New Mexico Summative Assessments

Spring 2021 ITC Training

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Agenda

- Overview of System and Testing Process
- ITC Account Management
- Site Technology Preparation and Network Requirements
  - Technology Requirements
  - Features for Reliable and Secure Testing
  - Site Readiness Procedure
- Additional Training Resources
- Reminders

NOTE: no online demos in this training, please see video tutorials at https://newmexico.onlinehelp.cognia.org/cbt-tutorials

See online video tutorials for demonstrations!

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iTester™

New Mexico Summative Assessment Portal:

Online Test Administration System

https://newmexico.measuredprogress.org/

New Mexico Summative Assessment Kiosk:

Student Test Delivery System

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Test Preparation Process

1. New DTC accounts made; previous administration's DTC accounts opened
2. DTCs create subordinate accounts for new users
3. New/current users confirm log-in

ITCs

1. Review Kiosk Installation Guide
2. Download & install kiosk on test devices
3. Conduct integrated Site Readiness Test
4. Certify site is ready to test

DTC/STC

1. Add/Edit/Transfer Students
2. Assign Accessibility Features and Accommodations
3. Create classes
4. Assign classes to tests (Test Sessions)

DTC/STC/TA

1. Review test session (Classes & Accommodations)
2. Print Student Log-in tickets

Students

1. Launch kiosk
2. Log-in and test

At end of test…

DTC/STC/TA

1. If needed, add test report codes and invalidate tests

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User Accounts

Updates!

- Portal Opened 13 July 2020
- New DTC: account will be created by Cognia & credentials e-mailed to you
- Already have a user account? Continue to use it!
- Not a DTC, don't have an account?
  - DTC's will create all new subordinate portal user accounts
  - New users will receive two automated emails, one with username and one with temporary password from *nmtechsupport@cognia.org*
  - *ITCs can edit ITC and TA accounts*
- ***Deactivate obsolete/unused accounts!***
  - When an account is reactivated or deactivated, the user will receive an e-mail.

NEW!

- ***Portal will remain open all year for access to Reporting***

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See online video tutorials for demonstrations!

User Accounts

Access	DTC	STC (for orgs assigned)	ITC (for orgs assigned)	TA (for orgs assigned)	RAO NEW!
Manage Users	Yes	Yes	Yes	View TAs only	No
Access Site Readiness Links	Yes	Yes	Yes	No	No
Access Proctor Password	Yes	Yes	No	No	No
Access Students	Yes	Yes	No	Limited	No
Edit Student	Yes	Yes	No	No	No
Access Roster Upload	Yes	No	No	No	No
Access Classes	Yes	Yes	No	Yes	No
Access Test Sessions	Yes	Yes	No	Yes	No
Download Test Completion Status	Yes	Yes	No	No	No
Student Enrollment Transfer	Yes*	Yes*	No	No	No
Access Dashboard	Yes	Yes	No	No	No
Reports	Yes	Yes	No	Yes (classes only)	Yes (for assigned orgs)

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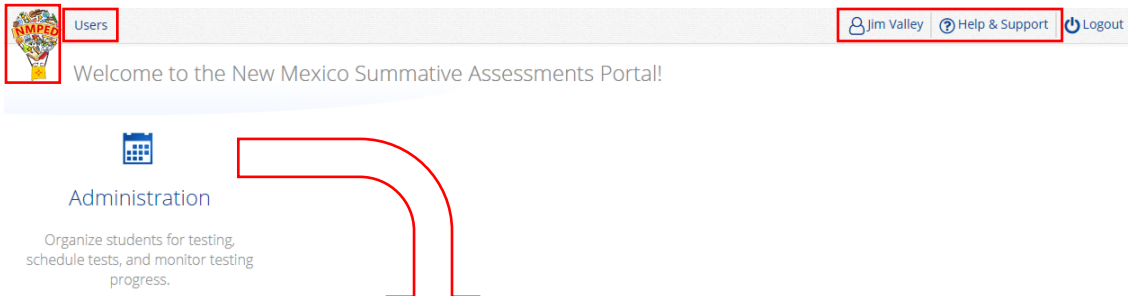
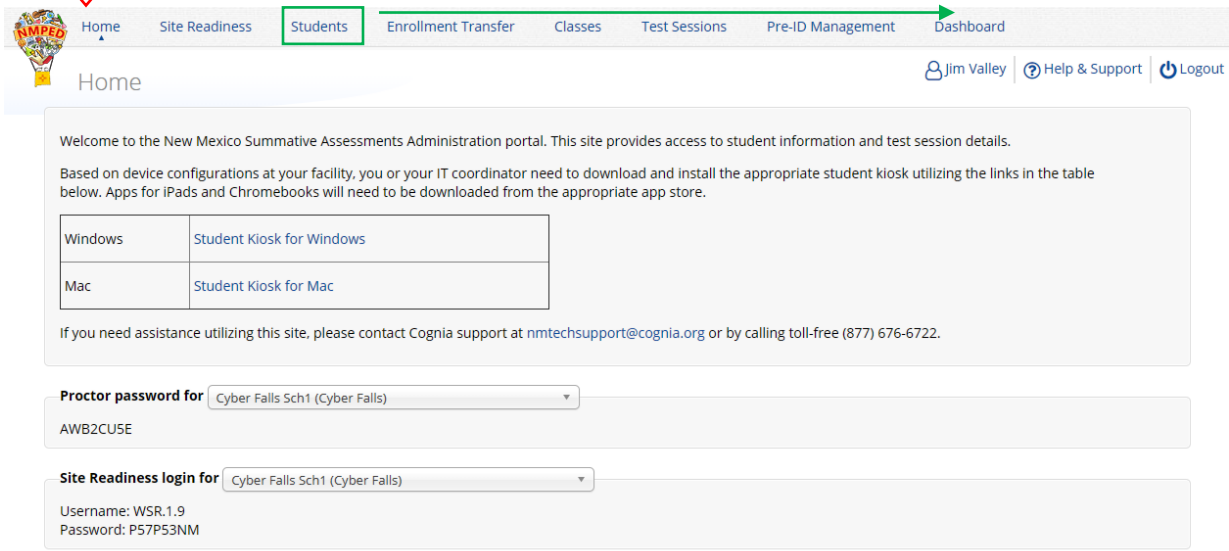
*DTCs can access all student enrollment transfer functions, STCs have limited permissions

User Accounts (DTC)

Landing Page



Admin Page



Portal url: https://newmexico.measuredprogress.org/

Cognia Help and Support Site: https://newmexico.onlinehelp.cognia.org/

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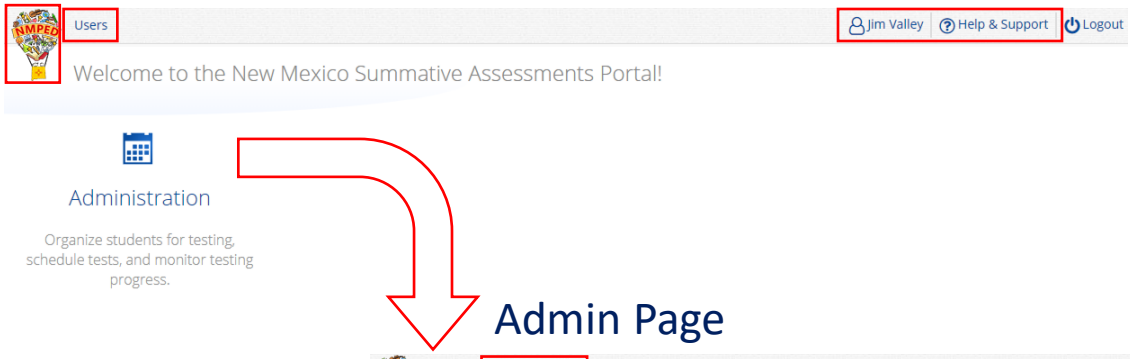
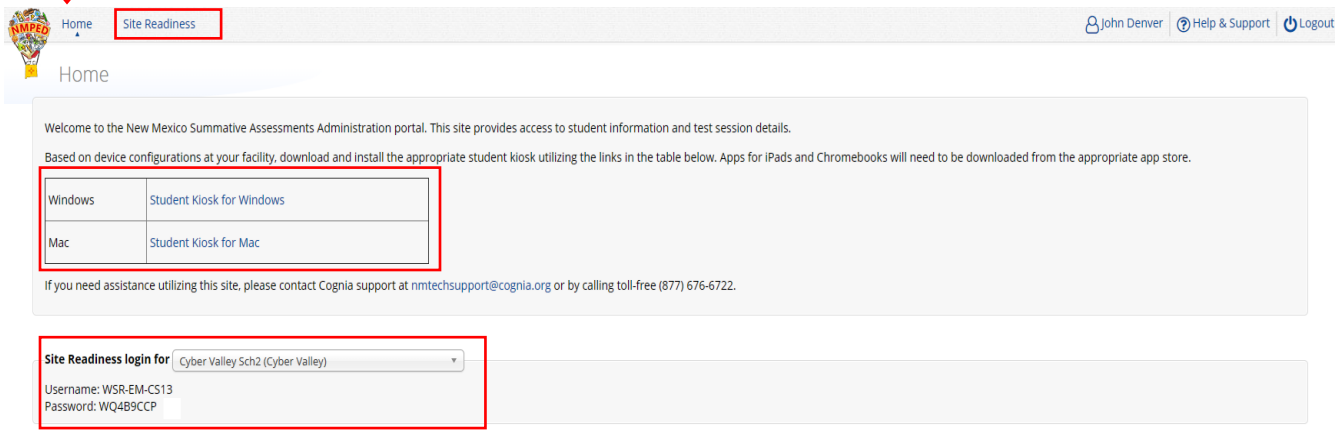
User Accounts (ITC)

Landing Page



Admin Page



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iTester™

Site Technology Preparation

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Kiosk Requirements

- Windows and Mac Applications
  - Available to download in Portal (25 Jan 2021)
  - **Mac Kiosk:** The Spring 2020 kiosk will be used for Spring 2021 and does not need to be updated on Mac devices.
- iPad and Chromebook Applications
  - Download directly from App Stores
  - Download "iTester" iPad app and select state on 1st log-in
- Browser (practice test only)
  - Available on Chrome, Safari, Firefox, and Microsoft Edge

New Windows kiosks ***ARE*** required for Spring 2021, Chromebook & iPad apps need to be updated.

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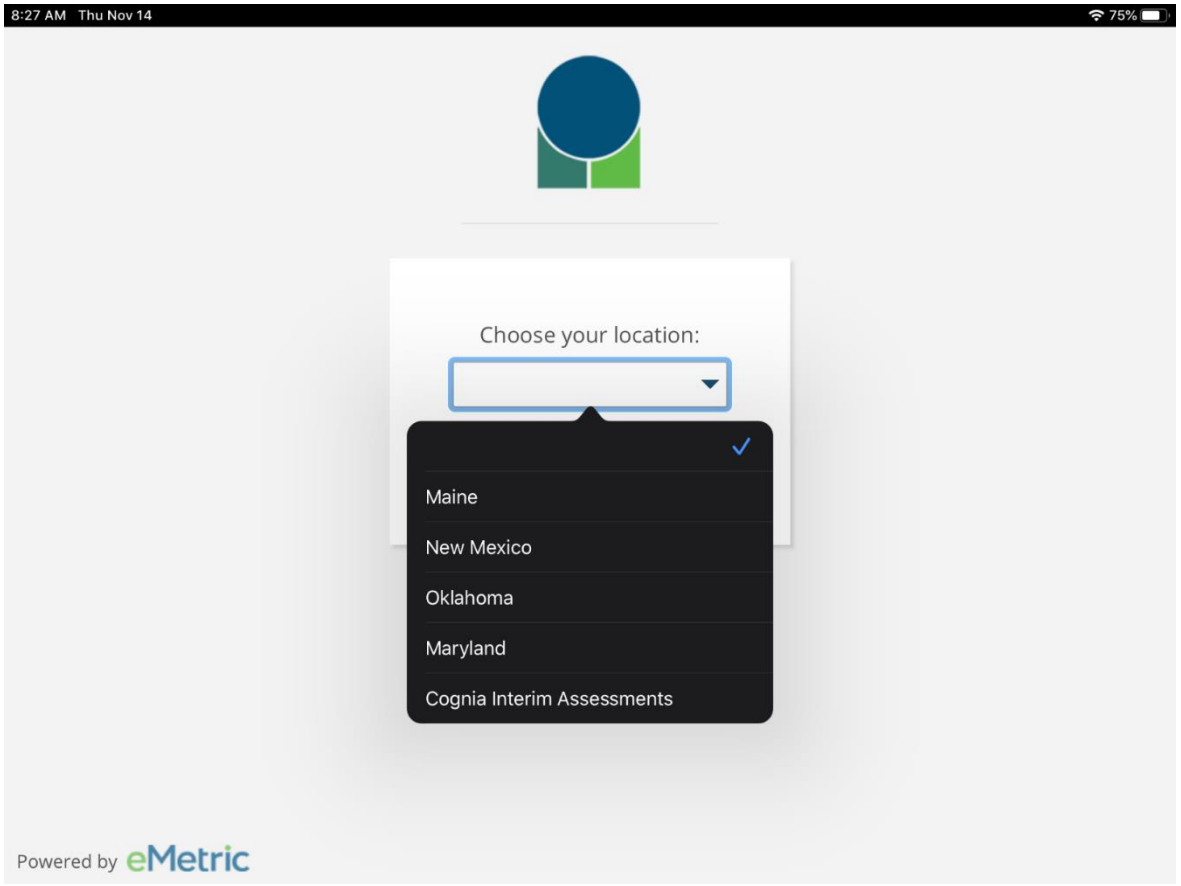
Kiosk Requirements

- iPad App: “iTester”



System Requirements

System Requirements – All Hardware	
Connectivity	Must be able to connect to the internet via wired or wireless networks
Screen Size	9.7” screen size or larger/ “10-inch class” tablets or larger
Screen Resolution	1024 X 768
Headphone/Earphone/Ear Buds	Headphones/earphones/ear buds are required for students who have a text-to-speech accommodation

Updated!

Browser Requirements (Portal and Practice Tests)
Chrome™ 88 or newer Firefox® 84 or newer Safari® 14 or newer Microsoft Edge™ 88 or newer

IE support has been dropped!

Updated January 27th, 2021. Check the Cognia help and support site for more recent updates.

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Desktop and Laptop Specific Requirements	Updated!
CPU	1.3 GHz
Memory	2 GB (4GB strongly recommended)
Input Device	Keyboard – wired or wireless/Bluetooth® mouse or touchpad
Windows® operating system	Windows 8.1, 10 (32-bit and 64-bit)
Mac OS® operating system	10.13 – 11.1 (64-bit only) Not compatible with MacBook Air (M1, 2020); MacBook Pro 13-in. (M1, 2020); and Mac mini (M1, 2020) or any other Mac using the Apple M1 chip.
Tablet and Chromebook Specific Requirements	
iPad®	12.4, 13.1 – 14.3
Chromebook™ notebook computer	Chrome OS™ 74 – 87
Windows-based tablets/netbooks/2-in-1	Windows 10 (32-bit and 64-bit) (Windows 10S is not supported)

Updated January 27th, 2021. Check the Cognia help and support site for more recent updates.

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Sunsetting OS Versions

After the 2021 spring administrations our sunsetting plan is in place to drop support for:

- macOS 10.13
- iOS 12.4
- Chrome OS 74-79

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Technology Requirements

Important Reminders

- Students testing on devices that do not meet the Student Workstation Specifications are likely to encounter performance-related issues during testing.
- Technology Guidelines may be updated throughout the test administration window as new operating systems are released and tested.
- Do not update your test device OS until the Technology Guidelines have been updated.
- The same portal and kiosk are used for NM-ASR & NM-MSSA

Technology Requirements

- Windows:
  - MSI for distribution using GPOs
- MAC:
  - Mac OS 10.14 & 10.15: on non-MDM managed devices, set to “allow accessibility access”
- Chrome:
  - Students should launch app from App tray, they should NOT log in
  - For managed Chrome Books, ensure “Do not erase all local data” is selected in Device Settings/User Data
  - For managed Chrome Books, ensure “Allow App to manage power” is disabled in Device Settings/App Management
  - Non-managed Chromebooks manufactured after 2017 will not run-in kiosk mode, you must use as managed device to test
- iOS:
  - Use Automatic Assessment Configuration instead of Guided Access
  - External keyboard is optional
  - iPad 2 not supported

Technology Requirements

- **Firewalls**
  - Allow traffic through ports 80 and 443
- **Proxy and Content Filter Servers**
  - List of URLs to whitelist on ports 80 and 443 available in Kiosk Installation Guide
- **Sandboxing Applications (e.g. Deep Freeze)**
  - Choose network folder or local folder that is *not touched by the sandboxing applications*
  - Applicable for both stored response and kiosk installation folders
- **Thin Clients**
  - Ensure there is enough memory, CPU, and bandwidth on the server to accommodate multiple student test sessions.
  - Client requires a minimum of 80 MB per Client session.
- **Review Kiosk Installation Guide for further information**

Site Readiness Procedure

1. Review installation guide available at https://newmexico.onlinehelp.cognia.org/cbt-guides/
2. Download and install Kiosks on each test device
   - Download Windows or Mac kiosks from NMPED Assessments Portal
   - Download Chrome or iOS apps from appropriate app store
   - You do not need to un-install previous versions of the Kiosk!
3. Conduct Site Readiness Testing on all device *configurations*
   - There are two tests (system set-up and student interface)
   - *Complete both tests to log results in Portal site readiness tab*
4. Certify site is ready for online testing

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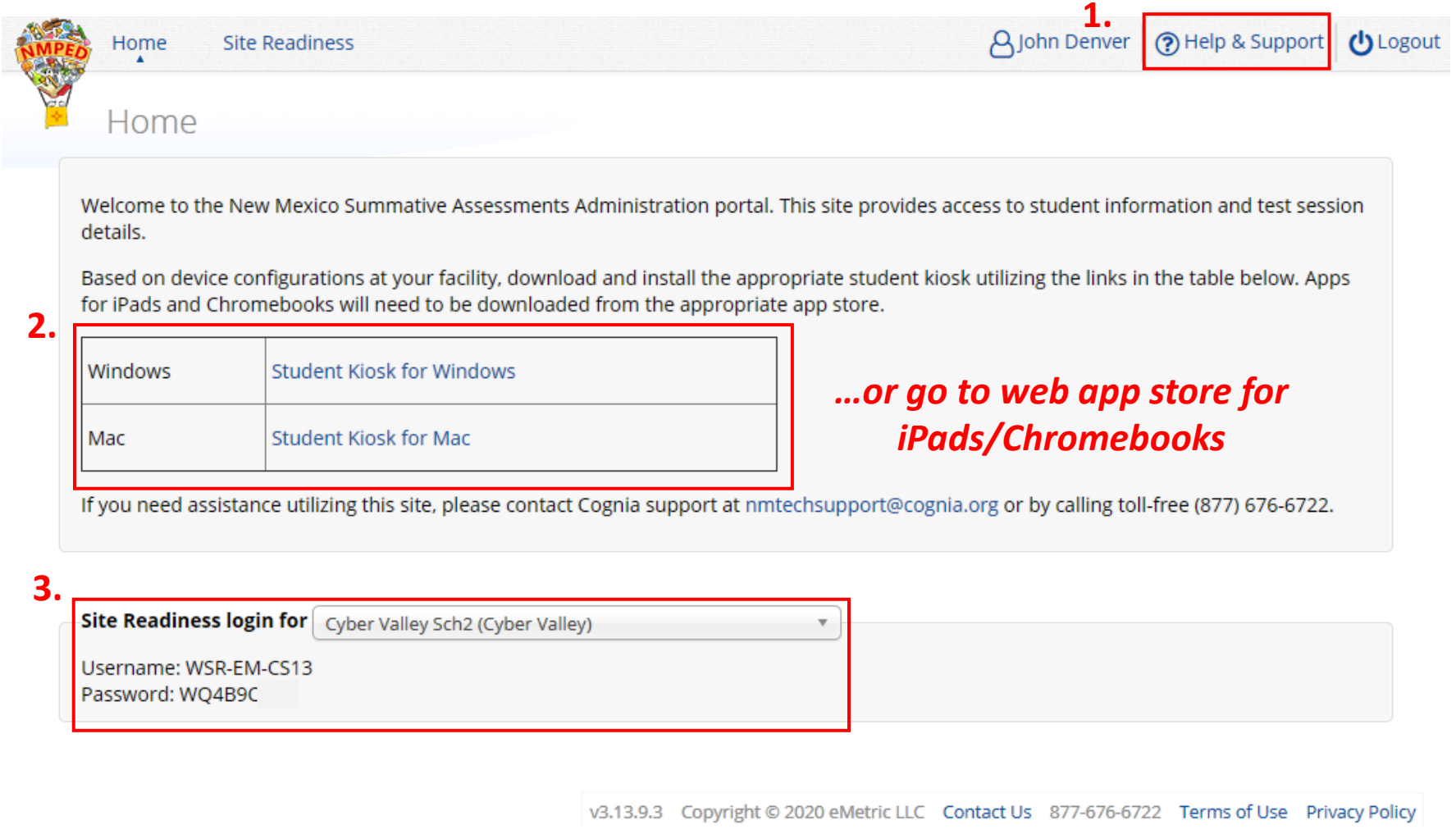
Site Readiness Procedure



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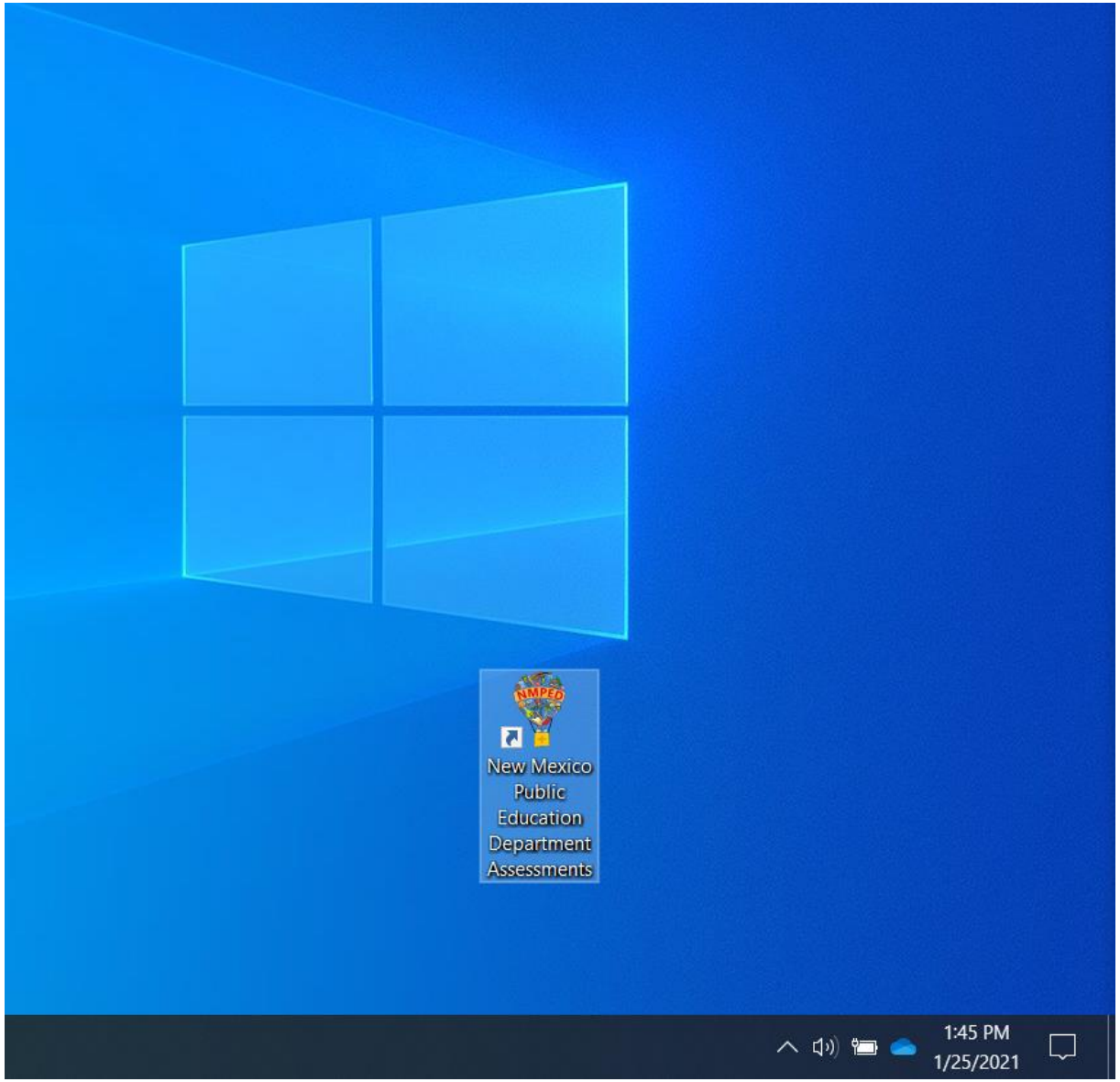

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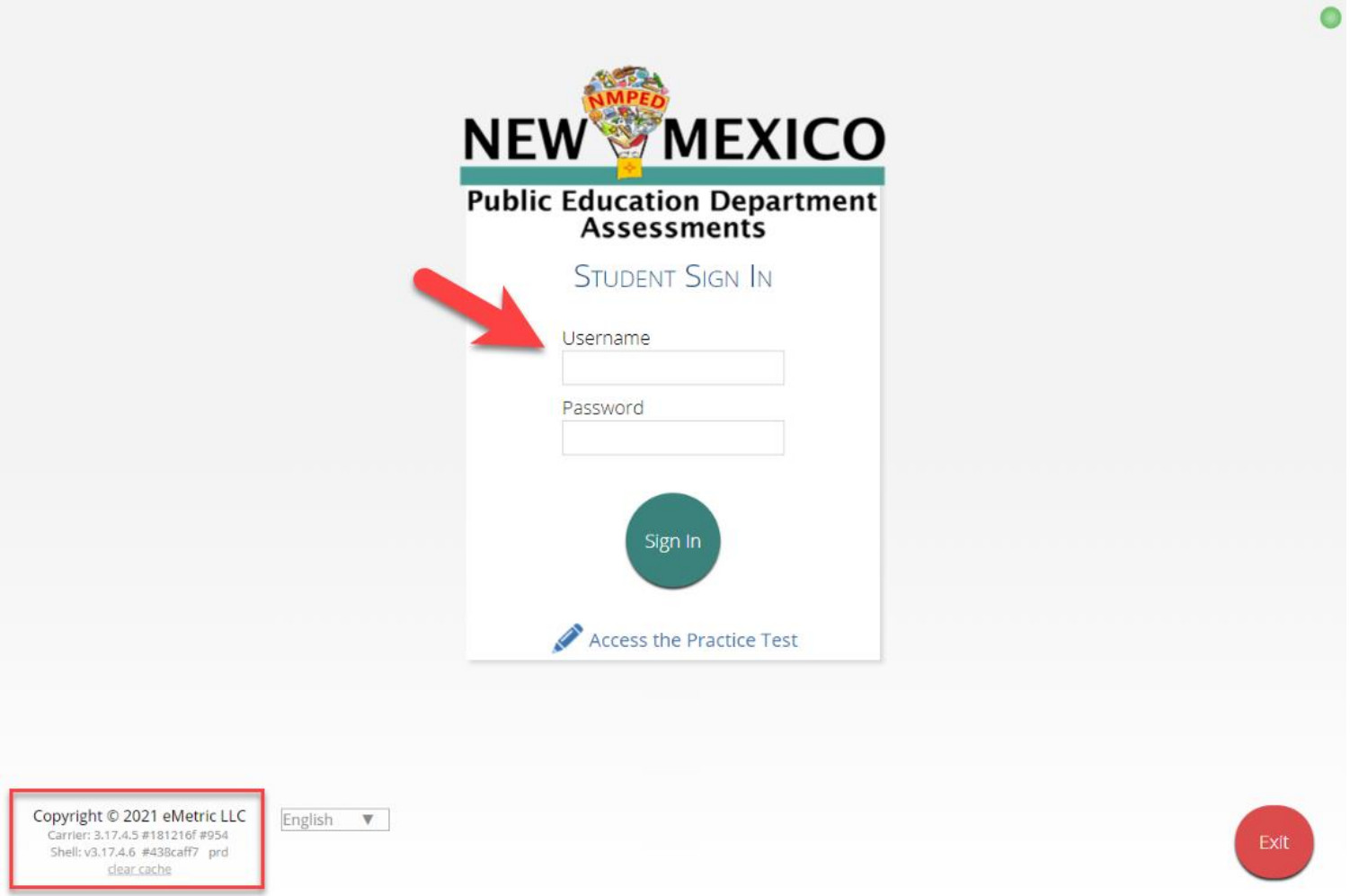
Site Readiness Procedure



If the kiosk is out-of-date, an alert will be displayed (except for iOS app)

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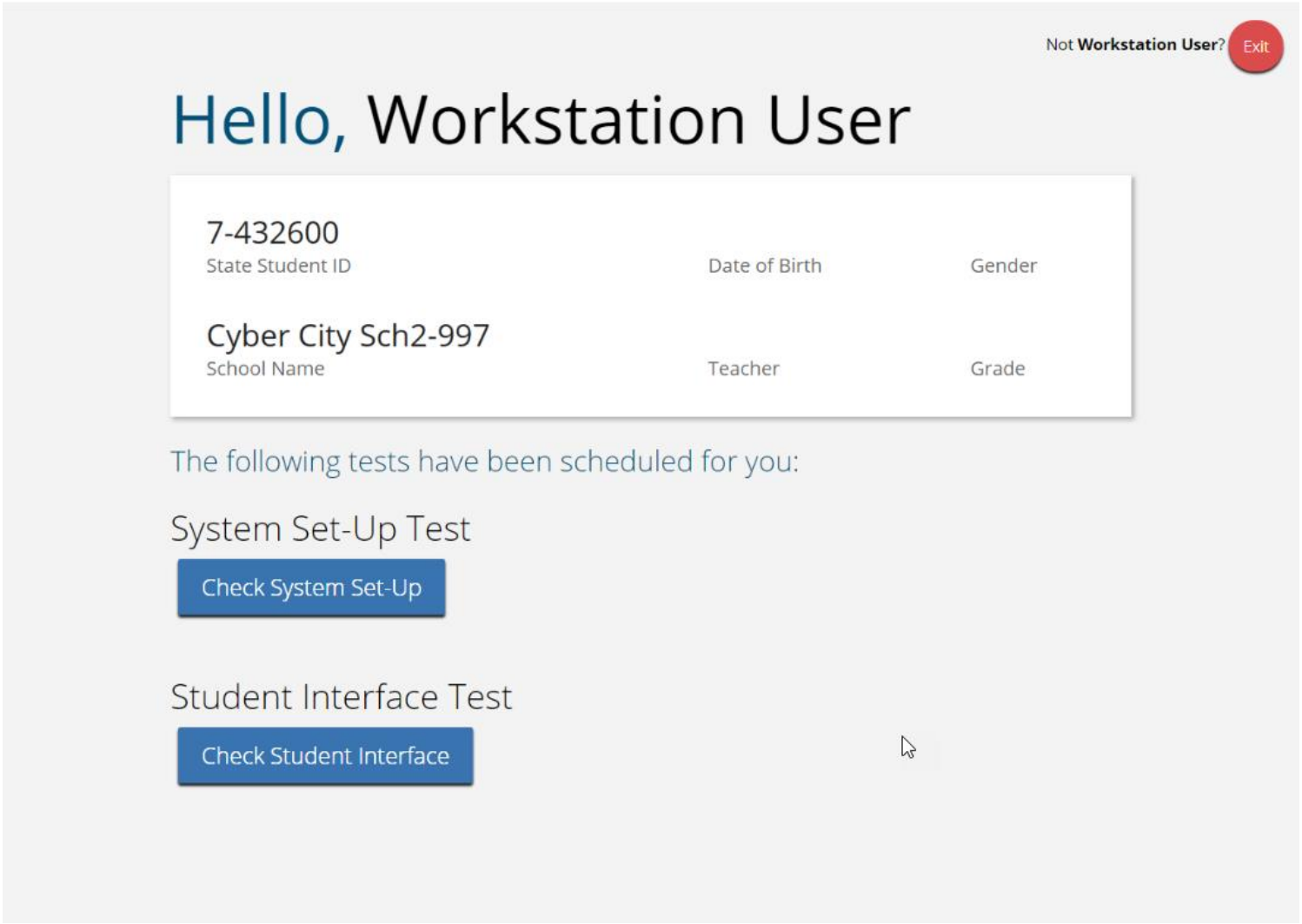
Site Readiness Procedure



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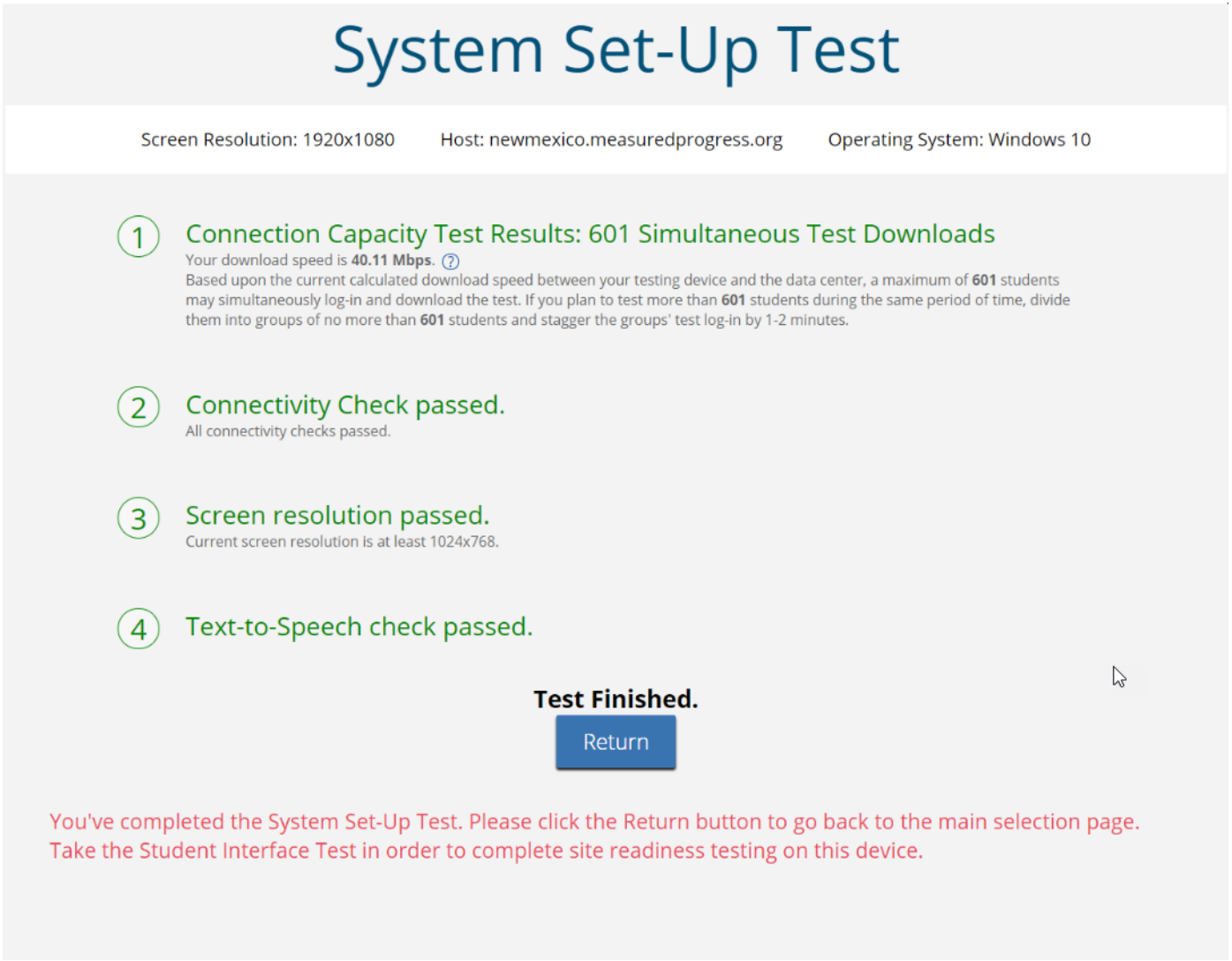

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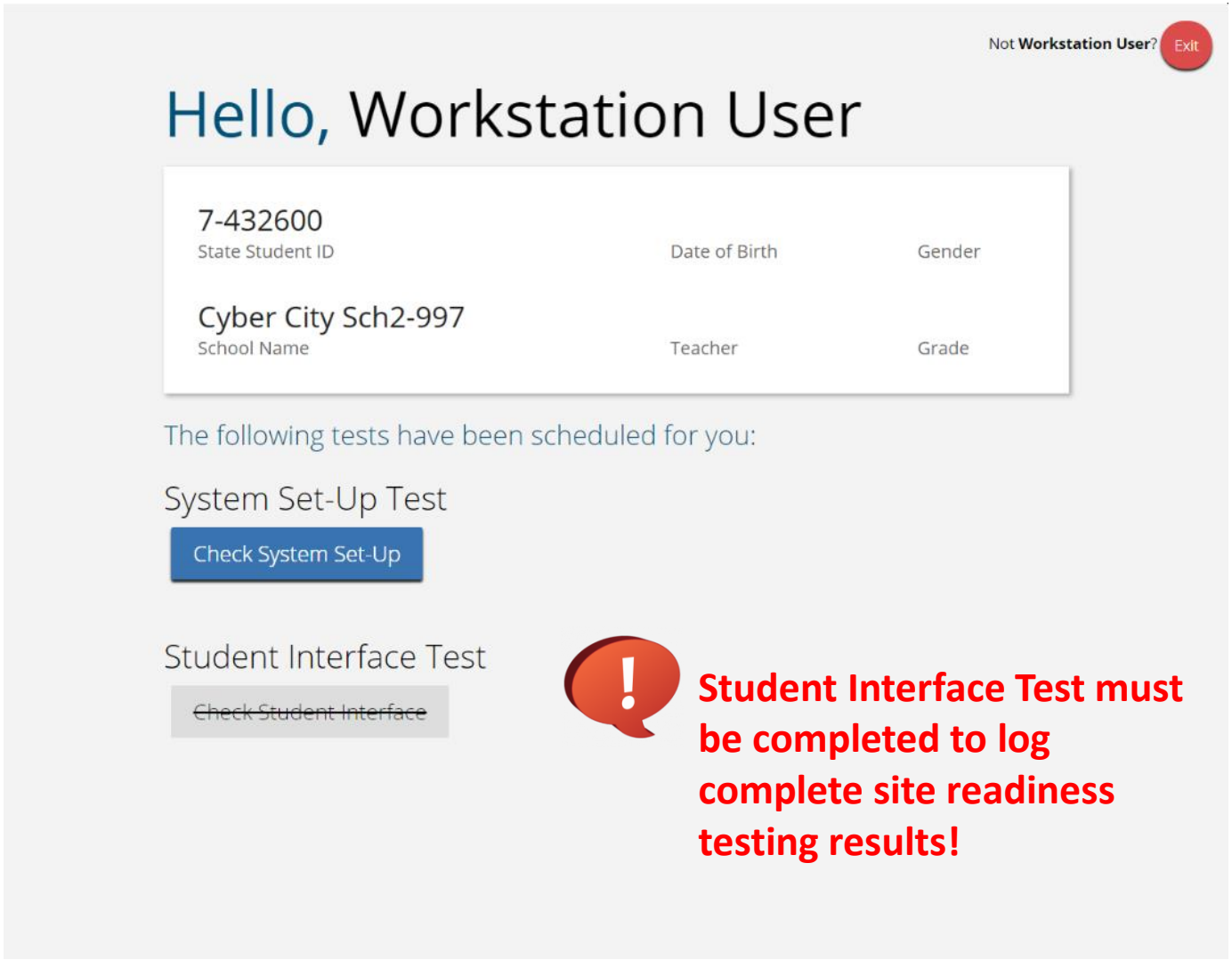

Student Interface Test must be completed to log complete site readiness testing results!

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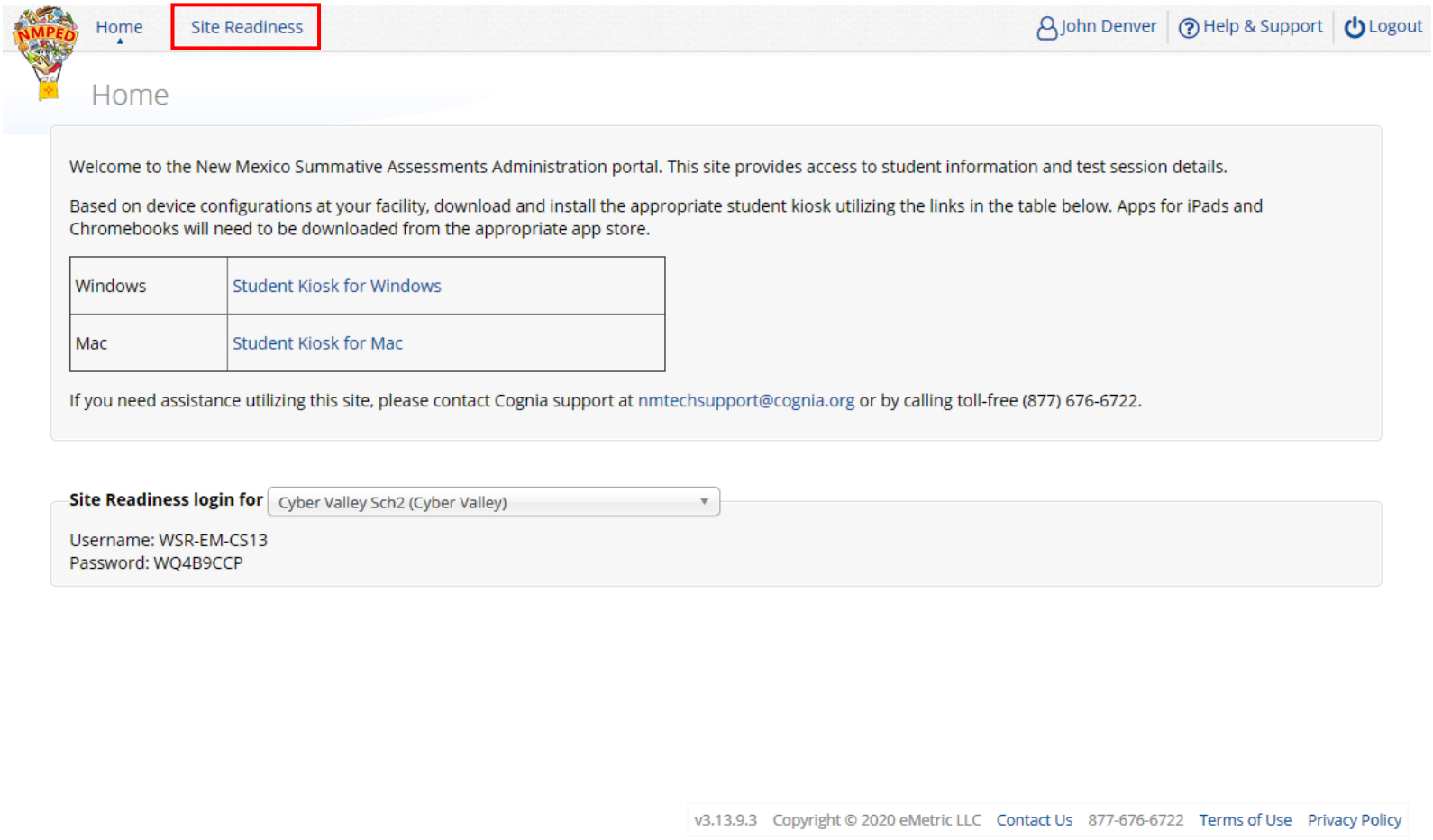
Site Readiness Procedure



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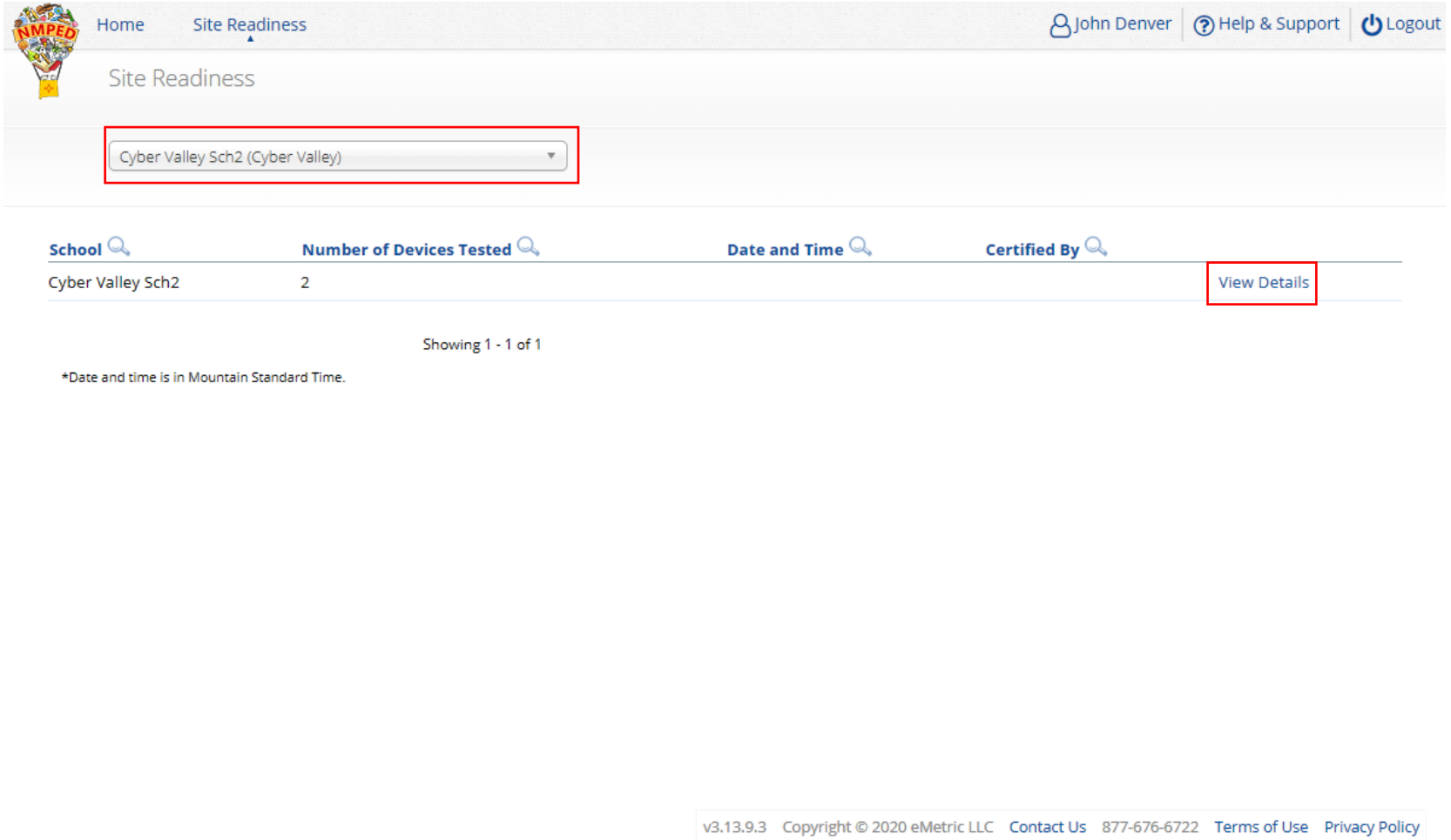

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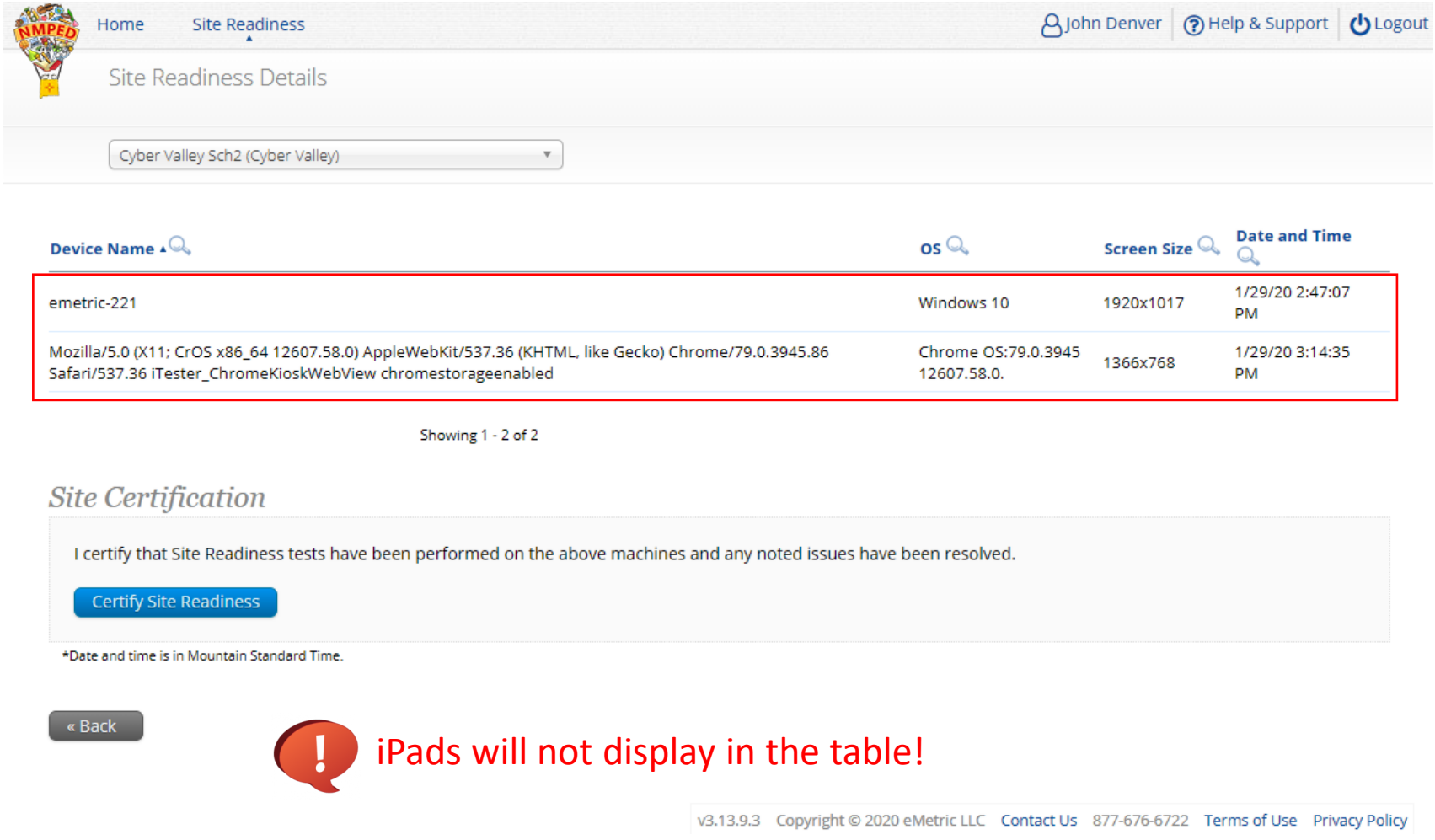

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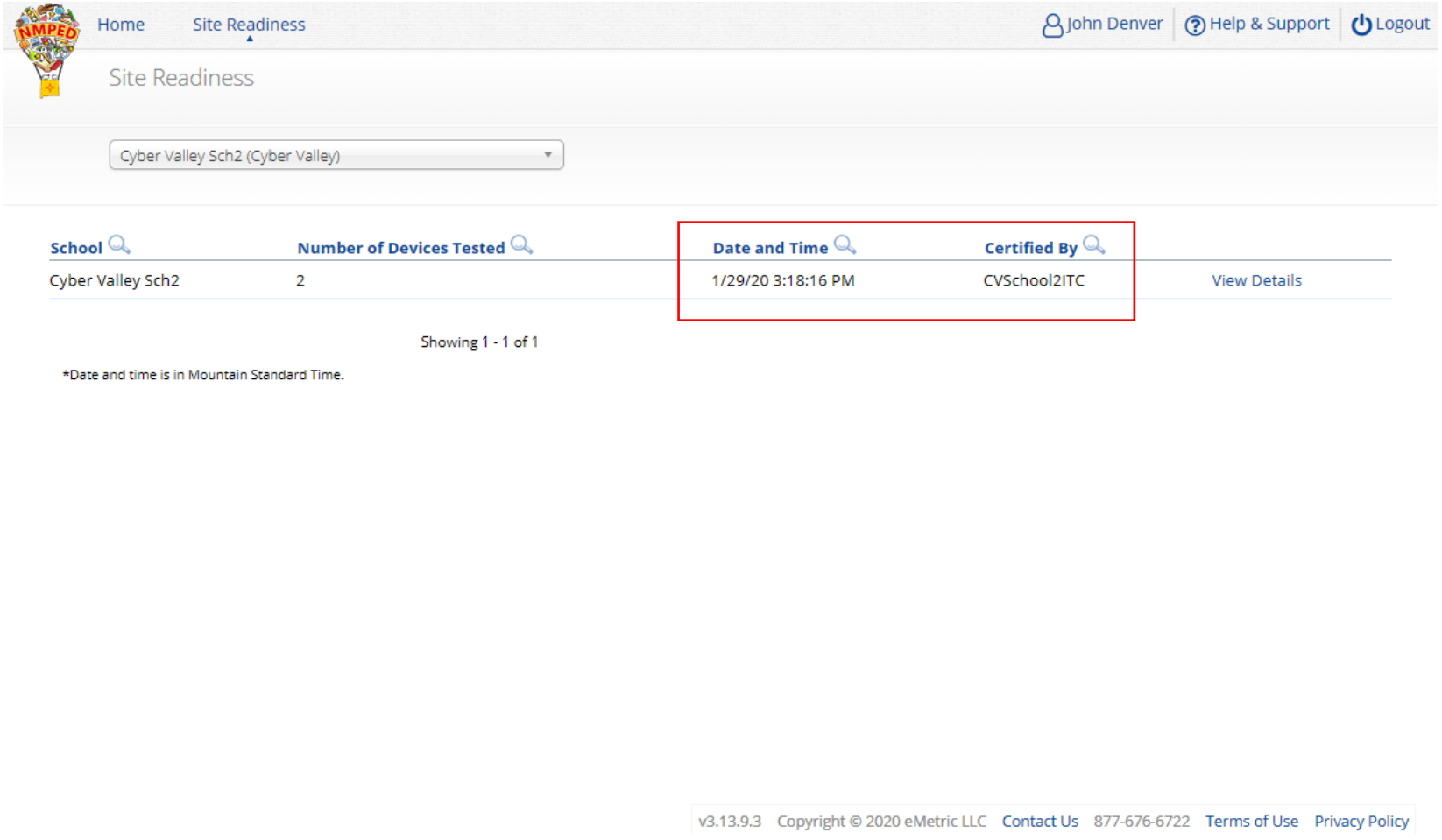

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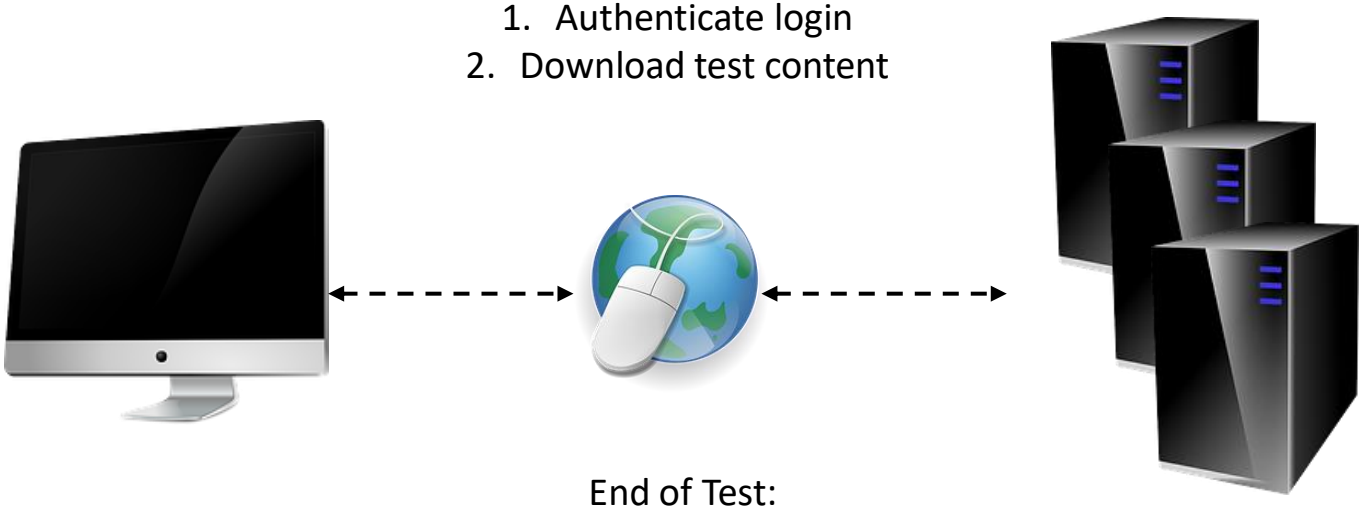
Kiosk Requirements (network)

Beginning of Test:
1. Authenticate login
2. Download test content



End of Test:
1. Submit responses for scoring

What happens if a student loses network connection in the middle of a test?

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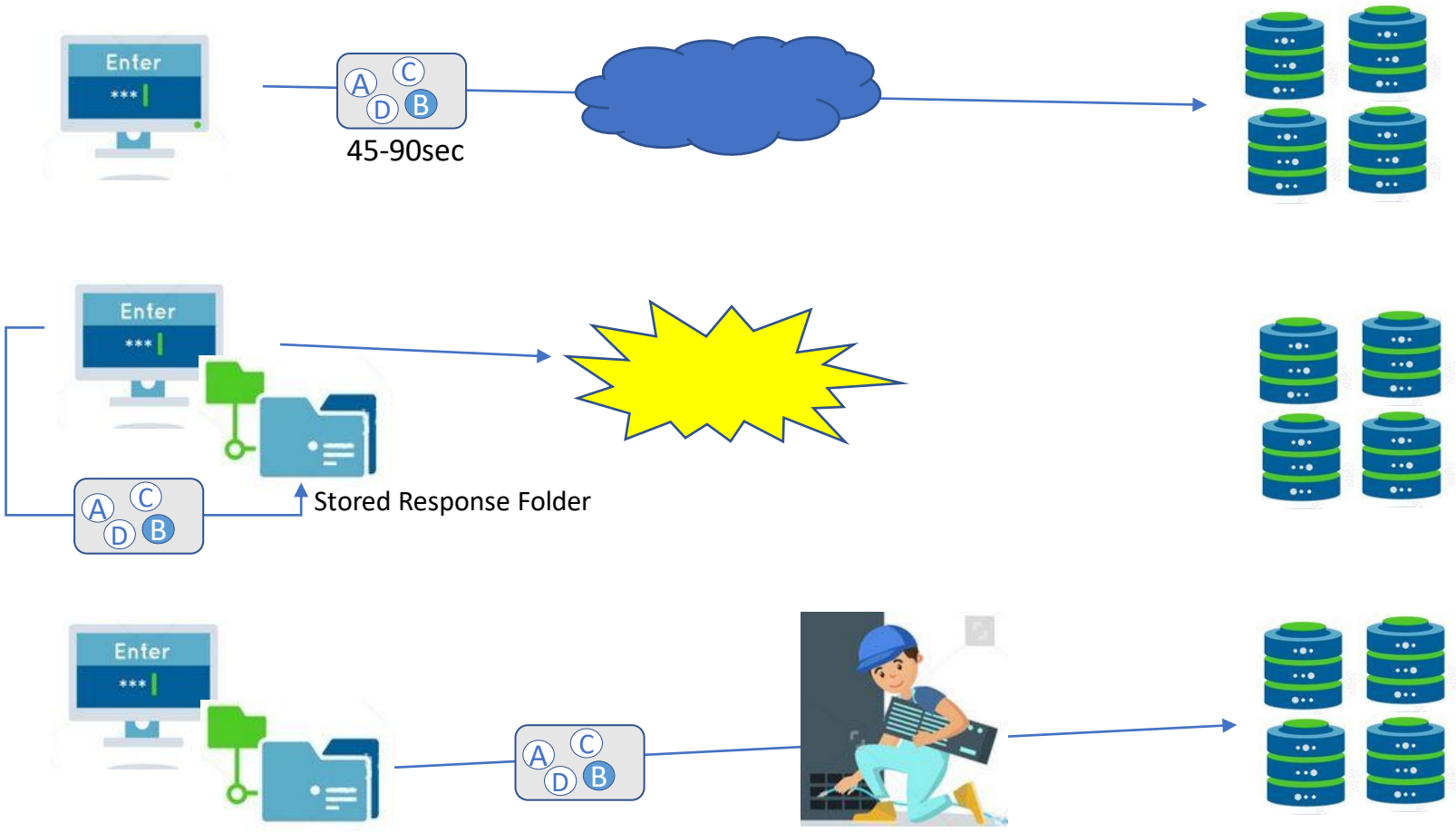
Kiosk Test Integrity



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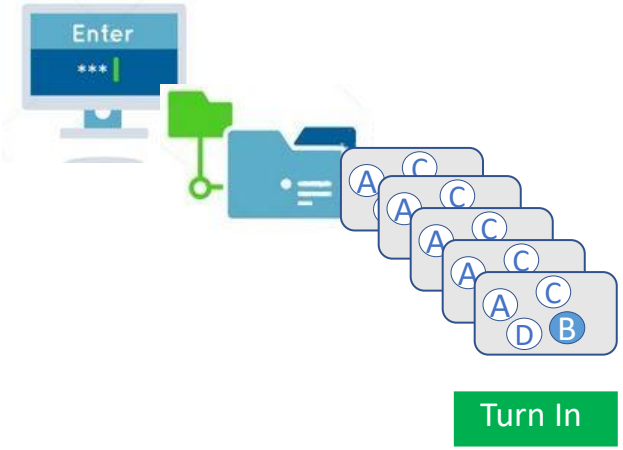
What if a student finishes a test but has no network connection?



Turn In

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 device. When network connection is restored, you must re-launch the kiosk or mobile app from this device in order to send the stored responses to the servers, or you can also try to send responses by clicking "Send Responses" button.

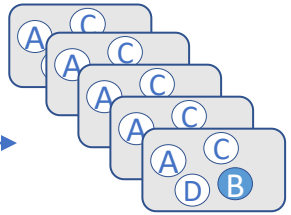
Send Responses

Do not move the student to a different device.

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

Proctor Password

Accept and Exit Test



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Kiosk Test Integrity

Loss of Network Connectivity Procedure Summary

- If a student loses network connectivity in the middle of a test:
  - Keep testing on that device
  - Test content and responses are stored securely on the test device
  - Responses will be sent when network is restored
- If student finishes and is ready to turn in test prior to network being restored:
  - Allow student to turn in test
  - Record the exact device the student is testing on
  - Ensure no network management tools or system maintenance will alter that devices files or configuration
  - When network connectivity is restored, return to that exact device and relaunch the kiosk
- If you are unsure of the status of the student responses, call the help desk

Additional Training Resources

- Help Guides
  - Kiosk Installation Guide
  - Portal User Guide
  - Kiosk User's Guide
  - Testing with Third Party Accessibility Software
  - Technical Guide for Spanish Language Support
  - Training videos
    https://newmexico.onlinehelp.cognia.org/cbt-tutorials
- Support Desk
  - Call-in Information Sheet

Remember!

ITCs:

- New Kiosks DO need to be downloaded and apps updated (except for Mac devices)
- Turn-off operating system auto updates
- Make sure network management tools don't delete stored response folder
- Communicate with Proctors/Test Administrators!
  - Are there limits to number of students who should log in simultaneously?
  - Do they know the procedure for recovering stored responses?
  - Do they have basic information required by the support center if they call in?

Questions?

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