

# Minnesota Technology Training and Support Plan for 2016–2017

Pearson is offering a variety of opportunities to support technology readiness for online testing.

## 1. Technical Manuals and Documentation

Technology resources on PearsonAccess Next are available to guide district assessment and technology staff to appropriate documentation and instructions.

- The Technology Resources page provides information and tools to prepare technology for online testing, including downloading or accessing TestNav. [View the Technology Resources page](#) (PearsonAccess Next > Technology Resources).
  - The *Online Testing Infrastructure Readiness Checklist 2016–2017* is available to create a successful testing experience for schools and students. The checklist includes tasks and timelines to help District Technology Coordinators (DTCs) and technology staff plan readiness activities.
  - The *Infrastructure Trial User Guide 2016–2017* is available to support the completion of an Infrastructure Trial. An Infrastructure Trial is an opportunity for districts to prepare for online testing by simulating test-day network utilization. This helps determine if there are infrastructure issues to resolve and confirm all testing devices are properly configured prior to the assessment window. Item samplers are available in the Training Center for use during the Infrastructure Trial.
- The TestNav 8 Online Support page provides technical bulletins to alert customers of the latest news and information about TestNav 8, system requirements, instructions for setup, troubleshooting steps, and information on features and demos. [View the TestNav 8 Online Support page](#) (PearsonAccess Next > TestNav 8 Online Support (under Quick Links)).
- Minnesota manuals and documents are indexed in Avocet. [View Avocet](#) (PearsonAccess Next > Avocet (under Quick Links)).



## 2. Training Webinars

Pearson will be offering a series of training sessions prior to each administration (OLPA and MCA) to support technology staff in preparation for online testing. The sessions below will be offered twice for each administration and will last approximately 90 minutes to two hours. Dates and times for training sessions will be provided in the *Assessment Update*. The trainings will be recorded, and session recordings and PowerPoint presentations will be posted to the Training Management System two to three days after the first session.

<b>Technology Readiness, Proctor Caching, SystemCheck, and App Check Webinar</b>
<p><b>Agenda Topics</b></p> <p>Technology Readiness Checklist and Infrastructure Trial</p> <ul style="list-style-type: none"> <li>• Where to find technology resources on PearsonAccess Next/Training Management System (TMS)</li> <li>• What is new</li> <li>• Lessons learned</li> <li>• TestNav 8 Online Support page</li> <li>• Installing TestNav 8 applications</li> <li>• Infrastructure Trial overview</li> </ul> <p>Proctor Caching</p> <ul style="list-style-type: none"> <li>• Proctor Caching overview</li> <li>• Purging prior administration cache</li> <li>• Uninstalling prior versions and installing the latest version</li> <li>• Using Proctor Caching</li> <li>• Setting up a TestNav 8 configuration</li> </ul> <p>SystemCheck and App Check</p> <ul style="list-style-type: none"> <li>• SystemCheck and App Check overview</li> <li>• Checking devices for readiness</li> <li>• Checking network for bandwidth</li> </ul>
<b>TestNav 8, Testing with Devices, and Early Warning System (EWS) Webinar</b>
<p><b>Agenda Topics</b></p> <p>TestNav 8</p> <ul style="list-style-type: none"> <li>• Where to find technology resources on PearsonAccess Next/Training Management System (TMS)</li> <li>• Lessons learned</li> <li>• TestNav 8 overview</li> <li>• Two ways to access (browser-based TestNav and installable TestNav)</li> <li>• Saved Response File (SRF) management for installable TestNav</li> </ul> <p>Testing with Tablets and Chromebooks</p> <ul style="list-style-type: none"> <li>• Installing TestNav 8 on tablets and Chromebooks</li> <li>• Setting up Single App Mode</li> <li>• Updating on multiple devices</li> </ul>

- SRFs and data transmission
- Early Warning System (EWS)
- Overview of EWS
  - Scenarios that trigger EWS
  - Common resolutions to resolve EWS messages
  - EWS with TestNav applications

### 3. Technology Office Hours

Technology Office Hours provide districts with a 1-on-1 opportunity to speak with Pearson technology team members to troubleshoot technology issues that they are experiencing. These support opportunities include web conferencing options to visually share additional training or show more detailed information about the issue being discussed.

Districts are scheduled on a first-come, first-serve basis for a 30-minute session each Tuesday and Thursday throughout the 2016–2017 school year. Technology Office Hours will be available to districts October through May. In the event that the regularly scheduled meeting times are not sufficient to meet the district’s schedule, a custom meeting can be arranged.

Day	Time
Tuesday - Session #1	10:00 a.m. to 10:30 a.m.
Tuesday - Session #2	10:30 a.m. to 11:00 a.m.
Thursday - Session #1	3:00 p.m. to 3:30 p.m.
Thursday - Session #2	3:30 p.m. to 4:00 p.m.

### 4. Regional Technology Training Workshops

DTCs and technology staff are invited to attend Regional Technology Training Workshops, which will be offered prior to each administration (OLPA and MCA). The workshops will be offered at three regional locations: Brainerd, Roseville, and Mankato. Details for the workshops will be provided in the *Assessment Update*.

Regional training will focus on what is new for the upcoming administration and will address any gaps in understanding from the previous administration. Pearson will outline processes for technical administrative staff responsible for online technical readiness and provide hands-on experience in preparing devices for online testing. Each workshop will have two parts:

- A morning training session that will last approximately 2.5 hours.
- An afternoon hands-on session that will last approximately 2.5 hours.

The following agenda is a high-level example of topics to be discussed and training content will reflect the aforementioned training focus.

### Sample Regional Training Agenda

- What is new
  - Lessons learned
  - TestNav system requirements
- Prepare environment for online testing
  - Review hardware and software requirements
  - *Online Testing Infrastructure Readiness Checklist*
  - Proctor Caching – purging prior administration cache and installing the latest version
  - Updating or creating TestNav configurations for 2016–2017
  - Adding secondary save locations for SRFs on computers and devices, including SFTP option
  - Installing TestNav 8 application – options for mass installation and stand-alone
  - Early Warning System and *Troubleshooting Guide for Testing*
  - Recovering and managing SRFs on tablets and Chromebooks
- Infrastructure Trials
- Support
  - Help desk support
  - Site visits
  - TestNav 8 Online Support page
  - Avocet – how to locate information quickly with a search index
- Question and Answer Session
- Hands-on experience in preparing tablets

### 5. On-Demand On-Site Visits

For schools and districts that are unable to resolve technical challenges through standard phone support and office hours participation, Pearson will provide targeted on-site technical readiness visits. Schools and districts are required to attend a Technology Office Hours session as a first step toward troubleshooting their technology challenges prior to an on-demand site visit. These visits will occur both prior to and during the testing windows in order to troubleshoot and address technology issues, possible gaps, and additional technical training necessary to support online testing. In some cases, Pearson may request remote access support to provide a faster resolution. Remote access may also be beneficial if circumstances (e.g., weather, staff availability) create a delay in solving the problem.

### Sample Site Visit Agenda

- Proctor Caching
  - Discuss the importance of Proctor Caching
  - Assist with purging prior administration cache
  - Assist with uninstalling prior version of Proctor Caching
  - Assist with installing updated version of Proctor Caching
- Run SystemCheck for TestNav 8
- Create TestNav configurations in PearsonAccess Next
- Discuss site readiness configurations within district network (virtualization options, wireless access points, etc.)
- PearsonAccess Next processes
  - Creating user accounts
  - Proctor Caching in PearsonAccess Next and specifying save locations
  - Online test sessions
- Online testing
  - Discuss training readiness
  - Discuss Infrastructure Trial
  - Discuss the importance of secondary save locations
  - What to expect on the day of testing – preparing your Test Monitors and technical support staff

## 6. Technology Updates and Reminders

In order to provide districts with technical information as quickly as possible, Pearson will distribute memos in advance of any Technical Bulletins or software updates related to Pearson products that may affect online assessments. The email distribution lists for these memos include District Technology Coordinators (DTCs), Assessment Technology Coordinators (ATCs), and District Assessment Coordinators (DACs) identified in MDE-ORG and users in PearsonAccess Next assigned the Technology Staff user role. (District personnel with roles in MDE-ORG and PearsonAccess Next may receive duplicate copies of memos.) The process of communicating information to DTCs, ATCs, DACs, and Technology Staff is outlined below.

- Pearson receives notification of an update or revision that may affect online testing.
- Pearson distributes a memo to DTCs, ATCs, DACs, and Technology Staff with general information about the update or revision.
- Pearson provides additional information as it becomes available about the update or revision to MDE for review and approval.
- Pearson will work with MDE to develop a memo with the additional information on the update or revision to the districts. Pearson will distribute the memo to DTCs, ATCs, DACs, and Technology Staff.