ELPA21
English Language Proficiency Assessment for the 21st Century

Summative Test Administration Manual (TAM) for Online Testing
Spring 2018

Listening, Reading, Writing, Speaking

December 6, 2017
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OVERVIEW

This manual contains the directions to guide Test Administrators (TAs) in log-in, Practice Test, and general test administration activities. It gives specific information on the English Language Proficiency Assessment (ELPA21), procedures and setup details for testing, directions for the TA, and a script with student directions that TAs follow. For detailed information on loading student information, editing student or TA profiles, or printing test tickets, please consult the Iowa TIDE User Guide, located in the resources pages of the Iowa ELPA21 Portal.

Technology

All computers and iPad tablets intended for use in the administration of the ELPA21 test must be set up and configured to test using the student Test Delivery System (TDS) prior to the first administration. The Secure Browser Installation Manual can be found on the Iowa ELPA21 Portal. If you have any questions, refer to the User Support (Appendix C) section of this manual.

About the ELPA21 Test

ELPA21 is designed to measure the performance of English learners as they progress through their K–12 education and achieve college and career readiness. The ELPA21 items are designed to gather evidence that students are progressing toward or meeting the English Language Proficiency (ELP) Standards adopted by the ELPA21 member states. These standards, which were completed in September 2013, highlight and amplify the critical language, knowledge about language, and skills using language in the College and Career Ready Standards.

TA Qualifications

The ELPA21 should be administered by trained staff members of a school district under the general supervision of a certificated employee. TAs administering the ELPA21 should have experience with English learners (ELs) and understand state assessment, and security practices and procedures.

Security and Professional Code of Conduct

The items appearing on the ELPA21 test forms are all secure items. No portion of the test may be documented, discussed, or duplicated at any time. Students may take notes during the test using either the embedded Digital Notepad tool (online) or scratch paper (paper-pencil), as allowed by your state. All scratch paper must be collected, accounted for, and immediately returned to your School Test Coordinator (STC) at the end of each days testing.

All online test usernames and passwords (test tickets) must be kept in a secure location and be immediately returned to your STC after the test administration for that day has completed.

The TAM is not a secure document and schools may print as many copies as necessary.

District and school test coordinators are expected to follow all Iowa Security Procedures as is required of all state testing and sign appropriate agreements through the Statewide Assessment Office.
Preliminary Planning

1. Review this manual and supporting administration manuals in their entirety, before administering the ELPA21 Practice or Summative tests.

2. Verify that computers are set up and configured for the ELPA21 Assessments.

3. Ensure students take the ELPA21 Practice Tests prior to taking the ELPA21 Assessment. The Practice Tests are located on the Iowa ELPA21 Portal. This is important to your students as it will allow them to familiarize themselves with the technical skills and types of items (test questions) they will encounter on the ELPA21 Assessment.

4. Review your student’s testing schedules. Is there a plan in place to support students needing additional time?

5. Refer to the [ELPA21 Accessibility and Accommodations Manual](https://www.elpa21.org) for additional restrictions related to providing tools, supports, or accommodations including the use of scratch paper. This manual is specifically for the ELPA21, as the accessibility features for the ELPA21 may be different from other general education assessments in Iowa. If there are questions, contact the Assessment office at IDOE for assistance.

6. Verify that the necessary materials for each test administration are available (i.e., headsets, scratch paper).

7. Make sure the physical conditions in the testing room are satisfactory. All students should have a well-lighted, well-ventilated workspace, and should be seated so that there is enough space between them.

8. Have a plan for covering any Word Walls or other posted material that could provide help during the test. Post a “Testing—Secure Environment, Do Not Disturb” sign on the door to avoid interruptions.

9. Student testing areas (desks or tables) will need to be cleared of books and other materials.

10. Have a location secured, away from student testing locations, for students to place non-approved electronics (i.e., cell phones) and personal bags.

11. Plan ahead for a time and location to charge iPads, Chromebooks, and laptops prior to testing. Devices should be 100% charged or plugged into a wall socket during the test.

12. Ensure students are assigned to the correct online tests and that their designated supports are selected correctly prior to beginning the test.

13. Review the critical information for administering tests on page 3.
Scheduling

The summative testing window is February 13 to April 13, 2018. Combined, the four ELPA21 domains should take approximately one hour to administer for the three lower grade bands, and up to two hours for the three highest grade bands. These approximate times are for student work time only. Therefore, allow an additional 15–20 minutes to pass out test tickets, set up headphones, read directions, and perform other testing activities. This is not a timed test and provisions should be made for students who may need additional time. The ELPA21 is divided into four tests (Listening, Reading, Writing, and Speaking), each of which may be administered in a separate session. TAs follow their approved testing schedule as set in their Test Security and Building Plan.

**ELPA21 Administration for Summative Assessment**

<table>
<thead>
<tr>
<th>Approximate amount of testing time for ELPA21 for all four domains</th>
<th>Grades K &amp; 1</th>
<th>Grades 2-3</th>
<th>Grades 4-5</th>
<th>Grades 6-8</th>
<th>Grades 9-12</th>
</tr>
</thead>
<tbody>
<tr>
<td>69 minutes</td>
<td>63 minutes</td>
<td>91 minutes</td>
<td>128 minutes</td>
<td>~155 minutes</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Approximate amount of testing time for ELPA21 per domain</th>
<th>Grades K &amp; 1</th>
<th>Grades 2-3</th>
<th>Grades 4-5</th>
<th>Grades 6-8</th>
<th>Grades 9-12</th>
</tr>
</thead>
<tbody>
<tr>
<td>17 minutes*</td>
<td>23 minutes</td>
<td>26 minutes</td>
<td>32 minutes</td>
<td>39 minutes</td>
<td></td>
</tr>
</tbody>
</table>

*The K-1 paper writing supplement may take an additional 5-10 minutes

<table>
<thead>
<tr>
<th>Approximate amount of time for in-test instructions</th>
<th>Time for instructions may vary by domain and grade level. Test administrators can plan for 5 minutes of in-test instructions at the beginning of each individual domain test or 20 minutes of instructions for all four of the domains.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Number of domains that can be administered in a single session</th>
<th>All domains can be administered in a single session. However, ELPA21 encourages test administrators to allow students to take a break between domains, to prevent testing fatigue.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Maximum number of days over which a student can test</th>
<th>There is no maximum number of days over which a student can test, as long as all four domains of the field test are completed during the testing window. Domains can be administered in separate sessions during the same day, or on different days entirely.</th>
</tr>
</thead>
</table>

Time for students to practice using the Practice Tests should be scheduled before students take the summative test.

**ADMINISTERING TESTS**

- **One test in a single day:** When students finish the first test, you can log out of the Test Administration site. When beginning the next test on a subsequent day, you will need to read the login directions to the student from pages 25-29. Then, continue with the test **SAY** box directions.

- **More than one test in a single day:** When students finish the first test, you will need to read the login directions to the student from pages 25-29. Then, continue with the test **SAY** box directions. When the students are ready to begin testing, approve students to the next test within the Test Administration site.

Prepare to have available silent work for any students who complete the test early. For security reasons, students must not have access to non-approved electronics while in the testing location. If individually releasing students, one at a time, at the end of testing, ensure that all materials have been collected and accounted for prior to dismissal.

**ADMINISTRATIVE CONSIDERATIONS**

Some students may need some of the following supports in their testing environment.

- Adaptive furniture
• Breaks (length to be determined by the structure of the test and student’s needs)
• Study Carrel
• Individual administration
• Light/acoustics
• Minimize distractions
• Test at a time beneficial to the students
• Non-embedded amplification
• Repeat/re-read directions word-for-word
• Seat location/proximity
• Separate room
• Slant board/wedge
• Small group

**RECOMMENDED STUDENT: TEST PROCTOR RATIO (SUMMATIVE TEST)**

It is recommended by the consortium to test students in small groups. The following table provides the recommended ratio of students to TAs. One Directions for Administration (DFA) document will be provided by the contractor for the paper-pencil writing portion for every five students scheduled for the ELPA21 Summative assessment. All other administrative documents need to be obtained from the [Iowa ELPA21 Portal](https://elpa21.ia_roles/ia).

<table>
<thead>
<tr>
<th>Grade Band</th>
<th>Number of Students</th>
<th>Number of Proctors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kindergarten — online</td>
<td>1 to 5</td>
<td>1:2</td>
</tr>
<tr>
<td>Kindergarten —paper/pencil Writing Supplement</td>
<td>1 to 3</td>
<td>1:2</td>
</tr>
<tr>
<td>Grade 1 — online</td>
<td>1 to 5</td>
<td>1:2</td>
</tr>
<tr>
<td>Grade 1 — paper/pencil Writing Supplement</td>
<td>1 to 3</td>
<td>1:2</td>
</tr>
<tr>
<td>Grade Band 2 – 3</td>
<td>8</td>
<td>1</td>
</tr>
<tr>
<td>Grade Band 4 – 5</td>
<td>10</td>
<td>1</td>
</tr>
<tr>
<td>Grade Band 6 – 8</td>
<td>15</td>
<td>1</td>
</tr>
<tr>
<td>Grade Band 9 – 12</td>
<td>20</td>
<td>1</td>
</tr>
</tbody>
</table>

**MATERIALS REQUIRED**

1. Test tickets, if they are being used. Test tickets are secure materials and must be treated as such. Return to your STC according to your school’s Test Security and Building Plan.
2. The [ELPA21 Accessibility and Accommodations Manual](https://elpa21.ia_roles/ia), if needed.
3. Test Administration Manual—TAM (online K–12, only)
4. Directions for Administration—DFA (paper-pencil K–1 writing, Braille, and large print forms, only)
5. Scratch Paper
6. Headsets with microphone
7. Access to a mouse (*if students normally use one for online testing*).
8. If using an iPad tablet, an external keyboard is needed.

**Student Preparation**

**Practice Test:** To prepare students for the ELPA21 test, please have them take the ELPA21 Practice Test for their grade band prior to Summative testing. It is suggested to administer the Practice Test several days prior to the Summative assessment.

The Practice Test will familiarize students with the ELPA21 online system, icons, and item types.

Students will also become familiar with:

- How to scroll down and across the screen when necessary
- How to move from screen to screen
- How to answer multiple-choice questions by clicking on the answer
- How to respond to drag-and-drop questions using a mouse
- How to record an answer to the Speaking test, listen to the recording playback, and re-record if necessary
- How to type in a box to respond to a Writing prompt

Students may take the Practice Test as many times as needed to gain familiarity and be comfortable with the testing tools and item types. Because the Practice Tests are considered practice for the students, responses are not saved.

ELPA21 recommends that test administrators take the Practice Test(s) and review the provided Lesson Plans prior to introducing students to the Practice Tests. The Lesson Plans describe the key technical skills students need to learn from each item in the Practice Test. ELPA21 also provides a Student Tech Skills Checklist that lists the test navigation and tools students encounter.

Students whose IEP or 504 plans indicate they should test using designated supports may take a personalized Practice Test with these supports enabled. Details are provided in the next section of this manual.

**Summative Test:** Try to put students at ease. Explain that the test includes some questions that are easy and some that are harder; encourage students to attempt to answer every question and to do their best.

Test Administrators may assist students with test navigation and testing buttons. Detailed guidance is provided throughout this document.

**Providing Help During Administration of Tests**

Do not suggest answers, and do not comment on or evaluate student work during the test, verbally or non-verbally. If necessary, assist students with online skills such as scrolling, selecting a response by clicking, dragging and dropping, starting and stopping recording of a spoken response, and moving between screens. Prior to the test, the TA should lead all students through the Practice Test to ensure students have an opportunity to become familiar with the online test interface and how to use the various tools embedded in the test.

Please note that as students are becoming familiar with the testing environment, they may look to the TA to verify that they have used the technology (such as recording a spoken response) correctly. The TA is allowed to acknowledge that the student has used the system correctly or redirect the student on how to properly use the
technology. At no time, however, is a TA allowed to provide support on student responses to questions, comment on the quality or proficiency of a student response, or encourage them to re-record to try for more points. No test information, other than directions, may be read aloud to the student at any time.

**RECORDINGS AND REPLAYS UNLIMITED**

AIR is unable to limit the number of recording and replays available to students.

TAs may instruct students that the recording and replays should only be used two times. We ask that students be monitored by TAs, as they are able, for the number of times this is used. Use of recording more than two times will not be considered a testing irregularity.

**Speaking Test:** Students may record their spoken responses two times. The accommodated version for students with IEPs is unlimited recordings.

**Listening Test:** Students may listen to stimulus (passages, questions, prompts) two times. The accommodated version for students with IEPs is unlimited replays.
Practice Test – TA: Overview

Practice Test Overview

The Practice Test helps students understand how to take the online test and enables them to practice using all the tools available. This opportunity to practice is invaluable for some students and highly encouraged.

Depending on students’ grades and ages, some students may need additional practice with technology before the actual test, in order for them to be completely comfortable. The Practice Test can be accessed as many times as necessary for students to become familiar with the testing system.


- Students in grades K and 1 need to practice the Question and Navigation buttons only.
- The Tools icons are optional and may be skipped for the younger students in order to simplify the lesson.

Additional tools are available for students who require them per an IEP or 504 plan. Please ensure that students have sufficient practice with tools, via the Practice Test, prior to testing.

Pausing a Test

TAs and students should become familiar with the Pause Rules during the Practice Test.

- Students can pause their test at any time. They will be presented with a warning message asking them to verify that they want to pause the test. The alert message also states that they may not be able to go back to previous questions. This is a standard system message that does not apply to ELPA21 tests. Students are instructed to alert the TA. If they choose to pause the test, they will be logged out of the test.

- When students resume the test, they will see the first page that has unanswered questions, they will be able to view and change answers to questions they already answered within the current test, including previous pages. They cannot go back to previous tests.

- If their test is idle for 20 minutes, the system will automatically pause the test and log them out. To resume the test TAs will have to log the student back in.

All answers are saved immediately; students do not lose answers when the test is paused.
Options for Accessing the Practice Test

There are two options for student access to the Practice Test.

1. **Sign In to Non-Secure Practice Test**—Guest User: The TA and Student accessing through the non-secure Practice Test card on the homepage of the Iowa ELPA21 Portal. This option could be used for TAs becoming familiar with the Practice Test and presenting the Practice Test to larger groups of students prior to using option two. Click Non-Secure Practice Test Login: Guest User to begin directions to students.

2. **Secure Browser - Secure Practice Test Login: Create, Manage, and Administer Practice Test:** The Practice Tests have two components. TAs use one component, the Practice Test Administration (TA Training) site, to create and manage Practice Test sessions. Students use the other component, the Practice Test (Student) site, to take the Practice Tests. This allows students to practice entering their log-in information and allows students with accommodations the ability to use the specified accommodation in the Practice Test.
   **NOTE:** This option mimics the secure testing environment. The TA starts the student session, but will NOT see the student test on his or her device. The student test will only appear on the student’s device.

   Click Secure Practice Test Login: Create, Manage, and Administer Practice Test to begin TA directions followed by student directions.

Either option allows students to practice navigating the platform and becoming familiar with the tools and functions like listening again to prompts or recorded information.

**Secure Practice Test Login: Create, Manage, and Administer Practice Test**

The Practice Tests have two components. TAs use one component, the Practice Test Administration (TA Training) site, to create and manage Practice Test sessions. Students use the other component, the Practice Test (Student) site, to take the Practice Tests.

2. Select your user role User Card.
3. Click the Practice Test Administration card.
4. The login page appears.
5. Enter your username and password.
6. Click Secure Login. The TA Training Site appears.
7. When you are ready to begin a test session.
   a. In the **Practice Test Selection** window, select the test(s) to administer.
   b. Click **Start Practice Session**. The session ID appears at the top of the page.

8. Provide the session ID to the students signing in to your test session.

9. You will have students sign in to the Practice Test Administration site using their first name, SSID, and the session ID from step 7.b. *(see page 11 for instructions to students).* Please assist students with logging in as necessary.

10. You will need to approve students for testing. When students select tests, the **Approvals** box in the upper-right corner of the Practice Test Administration site shows notifications. Click **Approvals** to view the list of students awaiting approval.
   - To review and edit a student’s test settings and accommodations, click ![edit button] in that student’s row.
   - To approve an individual student for testing, click ![checkmark].
   - To deny a student for testing, click ![x] and enter the reason in the box.
   - To approve all students in the list for testing, click **Approve All Students** tab in the top of the **Approvals** window.
11. Monitor students’ progress throughout testing. Students’ test statuses appear in the **Students in Your Practice Test Session** table.

- Statuses include the following: approved, started, in-progress, review, completed, submitted, and paused.
- The **Student Status** column indicates how many test questions the student has answered out of the total number of questions in the test.

![Students in Your Practice Test Session](image)

- Click ![pause](image) to pause an individual student’s test. If a student’s test is paused for more than 20 minutes, the student will be able to view and change answers to questions in the current test. The student cannot access previous tests.

12. When appropriate, stop the test session and log out.

   a. Click ![stop](image) to end the session and automatically pause any in-progress tests in your session.
   b. Click **Log Out** to exit the TA Training site.

When you stop a testing session, you cannot resume it. If you stop a testing session and students need to continue testing, you will be required to start a new session.
PRACTICE TEST – STUDENT: TESTING PROCESS INSTRUCTIONS

TAs read the information inside each SAY box. The information outside of the SAY box, in italics, is additional information to support TAs and should not be read to the student.

- Non-Secure Practice Test—Guest User login begins below.
  - If walking students through the Practice Test using an overhead, omit the following SAY boxes.
  - If students are logging in on their own, use the following SAY boxes.
- Secure Browser Practice Test student login begins on page 12.

**Sign In to Non-Secure Practice Test—Guest User**


Pause. Assist students as needed.

SAY Select the **Practice Tests** card. Now, select the **Take the Practice Test** card.

Pause. Assist students as needed.

A warning message appears, only if a student is about to access a test via a browser that is currently not supported by AIR. Always refer to the Supported Browsers page on the Iowa ELPA21 Portal for the most up to date list of supported browsers. Once verified, direct student to select OK if you are permitting the student to continue with the test.

SAY If you receive a Warning message, raise your hand and I will come help you.

Pause. Assist students as needed.

SAY You will sign in as a guest. You will not change information on this screen. Click **Sign in now.**
Select the appropriate grade in the **Grade** dropdown, then click **Yes**.

Pause. Assist students as needed.

TAs will continue with instructions for the non-secure Practice Test directions to students by joining the instructions on page 13, Select an Available Test.

**Sign In to Secure Browser Practice Test**

On your computer screen, locate the icon titled **IowaELPA21 Secure Browser**. If you cannot locate this icon, please raise your hand and I will come help you.

Pause. Assist students as needed

Double-click this icon and the program will launch. Once the program has opened, you will see the **Student Sign In** page appears.

Do not enter anything until you have been instructed to do so.

Can everyone see the **Sign In** page? If you cannot see the **Sign In** page, please raise your hand.
Pause. Assist students as needed.

**Students will enter their name exactly as it appears on their test ticket and then click the SIGN IN button.**

**SAY** After you enter your first name, SSID, and Session ID, click **Sign In**. Does anyone have any questions or need help?

Pause. Assist students as needed.

**Common Login Errors:**

- **The first name and SSID do not match.** This indicates that the first name entered does not match the first name associated with the SSID.
- **The session ID is not available.** The session ID entered is not an available test session. Verify that you entered the session ID correctly.

**Verify Student Information**

**SAY** After you log in, the **Is This You?** page appears. Verify that the information on this page is correct. If the information is not correct, please raise your hand and I will come help you.

Pause. Assist students as needed

**Select an Available Test**
On the **Your Tests** page, click on the link that says **Start Grades ELPA21 Practice Test**.

![Your Tests page screenshot]

**If a student had previously started a test but did not finish it,**

If you previously started a test but did not finish it, **Resume** displays next to the test name. You can click this button to resume the test.

**Pause. Assist students as needed.**

**The TA will need to approve students in the Test Administration site for this test.**
Review the settings and click the **Select** button to move to the next screen.

Pause. Assist students as needed.

Verify Test Information

Review the information on the **Is This Your Test?** page and verify that your test settings are correct. If the information is not correct, please raise your hand.

Pause. Assist students as needed.

When you are ready, click **Yes**. You should now see the **Audio Playback Check** screen.

Pause. Make sure all students are on the **Audio Playback Check** screen.
Click on the Sound button to hear the sound.
If you hear the sound, click **I heard the sound**.
If you do not hear the sound, raise your hand.

Pause. **Make sure all students can hear the sound.**

You should now see the **Recording Device Check** screen.

Press the **Microphone** button to start recording. Say your name into the microphone.

When you are finished, you will press the **Stop** button.

Try it now. If you need help, raise your hand.

Pause. **Assist students as needed.**

Wait for all students to finish.

Press the **Play** button to listen to your recording.

If you hear your voice, click **I heard my recording**.
If you do not hear your voice, raise your hand.

Pause. **Assist students as needed.**

**Make sure all students can hear their voices.**

You should now see the **Instructions and Help** screen. Does everyone see the instructions? If you do not see the instructions, please raise your hand.

Pause. **Make sure all students are on the Instructions and Help screen. Assist as needed.**

Continue directions to the student with the **Question Buttons Instructions** on the following page.
**Practice Test - Student: Question Buttons Instructions**

**SAY** There are several important things to remember.

Read each question carefully. Think about what is being asked. If the test question has pictures, look carefully at pictures because they help you understand the question.

Pause.

**SAY** For responses that have to be written, type your answers in the space provided on the screen.

For multiple-choice questions, click on the answer you chose. To change an answer, just click on a different answer.

Remember to click a single time to select your answer. Remember to just try your best.

Pause.

**TA's will now pass out the Tool Button sheet to students.**

**[Grades K–12]** The following buttons are used by students in grades K–12.

**SAY** Now look at the tool button sheet that I just passed out. Follow along with me as I explain the buttons and tools you will see and use during the test. You will only listen to me while looking at the sheet, you will not be using your computer at this time.

If you have a question while I am reviewing this tool sheet with you, please raise your hand.

Pause.

**SAY** Look at row 1. You may click on the **Question Mark** button to see these directions at any time.

Pause.

**SAY** Look at row 2. Click on the **X** at the upper right to close the directions.

Pause.

**SAY** Look at row 3. Click on the **Zoom In** button to make the text and images bigger. Use the **Zoom Out** button to make the text and images smaller. There are four zoom levels.

Pause.

**SAY** Look at row 4. Click the **Question Drop-Down** list to move to any stimulus or question on the test.

Pause.

**SAY** Look at row 5. Your answers will automatically be saved. A **Save** button is on the screen if you want to save while you are doing your work.

Pause.
Look at row 6. You will use the **Pause** button to exit the test before finishing. Before selecting the Pause button, raise your hand for TA help.

**Pause.**

Look at row 7. After you answer a question, you will use the **Next** button to move to the next question.

**Pause.**

Look at row 8. You can use the **Back** button to move to the previous question.

**Pause.**

Look at row 9. When you have finished all the test questions, you will use the **End Test** button to end your test.

**Pause.**

Look at row 10. You may use the **Expansion Tool** button during the reading test to make the left side of the screen smaller or larger.

**Pause.**

Look at row 11. This is the **Unanswered Question Flag** button that flags unanswered questions on the review screen. You can click the flag to return to the unanswered question.

**Pause.**

Look at row 12. This is the **Replay** button that you will use to replay any directions or text that was previously played.

**Pause.**

Look at rows 13, 14, and 15. These buttons will be used during the Speaking test of the test.

**Pause.**

Look at row 13. You will use the **Microphone** button to start recording your voice.

Now look at row 14. You will use the **Stop** button to end the recording of your voice.

Now look at row 15. You will use the **Play** button to listen to the recording of your voice.

**Pause.**

Answer any questions students may have.

Refer to the following page for additional buttons available to students in grades 4–12.
[GRADES 4–12] The following buttons may be useful for students in grades 4–12.

**SAY** Look at row 16. You will use the Context Menu button to access tools like the Notepad, Mark/Unmark for Review, Highlighter, and Strikethrough option.

Pause.

**SAY** Look at row 17. You may use the Notepad button to write notes to yourself about a passage or question.

Pause.

**SAY** Look at row 18. You may use the Mark for Review button to flag a question that you want to look at again later.

Pause.

**SAY** Look at row 19. You may use the Highlighter button to mark key words or areas. Select the text first, then click on the Context Menu to select the Highlighter tool.

Pause.

**SAY** Look at row 20. You may use the Strikethrough button on multiple choice questions to get rid of answer choices not needed.

Pause.

**SAY** Look at row 21. You may use the Hand Pointer to select some information on the toolbar.

Pause.

**SAY** Do you have any questions about the Tool Buttons?

Pause. Answer any questions the students may have.

[GRADES K–12] This section will instruct students to begin the Practice Test.

**SAY** When you are ready to begin the Practice Test, click Begin Test Now.

Pause. Answer any questions the students may have.
SUMMATIVE TEST – TA: INSTRUCTIONS

Directions for the summative test appear on the screen and are also read aloud by the TA using the scripts that begin on page 25. All directions to be read to the students are in SAY boxes. Directions in italics are for the TA and are not to be read aloud.

Encourage students to do their best and advise them not to spend too much time on any one question. Check periodically to make sure students are using the testing system properly, following instructions, and advancing through the test.

TAs are allowed to assist students with entering their usernames and passwords to begin the test. They are also permitted to assist students with navigation of the system.

PAUSING A TEST

TAs and students should become familiar with the Pause Rules during the Practice Test.

• Students can pause their test at any time. They will be presented with a warning message asking them to verify that they want to pause the test. If they choose to pause the test, they will be logged out of the test.
• When students resume the test, they will see the first page that has unanswered questions, they will be able to view and change answers to questions they already answered within the current test, including previous pages. They cannot go back to previous tests.
• If their test is idle for 20 minutes, the system will automatically pause the test and log them out.

All answers are saved immediately; students do not lose them when the test is paused.

Listening Test Directions

During the Listening test, students will hear the prompts through their headphones and then respond by clicking on a multiple-choice answer or by dragging and dropping a graphic or a piece of text.

At the beginning of the Listening test, all students are prompted to check the sound in their headphones; if the sound needs adjusting or is not working, they are asked to raise their hand.

Reading Test Directions

During the Reading test, students will read different types of text including short correspondence, procedural, literary, and informational passages. They will demonstrate comprehension by answering multiple-choice as well as drag-and-drop questions.

At the beginning of the Reading test, students are prompted to check the sound in their headphones; if the sound needs adjusting or is not working, they are asked to raise their hand.

Writing Test Directions

During the computerized portion of the Writing test, students in the lower grades (K and 1) demonstrate knowledge of writing by dragging letters to form words and by dragging words to complete or form sentences. At the higher grades, students also respond to Writing prompts by typing.

At the beginning of the Writing test, students are prompted to check the sound in their headphones; if the sound needs adjusting or is not working, they are asked to raise their hand.
For students in grades K and 1, a paper-and-pencil Writing Supplement will also be administered. We recommend that you administer this separate paper writing supplement immediately after students complete the online Writing test. If the paper Writing Supplement cannot be administered in the same session as the online portion, it should be administered as soon as possible afterwards.

**Speaking Test Directions**

At the beginning of the Speaking test, all students will be prompted to check the sound in their headphones (if the sound needs adjusting or is not working, they are prompted to raise their hand). Next, they are prompted to check the functionality of their microphone by recording and then listening to their name.

Students will hear the prompts through their headphones and then record their answers. To record an answer, the student clicks on the **RECORD** icon, speaks, and then clicks on the **STOP** icon. The student can then listen to his or her recorded response by clicking on the **LISTEN** icon. If the student is not satisfied, he or she can re-record a response by clicking on the **RECORD** icon again. Please ensure that students get sufficient practice with this tool in the Practice Tests prior to testing.

**Test Administration Site: Login and Test Administration**

The ELPA21 test will have two components. TAs use one component, the Test Administration site, to create and manage Test sessions. Students use the other component, the Test (Student) site, to take the Summative tests.

1. Access the [Iowa ELPA21 Portal](http://ia.portal.airast.org/).
2. Select your user role User Card.
3. Click the **Operational Test Administration** card.

4. The login page appears.
5. Enter your username and password.
6. Click **Secure Login**. The Test Administration site appears.
7. When you are ready to begin a test session.
   a. In the Test Selection window, select the test(s) to administer.
   b. Click **Start Session**. The session ID appears at the top of the page.

8. Provide the session ID to the students signing in to your test session.

9. You will have students log in to the Secure Browser site using their first name, SSID, and the Session ID from step 7.b. *(see page 25 for student login instructions)*
10. Students will need to be approved for testing. When students select tests, the Approvals box in the upper-right corner of the Test Administration site shows notifications. Click Approvals to view the list of students awaiting approval.

- To review and edit a student’s test settings and accommodations, click in that student’s row.
- To approve an individual student for testing, click .
- To deny a student for testing, click and enter the reason in the box.
- To approve all students in the list for testing, you will click Approve All Students tab in the top of the Approvals window.
11. Monitor students’ progress throughout testing. Students’ test statuses appear in the **Students in Your Test Session** table. Students must be supervised at all times during testing, by a trained TA.

- Statuses include the following: approved, started, in-progress, review, completed, submitted, and paused.
- The **Student Status** column indicates how many test questions the student has answered out of the total number of questions in the test.

![Image of Students in Your Test Session table]

- Click **Pause Test** to pause an individual student’s test. If a student’s test is paused for more than 20 minutes, the student will be able to view and change answers to questions in the current test. The student cannot access previous tests.

12. When the time is up, stop the test session and log out.

   a. Click **Stop** to end the session and automatically pause any in-progress tests in your session.
   b. Click **Log Out** to exit the Test Administration site.

When you stop a testing session, you cannot resume it. If you stop a testing session and students need to continue testing, you will be required to start a new session.
**SUMMATIVE TEST DIRECTIONS – STUDENT: LOGIN INSTRUCTIONS**

Before beginning administration of the test, make sure you have any necessary materials, including test tickets and headsets. If you need to print test tickets, refer to the TIDE User Guide or speak with your STC. If students are using test tickets, distribute them prior to this login process. Directions to the student will be called out in **SAY** boxes. TA instructions are in *italics*, outside of the **SAY** boxes, and are not to be read out loud.

*Students will click the testing icon on their screens to launch the application.*

<table>
<thead>
<tr>
<th>SAY</th>
<th>On your computer screen, locate the icon titled <em>Secure Browser</em> please raise your hand and I will come help you.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>If you cannot locate this icon,</td>
</tr>
<tr>
<td></td>
<td>please raise your hand and I will come help you.</td>
</tr>
</tbody>
</table>

Pause. Assist students as needed.

<table>
<thead>
<tr>
<th>SAY</th>
<th>Double-click this icon and the program will launch. Once the program has opened, you will see the <strong>Student Sign In</strong> page.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Do not enter anything until you have been instructed to do so.</td>
</tr>
<tr>
<td></td>
<td>Can everyone see the <strong>Student Sign In</strong> page? If you cannot see this page, please raise your hand.</td>
</tr>
</tbody>
</table>

Pause. Assist students as needed.

*Students will enter their name exactly as it appears on their test ticket and then click the **Sign In** button.*

<table>
<thead>
<tr>
<th>SAY</th>
<th>Type your first name into the field titled <strong>First Name</strong>.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Pause.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SAY</th>
<th>Now click on the SSID field. Type in your <strong>Student ID</strong> number.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Pause.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SAY</th>
<th>Now click on the Session ID field. Type in the <strong>Session ID</strong> I have written on the board.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Pause.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SAY</th>
<th>Does anyone have any questions or need help?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Pause. Assist students as needed.</td>
</tr>
</tbody>
</table>
Click the **Sign In** button to start the test.

**On the next screen, students will confirm the information is correct, then click the **Yes** button.** *(If corrections are required, make corrections before the student begins the test. The TA can then edit the student information in the Test Administration site.)*

Now you should see a screen with your name on it. Do you see your name on the screen? If you do not see your own name, or if your name is not spelled correctly, raise your hand.

**Pause. Assist students as needed.**

Now look at the rest of the information on the screen. Make sure it is correct.

- your Grade
- your SSID
- your School

If any of the information is not correct, please raise your hand.

If all of the information is correct, you can click **Yes** now. The **Yes** button is at the bottom of the screen. Do not go past the next screen until I tell you to.

**Pause. Assist students as needed.**

**On the next screen, students will choose the test they are taking. Make sure the students have all logged in and are at the test selection screen.**

Now we are going to begin the test. Click on the link that says **Start Grade X ELPA21**.

**Pause. Make sure all students locate the testing link. If students started testing on a previous day “**Resume**” displays instead of “Start”**.
If a student had previously started a test but did not finish it,

**SAY** If you previously started a test but did not finish it, the link will say **Resume Grade X ELPA21**.

The TA will need to approve students in the Test Administration site for this test.

**Verify Test Information**

**SAY** Review the information on the **Is This Your Test?** page and verify that your test settings are correct. If the information is not correct, please raise your hand.

![Is This Your Test?](image)

**Pause. Assist students as needed.**

**SAY** When you are ready, click **Yes**. You should now see the **Audio Playback Check** screen.

![Audio Playback Check](image)

**Pause. Make sure all students are on the Audio Playback Check screen.**

**SAY** Click on the **Sound** button to hear the sound.

If you hear the sound, click **I heard the sound**.

If you do not hear the sound, raise your hand.

**Pause. Make sure all students can hear the sound.**
Note: The next direction about the Recording Device Check should only be read to students taking the Speaking test.

You should now see the Recording Device Check screen.

Press the Microphone button to start recording.
Say your name into the microphone.
When you are finished, press the same button again to stop recording.
Try it now. If you need help, raise your hand.

Pause. Assist students as needed.

Wait for all students to finish.

Press the Play button to listen to your recording.
If you hear your voice, click I heard my recording.
If you do not hear your voice, raise your hand.

Pause. Assist students as needed.

Make sure all students can hear their voices.
You should now see the **Instructions and Help** screen. Does everyone see the instructions? If you do not see the instructions, please raise your hand.

**Pause. Assist students as needed.**

*Make sure all students are on the **Instructions and Help** screen.*

This screen contains the same information about the tool buttons as you saw in the Practice Test. You can access these instructions at any time during the test by clicking on the **Question Mark** button on top of the screen.

*Find the directions for the appropriate test on the following pages to continue with the test.*
SUMMATIVE TEST DIRECTIONS – STUDENT: LISTENING DIRECTIONS

SAY  Do you have any questions about the Instructions and Help screen?

Pause. Answer any questions the students may have. Then,

SAY  This is a Listening test. It will give you a chance to show how well you can listen to and understand English.

You will hear things like conversations and presentations. Listen carefully.

If you need to hear the conversation or presentation again, click on the Replay button.

The questions will be read to you. You can hear a question again by clicking on the Replay button beside the question.

If you want to hear a response read to you, click on the Replay button beside that response.

Some questions you will answer by dragging and dropping an object or a word. You can change your answer by dragging the object to a different place, or by dragging a different object.

Other questions you will answer by clicking on the response. You can change your answer by clicking on a different response.

SAY  If you have a question, or do not understand what to do, raise your hand.

Pause. Assist students as needed. Once all questions are answered,

SAY  Try to answer all test questions. Keep working until you reach the end of the test.

Once you finish, you may check your work in this test only. Remember, you can see the directions whenever you need them during the test by clicking the Question Mark button.

Pause.

SAY  When you reach the Review screen, do not submit your test, please raise your hand and I will help you.

When you are ready to begin this test, click Begin Test Now.

Monitor students as they are taking the test to see that they are properly advancing through the screens. TAs may provide students with guidance on the use of technology (i.e., mouse, trackpad, touchscreen, or the navigation to tools). TAs may not give help on specific test questions. See page 5, Providing Help During the Administration of Tests section.

Be prepared to provide students with silent work and ask them to sit quietly until everyone else has finished. If allowing students to go on individually, proceed with the student through the review and submit screen once they have reached the Review screen.

When students have reached the end of the test,

SAY  You should now see an Attention box that asks you to select the End Test button to review your answers.

Click OK and then the End Test button with the red square at the top of your screen.

Pause.

SAY  You should now see another Attention box saying you have reached the end of the test. Click the Yes button.
Pause.

After all students are on the Congratulations! You have reached the end of the test! screen and have had the opportunity to review flagged items,

**SAY** If you have marked any items for review, please go back and check these items now. You will not be able to go back to these questions later.

Pause.

**SAY** If you are sure that you are done with all the questions in this test, please select the Submit Test button.

Pause.

**SAY** You should now see the Warning box asking if you are sure you want to submit the test. Click Yes, if you are done.

Pause.

**SAY** You will now see the Your Results page. You may click the Log Out button now.

**IMPORTANT: While students are logging out, TAs must review the following information.**

1. **Administering one test in a single day:** If you are only administering the Listening Test today, you can log out of the Test Administration site.

   When beginning the next test on a subsequent day, you will need to read the login directions to the student from pages 25-29. Then, continue with the reading **SAY** boxes beginning on page 32.

2. **Administering more than one test in a single day:** If you are administering more than one test today, read the login directions again to the student from pages 25-29, then continue with reading the directions starting on page 32 for the Reading Test.

   When the students are ready to begin testing, approve students to the Reading Test within the Test Administration site.
SUMMATIVE TEST DIRECTIONS—STUDENT: READING DIRECTIONS

If beginning the Reading Test on another day, TAs will need to start a new session in the Test Administration site and read student login directions on pages 25-29.

If continuing into the Reading Test from the Listening Test, TAs do not need to start a new session in the Test Administration site and should read the student login directions on pages 25-29 and then begin with the following directions to the students.

SAY Do you have any questions about the Instructions and Help screen?

Pause. Assist students as needed, then

SAY This is a Reading Test. It will give you a chance to show how well you can read and understand English.

[FOR GRADE K]

SAY Some questions are about a story. You will read along as you listen to the story. Then you will answer the questions.

You will answer some questions by clicking on a picture. You will answer other questions by clicking on some words. It is easy to change an answer if you change your mind. Just click on a different picture or different words.

You will also answer questions by moving a word or picture. You can change your answer by moving the word to a different place or moving a different picture.

If you have a question, or do not understand what to do, raise your hand.

[FOR GRADES 1–12]

SAY Some questions are about a passage. Read the passage first before you try to answer the questions.

You will answer some questions by dragging and dropping words. You can change your answer by dragging the words to a different place, or by dragging different words.

You will answer other questions by clicking on words, pictures, or sentences. You can change your answer by clicking on different words, pictures, or sentences.

If you have a question, or do not understand what to do, raise your hand.

[FOR GRADES K–12]

Pause. Assist students as needed. Once all questions are answered,

SAY Try to answer all test questions. Keep working until you reach the end of the test.

Once you finish, you may check your work in this test only. Remember, you can see the directions whenever you need them during the test by clicking the Question Mark button.

Pause.
When you reach the **Review** screen, do not submit your test, please raise your hand and I will help you. When you are ready to begin this test, click **Begin Test Now**.

Monitor students as they are taking the test to see that they are properly advancing through the screens. TAs may provide students with guidance on the use of technology (i.e., mouse, trackpad, touchscreen, or the navigation to tools). TAs may not give help on specific test questions. See page 5, *Providing Help During the Administration of Tests* section.

Be prepared to provide students with silent work and ask them to sit quietly until everyone else has finished. If allowing students to go on individually, proceed with the student through the review and submit screen once they have reached the Review screen.

When students have reached the **end of the test**,

You should now see an Attention box that asks you to select the **End Test** button to review your answers. Click **OK** and then the **End Test** button with the red square at the top of your screen.

**Pause.**

You should now see another Attention box saying you have reached the end of the test. Click the **Yes** button.

**Pause.**

After all students are on the **Congratulations! You have reached the end of the test!** screen and have had the opportunity to review flagged items,

If you have marked any items for review, please go back and check these items now. You will not be able to go back to these questions later.

**Pause.**

If you are sure that you are done with all the questions in this test, please select the **Submit Test** button.

**Pause.**

You should now see the **Warning** box asking if you are sure you want to submit the test. Click **Yes**, if you are done.

**Pause.**

You will now see the **Your Results** page. You may click the **Log Out** button now.

**IMPORTANT: While students are logging out, TAs must review the following information.**

1. **Administering one test in a single day:** If you are only administering the Reading Test today, you can log out of the Test Administration site.
   
   When beginning the next test on a subsequent day, you will need to read the login directions to the student from pages 25-29. Then, continue with the writing **SAY** boxes beginning on page 35.
2. **Administering more than one test in a single day:** If you are administering more than one test today, read the login directions again to the students from pages 25-29, then continue with reading the directions starting on page 35 for the Writing Test. When the students are ready to begin testing, approve students to the Writing Test within the Test Administration site.
SUMMATIVE DIRECTIONS–STUDENT: ONLINE WRITING DIRECTIONS

If beginning the Writing Test on another day, TAs will need to start a new session in the Test Administration site and read student login directions on pages 25-29.

If continuing into the Writing Test from the Reading Test, TAs do not need to start a new session in the Test Administration site and should read the student login directions on pages 25-29 and then begin with the following directions to the students.

SAY Do you have any questions about the Instructions and Help screen?

Assist students as needed, then

SAY This is an online Writing Test. It will give you a chance to show how well you can write in English.

**[FOR GRADES K–1]**

SAY Some questions will ask you to make words or sentences by dragging and dropping letters or words. We will also use paper and pencil to answer some questions.

*Students should complete the online writing test before attempting the paper Writing Supplement. Please refer to page 37 for the separate Directions for Administration (DFA) for the K-1 Writing Supplement.*

**[FOR GRADES 2–3]**

SAY Some questions will ask you to make words or sentences by dragging and dropping letters or words.

Other questions will ask you to type your answer. There will be a box for you to type in.

**[FOR GRADES 4–12]**

SAY Some questions will ask you to choose the right word to finish a sentence. You will click on the word.

Other questions will ask you to type your answer. There will be a box for you to type in.

**[FOR GRADES K–12]**

SAY If you have a question, or do not understand what to do, raise your hand.

Pause. Assist students as needed. Once all questions are answered,

SAY Try to answer all test questions. Keep working until you reach the end of the test.

Once you finish, you may check your work in this test only. Remember, you can see the directions whenever you need them during the test by clicking the Question Mark button.

Pause.
**SAY** When you reach the **Review** screen, do not submit your test, please raise your hand and I will help you. When you are ready to begin this test, click **Begin Test Now**.

Monitor students as they are taking the test to see that they are properly advancing through the screens. TAs may provide students with guidance on the use of technology (i.e., mouse, trackpad, touchscreen, or the navigation to tools). TAs may not give help on specific test questions. See page 5, Providing Help During the Administration of Tests section.

Be prepared to provide students with silent work and ask them to sit quietly until everyone else has finished. If allowing students to go on individually, proceed with the student through the review and submit screen once they have reached the Review screen.

When students have reached the **end of the test**,

**SAY** You should now see an Attention box that asks you to select the **End Test** button to review your answers. Click **OK** and then the **End Test** button with the red square at the top of your screen.

Pause.

**SAY** You should now see another Attention box saying you have reached the end of the test. Click the **Yes** button.

Pause.

After all students are on the **Congratulations! You have reached the end of the test!** screen and have had the opportunity to review flagged items,

**SAY** If you have marked any items for review, please go back and check these items now. You will not be able to go back to these questions later.

Pause.

**SAY** If you are sure that you are done with all the questions in this test, please select the **Submit Test** button.

Pause.

**SAY** You should now see the **Warning** box asking if you are sure you want to submit the test. Click **Yes**, if you are done.

Pause.

**SAY** You will now see the **Your Results** page. You may click the **Log Out** button now.

**IMPORTANT: While students are logging out, TAs must review the following information.**

1. **Administering one test in a single day:** If you are only administering the Writing Test today, you can log out of the Test Administration site.

   When beginning the next test on a subsequent day, you will need to read the login directions to the student from pages 25-29. Then, continue with the speaking **SAY** boxes beginning on page 38.
2. **Administering more than one test in a single day:** If you are administering more than one test today, read the student log in directions from pages 25-29 then starting on page 38 for the Speaking Test. When the students are ready to begin testing, approve students to the Speaking Test within the Test Administration site.

**SUMMATIVE DIRECTIONS – STUDENT: PAPER-PENCIL WRITING SUPPLEMENT**

_We recommend that you administer the paper Writing Supplement prior to administering the Speaking test to students in K and 1._

_Please refer to the separate Directions for Administration (DFA) for the paper and pencil portion of K-1 writing. Students should complete the online writing test before attempting the paper-pencil portion of K-1 writing._

All secure testing materials **may not be copied** and must be immediately returned to your School Test Coordinator (STC), at the end of each testing session.

This includes student test booklets, the K-1 writing paper-pencil DFA, and any ancillary materials provided to students during the testing sessions (i.e., scratch paper and test tickets).
SUMMATIVE DIRECTIONS – STUDENT: SPEAKING DIRECTIONS

If beginning the speaking test on another day, TAs will need to start a new session in the Test Administration site and read student login direction on pages 25-29.

If continuing into the Speaking Test from the Writing Test, TAs do not need to start a new session in the Test Administration site and should read the student login directions from pages 25-29 and then begin with the following directions to the students.

**SAY** Do you have any questions about the Instructions and Help screen?

Assist students as needed, then

**SAY** This is a Speaking Test. It will give you a chance to show how well you can speak in English.

You will hear the questions. If you need to hear a question again, click on the **Replay** button.

To answer each question, you will speak into a microphone and record your answer, just like you did in the **Recording Device Check** screen. You will record your answer, stop the recording, and then replay to hear your recording.

You can record your answer over again, if you want. Remember that you can only record your answer two times.

When you have finished, the computer will send your recording to teachers like me so that they can tell us your score.

If you don’t understand what to do or if you can’t hear what you recorded while testing, raise your hand.

Pause.

**SAY** Try to answer all test questions. Keep working until you reach the end of the test.

Once you finish, you may check your work in this test only. Remember, you can see the directions whenever you need them during the test by clicking the **Question Mark** button.

Pause.

**SAY** When you reach the **Review** screen, do not submit your test, please raise your hand and I will help you. When you are ready to begin this test, click **Begin Test Now**.

Monitor students as they are taking the test to see that they are properly advancing through the screens. TAs may provide students with guidance on the use of technology (i.e., mouse, trackpad, touchscreen, or the navigation to tools). TAs may not give help on specific test questions. See page 5, Providing Help During the Administration of Tests section.

Be prepared to provide students with silent work and ask them to sit quietly until everyone else has finished. If allowing students to go on individually, proceed with the student through the review and submit screen once they have reached the Review screen.

When students have reached the end of the test,

**SAY** You should now see an Attention box that asks you to select the **End Test** button to review your answers. Click **OK** and then the **End Test** button with the red square at the top of your screen.
Pause.

**SAY** You should now see another Attention box saying you have reached the end of the test. Click the **Yes** button.

Pause.

*After all students are on the Congratulations! You have reached the end of the test! screen and have had the opportunity to review flagged items,*

**SAY** If you have marked any items for review, please go back and check these items now. You will not be able to go back to these questions later.

Pause.

**SAY** If you are sure that you are done with all the questions in this test, please select the **Submit Test** button.

Pause.

**SAY** You should now see the **Warning** box asking if you are sure you want to submit the test. Click **Yes**, if you are done.

Pause.

**SAY** You will now see the **Your Results** page. You may click the **Log Out** button now.
TEST MATERIAL PROCESSING AND RETURN INSTRUCTIONS

Return of Materials:

Secure Materials

TAs must collect and account for all paper testing materials from each student, prior to letting the student leave the testing area.

All secure testing materials may not be copied and must be immediately returned to your School Test Coordinator (STC), at the end of each testing session.

This includes student test booklets, the K-1 paper-pencil writing supplement DFA, and any ancillary materials provided to students during the testing sessions (i.e., scratch paper and test tickets).

TAs are to follow their school’s approved test security procedures for preparation of materials and delivery. School personnel should follow the Return Instructions procedure for returning paper testing materials for scoring.

Non-Secure Materials

The following materials are not considered secure.

- Unused print-on-demand pre-ID student labels (destroy according to district policy);
- This TAM (recycle)
USER SUPPORT

Questions regarding information in this *ELPA21 Test Administration Manual*

- **TAs** and **School Test Coordinators**, contact your District Assessment Coordinator.
- **District Test Coordinators**, contact the *State Name* ELPA21 Help Desk for technical clarifications (see contact information below). For policy questions, contact the Title III office at the *State Name* Department of Education.

Policy or Test Administration Questions

- **TAs** and **School Test Coordinators**, refer to the *Test Administration Manual*. If additional support is needed, contact your District Assessment Coordinator.
- **District Test Coordinators** contact the *State Name* ELPA21 Help Desk for technical clarifications (see contact information below). For policy questions, contact the Title III office at the *State Name* Department of Education.

Technology, System, or Program Issues

- **TAs, School Test Coordinators, and District Test Coordinators** contact the *State Name* ELPA21 Help Desk (*TAs and School Test Coordinators must also alert the District Test and Technology Coordinators of issues*).

The *State Name* ELPA21 Help Desk is open Monday–Friday from 7:00 a.m. to 7:00 p.m. CT (except holidays or as otherwise indicated on the [Iowa ELPA21 Portal](https://www.iowaelpa21.org)).

*State Name* ELPA21 Help Desk
Toll-Free Phone Support: 1-866-758-0231
Email Support: laELPA21helpdesk@air.org

Please provide the Help Desk with a detailed description of your problem, as well as the following:

- **Name**
- If the issue pertains to a student, provide student’s SSID and associated school district. Do not provide any additional student information as doing so may violate FERPA policies.
- If the issue pertains to a TIDE user, provide the user’s full name and email address.
- Any error messages and codes that appeared, if applicable.
- Affected test Session ID and question number, if applicable.
- Operating system and browser version information, including version numbers (for example, Windows 7 and Firefox 13 or Mac OS 10.7 and Safari 5)
- Information about your network configuration, if known:
  - Secure browser installation (to individual devices or network)
  - Wired or wireless internet network setup
## Revision Log

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