

FAQ: Technology Tips for the Nextera Test Delivery System

Overview

This FAQ will guide Test Administrators on what to say and do when a student needs assistance with basic technology troubleshooting in the Nextera Test Delivery System.

Tennessee Policy-Assisting Students with Technology

To ensure the validity of the online assessment administration, these FAQs provide test administrators with a script to assist students on some of the most common issues experienced in the Nextera Test Delivery System. When a student requests assistance, the test administrator may approach the student to keep distractions at a minimum for other students.

Guidelines:

1. Determine what issue the student is experiencing, if it is an item found in this FAQ the administrator may provide the guidance as written.
2. Avoid touching the student's computer keyboard and/or screen.
3. Do not address any component of the test item and keep all comments related to the technology issue identified by the student.
4. If the student is experiencing an issue that can be assisted with the *Nextera Test Delivery System Quick Tips for Students*, direct the student to the appropriate tip.
5. Maintain attention to test security at all times.

Please note that it's best practice to do the following on student devices during testing:

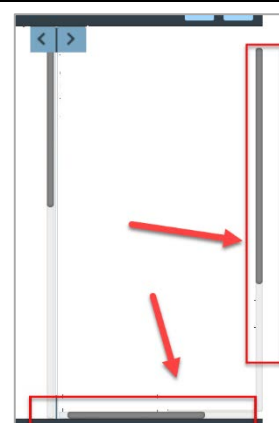
- Close the secure browsers between testing sessions, and
- Turn off screen savers and sleep/power savings mode.

If unique browser or session issues are encountered, please contact Questar Customer Support at 877-997-0421, TN.help@questarai.com, or via chat through the Help Tab in Nextera Admin.

Internet Connectivity Tips

If a student has trouble with...	Then say and/or do...				
The screen freezes, sign-in takes longer than one minute, or test load takes longer than one minute	SAY: "Try exiting the test and signing back in."				
Losing network connectivity during the test	SAY: "Continue to test on this device." DO NOT move the student to another device. If attempts to re-establish Internet connectivity are unsuccessful, follow the applicable steps from the table below: <table><tr><th>Windows, Mac, iPad</th><th>Chromebook</th></tr><tr><td><ol style="list-style-type: none">1. Turn off the device*2. Restart the device3. The student should login and continue testing or submit the test<p>*for Mac: power down by pressing the power button for 5 seconds</p></td><td><ol style="list-style-type: none">1. Exit using the button at the lower left2. The student should login and continue testing or submit the test</td></tr></table> <p>These steps may reset the Internet connection or would allow for an administrator to manually repair an Internet connection.</p>	Windows, Mac, iPad	Chromebook	<ol style="list-style-type: none">1. Turn off the device*2. Restart the device3. The student should login and continue testing or submit the test <p>*for Mac: power down by pressing the power button for 5 seconds</p>	<ol style="list-style-type: none">1. Exit using the button at the lower left2. The student should login and continue testing or submit the test
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General Tips

If a student has trouble with...	Then say and/or do...
Removing highlights from selected text	SAY: “To remove the highlighting, make sure the highlighter tool is on, reselect the text that is highlighted, and then click/tap anywhere within that text.”
Restarting a paused test	<p>Ensure the student is using the same device that he or she originally tested on, as previously entered responses may be cached. While testing, the student’s responses are sent to the Questar Server in the background. This is referred to as a “heartbeat” and occurs every 10 seconds. Any responses entered since the last heartbeat are cached on the student device.</p> <p>If the same device is not available, ensure the student is using the same platform (Windows, Mac, iPad, etc.) that he or she originally tested on. Prior to pausing the test, any responses that were entered since the last heartbeat will need to be re-entered. Students should be allowed to begin on the first unanswered item when they log back in.</p>
Text-to-speech follow along highlighting on images with text	SAY: “When Text-to Speech is being used with an image of text, the follow along highlighting will not function as it does with text that is not a part of an image.”
Highlighting a part of a table or graphic	SAY: “Tables and graphics are considered art in a test form. By design, art can only be fully highlighted or not highlighted. You cannot highlight a part of art in the test.”
Highlighting a passage with multiple questions	SAY: “Highlighted text will stay intact as you move from one passage to another, however, when a passage has more than one question associated with it, any highlighting you add to the passage is not retained between questions as the passage refreshes for each question. You can view the highlighted text by viewing the first question for that passage.”
Viewing all answer choices in a multi-select item	<p>SAY: “To view all answer choices in a multi-select item, scroll down and to the right.”</p> <p>Note: If the student continues to struggle the administrator may approach the screen and point out the scroll bar. The administrator may not provide any additional guidance.</p> 
Typing in the answer box, using the notepad, or selecting a multiple choice answer when an online tool is enabled	SAY: “Tools such as the highlighter and answer eliminator are modal, meaning you can only use one tool at a time. To type in the answer box, use the notepad, or select a multiple choice answer, you must first turn the tool off.”
Using the answer eliminator on a multiplication table grid or drag and drop item	SAY: “The answer eliminator is not designed to work with multiplication table grids and drag and drop items.”
Hearing the passages read on an English test	SAY: “To hear the passages read, TTS must be enabled by the Test Administrator.”

General Tips, continued

If a student has trouble with...	Then say and/or do...
Using the text-to-speech play from here feature	SAY: “To designate the starting point for text-to-speech, double click/tap on the text you want to begin listening to.”
Viewing the glossing box while using zoom	SAY: “To view the entire glossing box move the screen extender to the right and click/tap the glossing word again to show the entire box.”

IPad Tips

If a student has trouble with...	Then say and/or do...
Highlighting text using an iPad	SAY: “To highlight text on an iPad, touch and hold your finger to the screen to activate the pop up select tool. Then drag your finger across the screen to select the text you want highlighted. When you remove your finger from the text, the highlighting displays.”
Performance on an iPad	SAY: “Please ensure no background applications are running on the iPad.” Note: you can perform this step if the student is unsure how to do it.
Scrolling in a split screen on an iPad	SAY: “Before scrolling, you must first click or tap in the left or right pane, whichever one you want to scroll in.”
Selecting Text on an iPad	SAY: “If you are having trouble selecting text on an iPad, zoom in on the text and try again.”

Chromebook Tips

If a student has trouble with...	Then say and/or do...
Accidentally clicking the Exit button at the lower left portion of the screen	SAY: “Sign in again and continue testing.”

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