Remote testing administration guide for MAP Reading Fluency

8.06.20
V1.2
Troubleshooting / FAQ’s

The username and password aren’t working, or I don’t have a username and password................................. 10
My child/student is locked out of the test ... what should I do? ................................................................. 10
What do I do if I need to pause the test or if my child/student needs a break? ........................................... 10
My child/student is getting a message asking them to raise their hand ....................................................... 10
Overview
How can students take MAP® Reading Fluency™ assessments when they’re not at school? This guide is designed to help your school successfully plan for and administer MAP Reading Fluency in a remote environment.

Remote testing with MAP Reading Fluency is like testing in the school setting. One critical difference is the need for clear communication between school proctors, students, and parents/caregivers that will be participating from two different locations. As with any test administration, school leaders need to communicate their expectations, procedures, and protocols. School proctors need to be trained and ready to support students as they take MAP Reading Fluency assessments remotely.

This document includes key information for school leaders to prepare their staff, students, and families for remote testing. Additionally, it provides recommendations and supplemental resources for administering the assessment.

Important terminology:
“Teachers” or “school proctors”
- These are the school employee that act as the primary point of contact for parent / caregiver proctors. Their role is to help train and prepare the caregiver proctors to set up the assessment, and to act as the primary point of contact should the caregiver proctor run into problems and need assistance.

“Parents”, “caregivers”, or “caregiver proctors”
- These are the people inside the remote testing environment (usually a student’s home) that are responsible for setting up the assessment and ensuring that it goes smoothly. Their primary point of contact with the school is the school proctor.

Planning for test administration

School leaders
School Leaders set the stage for successful test administration and student engagement by setting policies, processes, and protocols that result in a secure and equitable environment.

NWEA® recommends that school leaders take the following actions:

- Ensure staff, students, and families adhere to all assessment security requirements defined by your district
- Establish a process to ensure any device used for student assessment adheres to the NWEA technical requirements
- Provide school proctors access to this guide which includes links to tutorials, parent and student resources, trouble-shooting tips, etc.
  - Additional resources can be found on the MAP Suite Remote Testing and School Closure community page
- Create a schedule for testing (date/time)
- Determine if your school/district is going to require live monitoring of students during testing sessions
  - Note: Most schools/districts that administer MAP Reading Fluency remotely do not monitor during testing
- Establish a plan for school proctors and students/parents/caregivers to communicate during testing that, at a minimum, addresses the following topics:
  - Monitoring guidelines (if applicable)
  - Roles and responsibilities of school personnel
  - Policy on personal privacy
  - Issue escalation protocols (i.e. “What should students/caregivers do when something goes wrong?”)
- Provide proctors with guidance on the use of accommodations
- Determine what communications platform (video chat, text chat, phone hotline, etc.) your district is going to use during remote testing, and have a technical team conduct live simulations to ensure it successfully facilitates a high-quality test experience
• Develop a pre-test communication strategy that seeks to accomplish the following objectives:
  o Inform parents/caregivers about the upcoming MAP Reading Fluency testing schedule
  o Provide parents/caregivers information on what MAP Reading Fluency is, as well as instructions on how to help their child/student have a successful testing session
  o Give parents/caregivers information about what happens after the assessment, and how they can best work with the teacher/proctor to answer any follow up questions they may have

• NWEA recommends including the following items in any communication plan directed towards families/caregivers:
  o Schedule for testing (date/time)
  o At home usage guide (device set-up, equipment check, test session sign-in, and student directions) (Appendix A)
  o Information about the communication platform that proctors and students/parents/caregivers will use during the testing session
  o Process information and student login credentials.

Before testing administration

School proctors

• NOTE: Because NWEA is unable to support parent/caregiver inquiries, school proctors are the first tier of support for students and families; doing all they can to create a comfortable and engaging testing experience. The following list outlines our recommended actions for proctors.

1. Review how to administer MAP Reading Fluency testing
   a. Review MAP Reading Fluency Quick Start Guide
   b. Watch video on how to Assign Tests
   c. Watch video on how to Assign Passwords
   d. Review Common Issues and Solutions and follow different links depending on situation
   e. Optional:
      a. Test Day Checklist and Troubleshooting Guide
      b. Testing Preparation for Teachers

2. Determine which test form to assign to students
   • Review the MAP Reading Fluency administration guidance document for assistance

3. Decide on the time, date, and test form students will be taking.

4. Determine how many students should be testing at any one time
   • Having students take the test in batches may make it easier for school personnel to provide tech support

5. Assign test to students

6. Communicate with students/parents/caregivers about the upcoming assessment
   a. Scheduling details
   b. Test security expectations
   c. At home usage guide: (Appendix A) (device set-up, equipment check, test session sign-in, and student directions)
   d. Individual username and passwords
      a. You can view how to do so by watching the video or reading the information on this page: Assigning Passwords
   e. Information on the school approved communications platform, and guidance on how proctors and students/parents/caregivers should communicate during the test
   f. Contact information for school proctors (or other school employee) that will be the primary point of contact in the event of an issue
   g. Guidance on any accommodations that the student has been approved to use
   h. Guidance on how/if to use the practice test

7. Run a live test of the communication platform that will be used with students/parents/caregivers:
• Using the school-approved platform, conduct a “dry run” with other school employees to ensure that the communication platform works and does not present any technical challenges

8. If needed, school proctors can contact NWEA for questions related to MAP Reading Fluency and/or use your established district support channels.

Parents / Caregivers

1. Receive the testing schedule and login information (username and password) from your school/proctor
2. Confirm that you have the contact information for the school proctor (or other school employee) in case you need to request help
4. Make sure that the student has any needed accommodations that have been approved by the district.
5. Come up with a plan on how to minimize distractions/noises that could occur during the test

During test administration

School proctors

1. Verify that the school-approved communications platform is working so that parents/caregivers have a way of requesting help should they run into issues
2. Work with students and parents/caregivers to successfully sign students into the assessment using the At Home Usage Guide (Appendix A)
3. Monitor students using the Proctor Dashboard to identify if any students get locked out of the test for failing the mouse skills check. You can also see which students have paused or completed tests.
4. Refer to the following guidance materials as necessary:
   a. Common Issues and Solutions
   b. Resolving Headset Issues
   a. Test Day Checklist and Troubleshooting Guide
   b. Pausing and Resuming

Parents / Caregivers

1. Help student to log in: Instructions on how to log in are provided in the At Home Usage Guide (Appendix A).
2. Ensure that the student is following all rules laid out by the school/district and that the student is not using unapproved accommodations
3. Ensure that technical difficulties are not preventing the student from trying their hardest
4. Be prepared to contact the school proctor / teacher should any technical issues arise
5. Enable the student to demonstrate what they are ready to learn by not providing assistance in answering questions
6. Ensure that background noises are kept to a minimum (including speaking to the child/student during the assignment)

Students

1. Work with your parent/caregiver to login to the assessment
2. Direct any questions about the test to your parent/caregiver

Ending test session

Students

1. Let your parent / caregiver know that you have finished the test

Parents / Caregivers

1. Help your student shut down the MAP Reading Fluency assessment windows
2. Ask the student how the assessment went, what they think they did well, and what they found most challenging
Appendix A: At Home Usage Guide: Using MAP Reading Fluency with your child/student

MAP Reading Fluency is a program that your child’s/student’s teachers are using to get the information that they need to help your child learn to read. Your child/student should be able to complete their assignment in 30 minutes or less.

What you need to get started:
- Computer (PC/laptop/Mac/Chromebook™) or iPad®
- Headset, microphone, or other audio recording device
- Username and password provided by the school proctor or a teacher
- Quiet, comfortable place for your child/student to work on the assignment

Make sure you have the right software:
In order to take MAP Reading Fluency, you need to have the following software installed on your device:

- For Computers (PC/laptop/Mac/Chromebook)
  - Chrome 65 (or higher) or Edge 79 (or higher) browser
  - These are the only browsers that will work
  - If you don’t have one of these two browsers, you will need to choose one and install it
- For iPads
  - You must use the latest version of the MAP Reading Fluency app
  - If you don’t have it, open the App Store®, search for “NWEA”, and install the MAP Reading Fluency app.

Make sure your hardware is set up correctly:

Supported device hardware:
- MAP Reading Fluency assessments can be taken on computer (PC/laptop/Mac/Chromebook) or iPad

Microphone requirements:
MAP Reading Fluency does not require any specific brand of headset or microphone. The following are general guidelines about what kind of recording device to use.

- Microphones with a direct connection (USB, 3.5mm jack, etc.) tend to provide better sound quality than those that use wireless connections like Bluetooth
- Headsets with a boom microphone (on the end of a stiff arm that extends in front of the child’s/student’s mouth) are highly recommended
  - If no headsets are available, the next best option is earbuds/earphones with a built-in microphone on the cord
  - As a last resort, built-in device microphones (e.g., laptop microphones) may be sufficient, but it may be difficult to sustain a household environment that is quiet enough to successfully administer the assessment

Setting microphone/headsets as default device
- **Windows:**
  - Open the sound control panel by right-clicking the Windows icon and choosing Control Panel, then Hardware and Sound, then Sound.
    - If you can’t find the control panel using the instructions above, right click on the Windows icon and choose Search
    - In the search bar type Sound
    - In the results of the search, you should see Sound Control Panel… click on this, then continue following the instructions above
Check the Playback and Recording tabs and make sure that the headset is chosen as the default device. The default device will have a green check mark next to it.

- **Mac:**
  - The sound control panel is under System Preferences. Check the Output and Input tabs and make sure that the headset is chosen as the default device.
  - Make sure the mute checkbox next to the volume slider is not selected.

Chromebook and iPad devices should recognize and use your headsets automatically. You can still check if they are the default device.

- **Chromebook:**
  - Click on the system tray, then click on the headset icon next to the volume slider. Make sure that the headset is chosen under both Output and Input.

- **iPad:**
  - Swipe up from the bottom edge of any screen on the iPad to open the control center. Tap and hold the audio card (square in the upper-right corner), then tap the icon to see your devices. Choose your headset in the list of devices that you can connect.

**Microphone use guidelines:**

- **General guidelines:**
  - Students should not touch the microphone while testing, or press any buttons (e.g., mute) on the cord
  - Verify that students are using their regular speaking voice
  - Reduce background noises, such as open windows or fans

- **Headset with boom mic**
  - Ideally the microphone should be no closer than two-fingers'-width away from the corner of the mouth

- **Earbuds with microphone on cord**
  - Ensure that the student does not have any materials blocking the mic (hair, clothing, etc.)

- **Device microphone**
  - Because this microphone is designed to pick up any noise in the area of the device, it is very important that a quiet testing setting is maintained
  - Students may need to sit closer to the device in order for the microphone to pick up their voice correctly

**Common solutions to device set-up issues**

Add MAP Reading Fluency website addresses to content filter (firewall)

Advanced filtering technology might need to have the following websites added to the exception list settings for any firewall, proxy server, or firewall setup on your home network. Add the following website addresses to the approved list in your content filter:

- https://readingfluency.mapnwea.org
- https://readingfluency-cdn.mapnwea.org
- https://student.mapnwea.org
- https://lmapi.mapnwea.org

Disable virus and malware scanners

- These scanners can interfere with testing

Turn off any screen saver settings

- Occasionally screen savers can interfere with testing or distract students
Disable automatic updates
- Automatic updates can create interference with testing or slow down a device. Our recommendation is to schedule them during times outside of when the student is testing.

Extend the time for power-saving sleep mode to at least 30 minutes
- This will prevent the device from shutting down during a test session

How to log in to the assignment:

On an iPad:
- Open the MAP Reading Fluency Testing app
- Enter the username and password provided by your teacher

On a computer or Chromebook
- Open the Chrome or Edge browser
- Go to [https://student.mapnwea.org](https://student.mapnwea.org)
- Enter the username and password provided by your teacher
- Click the picture of the worm
- Click on Let’s Go / Take Assessment

How to check if your hardware/software is ready:
After logging in, the student will get a prompt to allow the microphone to record audio.

On an iPad:
- When a popup appears asking to use the microphone, tap OK
- Tap Check My Equipment
- Tap Check Speakers to check the sound
- Click on the green button next to Record Test Audio, and have the student speak into the microphone. You will see the input level go up and down based off the volume of their voice. Once the student is done speaking, click again on the green button.
- Make any adjustments needed (see Microphone Adjustments below)
- Tap Home

On a computer (PC/laptop/Mac/Chromebook):
- Click Check Equipment
- Click Check Speakers to check the sound
- Click on the green button next to Record Test Audio and have the student speak into the microphone. You will see the input level go up and down based off the volume of their voice. Once the student is done speaking, click again on the green button.
- Make any adjustments needed (see Microphone Adjustments below)
- When a pop-up appears asking to use the microphone, click Allow
- Click Home

Microphone adjustments:
- Microphone is ok
  - The child/student can be heard, and they can start taking the test
• **Volume too high**
  o The child/student is speaking too loudly and/or the microphone is too close to their mouth
• **Volume too low**
  o The child/student is not loud enough and/or the microphone is too far away from their mouth

**Completing the assignment (all devices)**

1. After the equipment check, click **Let’s Go!** when your child/student is ready.

2. When the assignment begins, your child/student should follow any instructions that are given. Depending on what kind of assignment it is, it may take your child/student 5–30 minutes to complete. They do not have to complete the entire assignment at once.

3. If your child/student needs a break, you have several options:
   
a. If you are on a screen with a red pause button, click it. The test will be paused until you continue. If you quit and your child/student logs in again, the assignment resumes in the same place.

b. Some screens have a green button that initiates recording. If you want to pause, do not click the green button. The assignment will pause until the green button is clicked. If you exit the assignment and your child/student logs in again, the assignment resumes in the same place.

c. On any other screen, press the Esc key on your keyboard to exit full-screen mode, then close the browser window to automatically pause the test. If using an iPad, closing the app by double-tapping on the home button and then dismissing the app will automatically pause the test. When your child/student logs in again, re-do the section that was not completed.

4. You will know that your child/student has completed the assignment when you see the **Let your teacher know you’ve finished** message:
Troubleshooting / FAQ’s

The username and password aren’t working, or I don’t have a username and password
  • Contact the school proctor or teacher for this information

My child/student is locked out of the test … what should I do?
  • The student most likely did most pass the mouse screening activity. You will need to contact the school proctor or teacher and ask them for guidance on what to do next.

What do I do if I need to pause the test or if my child/student needs a break?
  • Please see the “Completing the assignment (all devices)” section above. Three different ways to pause the test are explained in this section.

My child/student is getting a message asking them to raise their hand
  • They are seeing this message due to one of issues below:
    o There is a problem with volume or the microphone
      ▪ Make sure that your child/student is using their normal speaking voice
      ▪ Try and reduce background noise that may interfere with the audio recording
      ▪ Make sure the student is not pressing the mute button or covering the microphone
    o Student did not respond
      ▪ The assignment will pause if your child/student isn’t active for a while
      ▪ Take a break or remind your child/student to keep working
    o This student did not pass the mouse screening activity
      ▪ The mouse screening activity is designed to check if the student can interact with the assignment and correctly maneuver the mouse
      ▪ Your child/student may have had issues using the mouse
      ▪ Contact the school proctor/teacher to unlock the account