



ND A+ Contact Information and Resources

Interim Assessments

2023 - 2024

Contact: **ND A+ Call Center**

- For questions on:
- General test administration support such as key dates
 - ADAM and TestNav such as
 - user accounts
 - technology support and readiness
 - infrastructure trials
 - student records and organizations
 - Locating resources

Hours: 6:00 a.m. – 6:00 p.m., Monday – Friday CST

Telephone: 1 (888) 293-0318

Webchat: Coming Soon

Contact: **North Dakota Department of Public Instruction**

- For questions on:
- policy, such as assigning accessibility features and accommodations
 - student participation
 - testing irregularities, including test security incidents and technology failures
 - student data

Telephone: (701) 328-2224 or (701) 328-1838

Email: dpiassess@nd.gov

Website: <https://www.nd.gov/dpi/districtschools/assessment>



Contact:

Pearson Technology Support Specialists

For questions on:

- Technology set-up and site readiness
- Questions about TestNav
- TestNav Configurations in ADAM
- Error messages or questions on TestNav Configurations
- Infrastructure Trials (set-up as well as debriefing)

Hours:

8:00 a.m. – 5:00 p.m., Monday – Friday CST

URL:

<https://calendly.com/nd-field-services-engineering>

Use the link above to schedule one-on-one support from Pearson's support specialists (i.e., Field Services Engineering). Technology coordinators may schedule a 15-, 30-, or 60-minute phone meeting with the Field Services Engineering team for "office hours" support.



Technology Setup

Use the information and tools outlined below to prepare your school's infrastructure for online testing. This document will outline the process and provide links to more detailed information on the TestNav online support website.

<https://support.assessment.pearson.com/TN/testnav-8-online-support-16908292.html>

ADAM is the test administration platform that districts and schools will use to manage students, testing sessions, and student reporting.

To download this application, click the link below and you will be directed to the ND A+ Resource Portal for guidance. Please note that ADAM platform is not yet live. Additional information will be provided when it is available.

TestNav is the testing platform that students will use to take their assessments.

To download this application, click the link below and you will be directed to the ND A+ Resource Portal for guidance.

<https://ndaplus.mypearsonsupport.com>

The checklist for technology readiness is noted on the next page. Additional detail is provided on the subsequent pages.



ND A+ Technology Readiness Checklist

- #1 {
 - Confirm devices meet specifications
- #2 {
 - Confirm network requirements
- #3 {
 - Download TestNav to devices
- #4 {
 - Check technology configuration
 - App Check
 - Preliminary System Check
 - Infrastructure trial (optional)
- #5 {
 - If assistance needed, please reach out to Field Services Engineering as noted on page one



1. Confirm Your Devices Meet TestNav Requirements

The following link will take you to the TestNav support site and the minimum system requirements for your school's devices.

<https://support.assessment.pearson.com/TN/testnav-system-requirements-18613791.html>

2. Confirm Network Requirements and Guidelines

For guidelines on proxy servers, firewalls, and content filtering, select the following link.

<https://support.assessment.pearson.com/TN/network-requirements-and-guidelines-23074307.html>

3. Download TestNav to Your Devices

You can find the link to download TestNav on ndaplus.mypearsonsupport.com or on the TestNav support user guide. We recommend reviewing the TestNav Set Up Guidelines in the user guide as it outlines how to download and install TestNav as well as providing troubleshooting guidance.

<https://support.assessment.pearson.com/TN/set-up-and-use-testnav-16908318.html>

Suggested Best Practices

Set up all Chromebooks to suspend OS updates, including peer-to-peer during testing. If the ChromeOS is to automatically update, this could take place during testing, which could cause student connectivity or device issues.

- *Sign into the Google Admin console, go to **Device**, click **Chrome**, click **Settings**. Choose the organization you want to update these settings for. Go to **Device**, click **Auto Update Settings**, select **Block Updates**, click **Save**.*

Disable ChromeOS accessibility settings as they can interfere with accessibility features the student may have in TestNav. Disabling ChromeOS accessibility settings prior to testing allows for the students' accessibility features to work smoothly.

- *Sign in to the Google Admin console, go to **Device**, click on **Chrome**, click on **Settings**. Scroll down to **Sign-in screen accessibility** and select **Disable...** for the accessibility features you wish to turn off.*
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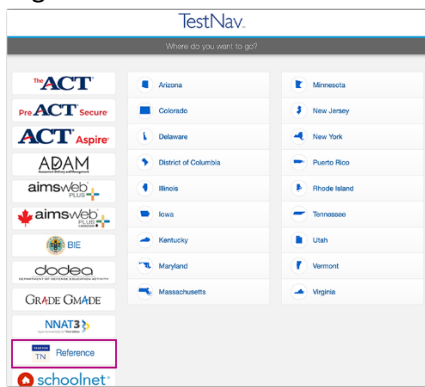


4. Check Your Technology Infrastructure

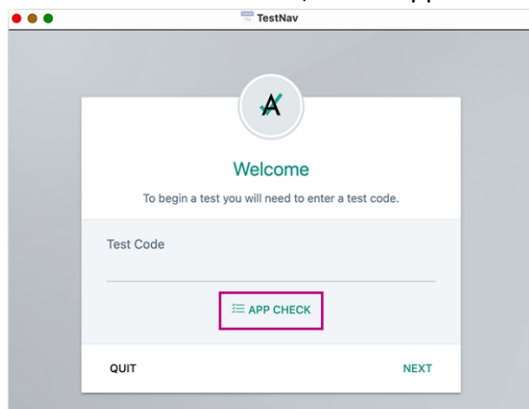
As a first step to ensuring that devices and networks are set up correctly to use TestNav, **all schools** should complete the **App Check in TestNav**. Running App Check in TestNav takes only a few seconds per device and should be completed after configuring the network and downloading TestNav onto student devices. Schools should complete App Check on a small sample of student testing devices.

Steps for running the **App Check**:

- Log into TestNav on the device and select the Reference Icon on the TestNav home page.

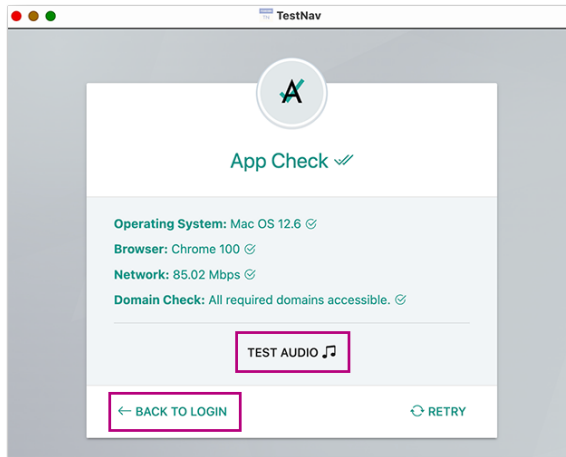


- Below the Test Code field, select App Check.





- If the device passes all checks, green messaging appears. Select Back to Login. If the device does not pass, App Check will provide instructions to fix the issue or use a different device. Additional guidance on App Check error messages is located at <https://support.assessment.pearson.com/TN/app-check-error-messages-23069571.html>



It is recommended that all schools run a **Preliminary System Test** prior to testing (or prior to the Infrastructure Trial if your school is conducting one). If your school does not administer a full-scale Infrastructure Trial with students, NDDPI strongly recommends running a Preliminary System Test. A Preliminary System Test is a small-scale Infrastructure Trial during which several technology or other school staff members sign into TestNav (instead of students) and click through each practice test. Conducting a Preliminary System Test will help ensure that secure test content will be accessed on test day, that local device security settings are correct, and that TestNav can run successfully on student devices.

Steps to Prepare for Preliminary System Test

Technology Coordinators should complete the following tasks prior to the Preliminary System Test:

- Gain access to the ADAM.
- Configure Internet firewalls, content filters, and spam filters.
- Download the device-specific TestNav app onto student testing devices.
- Test the “lock down” settings by running App Check.
- Create the TestNav Configuration.

Technology Coordinators should work with the principal or school test coordinator to complete the following tasks:

- Practice setting up a proctor group.
- Start a Proctor Session.
- Take note of any issues that arise, including TestNav error codes.

Please note that directions for utilizing ADAM will be provided during virtual training sessions.

After the Preliminary System Test, debrief with your testing team, including the school test coordinator and technology coordinator. Contact the ND A+ Service Center or set up a call with Pearson's Technology Support Specialists with questions (contact information is on page one and two of this guide).

Note that a Preliminary System Test will not stress test the school's network to see if the network is able to handle many students testing online at one time. If you are concerned about your network's ability to handle a large number of students accessing TestNav at once, NDDPI recommends scheduling an Infrastructure Trial.

Suggested Best Practices

- *Use the same devices students will use during operational testing. Sign in to the devices using a student login.*
 - *Use each type of device that will be used during operational testing (e.g. Chromebooks, Windows, Mac)*
 - *Use the same network that will be used by students during*
 - *Navigate through each grade and subject test that will be tested in your school (e.g. Grade 3 Math, Grade 3 ELA, Grade 4 Math, Grade 4 ELA).*
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An **Infrastructure Trial** is an opportunity for districts, schools, and students to prepare for CBT by simulating test-day network utilization. This "dress rehearsal" will help to confirm that all testing devices are properly configured, that school and district networks can handle online testing, and that staff members are familiar with their role in administering an online test. During an Infrastructure Trial, students sign into TestNav with sample student testing tickets and complete a practice test session. It is also an opportunity to introduce students to TestNav and practice using the online tools.

The Infrastructure Trial confirms:

- TestNav is configured correctly.
- Devices can successfully run TestNav.
- Participating staff know how to monitor and manage a computer-based ND A+ test.
- Students are familiar with the computer-based tools and format of the test.

Schedule the Infrastructure Trial:

- Designate appropriate testing locations and dates/times for the trial.
- Train all staff involved in the Infrastructure Trial.
- Identify all students who will participate in the Infrastructure Trial. A trial can be conducted with any number of students, but it is recommended that you include the maximum number of students you expect to be testing at the same time so that your trial approximates the anticipated load on your network.



- Have students login to TestNav and practice navigation and tools by using the student readiness tool found at ndaplus.mypearsonsupport.com.
- The setup of sessions and preparation of ADAM, the test administration platform, prior to the infrastructure trial will be outlined in detail in a forthcoming document.

5. Reach Out to Pearson Field Services Engineering for Any Support

Pearson's technology support team are available to assist with any questions or concerns you may have on such things as TestNav configuration or infrastructure trials. Their contact information is located on page one of this document.

Suggested Best Practices

After the Infrastructure Trial, debrief with your testing team, including the school test coordinator and technology coordinator. Contact the ND A+ Service Center or set up a call with Pearson's Technology Support Specialists with questions (contact information is on page one and two of this guide).

Congratulations! You have completed the technology setup and devices are ready for student testing! Your effort will support students through a seamless testing process. Thank you.