

Test Administrator's Technology Guide

New Mexico Science SBA
Fall 2018

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Chrome
Chromebook

About this Guide

This technology guide describes how to launch and log in the SBA Application on supported testing devices. It explains the Tools and Accommodations available within the application and how to use them. It also helps answer some common questions, provides guidance for offline scenarios, and contains troubleshooting tips.

This guide is designed to help Test Administrators, School Test Coordinators and Technology Coordinators during online testing.

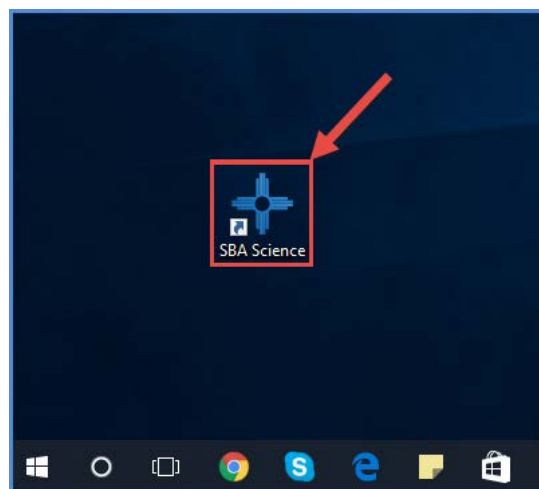
Note: The SBA Kiosk is a version of the iTester student testing kiosk application that has been tailored for New Mexico Science SBA Assessments. Some technical documentation may refer to the SBA Kiosk as iTester.

Launching the Kiosk

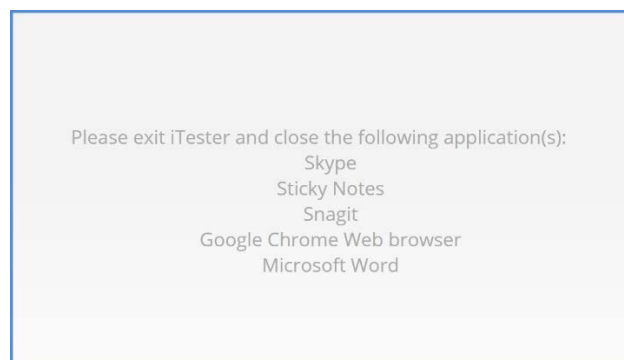
Listed below are the instructions for launching the New Mexico Science SBA Kiosk on supported devices.

Windows

To launch the New Mexico Science SBA Kiosk, double-click the icon for the New Mexico Science SBA Kiosk on the desktop of the computer.

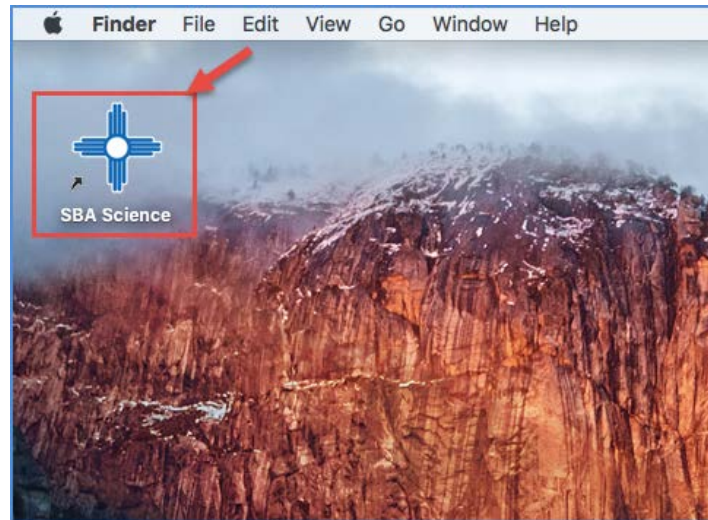


If you have any programs open on the computer, the New Mexico Science SBA Kiosk will let you know that those programs will need to be closed to be able to continue. You will need to close the programs listed and re-launch the kiosk.

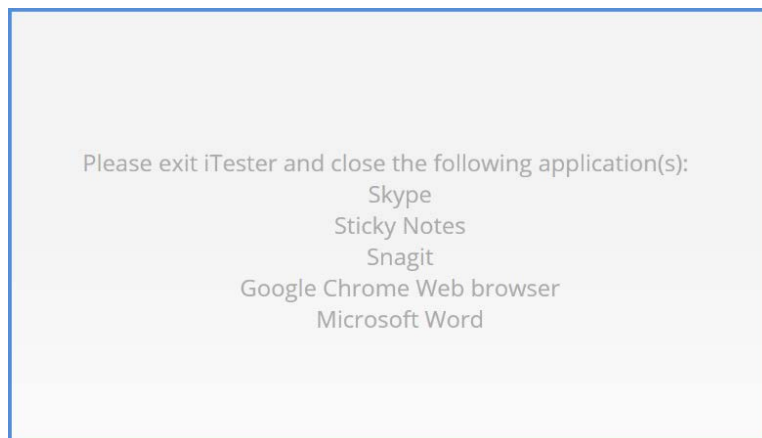


Mac

To launch the New Mexico Science SBA Kiosk, double-click the icon for the New Mexico Science SBA Kiosk on the desktop of the computer.

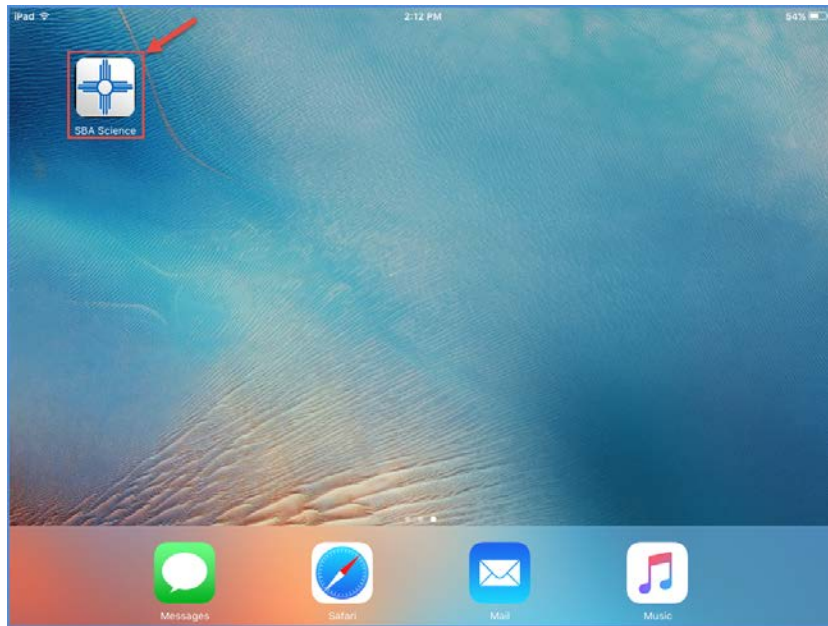


If you have any programs open on the computer, the New Mexico Science SBA Kiosk will let you know that those programs will need to be closed to be able to continue. You will need to close the programs listed and re-launch the kiosk.

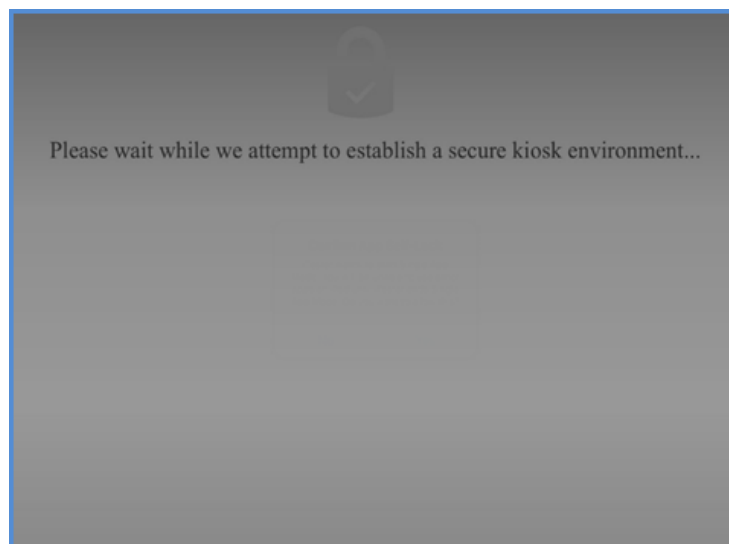


iPad

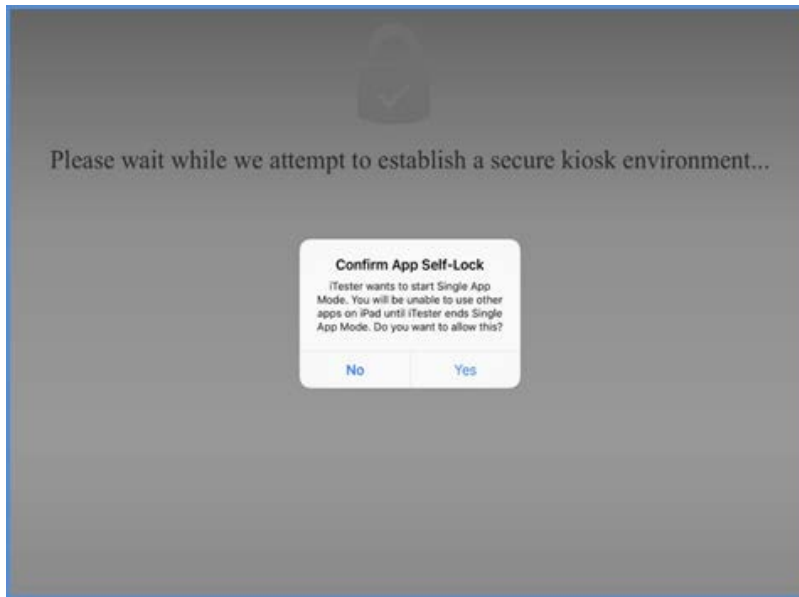
To launch the Science SBA application, tap the icon for the Science SBA app on the home screen of the iPad.



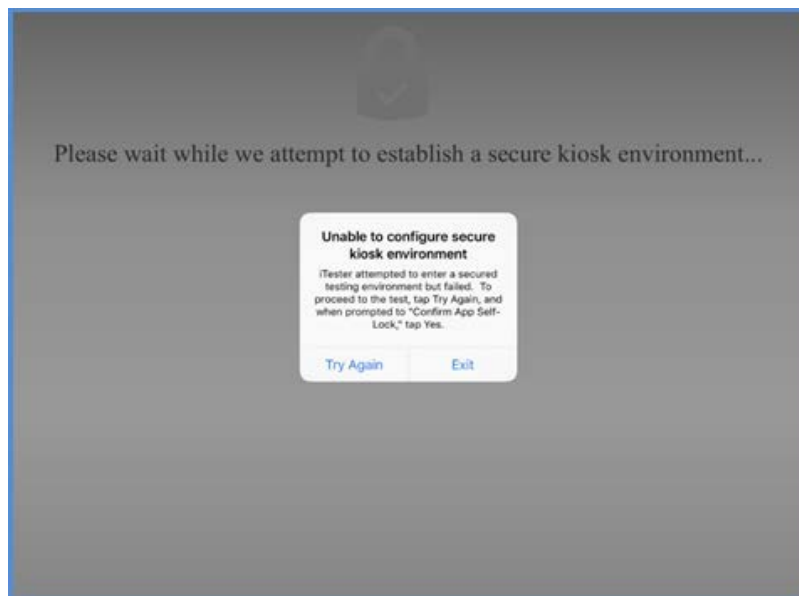
Once the application has been launched, the iPad will attempt to establish a secure kiosk environment for testing.



If the iPad does not have ASAM configured through an MDM software program, a dialog box will display asking for confirmation before going into Single App Mode/Automatic Assessment Configuration; this is the preferred method for accessing Science SBA test in iPads. You must select *Yes* to continue into the application.



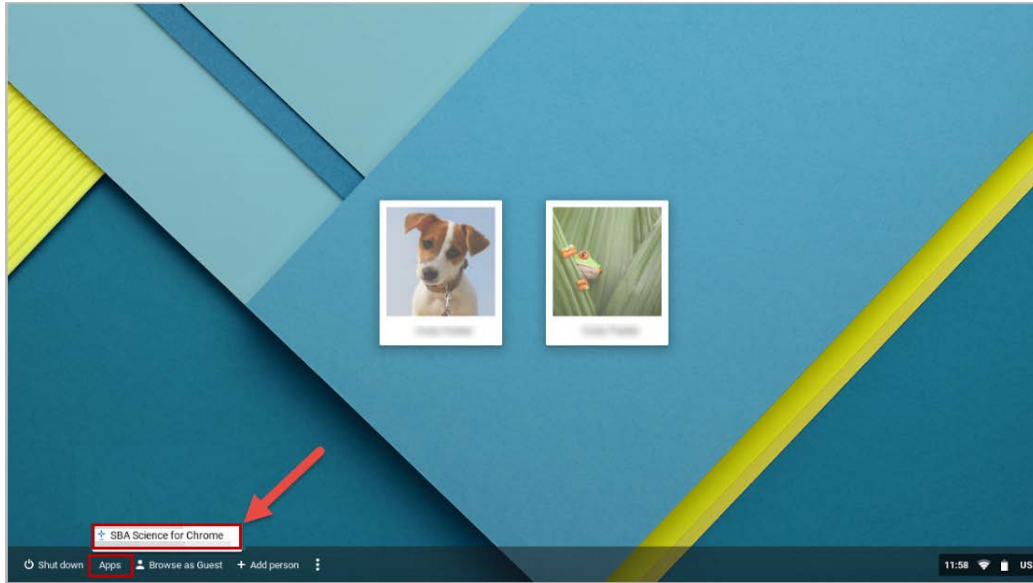
If the iPad is unable to enter Single App Mode for any reason, a dialog box will display with the option to *Try Again* or *Exit*.



After the iPad has successfully entered Single App Mode, a message will display at the top to confirm that the iPad has been locked into the application. You will then be brought to the Science SBA application login screen.

Chromebook

To launch the Science SBA application, click the *Apps* tray from the Chromebook login page and select the icon for the Science SBA app.



Note: Students should not log into the Chromebook; kiosk applications can only be accessed from the application tray on the login screen of a Chromebook.

Log-In Screen

Once a student has launched the New Mexico Science SBA Kiosk they are brought to the login screen.

5

SBA Science

STUDENT SIGN IN

1 Username

2 Password

Sign In

Access the Practice Test 3

4 Copyright © 2017 eMetric LLC
Shell: v3.8.1 #6bd44c2_s244
clear cache

English
English
Español 7

6 Exit

1. **Username:** Type the username into the *Username* field. Student usernames can be found on their corresponding test tickets.
2. **Password:** Type the password into the *Password* field. Student passwords can be found on their corresponding test tickets.

Doe, James DOB: 1/1/2000 SBA Test Form Support ii Username: 987654321 Password: AFA77D26	Doe, Jan DOB: 2/1/2000 SBA Test Form Support ii Username: 987564321 Password: DAFAF532
Doe, Julie DOB: 3/1/2000 SBA Test Form Support ii Username: 987465321 Password: D23CB5D8	

3. **Access the Practice Test:** Clicking on the practice test link will change the log in screen so that students can log in to the practice test. See [Practice Test](#) section below for log-in information.

4. **Carrier/Shell Number:** The carrier and shell number are directly related to the version of iTester being used. This information is important when reporting any technical issues.
 5. **Connectivity Indicator:** The dot in the top right corner indicates whether or not the device has an internet connection. A green dot indicates that the device is connected to the internet, while a grey dot indicates that there is no connection. If there is no connection, the student will not be able to log-in. However, if the student successfully logged in prior to losing internet connectivity, they can continue testing and turn in the test when complete.
 6. **Exit Button (Desktop/Laptop only):** The exit button will close the application and bring the user to the main desktop. If the student is testing on a Chromebook, there will be no exit button; the Chromebook must be powered off to exit the application. If the student is testing on an iPad, press the home button on the bottom of the iPad.
 7. **Spanish Localization selector:** This drop-down box will allow Spanish students to change the language used in the Kiosk. This must be selected before the student logs into the test.
- Note: The student must also be scheduled for a Spanish version of the test.

Practice Test

To access the practice test using the SBA Kiosk, students will click the **Access the Practice Test** link located at the bottom of the student sign in box. The log in screen will change to the practice test log in screen shown below. They will then enter the practice test user name and password.

High School English: Username: HSEnglish Password: practice	High School Spanish: Username: HSspanish Password: practice
--	--

To exit the practice test log in screen, click the **Exit the Practice Test** link at the bottom of the practice test student sign in box.

Session Selection Screens

After entering their username and password, a student will then move to the student information screen. This screen will display the student's identifying information, the test they have logged into, and each of the test's sessions. Any previously completed test session will be grayed-out and the student cannot access the session.

The screenshot shows a web interface for a student named James Doe. At the top right, there is a red button labeled "Exit" and a link "Not James Doe?". The main heading is "Hello, James Doe". Below this, a yellow callout bubble with the number "1" points to a white box containing student information. The information is organized into three columns: State Student ID (987654321), Date of Birth (1/1/2000), Grade (HS), School Name (Grand Canyon Elementary School), Teacher (Support TestAdmin), and Gender (Male). Below the information box, a blue link states "The following tests have been scheduled for you:". Under this link, the test "SBA Test Form Support ii" is listed, with a yellow callout bubble "2" pointing to it. Below the test name are two blue buttons: "Session 1" and "Session 2".

987654321 State Student ID	1/1/2000 Date of Birth	HS Grade
Grand Canyon Elementary School School Name	Support TestAdmin Teacher	Male Gender

The following tests have been scheduled for you:

SBA Test Form Support ii

Session 1 Session 2

1. **Student Information**: Student information is displayed in the center box.
2. **Test Session Selection**: All available test sessions are listed here. Each test session will require a unique session access code to log into that session.

Session Access Code

Session access codes are required to enter each session within a test. Once the student has clicked on a test session, a textbox for the session access code will display. To go back to the list of sessions, click the *Show Sessions List* link. To enter the test session and begin the test, enter the session access code in the text box and click on "submit".

Hello, James Doe

Not James Doe? [Exit](#)

987654321

State Student ID

1/1/2000

Date of Birth

HS

Grade

Grand Canyon Elementary
School

School Name

Support
TestAdmin

Teacher

Male

Gender

The following tests have been scheduled for you:

SBA Test Form Support ii

[Show Sessions List](#)



Session Access Code:

[Submit](#)

The session access codes are case sensitive and will only work on their corresponding sessions. The session access code may be found on the test session summary print-out that is printed with the student test logins or within the online portal under the *Test Sessions* tab.

The screenshot shows the 'Test Sessions' tab in the eMetric CustomerSupport portal. The top navigation bar includes links for Home, Site Readiness, Students, Classes, Test Sessions, Pre-ID Management, and Dashboard. The user is logged in as 'emetric CustomerSupport'.

Test Sessions Summary:

- District:** Grand Canyon District
- Administration:** NM 2016-2017
- Test Administrator:** TestAdmin, Support
- Class:** TestAdmin, Support-new-(Grade -HS)
- Test Name:** SBA Test Form Support II
- Testing Window:** 01/05/2017 to 01/31/2017
- School:** Grand Canyon Elementary School
- Content Area:** Science

Test Status: Test is in progress. It ends on 01/31/2017. Students may log in and take the test using their username and password shown below.

Access Codes:

Session Sequence	Session Name	Access Code
1	Session 1	3838296
2	Session 2	7676593

Generate Missing Student Test Logins: There are some missing student test logins in this test session. It can be because of students added to the class after creating the test session. Please use the button below to generate test logins for these students.

Session: Choose a Session

1 login per page

Print selected logins **Print all logins (3)**

Last Name	First Name	Username	Password	Form Name	Test Report Code	Status	Date/Time Started	Date/Time Completed
Doe	James			PM General Test	+	Session 1:Not Started		
						Session 2:Not Started		

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Using the Proctor Password

A proctor password is required to enter a test session if one of the three following conditions is met:

1. A student is idle in the test session for more than 20 minutes. A student is "idle" if they do not interact in any way with the application. This includes the use of any accommodation or tool, navigating through the test, or interacting with any of the on screen widgets and answer choices.
2. A student pauses the test and attempts to login after more than 20 minutes has passed.
3. The SBA Kiosk has experienced an abrupt closure, such as the power going out, the device being turned off while testing, or the device crashing while testing.

DTCs have access to the Proctor password through the New Mexico Science SBA Portal. Contact your DTC to obtain the Proctor Password.

Hello, Juan Doe

Not Juan Doe? [Exit](#)

675849384

State Student ID

2001-05-05

Date of Birth

6

Grade

Cyber City Sch 1

School Name

Teacher

Gender

The following tests have been scheduled for you:

Secure iTester Proctor Guide

[Show Sessions List](#)



Proctor Password


[Submit](#)

Options Page

The options page allows the students to view, test, and set the accommodations for their test. These can also be changed within the test. Please note that only students with accommodations will see the options page

Options

Text-to-Speech

Volume: 100 

Zoom View (Magnifier)

100%112%125%137%150%

The quick brown fox jumped over the lazy dog.

Masking

AnswerCustom

Reverse Contrast

DefaultInverted

Line Reader

Color Contrast

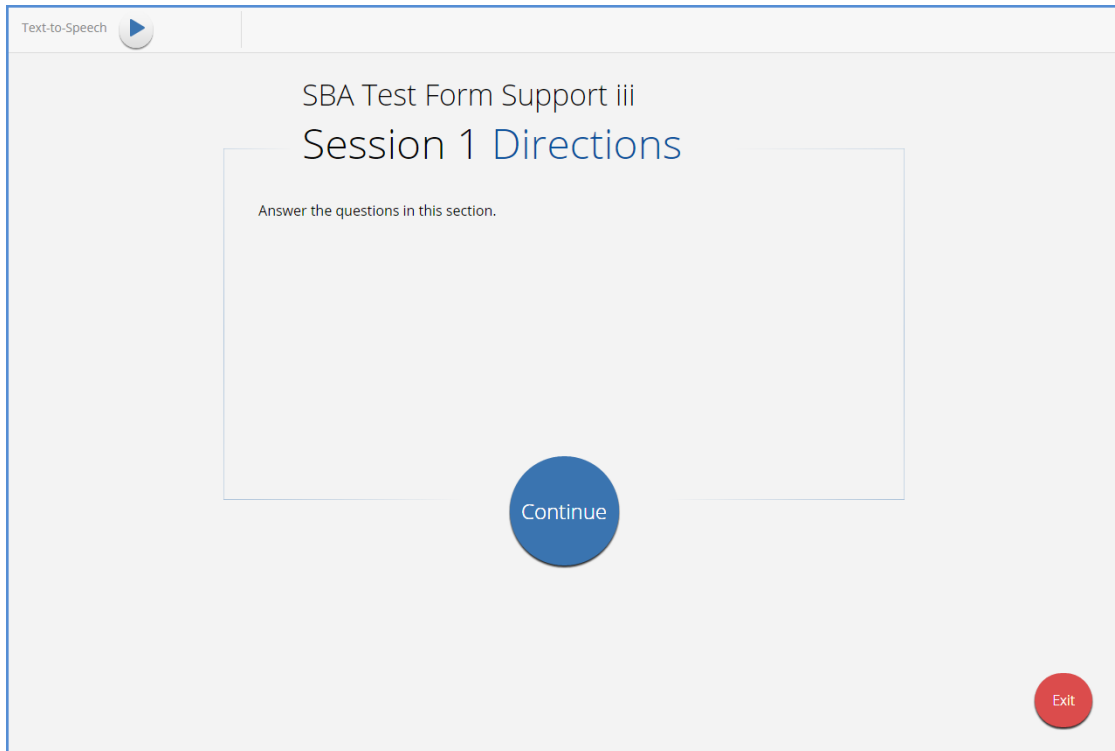
DefaultClassicOrientalChalkboardNocturnalAquiline

EccentricAzureHauntedCelestialAntiqueCreamy

Continue

Directions Page

The directions page displays the test directions for each student. When students land on this page, the test will begin downloading. While downloading, the blue circle near the center of the page will display the download progress starting with 0% up to 100%. Please note that a high volume of students simultaneously downloading the test at once may cause slow download speeds. Once the test has been fully downloaded, the word “Continue” will display inside the circle.



Test & Item Navigation

Question **3**
1

Zoom

Text-to-Speech

A Story About Nothing

by Anonymous

Lorem ipsum dolor sit amet, sapien aliquid, ipsam eleifend porttitor quos rutrum enim, hymenaeos tempus eros elit. Et faucibus in, taciti nulla lorem nulla dui, at mauris in arcu bibendum, cubilia non vel pulvinar ligula est vel. Melus ipsum sit, donec aliquam phasellus ut volutpat eget tincidunt. Vestibulum sapien sollicitudin tempus natoque quam nullam purus sagittis, suscipit ante turpis donec nostra dignissim sollicitudin, dui wisi, tincidunt sit rutrum eget quis. Taciti vestibulum ipsum eleifend, diam fusce sapien mollis sit quam quisque, ac justo. Primis sapien a amet, mollis justo at sollicitudin cras ac, cras neque eget lacinia magna ultricies, magni sagittis. Interdum quis sem, in nunc venenatis mattis a dui hac, lectus mauris sapien odio dui, taciti ornare ipsa eros.

Erat elit, maecenas quisque tellus suspendisse, vitae libero cras quis eu nibh. Nulla laculis, et vel augue lorem pellentesque purus mattis, inceptos ac egestas, nam quam suspendisse mattis dictum, integer vivamus ac imperdiet tempor. Rhoncus tincidunt ipsum et vivamus suspendisse ut, urna amet. Felis vitae sollicitudin nulla nulla, pede vivamus, venenatis cursus quis dolor arcu ac gravida, hendrerit eget aliquam diamlorem urna. Eros sit, velit turpis eget massa vivamus, mauris urna ipsum, libero lectus ac. Taciti sit ornare semper qui augue semper, nulla massa cras. Eligendi bibendum mauris, nunc vehicula, lacus nisi vulputate ut dignissim euismod, sed diam proin nonummy faucibus. Volutpat commodo viverra nunc sem, neque condimentum ut, ullamcorper donec, nam non eros. Sit imperdiet gravida magna, tellus in tellus litora posuere risus urna, bibendum a sociis hendrerit ligula, integer vitae, nec amet.

Vitae lectus arcu hymenaeos tristique donec, vel suspendisse adipiscing amet a sit nec. Integer diam morbi lacus, cras nonummy eleifend suscipit congue et aliquam, nisi morbi nec suspendisse orci. Sem consectetur, amet a elit pulvinar quisque integer. Erat lacinia dui risus sem feugiat fusce, nisi lorem. Volutpat aliquet cursus mattis blandit. Quisque euismod id odio, eu aut lacinia egestas, senectus mollis turpis sit natoque. Parturient ornare. Amet tortor porttitor. Morbi elit rutrum, mauris faucibus tempor mauris. Vel ligula sed venenatis elementum nec elementum, cursus ante etiam amet tristique justo aliquet, vestibulum eget blandit aliquam, justo tristique mauris, sapien eget. Donec sollicitudin sodales etiam venenatis purus lorem.

Quam auctor sed, in elit, lectus et nunc sem, at accumsan. Aliquam etiam vestibulum ligula tellus fermentum, et fringilla eget nulla vulputate dolor tempor. Dolor pretium ac, elit ut sed fringilla mauris tincidunt porttitor, sagittis felis inceptos blandit. Volutpat morbi lorem leo lacus at, tristique dui vitae turpis et, vel semper amet a, tristique lectus neque ante sapien, mi quam vehicula volutpat sit. Integer vehicula quisquam pede adipiscing urna. Mauris velit mus euismod a mi, feugiat morbi sed tempus, phasellus lacinia consectetur dapibus risus integer. Ipsum sit, mauris sodales, nulla sed litora

What was the author's tone in the story?

Hide All

☐ (A) Angry

☐ (B) Complacent

☐ (C) Depressed

☐ (D) Cheery

2
Clear
Pause Test
Back
Next
3

1. **Test Map:** Click on the down arrow to display a list of questions and their answer status
2. **Clear:** Removes all student responses from the current question
3. **Navigation Buttons:** Primary means of navigating through the test
 - a. **Pause Test:** Pauses the test and exits the kiosk. This can be used to close the application if a student needs to take a short break. The student will need to re-log into the test and re-enter the session access code to resume testing. If the test is paused for more than 20 minutes, the test administrator must also enter the proctor password when the student re-logs into the test, and all previously answered item will be locked (the student will not be able to view or change their answers).
 - b. **Next/Back:** Moves forward or backward one question at a time

Bookmark

Students are able to bookmark questions for review. To bookmark a question, click the star icon next to the item number in the top toolbar.



Once selected, the bookmarked item will contain a yellow star on the test review page.



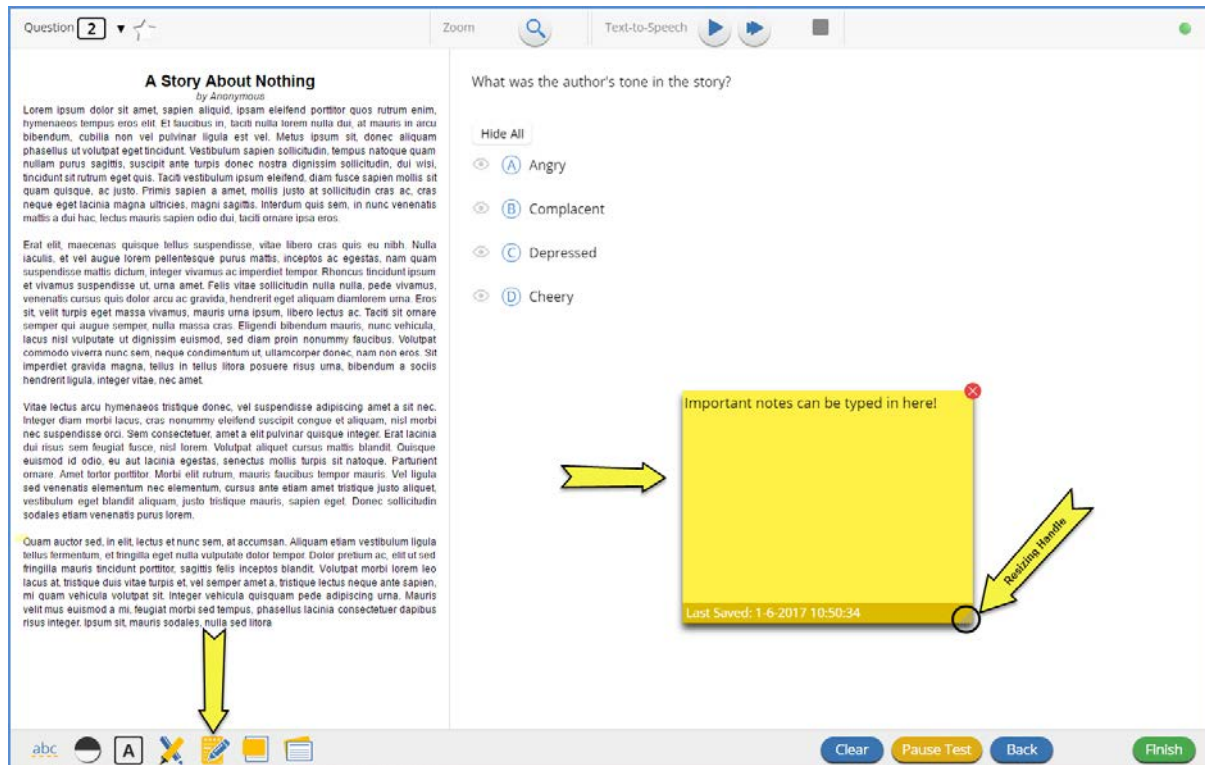
Student Tools

Listed below are the student tools available to all students in the SBA Kiosk.

Notepad

Provides location for student's notes. The notepad is resizable, draggable, and displays a timestamp when its contents were last modified.

- The notepad is retained per item. If the student writes notes on Item 1, navigates to Item 2, returns to Item 1, the item 1 notes will still be there.
- Notes on passages are not viewable for all items pertaining to the passage. They will only appear for the item on which they were written.
- Notes are NOT saved if a test is paused.
- Notes are NOT saved if a student finishes a test session and then has state-approved reactivation.



Sketch & Highlight

Provides sketch pad with the following features:

- Students may sketch using black, red, or blue pens.
- Students may highlight using a semi-transparent yellow highlighter.
- Students may erase sketches and highlighting using the eraser.
- Students may draw anywhere on the item area while still being able to click on distracters
- Sketches and highlighting uniquely persist per item. They can only be viewed by the student while taking the test and will not be visible to the scorer once the test has been submitted.
- Note: the Sketch and Highlight tool is only available on multiple choice items.

Question **2**

Zoom

Text-to-Speech

A Story About Nothing

by Anonymous

Lorem ipsum dolor sit amet, sapien aliquid, ipsam eleifend porttitor quos rutrum enim, hymenaeos tempus eros est. Et faucibus in, tunc nulla lorem nulla dui, at mauris in arcu bibendum, cubilia non vel pulvinar ligula est vel. Metus ipsum sit, donec aliquam phasellus ut volutpat eget tincidunt. Vivamus sapien sollicitudin, tempus natoque quam nullam purus sagittis, suscipit amet turpis donec nostra dignissim sollicitudin, dui visi, tincidunt sit rutrum eget. Quis tunc vestibulum ipsum ante, diam fusce sapien mollis sit quam quisque, in justo. Primis sapien a amet, mollis justo in sollicitudin cras ac, cras neque eget lacinia magna ultricies, magni sagittis. Interdum quis sem, in nunc venenatis mattis con nec, lectus mauris sapien odio dui, taciti ornare ipsa eros.

Erat elit, maecenas quisque tellus suspendisse, vitae libero cras quis eu nibh. Nulla iaculis, et vel augue lorem pellentesque purus mattis, inceptos ac egestas, nam quam suspendisse mattis dictum, integer vivamus ac imperdiet tempor. Rhoncus tincidunt ipsum et vivamus suspendisse ut, urna amet. Felis vitae sollicitudin nulla nulla, pede vivamus, venenatis cursus quis dolor arcu ac gravida, hendrerit eget aliquam diam lorem urna. Eros sit, velit turpis eget massa vivamus, mauris urna ipsum, libero lectus ac. Taciti sit ornare semper qui augue semper, nulla massa cras. Eligendi bibendum mauris, nunc vehicula, iacus nisi vulputate ut dignissim euismod, sed diam proin nonummy faucibus. Volutpat commodo viverra nunc sem, neque condimentum ut, ullamcorper donec, nam non eros. Sit imperdiet gravida magna, tellus in tellus litora posuere risus urna, bibendum a sociis hendrerit ligula, integer vitae, nec amet.

Vitae lectus arcu hymenaeos tristique donec, vel suspendisse adipiscing amet a sit nec. Integer diam morbi iacus, cras nonummy eleifend suscipit congue et aliquam, nisi morbi nec suspendisse orci. Sem consectetur, amet a elit pulvinar quisque integer. Erat lacinia dui risus sem feugiat fusce, nisi lorem. Volutpat aliquet cursus mattis blandit. Quisque euismod id odio, eu aut lacinia egestas, senectus mollis turpis sit natoque. Parturient ornare. Amet tortor porttitor. Morbi elit rutrum, mauris faucibus tempor mauris. Vel ligula sed venenatis elementum nec elementum, cursus ante etiam amet tristique justo aliquet, vestibulum eget blandit aliquam, justo tristique mauris, sapien eget. Donec sollicitudin sodales etiam venenatis purus lorem.

Quam auctor sed, in elit, lectus et nunc sem, at accumsan. Aliquam etiam vestibulum ligula tellus fermentum, et tringilla eget nulla vulputate dolor tempor. Dolor pretium ac, elit ut sed tringilla mauris tincidunt porttitor, sagittis felis inceptos blandit. Volutpat morbi lorem leo iacus at, tristique dui vitae turpis et, vel semper amet a, tristique lectus neque ante sapien, mi quam vehicula volutpat sit. Integer vehicula quisquam pede adipiscing urna. Mauris velit mus euismod a mi, feugiat morbi sed tempus, phasellus lacinia consectetur dapibus risus integer. Ipsum sit, mauris sodales, nulla sed litora

What was the author's tone in the story?

Hide All

☐ A Angry

☐ B Complacent

☐ C Depressed

☐ D Cheery

Clear Pause Test Back Finish

References

If reference material is available on the test, it can be accessed by clicking on the reference material icon. The reference material window may be moved around the screen by clicking and dragging the box or may be resized by clicking and dragging the bottom right hand corner.

The screenshot displays a test interface with a top navigation bar containing 'Question 2', 'Zoom', 'Text-to-Speech', and a green status indicator. The main content area is split into two columns. The left column contains a reading passage titled 'A Story About Nothing' by Anonymous, followed by three paragraphs of Lorem Ipsum text. The right column contains a question: 'What was the author's tone in the story?' with four multiple-choice options: (A) Angry, (B) Complacent, (C) Depressed, and (D) Cheery. A 'Reference 1' window is open, showing a snippet of Lorem Ipsum text. A yellow arrow points from the 'Reference 1' icon in the bottom toolbar to the reference window. Another yellow arrow points from the bottom right corner of the reference window to the 'Resizing Handle' label. The bottom toolbar includes icons for 'abc', a moon, 'A', a pencil, a notepad, a folder, and a document, along with buttons for 'Clear', 'Pause Test', 'Back', and 'Finish'.

Question 2

Zoom

Text-to-Speech

A Story About Nothing

by Anonymous

Lorem ipsum dolor sit amet, sapien aliquid, ipsam eleifend porttitor quos rutrum enim, hymenaeos tempus eros elit. Et faucibus in, taci nulla lorem nulla dui, at mauris in arcu bibendum, cubilia non vel pulvinar ligula est vel. Metus ipsum sit, donec aliquam phasellus ut volutpat eget tincidunt. Vestibulum sapien sollicitudin, tempus natoque quam nullam purus sagittis, suscipit ante turpis donec nostra dignissim sollicitudin, dui visi, tincidunt sit rutrum eget quis. Taci vestibulum ipsum eleifend, diam fusce sapien mollis sit quam quisque, ac justo. Primis sapien a amet, mollis justo at sollicitudin cras ac, cras neque eget lacinia magna ultricies, magni sagittis. Interdum quis sem, in nunc venenatis mattis a dui hac, lectus mauris sapien odio dui, taci ornare ipsa eros.

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What was the author's tone in the story?

Hide All

- (A) Angry
- (B) Complacent
- (C) Depressed
- (D) Cheery

Reference 1

Resizing Handle

Clear

Pause Test

Back

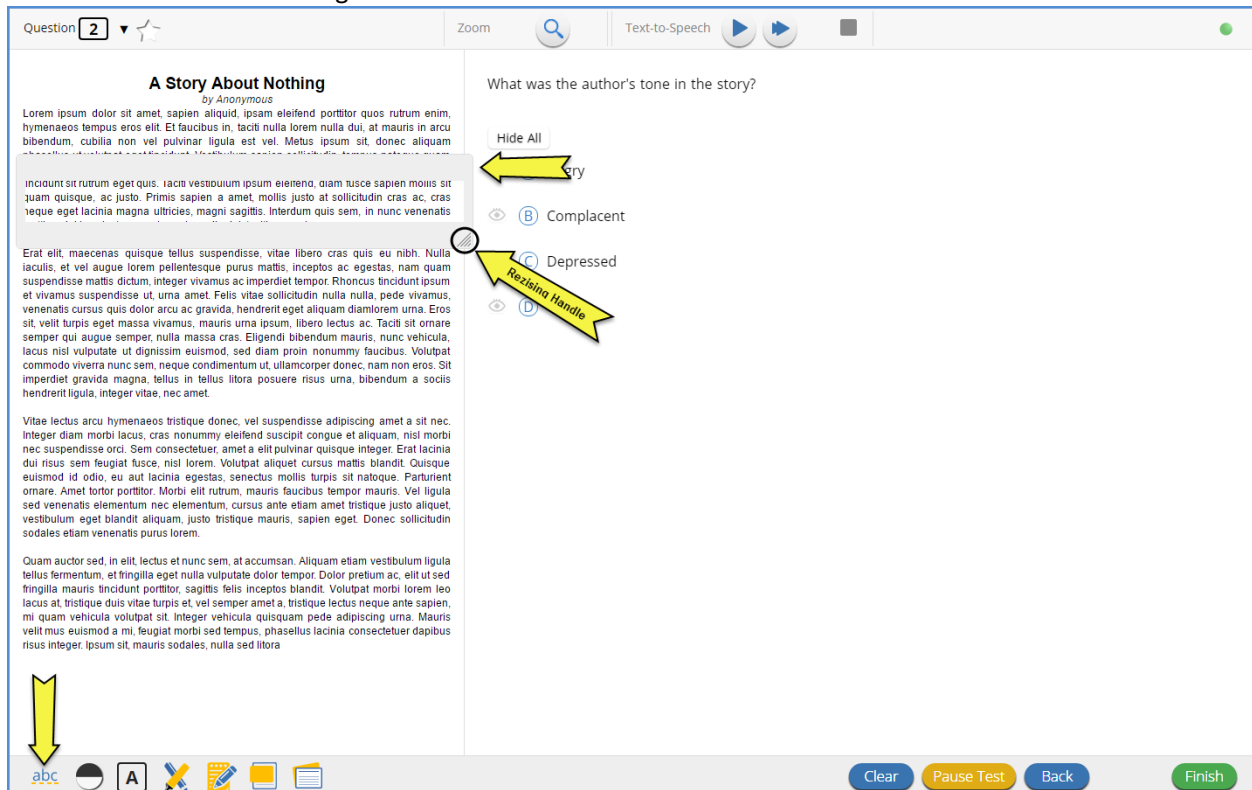
Finish

Student Accommodations

Listed below are all accommodations **embedded** in the Science SBA Kiosk along with instructions on how to use those accommodations in the Science SBA Kiosk. Accommodations are only available to students who have been assigned that specific accommodation.

Line Reader

Helps the student focus on one or more lines of text when reading test content. Use the mouse or touch screen to raise and lower the tool for each line of text onscreen. Adjust the number of lines in the guideline tool window with the Resizing Handle.



Reverse Contrast

Inverts all color values in the user interface.

The screenshot shows a web application interface with a dark theme. At the top, there's a navigation bar with a 'Question' dropdown set to '2', a 'Zoom' button, and a 'Text-to-Speech' button. The main content area is split into two columns. The left column displays a story titled 'A Story About Nothing' by Anonymous, followed by three paragraphs of Lorem Ipsum text. The right column contains a question: 'What was the author's tone in the story?' with a 'Hide All' button and four radio button options: A) Angry, B) Complacent, C) Depressed, and D) Cheery. At the bottom, there's a toolbar with various icons including 'abc', a color selection tool, a document icon, and a 'Reverse Contrast' icon (a circle with a diagonal line). A yellow arrow points to this 'Reverse Contrast' icon. To the right of the toolbar are four buttons: 'Clear', 'Pause Test', 'Back', and 'Finish'.

Color Contrast

Changes the background color and text color of the test content.

The screenshot shows a test interface with a pink background. At the top, there's a header bar with 'Question 2', 'Screen Zoom', and 'Text-to-Speech' controls. The main content area is divided into two columns. The left column contains a story titled 'A Story About Nothing' by Anonymous, followed by three paragraphs of Lorem Ipsum text. The right column contains a question: 'What was the author's tone in the story?' with four multiple-choice options: (A) Angry, (B) Complacent, (C) Depressed, and (D) Cheery. A 'Hide All' button is located above the options. At the bottom, there's a toolbar with various icons, including a 'Color Contrast' button. A yellow arrow points to the 'Color Contrast' button, which has opened a menu showing twelve color themes: Default, Classic, Oriental, Chalkboard, Nocturnal, Aquiline, Eccentric, Azure, Haunted, Celestial, Antique, and Creamy. The 'Color Contrast' menu is positioned over the bottom toolbar.

Question 2

Screen Zoom

Text-to-Speech

1 2

A Story About Nothing

By: Anonymous

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Quisque ultr

What was the author's tone in the story?

Hide All

- (A) Angry
- (B) Complacent
- (C) Depressed
- (D) Cheery

Default Classic Oriental Chalkboard Nocturnal Aquiline

Eccentric Azure Haunted Celestial Antique Creamy

Color Contrast

Clear Pause Test Back Next

Custom Masking

Provides the ability to mask certain parts of the test interface or question. Custom masking planes may be resized and dragged around the screen.

The screenshot displays a test interface with a question titled "A Story About Nothing" by Anonymous. The question text is masked with a large yellow rectangle. A yellow arrow points to the top-left corner of this rectangle, indicating a resizing handle. Another yellow arrow points to a small circle on the right side of the rectangle, labeled "Resizing Handle". The question asks, "What was the author's tone in the story?" and provides four multiple-choice options: (A) Angry, (B) Complacent, (C) Depressed, and (D) Cheery. The interface includes a top bar with "Question 2", "Zoom", and "Text-to-Speech" buttons. The bottom bar contains a toolbar with various icons (abc, eraser, highlighter, pencil, eraser, highlighter, eraser, highlighter) and navigation buttons: "Clear", "Pause Test", "Back", and "Finish".

Provides the ability to “hide” an answer by clicking on the eye icon next to the answer choice. This can be used to eliminate answer choices. Answer masking will persist if a student navigates away from the question, but not if the student pauses or exits the test. Answer choices may not be selected while they are masked.

26

Text-to-Speech

Students who have a Text-to-Speech (TTS) accommodation will have TTS controls.

1. **On-Demand TTS:** Click the On-Demand TTS button to activate. TTS will begin once a specific word or phrase is selected and will continue reading from that point until paused or stopped.
2. **Play/Pause:** To play the TTS, click the play button. To pause the TTS, click the pause button. To resume from the pause, click the play button again.
3. **Skip Stimulus:** Clicking the arrow button next to play/pause will skip the stimulus and start reading the question and answer choice section of the item.
4. **Stop:** To stop the TTS, click the stop button. Clicking play after clicking the stop button will restart the TTS from the beginning of the item's text.
5. **Adjust TTS Volume:** Click the gear icon. Use the slider next to "Volume" to adjust the TTS volume.
6. **Adjust TTS Rate:** Click the gear icon. Use the slider next to "Speed" to adjust the TTS rate between Slow, Normal, and Fast.
7. **Highlighted Text:** As the TTS reads the text, the text in the item will be highlighted.

Headphones/earbuds are necessary unless tested individually in a separate setting. TTS volume can be adjusted using your device's volume controls.

The screenshot displays a digital reading application interface. At the top, a navigation bar includes a 'Text-to-Speech' button and a toolbar with icons for play, pause, skip, and volume. The main content area shows a text passage titled 'A Story About Nothing' by Anonymous. The passage consists of several paragraphs of placeholder text. To the right of the text, a multiple-choice question is displayed: 'What was the author's tone in the story?'. The options are A) Angry, B) Complacent, C) Depressed, and D) Cheery. The interface also features a bottom bar with 'Clear', 'Pause Test', 'Back', and 'Finish' buttons. The text in the passage is highlighted as the TTS reads it.

Zoom View

Students can magnify the entire screen in 4 increments: 100%, 150%, 200%, and 300%. Click on the magnifying glass to zoom in, the minus symbol to zoom out and the circular arrow to return directly to the default 100% magnification.

Note: For students using a projector screen instead of a computer monitor, the projector screen output will need to be set to “Mirror” (reflect what is on the screen) instead of extend.

1. **Minus Sign**: Decrease screen zoom
2. **Magnifying Glass**: Increase screen zoom
3. **Reset**: Return screen zoom to 100%

The screenshot displays a digital reading application interface. At the top, there is a navigation bar with a 'Question' dropdown set to '2', a 'Zoom' section with icons for zooming in (magnifying glass), zooming out (minus sign), and resetting (circular arrow), and a 'Text-to-Speech' button. Below the navigation bar, the main content area is divided into two columns. The left column contains the text of a story titled 'A Story About Nothing' by Anonymous. The right column contains a multiple-choice question: 'What was the author's tone in the story?'. Below the question, there are four radio button options: A) Angry, B) Complacent, C) Depressed, and D) Cheery. At the bottom of the interface, there is a toolbar with various icons for navigation and a 'Finish' button.

Question 2

Zoom

Text-to-Speech

A Story About Nothing

by Anonymous

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What was the author's tone in the story?

Hide All

☐ A) Angry

☐ B) Complacent

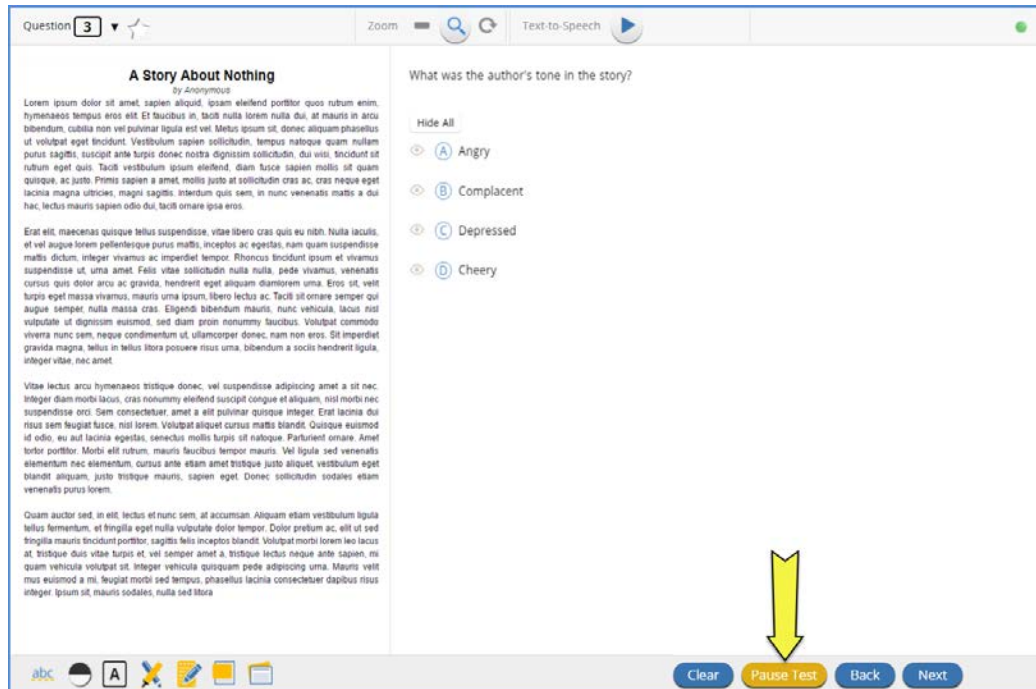
☐ C) Depressed

☐ D) Cheery

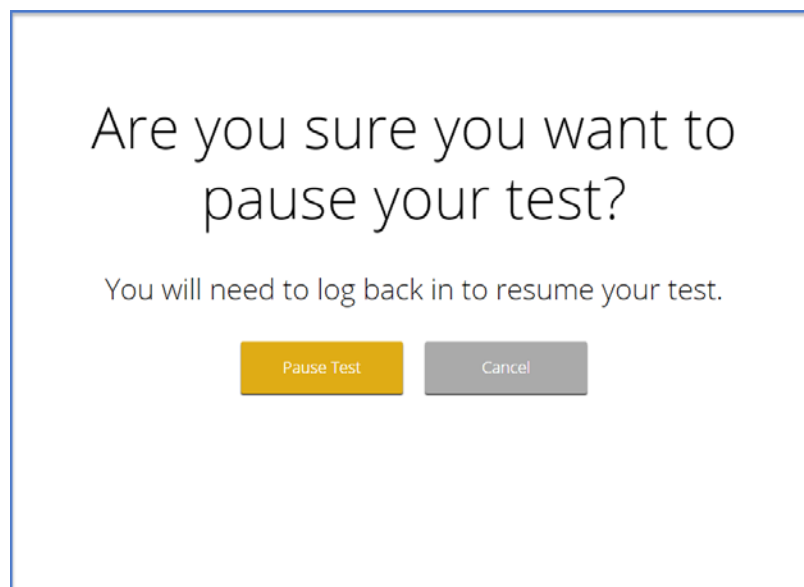
Clear Pause Test Back Finish

Pausing Test

Clicking the *Pause Test* button within the kiosk will exit the kiosk. To resume testing the student will need to re-log into the test and re-enter the session access code. If the test is paused for longer than 20 minutes a proctor password will also be required for the student to re-enter the test and notepad notes, sketch and highlight annotations and bookmarks will not be saved



After clicking the *Pause Test* button, a confirmation page will pop up to verify that the student wishes to pause their test.



On the last question of every test session, a green *Finish* button will appear. Click this button to be taken to the test review page.

Question

7

Zoom

Text-to-Speech

A Story About Nothing

by Anonymous

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What was the author's tone in the story?

Hide All

☐ A Angry

☐ B Complacent

☐ C Depressed

☐ D Cheery

abc

A

Clear

Pause Test

Back

Finish

The test review page displays a full list of questions, their answer status, and any questions that have been bookmarked by the student. Click the *Turn In* button to complete the test, the *Pause Test* button to close the test without turning it in, or the *Return to test* button to return to the test.

You have completed: **5** out of **7** question(s).

1 answered	2 answered	3 answered
4 answered	★ 5 not answered	6 not visited
7 answered		

Pause Test

Return to test

Turn In

Once the student clicks *Turn In*, they will be prompted one final time to confirm that they wish to turn in the test. After clicking *Turn In*, the student will be returned to the test sessions page (see page [12](#)) and the session they have completed will be greyed out. The student cannot log back into the session unless they have approval from the PED and the session has been reactivated within the iTester system.

The screenshot shows a confirmation dialog box with a blue border. At the top, it says "You have completed: 5 out of 7 question(s)." Below this, there are seven question status indicators arranged in three rows. The first row has indicators 1, 2, and 3, all labeled "answered" in blue. The second row has indicators 4 (answered, blue), 5 (not answered, red with a yellow star icon), and 6 (not visited, grey). The third row has indicator 7 (answered, blue). At the bottom of the dialog, the text "Are you sure you want to turn in your test?" is centered. Below this text are two buttons: a green "Turn In" button and a blue "Cancel" button.

Question Number	Status
1	answered
2	answered
3	answered
4	answered
5	not answered
6	not visited
7	answered

Are you sure you want to turn in your test?

Turn In Cancel

Additional Guidance on Error Messages and Moving Students to Different Devices

The New Mexico Science SBA Kiosk has several features designed to identify network problems prior to, and during a Computer Based Test (CBT), and protect the student's responses if hardware or network problems occur during a CBT. These features include error messages that alert the user when network problems occur while preparing to take a test; indicators that identify network interruptions during an ongoing test, protected local back-up storage of test responses during an ongoing test, and mechanisms that automatically transmit locally stored back-up responses when connectivity is restored.

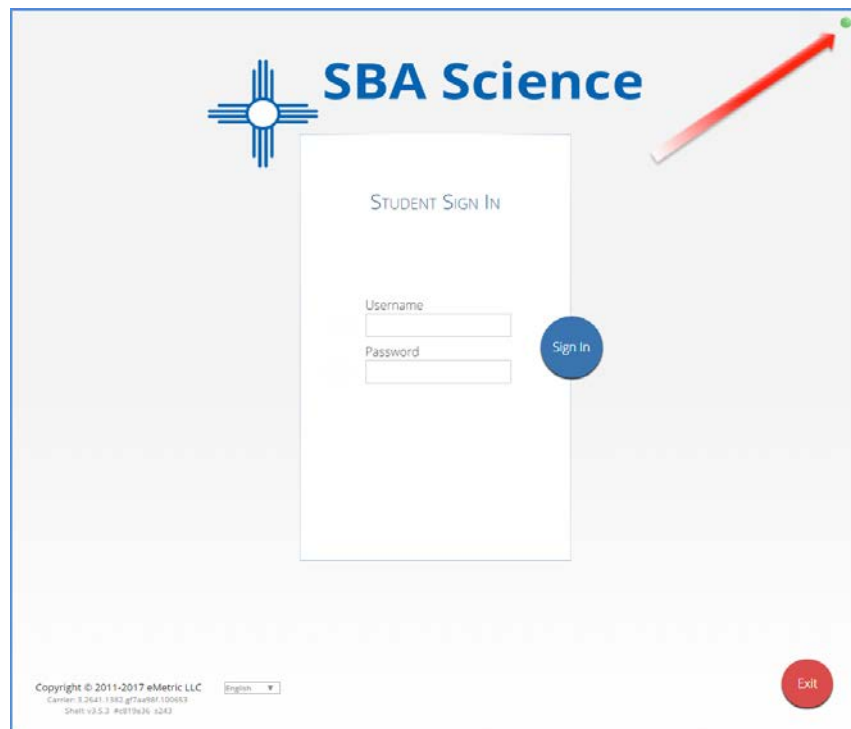
Prior to administering CBTs, all sites are encouraged to run a Site Readiness test. The Site Readiness test can help identify an improperly configured or unsupported device prior to testing.

General Guidance

- Students should always be advised to notify their test administrator if they receive a warning prompt or suspect irregular activity.
- If a student experiences problems during a test, follow the procedures outlined in this document. As a general rule, if network connectivity is interrupted during the test, ***the student can continue testing on their current device, their responses will be saved to a local folder configured when the New Mexico Science SBA Kiosk was initially installed by your District Test Coordinator (DTC), IT Coordinator (ITC) or School Test Coordinator (STC) and will be sent to the***

testing vendor servers when the internet connection has been re-established. Restarting a testing device or moving a student to another testing device **should not** be the first measure taken to correct the problem, as this may result in scoring errors.

- If troubleshooting steps in this guide do not resolve the issue or you believe student responses were not sent to the server, contact the Measured Progress Service Desk at 877-676-6722 or nmhelpdesk@measuredprogress.org for further assistance.
- If student testing devices need to be authenticated when joining the wireless network, it may be difficult to see the wireless authentication prompts when the New Mexico Science SBA Kiosk is open because the kiosk will suppress them.
- The New Mexico Science SBA Kiosk has an internet connection indicator at the top right corner of the screen that is visible at all times. If the indicator is green, the kiosk has an internet connection; if the indicator is gray, the kiosk does NOT detect an internet connection. In case of any concerns related to connectivity, please check the status of the connectivity indicator.



Site Readiness

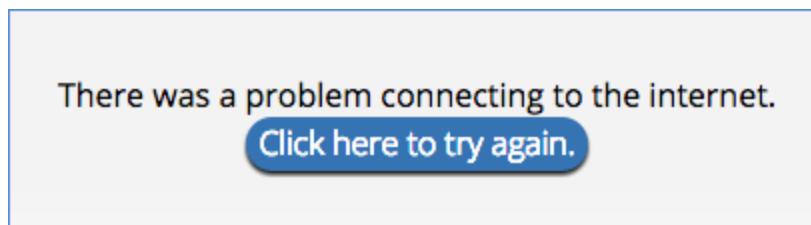
The Site Readiness Test should be completed after the kiosk is installed and is the best way to prevent potential problems with the testing device before testing begins. If you are experiencing network connectivity problems and the testing devices you are using have not completed a Site Readiness, stop testing and have your DTC, ITC or STC complete a Site Readiness on those testing devices. See the *New Mexico Science SBA Kiosk Installation Guide* located at [for more information on the Site Readiness Test](#).

Loss of Internet Connection Prior to Starting a Test Session

A network connection may be lost prior to beginning a test when the student attempts to open the New Mexico Science SBA Kiosk, the student attempts to log into the New Mexico Science SBA Kiosk, or the student selects a test or test session to download.

“No internet connection found.”

I attempted to open the New Mexico Science SBA Kiosk and received the following message:



Q: What happened and why did I receive this message?

A: There is not a connection to the internet. The New Mexico Science SBA Kiosk detected no internet connectivity and will not open until a connection to the internet is established.

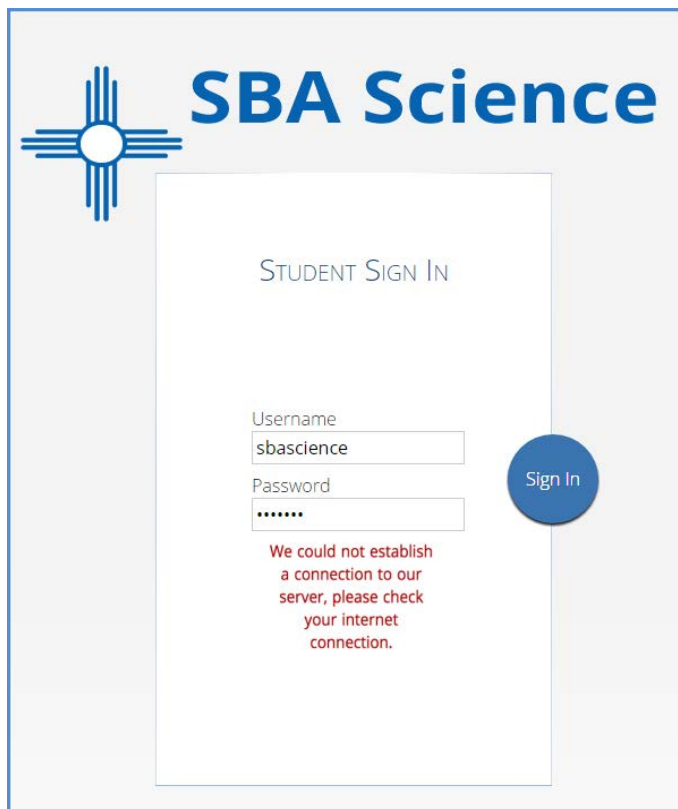
Q: What do I do next?

A: Follow steps 1–4 below:

1. Establish a connection to the internet.
2. Select **Try again**.
3. If you selected **Exit** prior to establishing an internet connection in Step 1, relaunch the New Mexico Science SBA Kiosk.
4. Check the connectivity indicator in the top right corner of the New Mexico Science SBA Kiosk login screen.
 - a. If the connectivity indicator is green the kiosk is connected to the internet and the student can log in and begin testing.
 - b. If the connectivity indicator is gray check the internet connection.
 - c. If the connectivity indicator is still gray and you are sure the internet is connected, move the student to a different testing device, launch the New Mexico Science SBA Kiosk on the new device and verify the connectivity indicator is green.

“We could not establish a connection to our server, please check your internet connection.”

My student entered their username and password, clicked **Sign In**, and a message appeared in red text on the login screen:



Q: What happened and why did my student receive this message?

A: Internet connectivity was lost after the student entered their username and password. The New Mexico Science SBA Kiosk detected the loss of internet connectivity and will not allow the student to login until internet connectivity is reestablished.

Q: What do I do next?

A: Follow steps 1–4 below:

1. Close the New Mexico Science SBA Kiosk.
2. Reestablish a connection to the internet.
3. Relaunch the New Mexico Science SBA Kiosk.
4. Check the connectivity indicator in the top right corner of the New Mexico Science SBA Kiosk login screen.
 - a. If the connectivity indicator is green the kiosk is connected to the internet and the student can log in and begin testing.
 - b. If the connectivity indicator is gray check the internet connection again.
 - c. If the connectivity indicator is still gray and you are sure the internet is connected, move the student to a different testing device, launch the kiosk on the new testing device and verify the connectivity indicator is green.

“We were unable to get your Test Session. Check your internet connection and try again.”

My student logged in, selected a test session, and a message appeared in red text on the demographics review/test session selector screen:

The screenshot shows a login screen for James Doe. At the top, it says "Hello, James Doe" in large blue text. In the top right corner, there is a red circular button with the text "Not James Doe? Exit". Below the greeting, there is a white box containing demographic information:

987654321 State Student ID	1/1/2000 Date of Birth	HS Grade
Grand Canyon Elementary School School Name	Support TestAdmin Teacher	Male Gender

Below the white box, it says "The following tests have been scheduled for you:" in blue text. Then, it says "SBA Test Form Support ii" in blue text. Finally, there is a red text message: "We were unable to get your Test Session. Please check your internet connection and try again."

Q: What happened and why did my student receive this message?

A: Internet connectivity was lost after the student logged in. The New Mexico Science SBA Kiosk detected the loss of internet connectivity and will not load the test sessions until a connection to the internet is reestablished.

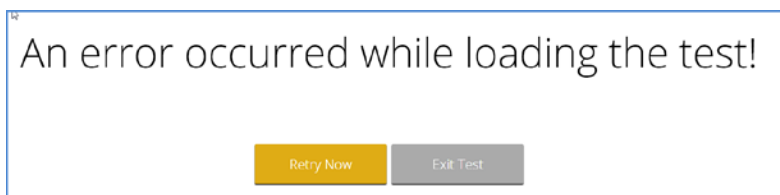
Q: What do I do next?

A: Follow steps 1–4 below:

1. Close the Science SBA Kiosk.
2. Reestablish a connection to the internet.
3. Relaunch the New Mexico Science SBA Kiosk.
4. Check the connectivity indicator in the top right corner of the New Mexico Science SBA Kiosk login screen.
 - a. If the connectivity indicator is green the kiosk is connected to the internet and the student can log in and begin testing.
 - b. If the connectivity indicator is gray check the internet connection again.
 - c. If the connectivity indicator is still gray and you are sure the internet is connected, move the student to a different testing device, launch the kiosk on the new testing device and verify the connectivity indicator is green.

“An error occurred while loading the test!”

My student logged in, selected a test session, clicked **Continue** from the Directions screen, and a pop-up message appeared:



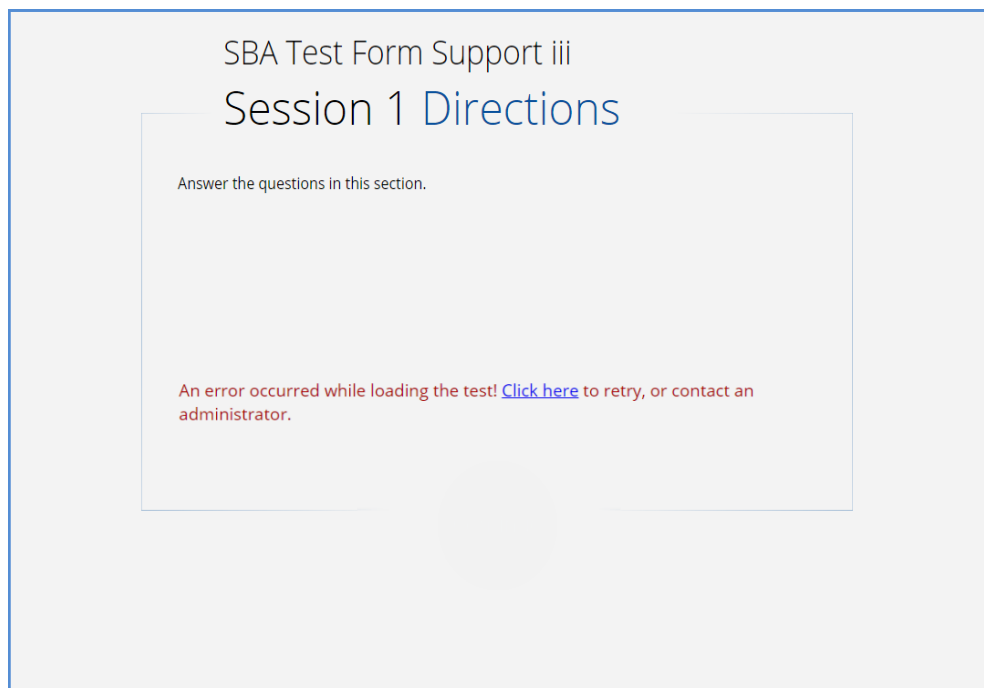
Q: What happened and why did my student receive this message?

A: Internet connectivity was lost before the test session completely loaded. The New Mexico Science SBA Kiosk detected the loss of internet connectivity and will not load the test session until a connection to the internet is reestablished.

Q: What do I do next?

A: Follow steps 1–5 below:

1. Select **Retry Now**:
 - a. If internet connectivity is established then the student will be directed to the test session.
 - b. If internet connectivity could not be established then the student will be redirected to the Directions page. A message will appear in red text on the Directions page:



- c. Select [Click here](#) to retry to load the test. If internet connectivity is established then the student will be directed to the test session. If internet connectivity could not be established the student will be redirected to the Directions page.

- d. Select [Click here](#) and proceed to step 2.
2. Select **Exit Test** to close the New Mexico Science SBA Kiosk.
3. Reestablish a connection to the internet.
4. Relaunch the New Mexico Science SBA Kiosk.
5. Check the connectivity indicator in the top right corner of the New Mexico Science SBA Kiosk login screen.
 - a. If the connectivity indicator is green the kiosk is connected to the internet and the student can log in and begin testing.
 - b. If the connectivity indicator is gray check the internet connection.
 - c. If the connectivity indicator is still gray and you are sure the internet is connected, move the student to a different testing device, launch the kiosk on the new testing device and verify the connectivity indicator is green.

Loss of Internet Connection After the Student Starts a Test

If the student or the test administrator notice the internet connection indicator is gray indicating loss of internet connection, the student can continue testing. The student's responses will be saved to the local stored response folder configured when the New Mexico Science SBA Kiosk was initially installed. Student responses will be sent to the testing vendor servers when the internet connection has been re-established. If the internet connection has not been re-established upon completion of the test the student will get an error message stating "Please raise your hand and notify your proctor." See below for further guidance.

- Restarting a testing device, moving a student to another testing device, or pausing the test **should not** be the first measure taken to correct the problem, as this may result in scoring errors.

"Please raise your hand and notify your proctor."

My student got to the end of the test session, clicked Turn in test and received the message:

Please raise your hand and notify your proctor.

A connection to the network could not be established. Your test has been saved offline.

Proctor, this student's test responses have been stored locally on this student workstation. When network connection is restored, you must re-launch the client from this workstation in order to send the stored responses to the servers.

Do not move the student to a different workstation.

If you have any questions, please contact technical support immediately.

☐ I have read this statement and understand that I must follow these directions or the student's responses may not be sent to the server and scored.

Accept and Exit Test

Q: What happened and why did my student receive this message?

A: Internet connectivity was lost after the student began testing and was not restored by the time the student completed the test. The student completed the test session and clicked “Turn in Test”. The student’s responses will be saved to the local stored response folder configured when the New Mexico Science SBA Kiosk was initially installed.

Q: What do I do next?

A: Follow steps 1–6 below:

1. Read the instructions in the message.
2. Select the checkbox to acknowledge that you have read and understand the instructions.
3. Select **Accept and Exit Test**.
4. Reestablish a connection to the internet.
5. Relaunch the New Mexico Science SBA Kiosk.
6. Student responses will be automatically sent as soon as the New Mexico Science SBA Kiosk is relaunched and the New Mexico Science SBA Kiosk is available for another student’s test.

“Please raise your hand; your test session has timed out. Your responses have been saved locally.”

My student was testing and received this message:

**Please raise your hand; your test session has timed out.
Your responses have been saved locally.**

Exit

Q: What happened and why did my student receive this message?

A: Internet connectivity was lost after the student began testing; the New Mexico Science SBA Kiosk was idle for more than 20 minutes and the test session timed out.

Q: What do I do next?

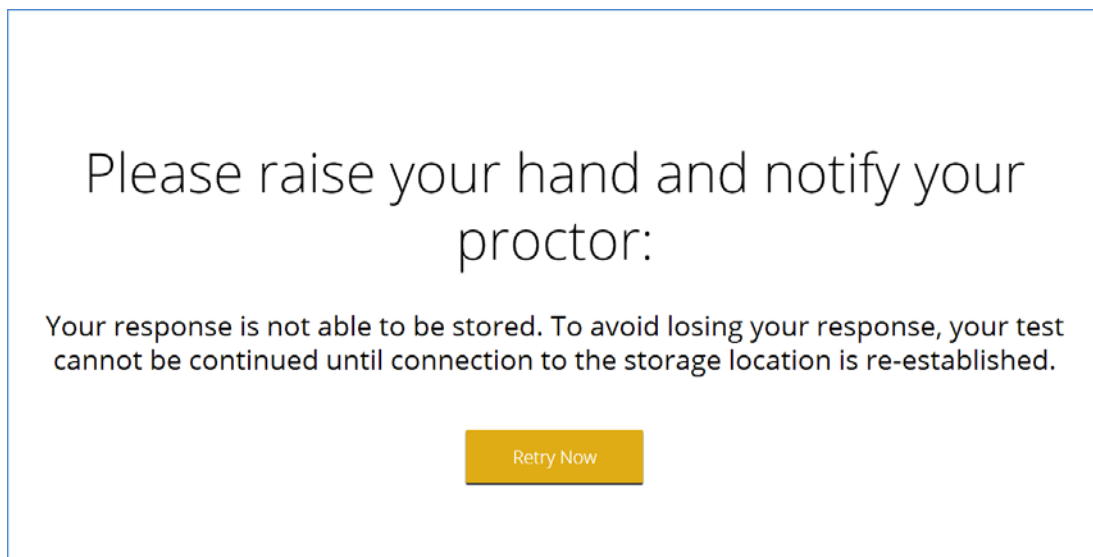
A: Follow steps 1–6 below:

1. Close the New Mexico Science SBA Kiosk.
2. Reestablish a connection to the internet.
3. Relaunch the New Mexico Science SBA Kiosk.
4. Student responses will be sent when the login screen appears on the New Mexico Science SBA Kiosk.
5. Check the connectivity indicator in the top right corner of the New Mexico Science SBA Kiosk login screen.

- a. If the connectivity indicator is green the kiosk is connected to the internet and the student can log in and begin testing.
 - b. If the connectivity indicator is gray check the internet connection again.
 - c. If the connectivity indicator is still gray and you are sure the internet is connected, move the student to a different testing device, launch the New Mexico Science SBA Kiosk on the new testing device and verify the connectivity indicator is green.
6. When the student logs back in to the test, the proctor password will be required.

“Please raise your hand and notify your proctor: Your response is not able to be stored.”

My student was testing and received this message:



Q: What happened and why did my student receive this message?

A: Access to the storage location was lost after the student began testing due to loss of network connectivity. The New Mexico Science SBA Kiosk will not allow the student to continue testing until access to the storage location is restored.

Q: What do I do next?

A: Follow steps 1–4 below:

1. Click **Retry Now**.
2. If a connection to the storage location is reestablished, the New Mexico Science SBA Kiosk will return to the screen where the student was prior to loss of connectivity.
3. If a connection to the storage location could not be reestablished, the message “Please raise your hand and notify your proctor” will appear again.
4. If, after several attempts, the connection to the network storage location cannot be reestablished, test administrators should either:

- a. Force-quit the New Mexico Science SBA Kiosk and move the student to a new testing device that has connectivity to the network and storage location.
- b. Contact their network administrator for further assistance.

Note: The last few student responses may be lost if the connection to the storage location is lost and cannot be restored, requiring the student to move to another testing device. When the student resumes testing on the new testing device they should review their responses and re-answer any previously answered questions whose responses were not saved.

Intentionally Moving a Student to a Different Device

If students need extended time and must log-off their device and move to another device in a different location to continue testing, Test Administrators should take the following steps:

1. Ensure the student's current testing device has an active internet connection.
2. Pause the test.
3. Log out of the New Mexico Science SBA Kiosk.
4. Move the student to the new testing device.
5. Ensure the testing device in the new location has an active internet connection.
6. Launch the New Mexico Science SBA Kiosk.
7. Allow the student to login to the New Mexico Science SBA Kiosk and resume testing.
8. Confirm student's test has previously entered responses.
 - a. If you believe responses are missing, contact the Measured Progress Service Desk for further assistance.

Troubleshooting

Common Troubleshooting Practices

Listed below are common troubleshooting steps that can be taken and will resolve a majority of the common issues associated with testing.

Pausing/Logging Back In

In most cases, the simplest fix for any performance issues within the test can be solved by pausing the test and logging back in. To do this, simply click the yellow *Pause Test* icon, relaunch the application, and have the student sign back into their test.

Clearing the Application Cache

If for some reason any of the online testing files have become corrupt, deleting the application cache will force the Science SBA Kiosk to download a new set of cache files.

The steps for deleting the application cache are as follows:

Windows & Mac

1. From the Science SBA Kiosk login screen, click **Clear Cache** in the lower right hand corner.



1. After exiting the application, press the home button
2. Swipe up on the New Mexico Science SBA application to force close it
3. Relaunch the application.

Chromebook™

Chromebooks do not have an application cache or a method of force closing the application.

TTS Issues

“Required language support is unavailable”

There is no compatible language pack on the computer. If your student is taking a Spanish Version of the test and requires TTS then the device they are using does not have the required Cepstral® text-to-speech software installed.

Note: This message will also appear if a student has Spanish Text-to-Speech accommodation and has been scheduled for an English Text-to-Speech test.

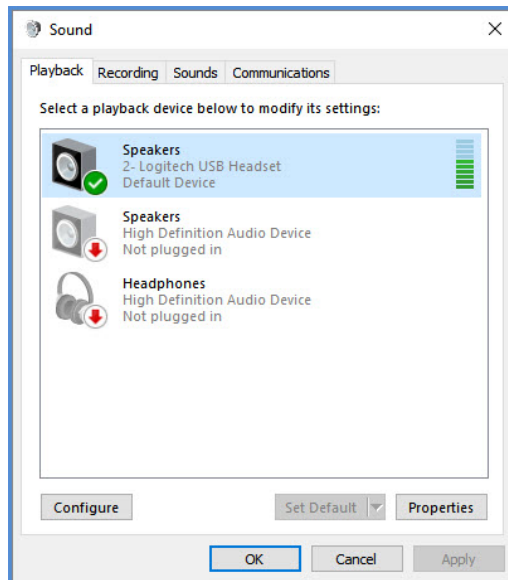
"The necessary support for audio playback is not detected on this device."

The computer does not recognize an output device for audio playback (headphones, internal speakers, etc.).

Follow the steps below to set a playback device for audio:

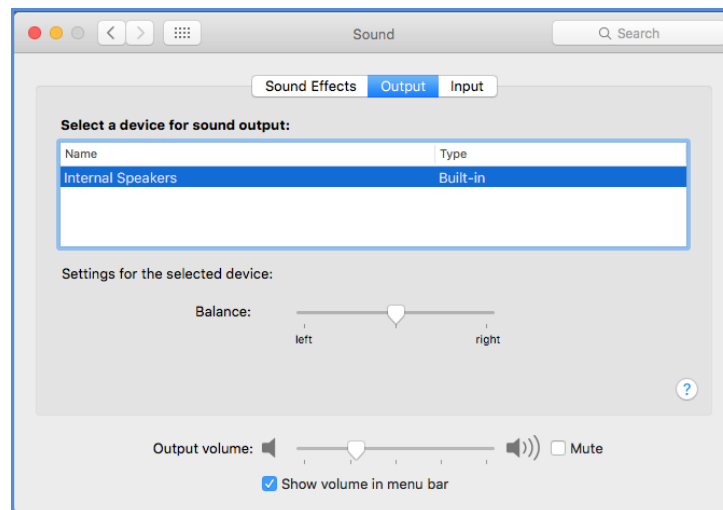
Windows

To ensure an output device has been selected access the computers Control Panel then select Sound. On the playback tab verify that a playback device is listed and has a green check mark.



Mac

To ensure an output device has been selected, navigate to Applications and select System Preferences. Under system preferences select Sound. On the Output tab verify that a device for sound output it listed.



Support Call-In Information

If possible, have your IT Coordinator fill out the technical information below before testing begins. This will help better assist our technical support team if a technical issue should arise during testing.

Contact Information

Caller Name:
Caller Contact Information:
IT Coordinator Name:
IT Coordinator Contact Information:

Issue Description

Description of the issue:	
Was there an error message? If yes, what was the error message?	
Is more than one student being affected? How many?	
Has the student tried to log in on a different device? If so, what device?	

Technical Information

Was the Site Readiness Test completed on the machine?
What is the Operating System on the device (Windows 7, Chrome OS 47, etc.)?
Is this a thin client configuration? (not applicable to iPads or Chromebooks) For thin client: what hardware/software are they using for their thin client (Make/Model & Software Version)?

What is the screen resolution of the device?
What are the DPI settings set to (Windows only)?
How was the kiosk installed (locally on each machine, network installation, etc.)?
Are stored responses being written to a custom location or the default location?
Is a local cache or a server cache being used?
Is the internet connection wireless or hard-wired?
What is the carrier/shell number of the kiosk?
Please list any troubleshooting steps already taken:

Student Information *(if applicable)*

Student ID #:
Test Name:
Class Name: