

QUICK TIPS FOR PARCC TEST ADMINISTRATORS AND TEST COORDINATORS

Answers to the most frequently asked call center questions.

Reading this quick tips reference sheet could save you a call to the PARCC Support Center!

Shown below are the answers to commonly asked questions by test administrators and test coordinators.

Find more tips and updates at parcc.pearson.com/bulletins.

Important Reminder About Test Security and Cell Phones

Protecting the security of test items is important to creating a fair and reliable testing experience for all students. When a student posts a photo of a test item, it is a test security breach and has the potential to invalidate the item.

As described in the Test Coordinator Manual, **all cellular phones are prohibited from the testing environment** (including camera phones and smartphones), including after students have completed testing and during breaks. Test Administrators should ensure that students are not in the possession of cellular phones and any other prohibited materials during testing. If a student is found to be in possession of a cellular phone or any other prohibited material, then the student will be dismissed from the testing environment and the test may be invalidated later by the State Education Agency.

Issue/Question

Resolution/Status

What seal codes do I display during testing?

During administration, test administrators must **only** display the seal code (one seal code) that is needed for their unit. Displaying more than one seal code during a unit will allow students to access other units and will result in a testing irregularity. Seal codes are marked in order and listed by number. Refer to the [Seal Code Guidance](#) for an exact listing of the seal codes for each grade/course in both English languages arts/literacy and mathematics.

Seal code screen example on PearsonAccess^{next}:

Seal Codes

Session Name: ELA 03 TRIAL RUN

Test: Grade 3 ELA/Literacy

Start Date:

Location:

Seal Codes are needed to unlock sections of a test. When a test section is sealed, students cannot proceed into the sealed section of the test. Each sealed section requires a different Seal Code.

The number of Seal Codes you will use is determined by the number of sealed sections in the test. You must use the Seal Codes in the exact order in which they are listed below. For instance, if the table contains two sealed sections, use only the first two Seal Codes and ignore the remainder.

Order	Seal Code
1	1111 Seal Code for Unit 1 (Literary Analysis)
2	2222 Seal Code for Unit 2 (Research Simulation)
3	3333 Seal Code for Unit 3 (Narrative Writing)

<p>How do I instruct students to log out of a test?</p>	<p>There are three ways to exit a test in TestNav; each is intended to be used in a specific scenario. For detailed instructions with screen captures, read Log-Out Instructions – Spring 2015 (avocet.pearson.com/PARCC/Home#6879) Test administrators may have a printed copy of the instructions in the testing environment to assist students with logging out of TestNav.</p>
<p>How do I “unsubmit” a test?</p>	<p>In the event that a student or test administrator accidentally submits a test before the student has completed testing all units of the assessment, the test administrator should contact their school test coordinator (who in turn will contact the district test coordinator or the state education agency, depending on the state’s protocol – found in Appendix C) to request to have the test un-submitted. Before you call, have the following information ready:</p> <ul style="list-style-type: none"> • Student ID • Test session • Brief reason for un-submitting the test <p>A Form to Report a Testing Irregularity or Security Breach may need to be submitted. (Refer to Appendix C of <i>the Test Coordinator and Test Administrator Manual</i> for the state-specific requirements for reporting a security breach or testing irregularity.)</p>
<p>How does out-of-order testing work for computer-based tests?</p>	<p>The test administrator or school test coordinator will have the ability to enable a student to test out of order for makeup testing. The test administrator or school test coordinator must manually set a student to begin at a unit that is out-of-order.</p> <p>IMPORTANT NOTES:</p> <ol style="list-style-type: none"> 1. NEVER tell students to “click through the items” to get to the next unit. This will result in the unit being marked as completed and it will need to be unlocked when the student returns to that unit. 2. If a student is testing out of order, they should NOT click the green submit button available in the final unit until they are completely done with all units. Instead, the test administrator must instruct the student(s) to “save and return later.” <p>For make-up testing, once all units are complete, the school test coordinator will need to mark the student test complete. Refer to the Make-up Testing Directions for Computer-Based Testing (avocet.pearson.com/PARCC/Home#7428) for complete directions.</p>
<p>Resources</p> <ul style="list-style-type: none"> • PARCC Resource Page, with more information like this and regular Administrative Bulletins: http://parcc.pearson.com • Infrastructure Guide: http://parcc.pearson.com/resources/technology-setup/parcc-infrastructure-readiness-guide.pdf • PARCC manuals: http://parcc.pearson.com/manuals-training • PARCC web-based training: https://parcc.tms.pearson.com • Map to Technology Guides: http://avocet.pearson.com/PARCC/Home#7204 • TestNav expected behaviors: http://parcc.pearson.com/technology-setup • Setup guides for Chrome, Firefox, Internet Explorer, Safari, and the TestNav App: http://parcc.pearson.com/technology-setup 	

PARCC Support Center

If you have questions regarding the administration of the PARCC assessments, please call Pearson’s PARCC Support Center: 1-888-493-9888 (open Monday through Friday, 5:00am to 7:00pm CT), email PARCC@support.pearson.com or chat via pearsonaccessnext.com. For state policy questions, please contact your state PARCC contact.