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# Chapter 9. Scripts for Administering the California Spanish Assessment

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## Additional Resource for This Chapter:

- CAASPP List of Acronyms and Initialisms web page—  
<http://www.caaspp.org/about/abbreviations.html>

2019–2020 TEST ADMINISTRATION

**CAASPP  
Online Test  
Administration  
Manual**

- Smarter Balanced for English Language Arts/Literacy and Mathematics Summative Assessments
- California Alternate Assessments for English Language Arts/Literacy, Mathematics, and Science
- California Science Test
- California Spanish Assessment

## Test Directions Overview



### Notes:

- **These instructions on how to begin a test session apply to administration of the CSA.**
- **The scripts that are read to students are in Spanish. The user must read the correct script for the test being administered.**

## Tasks

**RECOMMENDATION: Consider printing this section to be used on the day of testing.**

Before administering a test session, verify that the following tasks have been completed:

- Verify the security of the testing environment prior to beginning a test session. (Refer to the subsection [Security of the Test Environment](#).)
  - **Student seats are arranged in a way so they cannot see each other’s answers.**
  - **All displayed instructional materials (e.g., vocabulary charts, etc.) are covered or taken down.**
  - **Post “TESTING IN PROGRESS—DO NOT DISTURB” signs outside of the testing room.**
- Ensure that students do not have access to digital, electronic, or manual devices (e.g., cellphones, smart watches) during testing.
- Make sure each testing device or workstation has headphones.
- Verify that students have access to and use of the additional required resources specific to each assessment and content area (e.g., scratch paper for all tests, headphones for ELA, graph paper for mathematics grades six and above). Refer to the subsection [Additional Required Resources](#) for a complete list.
- Recommended:** Launch secure browsers on all testing devices before students sit down to test.

To ensure that all students are tested under the same conditions, the test administrator should adhere strictly to the script for administering the test unless a student is assigned the non-embedded designated support for Simplified Test Directions. The script can be found in

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the shaded boxes in [chapter 9](#). When asked, the test administrator should answer questions raised by students but should never help the class or individual students with specific test items. **No test items can be read to any student for any content area, unless the student is assigned a Read-Aloud non-embedded designated support or accommodation as listed in the *Smarter Balanced Usability, Accessibility, and Accommodations Guidelines*.**

**Please remember that the script must be followed exactly and used each time a test is administered, except for students who are assigned the Simplified Test Directions non-embedded designated support as described in the *Smarter Balanced Usability, Accessibility, and Accommodations Guidelines*.**

If the class is resuming a test and the test administrator is sure that all students are able to log on without hearing the logon directions again, the test administrator may skip the italicized portions of the directions.

All directions that a test administrator needs to read to students are indicated by the word “SAY” and are in boxes so they stand out from the regular text. They should be read exactly as they are written, using a natural tone and manner (except for students assigned the Simplified Test Directions non-embedded designated support). If the test administrator makes a mistake in reading a direction, the test administrator should stop and say, “He hecho un error. Eschuchen de nuevo. (I made a mistake. Listen again.)” Then the direction should be reread.

The test administrator should try to maintain a natural classroom atmosphere during the test administration. Before each test begins, the test administrator should encourage students to do their best.

Any time a student logs on to the testing system, the test administrator should follow this script.

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## Administer an Online Test Session

### WARNING

The CDE recommends that test administrators exercise extreme caution when selecting an assessment for a test session. To help with differentiating the tests, the assessments each have a differently colored background with a white-text label.

#### **Online Assessments:**

- **Red—Smarter Balanced Summative Assessments**
- **Indigo—California Alternate Assessments (CAA)**
- **Brown—California Science Test (CAST)**
- **Green—Smarter Balanced Interim Assessments**
- **Mint—California Spanish Assessment (CSA)**

#### **Online Practice and Training Tests:**

- **Pink—Smarter Balanced practice tests**
- **Purple—Smarter Balanced training tests**
- **Teal—CAAs for English language arts/literacy (ELA), mathematics, and science training tests**
- **Blue—CAAs for ELA, mathematics, and science practice tests**
- **Gray—CAST training tests**
- **Orange—CAST practice test**
- **Green—CSA training tests**

If a test administrator has mistakenly selected and administered the summative assessment when intending to administer an interim assessment or practice or training test, the LEA CAASPP coordinator or CAASPP test site coordinator must report the incident using the CAASPP STAIRS/Appeals process.

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## Open the Test Administrator Interface and Approve Students for Testing—All Assessments

The test administrator must create a test session before students can log on to the Student Testing Site. In order for a student to take a specific test, it must be included in the test session.

This section contains information on how to start a test session, add tests to the session, verify students' test settings, approve students for testing, and monitor their progress.



### **Warning: Check students' information and test settings before test sessions.**

- Students who require test settings other than the default must have their settings updated in the TOMS before testing begins. For information about test settings, including accommodations, refer to the chapter describing student test settings in the [CAASPP and ELPAC TOMS User Guide](#) and the *Smarter Balanced Usability, Accessibility, and Accommodations Guidelines*. Both documents are linked on the [CAASPP website](#).
- *If there is a student whose test settings are incorrect, do not approve the student for testing. Contact the LEA CAASPP coordinator or CAASPP test site coordinator (as appropriate) to have the student's information updated in TOMS and reschedule the student's testing.*

### **Beginning an Assessment**

Follow these instructions to administer the CSA unless a student is assigned the non-embedded designated support for Simplified Test Directions. The test administrator must create a test session before students can log on to the Student Testing System (**but no more than 30 minutes prior or the system will time out**). When a test administrator creates a test session, a unique session ID is randomly generated. This session ID must be provided to the students before they log on and should be written down.

The process for administering online tests is as follows:

1. The test administrator selects tests and starts a test session.
2. Students sign in and request approval for tests.
3. The test administrator reviews students' requests and approves them for testing.
4. Students complete and submit their tests.
5. The test administrator stops the test session and logs off.

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## Scripts for Administering the California Spanish Assessment | Administer an Online Test Session

For information about the testing process from a student’s perspective, refer to the subsections [Signing In to the Student Testing Site](#) and [Features of the Student Testing Application](#).



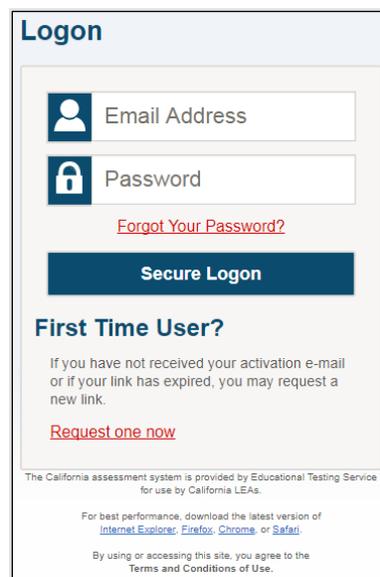
**Warning:** These instructions are for the administration of the CSA only. Using these instructions to administer a different assessment is a security incident that must be reported using the STAIRS/Appeals process .

1. **Test Administrator**    Navigate to the [CAASPP website](#) on a web browser.
2. **Test Administrator**    Select the [Test Administrator Interface for All Online Tests] button, as shown in [Figure 42](#).



**Figure 42.** [Test Administrator Interface for All Online Tests] button

3. **Test Administrator**    Log on to the Test Administrator Interface using the sign-in credentials, as shown in [Figure 43](#).

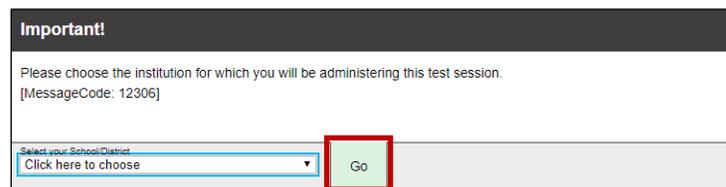


**Figure 43.** Test Administrator Interface *Logon* screen

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#### 4. Test Administrator

If the test administrator is associated with multiple institutions, an “Important!” message appears at logon. The test administrator must select the appropriate institution from the drop-down list in this message and select the **[Go]** button, as shown in [Figure 44](#). The test administrator may only select one institution at a time. The test administrator will only be able to administer tests available for the selected institution. To select a different institution, the test administrator must log off and then log back on.



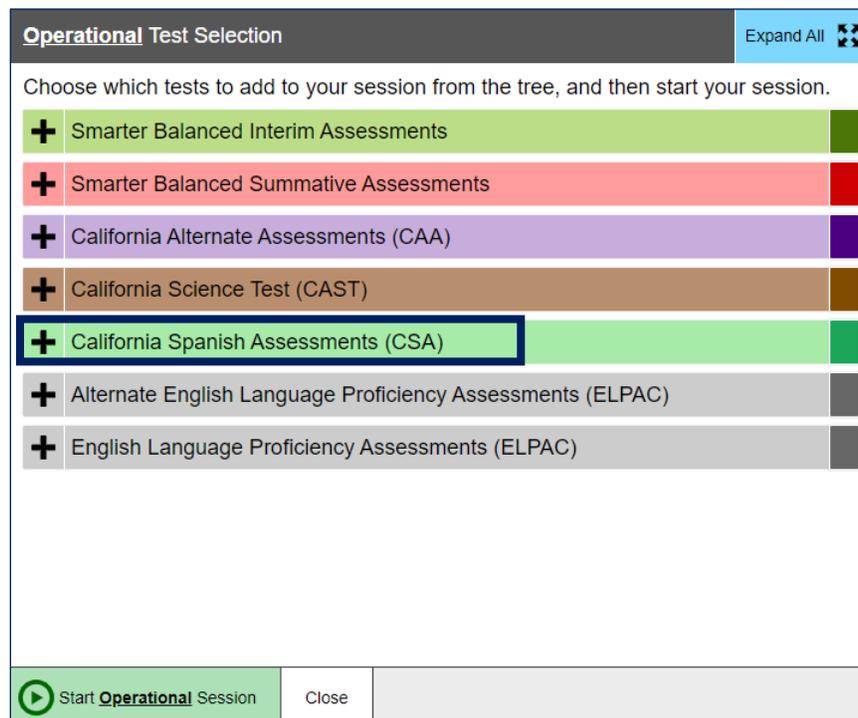
**Figure 44. Message from the Test Administrator Interface**

#### 5. Test Administrator

The **Test Selection** window, as seen in [Figure 45](#), color-codes tests and groups them into various categories. A test group, such as “Smarter Balanced Interim Assessments,” may include one or more subgroups. All test groups and subgroups appear collapsed by default.

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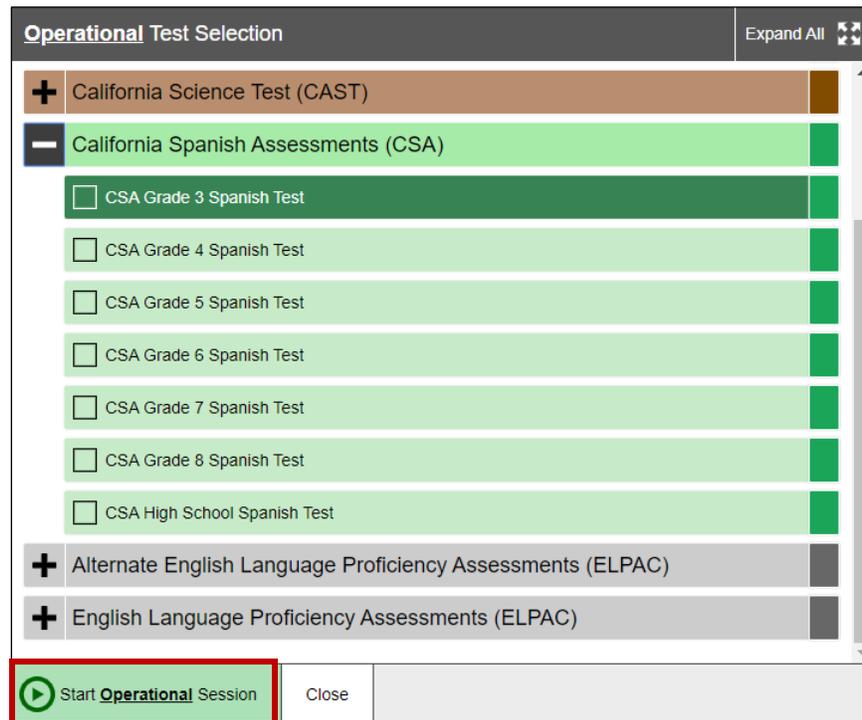
## Scripts for Administering the California Spanish Assessment | Administer an Online Test Session



**Figure 45. Operational Test Selection window**

- 6. Test Administrator** To select tests for the session, do one of the following:
- To expand a collapsed test group, select the [**Plus**] plus-sign **+** icon (or [**Expand All**])
  - To collapse a test group, select the [**Minus**] minus-sign **-** icon (or [**Collapse All**]).
  - To select individual tests, mark the checkbox for each test to be included.
  - To select all the tests in a test group, mark the checkbox for that group.
- 7. Test Administrator** Select the [**Start Operational Session**] button, as displayed in [Figure 46](#).

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**Figure 46. Operational Test Selection screen**

- 8. Test Administrator** Inform students of the test session ID. The session ID is automatically generated upon selecting [OK] in the previous step. Write the session ID, as shown in [Figure 47](#), in a place to which all students can clearly refer.



**Figure 47. Session ID on the Test Administrator Interface**

- 9. Test Administrator** Read the following SAY box.

**SAY:**

**Hoy tomarán la prueba de California en español para el grado [grado]. Yo les daré el número de identificación de la sesión que se requiere para iniciar la prueba. Antes de iniciar la prueba, revisaremos algunas reglas que hay que seguir.**

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**Deben responder a cada pregunta en la pantalla antes de seleccionar [SIGUIENTE]. Si no están seguros de la respuesta, contesten lo que piensen que es la mejor respuesta. Si desean revisar la respuesta más adelante, marquen la pregunta para revisarla antes de pasar a la siguiente sección. Podrán regresar y cambiar la respuesta durante esta parte de la prueba.**

**Podrán hacer una pausa en cualquier punto de la prueba seleccionando [PAUSA] en lugar de Siguiente después de contestar una pregunta. Levanten la mano si necesitan hacer una pausa en la prueba y pidan permiso antes de seleccionar [PAUSA].**

**10. Test Administrator** Read the following SAY box and all subsequent SAY boxes to everyone.

**SAY:**

**Por favor, tengan en cuenta que esta prueba está dividida en dos secciones. Cuando lleguen al final de una sección, se les pedirá que revisen sus respuestas antes de continuar. Una vez que terminen con sus respuestas y pasen a la sección siguiente, no podrán regresar a ninguna de las preguntas de la sección anterior.**

**Sus respuestas deben ser su propio trabajo. Por favor, mantengan los ojos en su prueba y recuerden, no deben hablar durante la prueba. Si tienen un teléfono celular o smartwatch, deben guardarlo y mantenerlo apagado.**

**Si terminan la prueba antes del tiempo indicado, por favor levanten la mano y permanezcan sentados en silencio.**

**11. Test Administrator** Logon tickets may be provided to each student. The logon tickets should provide the students' SSID. Note that logon tickets are secure testing materials and should be securely destroyed after testing.

**11. Student** Log on to the Student Testing Site through the secure browser.

**12. Test Administrator** Direct students to sign in using the Student Sign In screen. It is not necessary to read the italicized sentences to students testing over multiple days who have already heard these instructions at least once.

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**SAY:**

**Ya estamos listos para iniciar la sesión. Cuando hayan empezado la sesión, tendrán que esperar hasta que yo inicie la prueba antes de comenzar. Estaré comprobando que hayan introducido correctamente la identificación de la sesión de prueba y el resto de la información.**

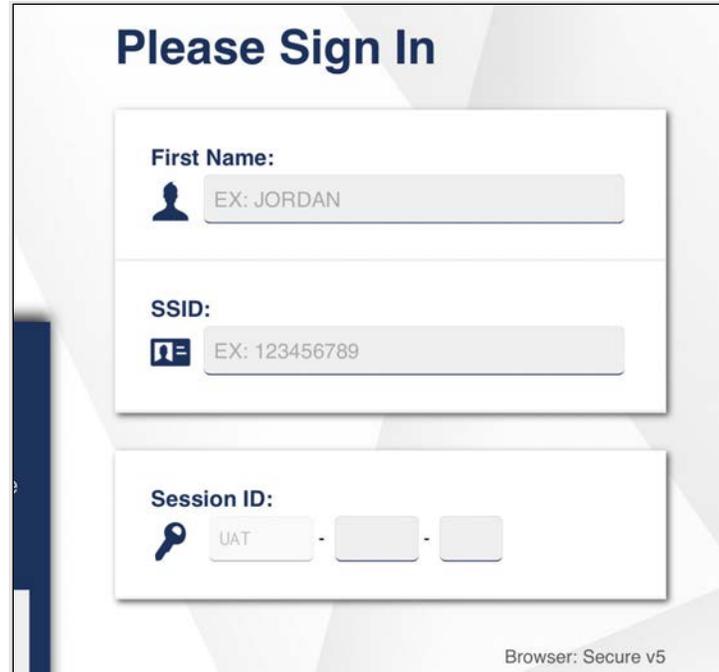
**Incluyan su nombre completo, no sus apodos, seguido de su número de estudiante SSID. A continuación, introduzcan la identificación para la sesión. *Levanten la mano si necesitan ayuda para escribir esta información en el teclado.***

**SAY:**

**Ahora seleccionen [SIGN IN]. Cuando se haya iniciado la sesión correctamente, verán una pantalla con su nombre y más información personal. Si toda la información en la pantalla está correcta, seleccionen [Yes] para continuar. Si la información está incorrecta, levanten la mano y muéstrenme lo que está incorrecto.**

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**12. Student** Sign in using the Student Sign In screen, as shown in [Figure 48](#).



**Please Sign In**

**First Name:**  
EX: JORDAN

**SSID:**  
EX: 123456789

**Session ID:**  
UAT - -

Browser: Secure v5

**Figure 48. Student Sign In screen**

**13. Test Administrator** Ensure that all students have successfully entered their information.

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**13. Student** Verify identity by selecting [No] or [Yes], as shown in [Figure 49](#).

**Is This You?**  
Please review the following information.

<b>First Name</b> FIRSTNAME	<b>SSID:</b> 2203007047
<b>Grade</b> 07	<b>School:</b> Demo B ETS Elementary School
<b>State</b> California	

Operational Test Site       

**Figure 49. Is This You? screen**

**14. Test Administrator** Inform students of the test type (for example, CSA) in which they are participating today.

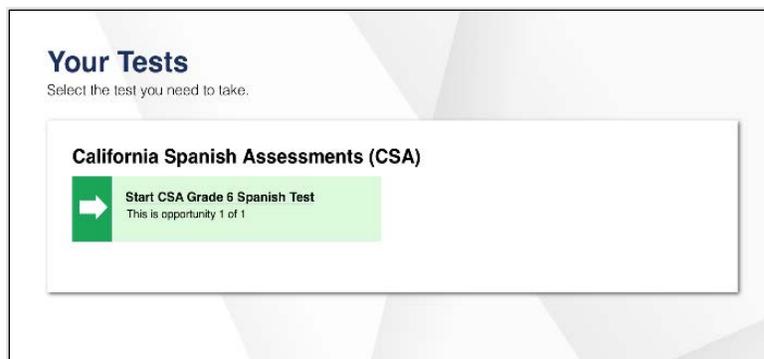
**SAY:**

**En la siguiente pantalla, seleccionen CSA [introducir grado]. Cuando hayan seleccionado su prueba, verán una pantalla con una barra en movimiento y un mensaje diciendo que están esperando la aprobación del administrador de la prueba. Por favor esperen en silencio mientras compruebo y apruebo cada una de sus pruebas.**

**Note:** Only the tests that the test administrator selected for the test session for which students are eligible are selectable by students.

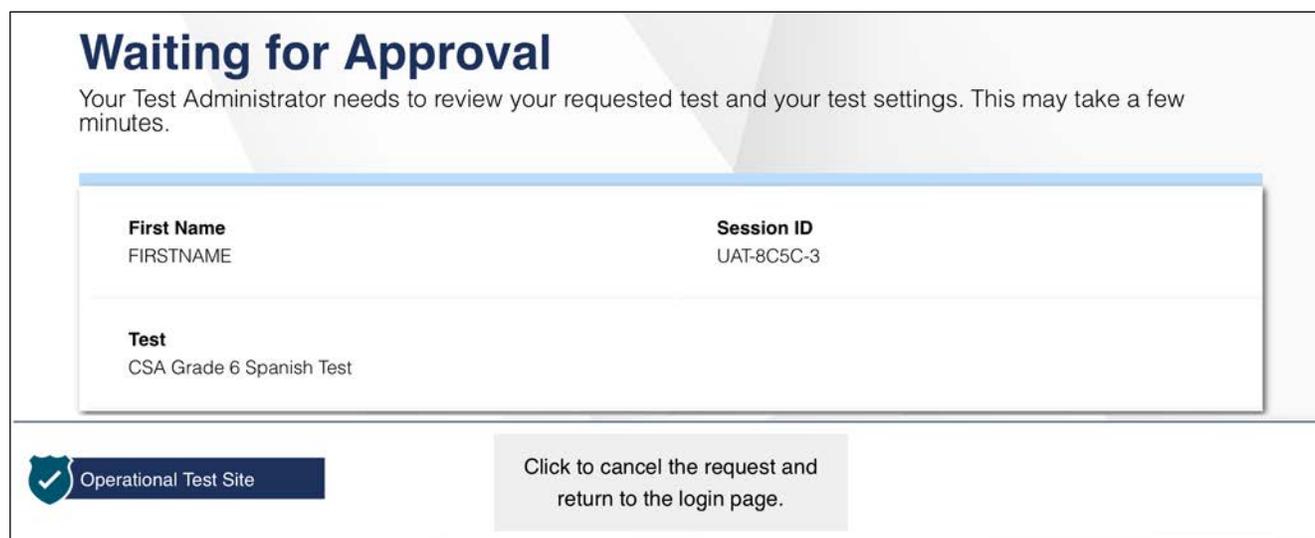
These instructions apply to administration of the CSA only. **Do not use these instructions for administration of the Smarter Balanced Summative Assessments or the California Science Test.** The *Directions for Administration of the CAAs for ELA and Mathematics* and the embedded performance tasks for the CAA for Science, which include directions, can be downloaded from the password-protected TOMS.

**14. Student** Select the test to take, as displayed in [Figure 50](#).



**Figure 50. Your Tests selection screen**

**15. Student** Wait for the test administrator's approval, as displayed in [Figure 51](#).

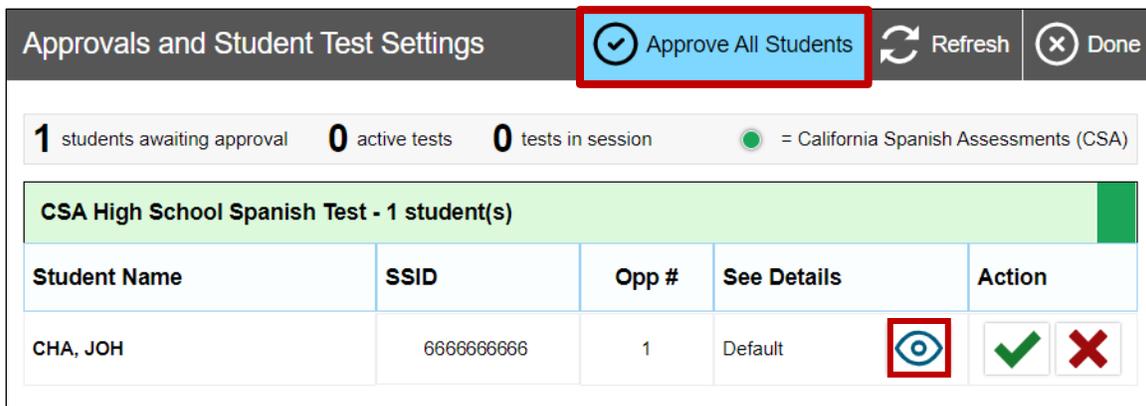


**Figure 51. Waiting for Approval dialog box**

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**15. Test Administrator** Approve students to test by selecting the **[Approve]** check mark [✓] icon in the *Actions* column for individual students or the **[Approve all Students]** button, as shown in [Figure 52](#). Select the **[Details]** eye [👁] icon, also in [Figure 52](#), to view and adjust the student’s settings (universal tools) for the current test opportunity. “Custom” in the *Details* column indicates the student has been assigned test settings.

**Note:** If a student’s test settings are incorrect, deny the student access to the test, contact the LEA CAASPP coordinator or CAASPP test site coordinator to correct the test settings in TOMS, and test the student on another day.



**Figure 52. Approvals and Student Test Settings screen**

**18. Test Administrator** Have students run the sound check.

**SAY:**

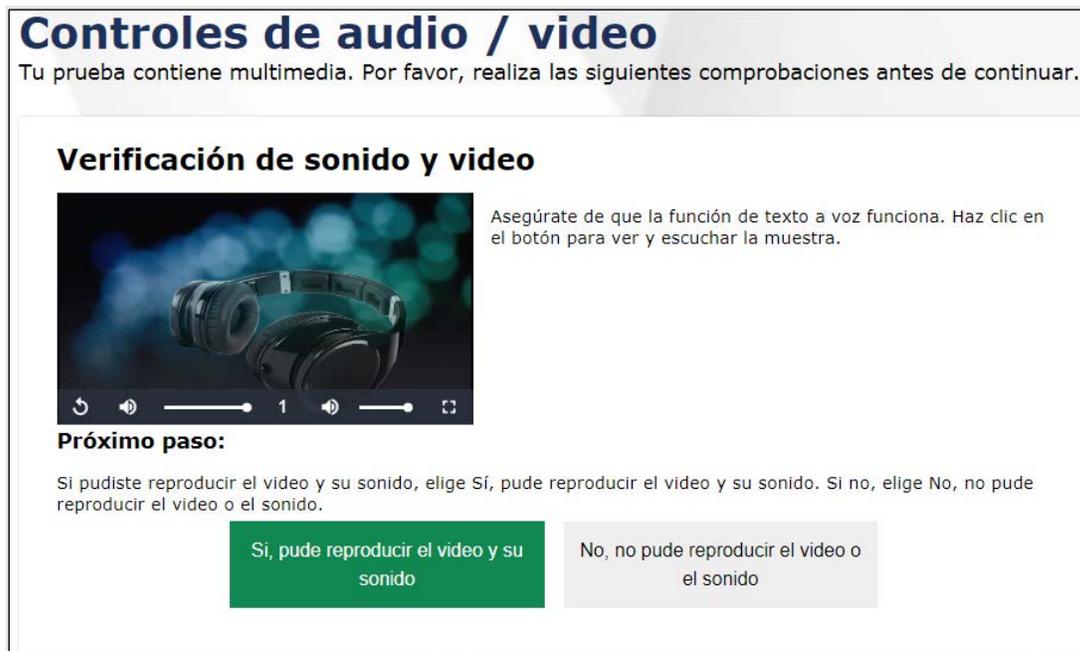
A continuación, verán una pantalla que les pedirá que comprueben que el sonido y el video en sus computadoras están funcionando. Colóquense los auriculares y seleccionen el botón triangular PLAY. Si oyen la música y ven las notas musicales moviéndose, seleccionen el botón [SÍ, PUDE REPRODUCIR EL VIDEO Y SU SONIDO]. Si algo está incorrecto, levanten la mano.

**SAY:**

Si todo está correcto, haz clic en [CONTINUAR].

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- 18. Student** Complete the audio checks with headphones. Test with the listening items audio and video check, as shown in [Figure 53](#).



**Figure 53. Sound and Video Playback Check screen**

- 19. Test Administrator** If audio issues occur, do the following:

- Ensure headphones are securely plugged in to the correct jack or USB port.
- If the headphones have a volume control, ensure the volume is not muted.
- Ensure that the audio on the device is not muted (often via a control panel or settings window).

If the student is still experiencing issues, contact the CAASPP test site coordinator or school technology coordinator.

- 20. Test Administrator** Tell students how to take the test.

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**SAY:**

Antes de que aparezca la prueba en la pantalla, podrán ver una página de tutorial que les permitirá ver las herramientas de la prueba y los botones que se pueden utilizar durante la prueba o que aparecerán en la prueba. Si seleccionan el botón [VER LA GUÍA DE AYUDA] ahora mismo, podrán ver la página del tutorial. También pueden encontrar esta información durante la prueba seleccionando el botón de ayuda [?] en la esquina superior derecha de la pantalla.

Si quieren ver sus configuraciones ahora mismo, seleccionen el botón [VER CONFIGURACIONES].

Cuando estén listos para comenzar su prueba, seleccionen [COMENZAR LA PRUEBA AHORA] en la parte inferior de la pantalla.

**21. Student** Select [Comenzar la prueba ahora], as shown in [Figure 54](#), to begin testing.

**Instrucciones y ayuda**  
Puedes seleccionar el botón del signo de interrogación para tener acceso a esta Guía de ayuda en cualquier momento durante la prueba.

**Configuraciones**  
Usa este botón para revisar la configuración de la prueba  
Ver configuraciones

**Guía de ayuda**  
Se puede acceder a la Guía de ayuda y a las reglas de prueba en cualquier momento utilizando el botón en la parte superior de la página de la prueba.  
Ver la guía de ayuda

Comenzar la prueba ahora    Cancelar

**Figure 54. Instrucciones y ayuda screen**

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- 21. Test Administrator** Walk students through the three survey questions. If students are unsure of the response that they need to input, help them provide the correct answer. Do not let any student move ahead when going through the survey questions. Make sure all students are on the same survey question, and that they are providing the appropriate response. The SAY text for the survey questions that follow is provided in both English and Spanish.

**SAY:**

**This is the first segment of the test. There are three survey questions you will need to answer with my guidance. These questions are very important. Once we are done with question three of the survey, you may continue testing.**

**Esta es la primera sección de la prueba. Hay tres preguntas de una encuesta que deberán contestar con mi ayuda. Estas preguntas son muy importantes. Una vez que hayan contestado las tres preguntas, podrán continuar con la prueba.**

**Question one asks, “Did you receive instruction in Spanish the current school year?” If you do not know which answer to select, please raise your hand and I will help you with the answer. ” If you do not know which answer to select, please raise your hand and I will help you with the answer.**

**La pregunta uno dice: «¿Recibiste educación en español durante el presente año escolar?» Si no saben qué respuesta elegir, por favor levanten la mano y les ayudaré con la respuesta.**

**Now we are all on question two. Question two asks, “Which program were you enrolled in?” If you do not know which answer to select, please raise your hand and I will help you with the answer.**

**Ahora estamos todos en la pregunta dos. La pregunta dos dice: «¿En qué tipo de programa escolar estuviste matriculado/inscrito?» Si no saben qué respuesta elegir, por favor levanten la mano y les ayudaré con la respuesta.**

**We are now on question three of the survey. The question asks, “What percentage of your school day instruction was provided in Spanish?” If you do not know which answer to select, please raise your hand and I will help you with the answer.**

**If you have four periods in the day and you take a course that is taught in Spanish, select the option that indicates “25%.” If you are in program where you are in class for six hours and you are taught in Spanish for two hours, select the option that indicates “33%.”**

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**Ahora estamos todos en la pregunta tres de la encuesta. La pregunta tres dice: «¿Qué porcentaje de tu educación diaria recibiste en español?» Si no saben qué respuesta elegir, por favor levanten la mano y les ayudaré con la respuesta.**

**Now that we have completed the survey, you may proceed with the test.**

**Ahora que hemos completado la encuesta, pueden continuar con la prueba.**

**22. Test Administrator** Continue with the instructions in the next subsections, [Monitoring Student Progress](#) and [Ending a Test Session](#).

## ***Monitoring Student Progress***

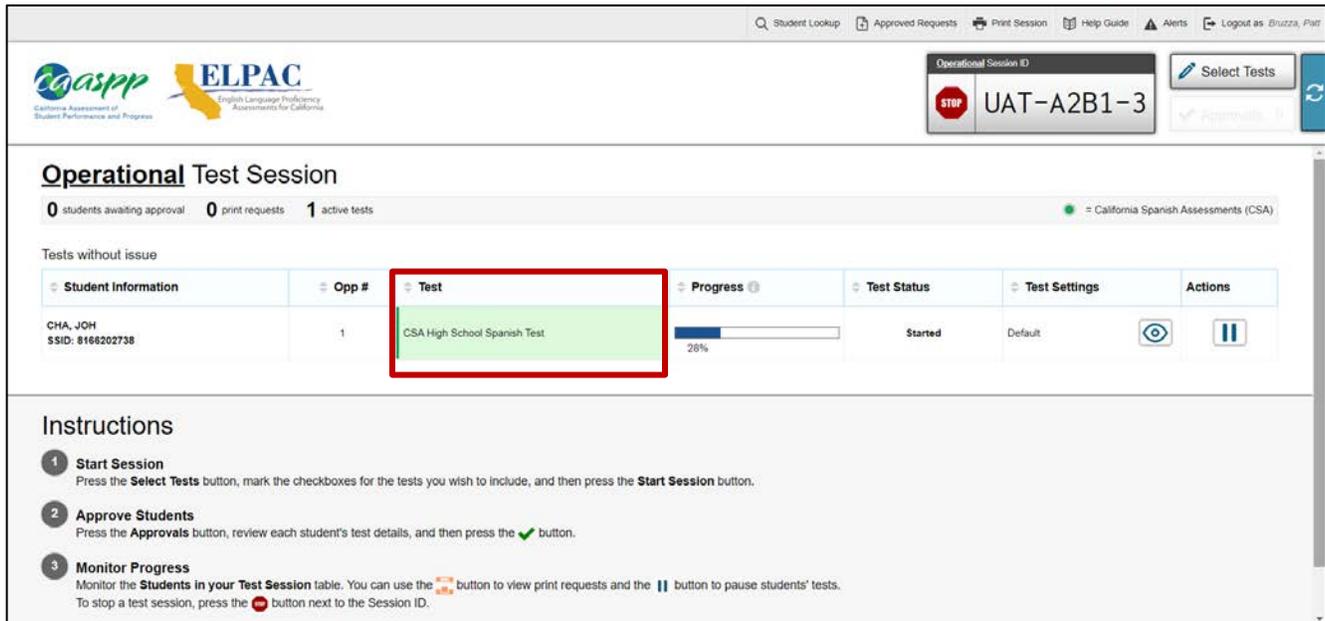
### **Test Selection**

It is very important that test administrators monitor student progress throughout the test session. This includes verifying that students are participating in the appropriate content area and type of test (CSA). The test administrator monitors the test each student is taking by referring to the *Students in Your Operational Test Session* table in the Test Administrator Interface, shown in [Figure 55](#). Note that the list of student names can be sorted by linked (underlined) column headings.

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## Scripts for Administering the California Spanish Assessment | Administer an Online Test Session

In the event a student is taking an incorrect test, the test administrator should pause the student's test. The test administrator should then instruct the student to log off and log on again to select the correct test. The *Test* column is indicated in [Figure 55](#).



The screenshot shows the 'Operational Test Session' interface. At the top, there are navigation links: Student Lookup, Approved Requests, Print Session, Help Guide, Alerts, and Logout as [User Name]. The session ID is 'UAT-A2B1-3'. Below this, there are statistics: 0 students awaiting approval, 0 print requests, and 1 active tests. A table titled 'Tests without issue' is displayed with the following columns: Student Information, Opp #, Test, Progress, Test Status, Test Settings, and Actions. The 'Test' column for the 'CSA High School Spanish Test' is highlighted with a red box. Below the table, there are instructions for starting, approving, and monitoring the session.

Student Information	Opp #	Test	Progress	Test Status	Test Settings	Actions
CHA, JOH SSID: 8166202738	1	CSA High School Spanish Test	28%	Started	Default	 

**Figure 55. Monitoring student progress in the Test Administrator Interface**



**Note:** If a student is unable to return to and complete the test that the student logged off before it expires on July 15, the LEA CAASPP coordinator or CAASPP test site coordinator must use the STAIRS/Appeals process in TOMS to first, report the incident, and then, to submit an Appeal to reopen the test.



**Warning:** If the student has already begun to test with incorrect test settings, the test settings would have to be corrected in TOMS by the CAASPP test site coordinator or LEA CAASPP coordinator. To reset the test, the LEA CAASPP coordinator or CAASPP test site coordinator must report the incident using the STAIRS/Appeals process. Then, if warranted, the coordinator would file an Appeal. The CDE will determine the impact of resetting a test due to incorrect test settings and will either approve or deny a request to reset within two business days of receiving the request.

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## Test Security

Once students have started the CSA, the test administrator should monitor the room to ensure that all conditions of test security are maintained. If the test administrator witnesses or suspects the possibility of a test security incident, the CAASPP test site coordinator and LEA CAASPP coordinator should be contacted immediately in accordance with the security guidance provided in this manual.

## Student Directions During Testing

While the Test Administrator Interface is designed to refresh automatically every minute, the test administrator can refresh it manually at any time by selecting the [**Refresh Now**] button at the top left corner of the page.



**Warning:** Do **not** use the web browser's [**Refresh**] button to refresh the Test Administrator Interface.

If the test administrator notices that a student is off task, the test administrator may say the following statement to the student, **verbatim**, to keep the student focused.

**SAY:**

**Es importante que lo hagas lo mejor que puedas. ¿Necesitas hacer una pausa en la prueba y tomar un descanso?**

If a student is concerned about an item, direct the student to review a tutorial by reading the following script **verbatim**.

**SAY:**

**Hazlo lo mejor que puedas y elije la respuesta que más sentido tiene. Si no estás seguro de cómo funciona una pregunta, puedes revisar el tutorial haciendo clic en el botón "i" en el lado derecho de la pantalla.**

Allowing the students to practice on the training test and practice test prior to testing is strongly encouraged to attempt to ensure that students are able to familiarize themselves with each item type and use the various tools and supports during testing.



**Warnings:** Always write down the session ID for possible future use:

- If the Test Administrator Interface is accidentally closed while students are still testing, the session will remain open until it times out after 30 minutes. The test

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administrator can open the web browser and navigate back to the Test Administrator Interface. The test administrator will be prompted to enter the active session ID.

- If the Test Administrator Interface or Test Administrator Practice Site web browser is accidentally closed while students are still testing, the session will remain open until it times out after 30 minutes. The test administrator can open the web browser and navigate back to the Test Administrator Interface. The test administrator will be prompted to enter the active session ID.
- As a security measure, test administrators are automatically logged off of the Test Administrator Interface after 30 minutes of test administrator user inactivity and student inactivity in the test session, which will result in closing the test session. If this occurs, the test administrator will have to create a new session and the students will have to log on to the new session to resume testing. When starting a new session, the test administrators should give the students the new session ID so they can log on and resume testing.

### ***Ending a Test Session***

When there are approximately 10 minutes left in the test session, the test administrator should give students a brief warning.

**SAY:**

**Nos estamos acercando al final de esta sesión de la prueba. Por favor, revisen ahora las preguntas que han completado o que han seleccionado para revisar. No envíen su prueba a menos de que hayan contestado todas las preguntas.**

**SAY:**

**Si están trabajando en un grupo de preguntas para un mismo pasaje de lectura, por favor contesten todas las preguntas de ese grupo.**

**SAY:**

**Avísenme si necesitan más tiempo.**

After answering the last item in each segment, each student is presented with a screen prompting the student to review answers (marked and unmarked) for all items available to the student or prior to submitting the test. Mark for Review is provided as a reminder to a student

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that the student had a question or concern about a particular item, but the student is permitted to review all items—marked or unmarked—within the constraints of the pause rule.

After answering the last question, students must submit their tests. If students would like to review their answers before submitting their test, they can do so by selecting **[TERMINAR PRUEBA]**. Once students have reviewed their answers, students must select **[FINALIZAR PRUEBA]** to submit their tests. Once students have selected **[FINALIZAR PRUEBA]**, they will not be able to review their answers.

**SAY:**

**Esta sesión de prueba se ha terminado. Si no han terminado la prueba, seleccionen PAUSA y podrán terminarla en otra sesión.**

**[Para la prueba CSA: podrán regresar y cambiar sus respuestas cuando regresen a la prueba, siempre y cuando regresen a la prueba dentro del tiempo permitido para la CSA].**

**Si han contestado a todas las preguntas y han terminado de revisar sus respuestas, seleccionen [FINALIZAR PRUEBA]. Ahora recogeré sus materiales.**

Test administrators should select **[Stop Session]** to end the test session and pause any student test in the session that is still in progress. When finished, test administrators can log off the Test Administrator Interface by selecting the **[Logout]** button at the top right. Test administrators should also collect any used scratch paper.

### Logging Off

Use caution when logging off the Test Administrator Interface as this will log the test administrator off other related systems (e.g., Completion Status, Interim Assessment Hand Scoring, and TOMS). To log off the Test Administrator Interface, select the **[Logout]** button in the top-right corner of the screen on the Single Sign-On system banner (shown in [Figure 56](#)).



**Figure 56. Single Sign-On system banner**

The test administrator's session will be closed, and the test administrator will be directed to the CAASPP website after logging off. The test administrator will not be able to resume the test session.

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**Alert:** This scenario also occurs when a test administrator navigates to another site from the Test Administrator Interface. If the test administrator needs to access TOMS or another application, the test administrator is encouraged to open a separate browser window and use that window for other applications.

- If a test administrator unintentionally logs off the Test Administrator Interface while students are still testing, all in-progress tests will be paused, and the students will be logged off. The test administrator cannot resume the original session. The test administrator will need to log back on, start a new session, and provide the new session ID to students who need to log back on and resume testing.

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## Troubleshoot Issues During Testing



### Resource in This Subsection:

- *CAASPP and ELPAC Technical Specifications and Configuration Guide for Online Testing* web document—<http://www.caaspp.org/rsc/pdfs/CAASPP-ELPAC.tech-specs-and-config-guide.2019-20.pdf>

This subsection describes how to troubleshoot some situations in which a student cannot connect to a test.

### Resolving Secure Browser Error Messages

This section provides possible resolutions for the following messages that students may receive when signing in.

- **Secure Browser Not Detected:** The system automatically detects whether a device is using the secure browser to access the online testing system. The system will not permit access to a test other than through the secure browser; under no condition may a student access a test using a nonsecure browser.
- **You Cannot Login with This Browser:** This message occurs when the online testing system cannot determine if the student is taking the test through the correct secure browser. To resolve this issue, ensure the latest version of the secure browser is installed and that the student launched the secure browser instead of a standard web browser. If the latest version of the secure browser is already running, then log the student off, restart the device, and try again.
- **Looking for an Internet Connection:** This message occurs when the secure browser cannot connect to the test delivery system. This is most likely to occur if there is a network-related problem. The easiest thing to check is if the network cable is plugged in (for wired connections) or if the Wi-Fi connection is live (for wireless connections). Also check if the secure browser must use specific proxy settings; if so, those settings must be part of the command that launches the secure browser.

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- **Test Environment Is Not Secure:** This message can occur when the secure browser detects a forbidden application running on the device (refer to the subsection [Security of the Test Environment](#)). If this message appears on an iPad, ensure that either ASAM or Automatic Assessment Configuration is enabled. Refer to the [CAASPP and ELPAC Technical Specifications and Configuration Guide for Online Testing](#) or contact the technology coordinator to determine if you are testing with ASAM.

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