Weekly PARCC Technology Updates
April 7, 2014

Purpose
The following communication was developed to help school and district technology coordinators prepare for and administer the Spring 2014 PARCC Field Test. Weekly technology updates will include technology information, implementation resources, hot topics, and troubleshooting guidance.

In this edition, you will find information regarding:

- Java Releases
- Practice Tests and Tutorials
- Technology Troubleshooting Tips
- Technology Forums and Q&A Webinars

Java Releases

- Oracle released the Java 8 platform on March 18, 2014. This is not a required update and at this time we recommend that TestNav 8 users do not upgrade to Java 8 during student testing windows. For additional details please see the following Pearson Technical Bulletins:
  - TestNav - Java Releases and TestNav 8
- Oracle will release a Critical Patch Update for Java 7 on April 15, 2014. When Oracle releases Java Critical Patch Updates, Java automatically checks against the current version and it may notify a user that an update is available. In these cases, the user must accept the Java Critical Patch Update if they are running Java 7. TestNav will not run until the update is made and, depending on a district’s plan for managing Java updates during testing, the Java update notification could disrupt students currently testing. For additional details please see the following Pearson Technical Bulletins:
  - Effect of Java Critical Patch Updates on TestNav 8

Practice Tests and Tutorials

- Practice Tests for the PARCC Field Test are an important resource for Test Administrators and students to become familiar with the tools, item types and TestNav 8 platform. Visit http://practice.parcc.testnav.com to see PARCC items in action. What’s available now:
  - Grades 3-11 Performance-Based Assessment tests for ELA
  - Grades 3-8, Algebra I, Algebra II, Geometry End-of-Year tests for mathematics
- A Text-to-Speech Tutorial is now available to help familiarize students with how to use the TestNav8 compute-based Text-to-Speech accommodation at http://practice.parcc.testnav.com.
# Technology Troubleshooting Tips

The following chart provides troubleshooting tips based on frequently asked questions from the first week of the PBA Field Test Administration.

<table>
<thead>
<tr>
<th>If You Are Experiencing...</th>
<th>You Should Try</th>
<th>Related Documents and Training</th>
</tr>
</thead>
</table>
| I need to purge cached content... | • From the Start Menu (Applications on a Mac), select Proctor Cache and then choose Monitor Proctor Caching option. Then click the Contents tab. Select the test to purge, and then click Purge Content. Enter password t35t1n6.  
• See Proctor Caching User Guide, to Purge Test Content from the Proctor Caching Computer section. | • Proctor Caching User Guide |
| A student’s test does not have sound, but they need the Read Aloud or Text-to-Speech form... | For Text-to-Speech tests  
• Before testing starts - confirm the students are in a Text-to-Speech test session and have a Text-to-Speech form assigned  
• In the test session - confirm it is NOT a Read Aloud session and the Default Form Group Type is Text-To-Speech  
• In the student Form/Form Group Type column in the test session confirm all students have the same form assignment (form must be proctor cached first). Example: the Text-to-Speech form for Grade 4 Math PBA only is Grade 4 Mathematics - 044PA | • N/A |
|                                  | For Read Aloud tests  
• Before testing starts - confirm the students are in a Read Aloud test session and have a Read Aloud form assigned  
• In the test session - confirm it IS a Read Aloud session and the Default Form Group Type is Read Aloud  
• In the student Form/Form Group Type column in the test session confirm all students have the same form assignment (form must be proctor cached first). Example: the Read Aloud form for Grade 3 ELA PBA only is Grade 3 ELA/Literacy - 034PO |
If You Are Experiencing… | You Should Try | Related Documents and Training
---|---|---
**I am seeing error code 1009…** | • The connection with the testing server was interrupted prior to the student finishing the test. TestNav was unable to download the entire test.  
• To resolve: Click Retry to check whether the connection is restored. If the connection is not restored, click **Exit Test**. When the student closes TestNav the student remains in Active testing status. After the connection is restored, the student can be resumed and login. TestNav will automatically search for and submit the response file. | • **Common Error Codes**  
• **Full error code list in the TestNav 8 User Guide**

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**Technology Forums and Q&A Webinars**

- The seventh weekly **Technology Forum/Technical Q&A webinar** was held Thursday, April 3rd to answer questions from district technology staff regarding setup, best practices, or other district concerns. By the Wednesday following each forum, a recording of each weekly session can be found on the secure support page of PearsonAccess. PearsonAccess.com > Support > Training. To register for upcoming weekly webinars, please use the following links:
  - April 10th, 11AM CT/12PM ET  

**PARCC Help Desk**

- For more information regarding PARCC and the 2014 Field Test, please visit the PARCC website at [http://www.parcconline.org/field-test](http://www.parcconline.org/field-test).
- If you have questions regarding the administration of the PARCC Field Test, please contact Pearson’s PARCC Support Center: 1-888-493-9888 (open Monday through Friday, 6:00am to 8:00pm CT) or [PARCC@support.pearson.com](mailto:PARCC@support.pearson.com).
- For state policy questions, please contact your state field test contact.