs
- Maintaining the integrity and security of the assessment by not sharing (verbally and/or electronically), any of the test booklet/answer sheet content. Sharing includes (but is not limited to):
  - Electronic communication (email, text, social media, etc.)
  - Discussion with students or parents
  - Discussion with professional colleagues
- Notifying the Building Testing Coordinator of any student answer sheet that may require that person's attention
- Providing seating charts for my test administrations to the Building Testing Coordinator
- Reporting any observed testing security violation
  - Failing to report a test security violation is a test security violation

* except when providing accessibility features and/or accommodations as allowed in each test administration manual (TAM)

Proper test security as outlined by TDOE and the district include, but are not limited to, the items listed above.

This form must be signed prior to testing

I have reviewed and understand the testing code of ethics and security procedures and have been informed of the consequences for violating these procedures.

Printed Name: _____ Signature: _____

School: _____ Date: _____

Return this agreement to your Building Testing Coordinator

Signed forms should be kept on file by the Building Testing Coordinator for 12 months from the date signed.

Office of Assessment Logistics
Tennessee Department of Education

Appendix C: Tips and Troubleshooting

## PearsonAccess^next Quick Tips for Test Administrators

View Student Test Sessions

To view test sessions, select the Testing menu link to view details about the session and students enrolled.

1. From **Testing**, go to **Students in Sessions.**
2. Click **Add a Session** in the **Session List** area.
3. Type a session name into the search field and click the checkbox next to the session you want to view.
4. Click **Add Selected.** You can add multiple sessions and click between them to view details.
5. A list of students assigned to the session will appear in the table results. When viewing multiple sessions users can select Combined View at the top of the list to view students in multiple sessions.
6. In the **Resources** dropdown, you can select **Session Student Roster** for a printer friendly version of students assigned to the session.
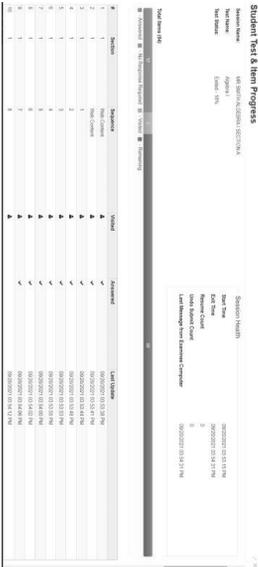
View/Edit Student Details

To view Student Details, like assigned test accommodations, select the Testing menu link to view session and student details.

1. From **Testing**, go to **Students in Sessions.**
2. Click **Add a Session** or select one from the **Session List.**
3. Find student names on the table results.
4. Click the blue icon to view student details for the student, tests, and sessions they are assigned to.

Resume a Test

You can monitor student tests to track each student's testing progress during a session. You can monitor tests for all students, *except those in Ready status.*

1. From **Testing**, go to **Students in Sessions.**
2. **Add a Session** or select one you've already added from the **Session List.**
3. Students assigned to the session will appear in the results table, with status listed under the column **Student Test Status.**
4. To view the Student Testing Status dashboard, click the Student Test Status.

Monitor Testing Sessions

You can use the **Resume** feature to allow a student to continue within a test he or she exited before finishing.

1. From **Testing**, select **Students in Sessions.**
2. Click **Add a Session or select one from the Session List.**
3. Search to find the student whose status you want to view.
4. Click the arrow next to the student's status and select either **Resume** or **Resume Upload.** After you resume a student test, you must also unlock the test or unit of the test.

Pearson

Troubleshooting for Online Test Administrators

Issue	Action
Student cannot sign into the test. OR Error Code 2011 or 2016 are triggered.	Verify: • The test session has been started. • Student's test status is Ready or Resumed. • The correct customer (Tennessee) is selected from TestNav's dropdown customer list.
Student login is not recognized. Student is unable to log in to TestNav. OR Error Code 3012 is triggered.	Verify that the entered student information is correct and doesn't include extra spaces. Check the student ticket for the login details.
Student's test is unable to communicate with the testing server. OR There has been a problem loading an item in the student's test. OR Error Code 1009	Verify that the computer has a working network connection, and try again. • If using a wired connection, verify that the Ethernet cable is connected to the computer and to a wall socket or network device. • If using a wireless connection, verify that the computer's wireless device is turned on (active/enabled), and is connected to a wireless access point (WAP).
Student's test has the wrong accommodation.	Verify: • Check student's test assignment and accommodation option. • Contact your BTC for next steps.
Student is suddenly exited from test. OR Error Code 3005 is triggered.	Verify that all other applications are closed and automated messages are turned off. *If any programs or messages open while TestNav is running, the student will be exited from the test.* Resume the student in PearsonAccess[next], and have the student sign in again.
Computer (device) powers down or restarts in the middle of the test.	Verify that the computer (device) is connected to a power source. <u>Resume the student</u> in PearsonAccess[next], and have the student sign in again.
Student is in Resumed Upload status in the **Status** column on the Session Details screen. OR Error Code 1005 is triggered.	Resume student test in PearsonAccess[next] and have the students sign in again. If the issue persists, contact your building testing coordinator for further assistance.

Appendix D: TestNav Tools

TOOLS FOR ALL STUDENTS

Color Contrast

Students can set color contrast to view items more clearly.

1. Click the User dropdown menu and click Change the Background and Foreground color.

2. You will see Contrast Setting Options. The default is set on the student's Personal Needs Profile (PNP) in PearsonAccess[next]. Once you know which you prefer, select that color contrast setting and then click Continue.
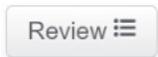
Navigation

Next and Previous buttons move the student through test questions.
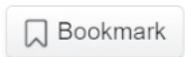
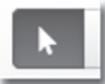The Bookmark button marks questions for the student to review before the test ends.

The Review dropdown shows questions answered, not answered, and bookmarked. You can click any question or bookmarked question to go back to it.
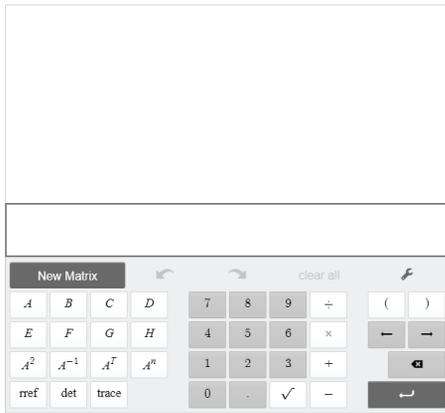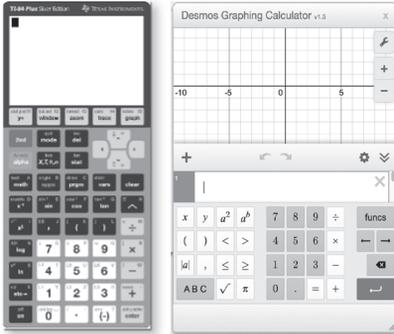
The User dropdown contains any available accommodations and the option to sign out of TestNav.

The Toolbar contains buttons for each available tool. Tools vary by test.

Tool	Allows students to:
Pointer	Close any enabled tools.

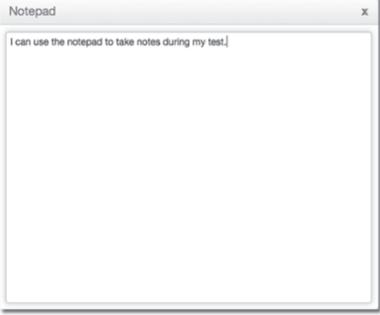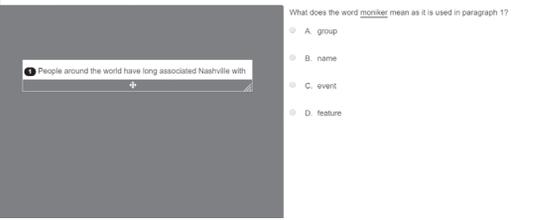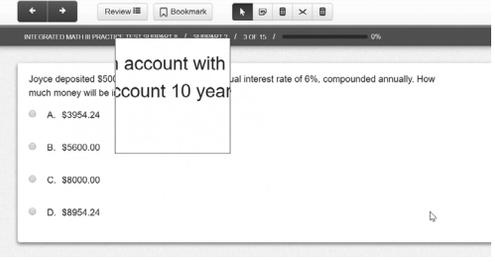| TI-84 Graphing Calculator Desmos Graphing Calculator Desmos Matrix Calculator	Perform a range of functionality including:
	- General math - Algebra - Trigonometry - Statistics - Graphing
Answer Eliminator *Multiple Choice* 	Visually eliminate (with an X) one or more answers.
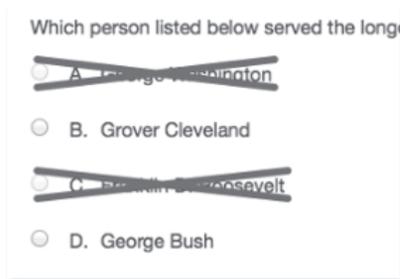
Notepad	Type notes while testing.
Line Reader Mask	View parts of the screen and hide others by adjusting the reading window.
Answer Masking	See a mask covering multiple-choice distractors, with the option to click to expose each individually.
Magnifier	Magnify parts of the screen by moving the frame with your mouse over the question and answer choices. Open the magnifier on each item, as needed.

Zoom

Students can zoom in and out on a test page, using one of the following methods, depending on which TestNav app they use to test. It is not recommended to zoom in more than 250%.

TestNav Desktop

In Windows or Chrome OS:

- Press Ctrl + to zoom in.
- Press Ctrl - to zoom out.
- Press Ctrl 0 to reset to default zoom.

In OS X or macOS

- Press Cmd + to zoom in.
- Press Cmd - to zoom out.
- Press Cmd 0 to reset to default zoom.

TestNav on Android and iOS Tablet

To zoom, use two fingers on the screen and:

- Pinch out to zoom in.
- Pinch in to zoom out.

TOOLS FOR STUDENTS WITH ACCOMMODATIONS

The text below details accommodation tools available to students. These tools are available in the User Drop-down Menu, if enabled. After students are registered and have access for accommodation tools, students may use them during their online tests.

Text-to-Speech (TTS)

Text is read aloud to the student by means of embedded TTS, either by clicking the play button to the right of the item, or by selecting text within the item.

- Pressing the play button triggers the button to turn into a stop button, and TTS continues to play, unless the student clicks the stop button.
- Selecting text within the item triggers the button to appear. The student can click the button to play a previously designated chunk of surrounding text, but not the entire item.

Use your headphones to hear the TTS.

Appendix E: Expected Behaviors

Check the expected behaviors below before attempting to troubleshoot. Accommodation tools are marked with *. For a list of common error codes and what actions to take, please refer to TestNav Error Codes list on LiveBinders.

TOOLS AND ACCESSIBILITY FEATURES

Tool or Feature	Behavior	Additional Information
*Color Contrast	Does not appear on all item (question) parts.	Depending on the item type, the color contrast setting may display a box or an outline around an item, but not fill it with the selected color. These items include: • Fraction model • Bar graphs • Exhibits • Some images
*Magnifier	• Closes when the student navigates to another item.	This reflects the current, intended functionality. Students should open the magnifier on each item, as needed.
	• Does not allow the student to answer an item if it covers the answer choice.	Students cannot click through the magnifier. Students must move the magnifier to the side to answer an item. They can also move it using the zoom feature by pressing **CTRL** (or **Command**) **+/-**.
	• Does not magnify the TI-84 Graphing Calculator display.	Students cannot magnify the TI-84 Graphing Calculator. Students can use the zoom feature by pressing **CTRL** (or **Command**) **+/-**.
	• *At times*, does not magnify all item parts.	Depending on the item type, students may need to use the zoom feature by pressing **CTRL** (or **Command**) **+/-**. Some examples include Fraction Wheel or Number-line items.

Appendix E: Expected Behaviors

Notepad	Does not allow students to resize it.	This reflects the current, intended functionality. Students can move the notepad from side-to-side to more easily take notes while reading.
Review Menu	Shows an item as **Not Answered** until the student answers *all parts* of the item.	Students should scroll down to ensure they answer *all parts* of the question.
*Text-to-Speech (TTS)	Depending on specific characters or graphics, TTS may not consistently highlight word-to-word.	• For the English Language Arts assessments, TTS may highlight *the entire paragraph*, if it contains certain symbols. • For mathematics, TTS may highlight *an entire line of an equation*, if it contains open parentheses, closed parentheses, and some other characters.
TI-84 Graphing Calculator Desmos Calculator	Defaults to radians, not degrees.	This reflects the current, intended functionality. Students can change the setting to **Degrees** in the calculator's **Mode** menu. TestNav retains this setting until they sign out of that test session.
Zoom (browser/device magnification)	Distorts page, upon using **Ctrl** (or **Command**) **+** to zoom multiple times.	Pearson recommends that students limit zoom to 250% to avoid distorting items.

ASSESSMENT ITEM INTERACTIONS

Item Interaction	Behavior	Additional Information
Rich Text Editor – Used in student extended text/written responses.	• Does not indent paragraphs when the student presses the **Tab** key. Instead, it moves the cursor out of the essay box.	This reflects the current, intended functionality.
	• Does not allow the student to cut, copy, or paste *passage text* into the rich text editor or the notepad.	The student can cut, copy, or paste *only text that is written by the student*. For example, a student can copy text from the notepad into the rich text editor for the essay response.

Common Online Testing Issues

Top TestNav Issues

Error/Issue	Action
On the login page, the TestNav Start button is grayed out	Verify that the student is using the TestNav app, not the browser.
	Verify that the student is in the Tennessee TestNav environment. It should say Tennessee on the login page.
	Verify that the testing ticket login credentials are correct.
	If the Start button is still grayed out, contact Level 2 Support at 1-888-711-7724.
Student submitted test prematurely	Contact the DTC/Tech Director Call-In Line to un-submit the test. Keep the student in a secure testing environment.
The student does not have TTS accommodation available	Do not start the test. The accommodation cannot be added after the test start.
	If the student has already started the test, contact the DTC/Tech Director Call-In Line.
Student gets kicked out of test repeatedly	Another application is likely running in the background, such as Grammarly. Close all other applications and attempt to start the test again. The Test Administrator will need to resume the student's test.
Testing tickets were mixed up and students took each other's test	Contact the DTC/Tech Director Call-In Line. These are handled on a case-by-case basis. Some can be swapped, and others need to be DNR.
PAN Deleted Accounts PAN Disabled Accounts	For Deleted Accounts, call Customer Support at 1-888-711-7724.
	For Disabled Accounts, contact the DTC to Enable the Account.
Students not appearing in PAN	Submit an enrollment transfer request in PAN. If an enrollment transfer request cannot be completed, contact the DTC/Tech Director Call-In Line.
Questions about receiving materials related to Initial Orders, Additional Orders, Homeschool	Customer Service doesn't place orders, but they can check order status. Orders should be placed by the DTC in PAN.

Issues during testing including: Student not appearing in Sessions, how to move students between sessions, and resuming student test	Instructions for these topics are available in How To Documents – Orange Tab - on LiveBinders. https://www.livebinders.com/b/2244559?tabid=d25bf702-c17a-b728-8842-274311185601 You can also call Customer Support to walk through these steps.
Issues with Homeschool template submissions instructions	Instructions for these topics are available in How To Documents – Orange Tab - on LiveBinders. https://www.livebinders.com/b/2244559?tabid=d25bf702-c17a-b728-8842-274311185601 You can also call Customer Support to walk through these steps.

Top Customer Support Issues

Code	Action
3005 - TestNav has detected that another application attempted to become the active window, which may compromise the security of this test. TestNav has been shut down.	Another app is likely running in the background (like Grammarly). Close any open apps and re-start TestNav. The Test Administrator will need to resume the student's test.
3115 - Your test has been locked. In order to sign in, please contact the proctor to unlock the test.	Test needs to be unlocked by the Test Administrator.
3124 - TestNav has closed the test due to inactivity	The test status will change to Exited. The Test Administrator should change the status from Exited to Resume, and then have the student sign in again.
1009 - Unable to download test content	Server Connection was lost. Click Retry to check whether the connection is restored. If the connection is not restored, click Exit Test. When the student closes TestNav, the student remains in Active testing status. After the connection is restored, you can set the student's testing status to resume, and then the student can log in. TestNav automatically searches for, and submits, the response file.
1005 - No saved response file found (student was in Resumed-Upload)	The student needs to hit "Resume Upload" to be taken to last saved response.

Appendix F: Testing Signs

DO
NOT
DISTURB

Testing in Progress

NO ELECTRONICS

Tennessee Comprehensive
Assessment Program (TCAP) –
Computer-Based Testing
Test Administration Manual
Spring 2025

TN Department of
Education