

## Maine Test Administrator Training Script

1. If you will be involved in the Test Administration of the Multi State Alternate Assessment for the state of Maine, you are in the right place. Welcome to our Test Administrator Training.

2. I would like to take a moment to welcome all of our participants today and to thank our partners at the Maine Department of Education for the opportunity to spend some time together today. This training will provide Test Administrators, who will be referred to as TAs from here on out, an overview of the administration of the MSAA. The primary foci will be on providing the roles and responsibilities of the TA, sharing important resources, including assessment documents, and the steps needed to access and administer the MSAA.

3. Before we officially get started I would like to introduce the team at Measured Progress who is presenting this training today. My name is Kelly Ickes, and joining me are my colleagues, Adriane Hoitt, and Megan Bairstow.

Also, I would like to acknowledge our partner at the Department of Education, Sue Nay.

4. Today we will be covering a lot of material and there will be plenty of time for questions. We will provide for you an overview of the MSAAA program as a whole, the important source documents in which will become your go to resources, the training requirements and responsibilities of TAs, and the technological requirements of the MSAA System. Following that more general information, we will dive into how to access the MSAA System. There will video tutorials that we will walk through so you can see everything in action. Following that we will cover what must happen before testing, how to navigate the System, again with some visual aids, and requirements for after testing. We will also cover assessment features and the use of assistive technology at this time. In order to make this administration a positive experience for our students, we have built in a lot of support for TAs and we will cover that information as well. It's a lot of information, but we will take it slow and like I said, there will be plenty of time for questions.

Please feel free to use the WebEx chat box to submit questions as they come up during the training, and we will address them.

5. Throughout the presentation slides, we will refer to information that can be found in the Test Administration Manual (TAM), the MSAA System User Guide for Test Administrators, the ELA and Mathematics Directions for Test Administration (DTAs). These documents are available for download in the MSAA System (the online platform) and in the Maine Department's MSAA website. We will also introduce the Special Procedures for Assessing Students who are Blind, Deaf, or Deaf-Blind.

6. Much of the information presented today can be found in the test Administration Manual, in which I will refer to as the TAM. The purpose of the TAM is to guide TAs to prepare for and administer the MSAA to eligible students with significant cognitive disabilities in their school or district. It provides an overview of the MSAA, responsibilities of Test Administrators as well as Test Coordinators, and covers the steps in administering the MSAA.

7. The MSAA System User Guide for Test Administrators describes the MSAA System Features and provides Test Administrators step-by-step directions to perform various functions before, during, and after MSAA administration.

This User Guide is available in the MSAA System. Specifically, it is found under the Resources link towards the bottom, left hand corner of the Dashboard.

8. Directions for Test Administration or DTAs, provide the Test Administrator with specific instructions for administration of a particular test in ELA or Mathematics. Each DTA provides guidelines for how to present the items to the student, the exact wording of the items to be used by the TA, and the materials needed to prepare for the test.

Prior to administration of the test, the TA must download, print and review all DTAs that will be administered. TAs received access to the DTAs **March 15, 2016** provided the online Test Administration

Training modules were completed, and an 80% had been attained on the final quiz access after all modules have been completed. Instead of downloading, the TA may also view the DTAs on another computer during administration.

9. This Procedures document is to be used with students who are blind, deaf, or deaf-blind and includes
- tasks to complete before, during, and after the assessment;
  - strategies, with definitions and examples, that may be used by the TA, as appropriate for individual students to enhance access to the MSAA System;
  - and Directions for Test Administration (DTA) that must be used to administer Open-Response (OR) Foundational Reading Items in grades 3 and 4.
  - This is a secure document and must be used in conjunction with the DTA and the Test Administration Manual.
  - The Procedures for Accessing Students who are Blind, Deaf, or Deaf-Blind is securely transmitted to the TAs of students who are identified as having one or more of the characteristics listed below:
    - Low vision
    - No functional use of vision
    - Undetermined functional use of vision
    - Significant hearing loss, even with hearing aids or
    - Undetermined functional use of hearing.

10. Next we will cover the responsibilities and training requirements of the TA.

11. Test Administrators have specific responsibilities that must be completed before, during, and after testing.

For example, one of the important responsibilities that the Test Administrator must perform before testing is to complete the Student Profile for each student to be tested. The Student Profile information is filled out in the System and includes tabs for: Demographics, Learner Characteristics Inventory (LCI), Accommodations and Student Response Check.

The Test Administrators' key responsibilities during testing are to follow exactly the Directions for Test Administration, referred to as the DTA, when administering the test, provide Accommodations as indicated in the student's IEP and the TAM, and maintain test security at all times.

After testing, TAs are required to submit the student's tests, report Test irregularities, ensure all printed copies of Tests, DTAs, student work, etc. are given to the Test Coordinator for secure shredding, and complete the "Accommodations–After Test" tab and the "End of Test Survey."

"Table 6: Responsibilities for Test Administrators" in the TAM, lists these responsibilities. We recommend that you refer to "Table 6" throughout the test window to ensure that you are performing and completing all the responsibilities of your role. Completion of all Test Administrator responsibilities before, during, and after test administration is necessary for a successful MSAA Test administration.

12. We make every effort to ensure you are ready to administer the assessment with confidence. As a TA you must complete all of the MSAA Test Administration training modules. The customized modules, along with this presentation will help you prepare, however, spending actual time with the materials can also not be overlooked.

The modules are

- Available NOW!
- customized for the specific responsibilities of the TA, and refer information in found in the Test Administration Manual (TAM), Directions for Test Administration (DTA) and the MSAA System User Guide for Test Administrators.

All TAs must complete the end-of-training final quiz with at least an 80% accuracy score.

13. Here is a list of the required training Modules for TAs. The Test Administrator training modules provide important information from:

- (1) [Test Administration Manual \(TAM\)](#)
- (2) [Directions for Test Administration \(DTA\)](#)
- (3) [MSAA Assessment System User Guide for Test Administrators](#)

As you can see from this extensive list, there is a lot of information, but it is chunked out into digestible parts for your review.

14. As you know, the MSAA is an online assessment. In the next couple of slides we will explain the technology requirements.

15. You will use a browser to interact with the online assessment. Three major browsers are supported for the MSAA system. Currently, we recommend the latest version of each of these browsers for the Test. If you would like to determine the browser you are running and its version, simply navigate to the Google site [whatbrowser.org](http://whatbrowser.org). Here, you can also upgrade your browser to the latest version from this page for free. If you experience problems with the assessment, log out, then log in with a different browser.

16. The assessment must be delivered on Windows or Apple OS X (Mac) operating systems. Multiple versions are supported; however delivery must occur on a Windows or Apple OS X operating system.

17. The next slides will walk us through how to access and use the MSAA System.

#### 18. **\*\*Video Clip\*\***

When new users are added to the system they receive a welcome email from [MSAAServiceCenter@measuredprogress.org](mailto:MSAAServiceCenter@measuredprogress.org).

The email contains info about the MSAA system and your account.

At the bottom of the email is a temporary link used to access your account for the first time.

When you click the link, it will take you this screen, confirmed that you have logged in for the first time. This link can only be used once.

Click through and on this screen you will enter your password. Click save.

The next page will confirm that you've chosen a new password. From this page you can navigate back to the landing page by clicking "Dashboard" on the top left.

NOTE: you may want to add "[MSAAServiceCenter@measuredprogress.org](mailto:MSAAServiceCenter@measuredprogress.org)" to your district's safe list.

19. Once you have clicked on the [msaaassessment.org](http://msaaassessment.org) URL, the login page will appear. Here you will enter your email address and password, click Login.

Each time you log in after this, you will use the link shown here, and the password you chose during your initial login.

20. Once you have logged in, the system opens the Dashboard page as your home page.

You can navigate within the system using the \*top navigation bar or by clicking on the blocks at the bottom of the screen.\*

You may access the following menu options from the navigation bar:

- The **Dashboard**, this returns you to the home page or dashboard.
- The **Test Status Summary**, which provides an aggregated snapshot of all the tests your students are assigned to, the number of students assigned to each test, and the status of the test.
- The **My Students tab**, which provides access to your students and test materials (e.g., the DTA), and enables you to start the student tests on the computer.

You can also access **Sample Items** option. This page contains a few sample items that can be used to practice the online navigation or test students' assistive technology (AT) devices before launching the actual test and the Test Administration Training. This page provides the training modules required for all users and allows you to take the required final quiz.

21. The Test Status Summary provides you with a summary of each student's tests to track and monitor testing progress during test administration. You may only access tests that are assigned to students who pertain to your role's permissions. For example:

If you have access at the school level, you will see test summary information for all students in the school. If you only have access to a single classroom, you will only see test summary information for the students in that classroom.

Here is how you get there:

Click on **Test Status Summary** from the navigation panel at the top, or click the **My Tests** button from the bottom of the page, which will take you to the **Test Status Summary View**

The **Test Status Summary View** lists, from left to right:

- **Test Name** (use arrow to sort)
- **Test Window Ending Date**
- **Assigned Students** – total number of students assigned to the test. If classes have been created in the school to which you've been assigned, you will only see the students in your class(es). If classes have not been created, you will see the total number of students in the school.
- **Not Started** – the test has not been started online.
- **In Progress (Paused)** – the test has been started online but can be resumed.
- **In Progress (Locked)** – the test is currently in use online and cannot be resumed until it is saved and exited.
- **Submitted** – the number of tests that have been submitted online.

**Closed** – the number of tests closed by the TA

22. Use the "My Students" page to access student profile information (demographics, Learner Characteristics Inventory (LCI), accommodations, and SRC), access test materials (e.g., the DTA), and start/resume the student tests.

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Here is how you get there:

Click on **My Students** from the navigation panel at the top or the button at the bottom of the main page.

The **My Students** page list

will display from left to right:

- **Student ID** (system generated)
- **Student ID** (school issued)
- **Student First Name**
- **Student Last Name**
- **Test Name** – tests that are assigned.
- **Test Due Date**
- **Test Status** – status is the same as that displayed in the Test Status Summary: Not started, In Progress (Paused), In Progress (Locked), Submitted, or Closed.
- **Test Administrator** – name of the TA who has started the test for the student
- **Actions** – start test, resume test, print test, print Directions for Test Administrators (DTA), go to student profile.

23. **\*Video Clip\***

Click on **Sample Items** from the navigation panel at the top or from the main page.

All users have access to the same set of sample items. There are sets of items for math and ELA representing each grade band. You can access sample items at any time.

To view the sample items online:

- Click on **Actions**.
- Select **Start Test**.

To print the sample items:

- Click on **Actions**.
- Select **Download PDF**.

This is an example of the sample item as it will appear online. Sample item responses are not saved.

24. Before administering tests to students, the TA is required to complete the student demographic information, the Learner Characteristics Inventory (**LCI**), the Accommodations-Before Test, and the Student Response Check (**SRC**). The following slides will guide us those steps.

25. As Test Administrators, you must provide all information in these tabs to administer a test, which are located in the student's profile area.

- **Demographics**- Contains general information about the student, including the school/classroom assigned to the student.
- **LCI**- This tab includes a number of learner characteristics. The LCI provides a description of the characteristics of the students who participate in the Test.
- **Accommodations: Before Test**- Select the accommodations that are documented in the student's Individualized Education Program (IEP).

**SRC**-The SRC tab allows the TA to launch a content-neutral test to determine if the student's responses can be observed, and then respond to the follow-up questions. Please refer to the Test Administration Manual – Student Response Check, page 28, to determine if an SRC needs to be conducted for the students you will be testing.

26. You must access the Student Profile in order to complete Demographics information, the LCI, Accommodations-Before Test, and SRC tabs. To do so, log into the MSAA System and \* Click **My Students** in the top navigation bar to view your students' profile information.

- The list of your students appears. If your user account is associated with more than one organization (classroom, school, or district), you will select one organization at a time to view students associated with each organization.

Now that we have ourselves in the Student Profile area, let's look more specifically at the necessary components to complete.

27. The Student Demographics tab contains general information about the student, including the school/classroom assigned to the student.

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Find the student in the list and click on the **Student ID number**.

The Demographics tab completes the demographic information for each student. It contains general information about the student, such as the student's name, School/Classroom assigned to him or her, and more. The TA completes demographic information for each student they will test.

The tab provides text boxes and dropdown menus for ease of use. The demographic characteristics that must be completed include: Name, Gender, Date of Birth, Ethnicity, Race, Grade, State, District, School, and if applicable, Classroom.

Once the demographics have been completed, click on the **LCI** tab.

28. Information from the Learner Characteristics Inventory (LCI) provides a description that includes 16 learner characteristics of the students who participate in the MSAA. Test Administrators must complete all sections in the LCI tab.

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- Once you have clicked on the **LCI** tab there are dropdown menus that include descriptions of each characteristic, and radio buttons are provided for responses. The TA should preview the fields and obtain the required student-level information so that it can be entered accurately into the MSAA System before administering the test.

- Complete the tab by making selections in **each** section/field. Be sure to scroll through the entire tab.
  - All fields are required. You must enter a selection for each topic.
  - Only one response per topic is allowed.
  - Note: For the Vision topic, if you select “Low Vision” or “No functional use of Vision...”, the audio player will include files that describe the visual elements of an item.
- After you have completed the tab, click the **Save** button at the bottom of the screen.
- The system displays a confirmation about the update on the top of the page.

Next, click on the **Accommodations-Before Test** tab

29. The **Accommodations-Before Test** tab **MUST** be completed before you start the student test. Select all accommodations that are documented in the student’s IEP. You may not choose paper/pencil if it is not in the student’s current IEP. If the student does not need any accommodations, please select the last option that reads “Check this box if the student does not need any accommodations.”

After you complete this tab, click on the **SRC** tab to complete the Student Response Check.

30. The Student Response Check is a 3-question, content-neutral task used to ensure that the Test Administrator can clearly identify which answer a student chooses for a selected-response (SR) item. You **must conduct** an SRC if you are not certain that the student will communicate an observable response to test items. Unobservable student responses will not permit the TA to enter a student’s response in the MSAA System.

You **will not conduct** an SRC if you are certain that the student has an observable mode of communication so that you may enter a student’s response in the MSAA System with confidence.

31. The student is given a task and asked to demonstrate his or her use of each mode of response, as appropriate, listed in the SRC. These include:

- Using the mouse to select their answer
- Verbalizing their answer
- Gesturing or pointing to their answer
- Using assistive technology to indicate their answer
- Using eye gaze chart to select their answer and
- Circling or marking their answers on a paper copy of the test

32. You must observe the student’s response to the task using each mode of response listed, as appropriate. For example, if a student does not use assistive technology (AT) as listed in the previous slide, you will not ask the student to use AT devices to demonstrate this mode of response. As always, please use professional judgment when conducting the SRC.

If you observe the student uses a mode of response when responding to the task, you will check this mode of response on the SRC form in the student’s profile in the MSAA System.

Note: the use of hand-over-hand or any physical prompt is not considered an observable response because the student is not indicating his or her answer choice in an independent way.

33. Next, take a look at how to conduct the SRC in the MSAA System.

**\*Video Clip\***

- Click on the **SRC** tab.
- There are two ways that you can conduct the Student Response Check: 1. Use the computer OR 2. Use a paper version.
- Click the **Start Computer Student Response** button if a student can indicate a response to an item by:
  - Using the mouse to select an answer;
  - Verbalizing answers;
  - Gesturing or pointing to the answer; or

- Using Assistive Technology to indicate answers.
- For students who communicate using gestures, eye-gaze, or other modes of communication that make using the computer difficult, conduct the SRC using the paper version.
- Click the **Paper & Pencil Student Response Check** button to access the copy of the SRC for printing.
- When you start the SRC on the computer, you (and the student) will see an introduction to the SRC with some general directions about how to proceed.
- Click the **Next** button at the bottom of the page to proceed to and through the SRC items.
- After the student completes the SRC you will be returned to the SRC page within the MSAA System.
- Check all that apply to complete the SRC tab.
- A verification question will appear under each checked statement. Select Yes or No to proceed.
- After completing the SRC tab, and the Demographics, LCI and Accommodations-Before Test tabs as described in this section, click the **Save** button at the bottom of the screen.
- More information on the SRC is located in the TAM, Table 15 Implications of Student Response Check, and page 20 in the User Guide for Test Administrators.

34. Now let's cover, in more detail, how to conduct the Student Response Check via paper and pencil.

\*To begin, click on the "Paper & Pencil Student Response Check"

Conduct the paper/pencil SRC as described in the following slides.

35. The following are directions specifically for students pointing or using gestures to communicate.

You guide the student through the process, the difference being that you asking the student to gesture or point to various options on paper. Once you have completed the last direction, return to the SRC tab within the MSAA System and complete the form in the SRC section. If the student was able to point or gesture to each response option, select Yes. If the student was not able to point or gesture to each response option, select No.

Then click the "Save" button.

36. The slide provides directions specifically for students using a paper/pencil version of the test.

You are using a printed version of the SRC and asking your student to circle options. Again, once you have completed the last direction, return to the SRC tab within the MSAA System and complete the form in the SRC section. If the student was able to circle each response option, select Yes. If the student was not able to circle each response option, select No.

Then click the "Save" button.

Please see Table 14 "Completing the Student Response Check" in the TAM for specific directions on how to conduct the SRC for eye gaze and other modes of communication.

37. In this section we will cover how to locate, start, or resume a test, or perform other test actions available for each student in the MSAA System.

38. DTAs provide you, the TA, with specific instructions for administration of a particular test in ELA or Mathematics. Each DTA provides guidelines for how to present the items to the student, the exact wording of the items to be used, and the materials needed to prepare for the test.

Here are the steps to access the DTAs:

- Select **My Students** from the navigation panel at the top, or click on the button from the main page.
- Locate the student test you wish to start and click the **Actions** button.
- The options that appear under the Actions button will be dependent on the status of the student progress with the test.
- Select **TA Directions**. You need to have Adobe Reader installed.
- Confirm the correct student/test was selected. Click on **Download Examiner Instructions**.

- The PDF document will open. Print as normal or view on a second computer during test administration.

**39. Important Note: You must only have 1 student test open in any one browser, different browsers or different computers at any given time. Attempting to open more than 1 test at the same time for the same student or a different student could force a test to be stalled as "In Progress (Locked)" test status. Please call the MSAA Service Center for assistance with an "In Progress (Locked)" test.**

Here is how you would start a test:

- Select **My Students** from the navigation panel at the top, or click on the button from the main page.
- Locate the student test you wish to start and click the **Actions** button.
- The options that appear under the Actions button will be dependent on the status of the student progress with the test.
- Click on **Actions**.
- Select **Start Test**.
- This option appears if the test has not been started by the student/TA on the computer. Note: This option will not be available if the test status is In Progress (locked). Contact the Help Desk to unlock a test.
- Confirm the student name, grade and test.
- If the student and test are correct, select the **Begin Test Now** button.
- If the wrong student was selected, click the **Cancel** button to return to the **My Students** page. Repeat process to find the correct student.
- After starting the test, the first question in the test will be displayed. The item will be prominently displayed in the middle of the screen. If applicable, a scroll bar will appear on the right side. Depending on your computer and the operating system, you can increase or decrease the size of the text and graphics by following your computer shortcuts (refer to Appendix A for more information). For example, on PCs, pressing the control key and the plus sign key at the same time will increase the size of the text on the screen. Holding the control key and the minus sign at the same time will show more of the item content on the screen at one time.

(Walk them through the Toolbar buttons) The toolbar located at the very bottom of the item displays (left to right):

- **Read Again** - Some items, particularly reading items with passages, have multiple screens to navigate through. If the student wants to read the item again, click the **Read Again** button. This will return the display to the first screen of item.
- **Previous** button – moves back one screen.
- **Next** button – moves forward one screen. The item count section below these buttons will change based on where you are in the test.
- **Question List** – this button will provide you and the student with a summary of the questions that have or have not been answered. Click on the Item # in the Items column to go directly to the item. It will display questions that the student bookmarked for further review.
- **Toggle** - this button provides full-screen mode for viewing the item.
- **Support** button – this button will provide you with the phone number to the MSAA Service Center should you experience technical difficulties and/or need assistance.
- **Student Name**
- **Name of Test/Session/Current question # out of total # of questions.**
- **Bookmark** - mark an item to be reviewed at a later time.
- **Upload Evidence** – upload images of student work for constructed response writing items.
- **Save & Exit** – saves the test and exits out of the test. Test may be resumed later.

40. While you are in the test, if you reach a point where you need to pause testing, click the “save and exit” button on the bottom right of the screen. If you use this button while on an item, when you resume the test it will come back to that same item.

As mentioned previously, the test is divided into sessions. At the end of each session is a summary screen. If you use the save and exit button at the end of a session, when you resume the test, it will be on the first item of the next session. I will show this end of session screen in just a minute.

41. To continue to the next session or submit test upon resuming test, progress through the test until presented with the End of Session screen that states, “You have reached the end of this Session.”

- While on this End of Session screen, select **Save & Exit** button.
- You will be prompted to confirm your selection, and you will be reminded that you will not be able to review the items in this session or upload evidence for items in this session if you choose to continue.
- You will receive a “Thank you” notification and be returned to the My Students roster view.
- To continue, select **Resume Test** from the Actions button (visible in the My Students view).
- The test will resume at the first item of the next session or the Submit button (if you were at the end of the test).
- You will be able to administer the next session or Submit the test. You will not be able to go back to previous items.

42. A student’s test may be closed ONLY IF one of three criteria is met.

1. If the student **did not display** an observable response during the SRC, AND he TA administered the first four test items in **either** mathematics **or** reading AND **the student’s response was not observable to any of the first four test items, the test may be closed.** If the student responded with an incorrect answer, the incorrect answer is considered a response and the TA must administer the rest of the assessment.

- In the System, select the “no consistent, observable mode of communication” option, and then indicate which criteria was met to permit the test to be closed.

2. Student withdrew. A student withdrew from the current school. The receiving school is expected to continue testing the student.

3. No longer eligible. A student does not meet the eligibility criteria to participate in the MSAA. Please refer to page 19 of the Test Administration Manual – Student Participation Criteria.

43. Each content area test has multiple sessions. You will know when you are reaching the end of the session by reading the Item Count text below the previous/Next buttons. When you click **Next** while on the last question in the session, you will see a page that states: “**You have reached the end of this Session.**”

When you have reached the End-of-Session page for the last session in each test you have three options:

- Review the items in the session as previously described.
- Pause the test and come back to it at a later time.
- Complete the session and submit the test.
- If you and the student are ready to complete and submit the test, click the **Next** button.
- You will receive a Congratulations message, informing you and the student that the end of the test has been reached and it is now ready to submit.
- Click the **Submit** button.
- Click **OK**.
- The student’s test has now been submitted, and you will be returned to the **My Students** page.
- The test is now considered complete.
- When you close the pop-up window, the system takes you back to the **My Students** page where you will see the student test status as *Submitted*.

- Please note: If there are any student responses, TAs MUST Submit. As a double check, please go back into the System on the last day of the testing window and make sure your students test was properly submitted.

44. After closing or submitting the test for each student, you must enter the accommodations that each student used during the test, as well as complete the End of Test Survey.

45. Test Administrators must enter the following required information into the MSAA System after submitting or closing the ELA or mathematics test of each student

- Accommodations: After Test (after submitting both tests)
- End of Test Survey (after submitting all students tests)

Note: Following the administration, the TA will record in the Accommodations: After Test tab the Accommodations their student actually used during the Test; not the Accommodations that were made available to the student.

#### 46. **\*Video Clip\***

To access the Student Profile to complete the Accommodations: After Test tab, log into the MSAA System and select the “My Students” link from the navigation panel.

The “My Students” page displays the list of students being tested. Locate and select the student whose tests have been submitted. Click on the “Student ID” number hyperlink in the first column.

Click on the “Accommodations: After Test” tab.

Select the Accommodations that the student actually used during the test. More than one option may be selected.

If the student did not use any Accommodations, please select the last option.

Click the “Save” button when finished.

47. An End of Test Survey has been developed to learn from the experience of each TA administering the MSAA Test. After the TA has completed testing for all students, the TA completes only ONE End of Test Survey per classroom. Please refer to MSAA System User Guide for Test Administrators, page 29, for specific information to complete the End of Test Survey.

The survey is essential in providing additional data about how the test functions for students with unique and varying needs, student engagement with the test, and the opportunity to learn the content represented by the State Content Standards. Completed survey responses support potential revisions and refinements of the MSAA for subsequent years, and provide information that can be tracked over time.

48. To access the Survey, go to “My Students,” and then go to any student with submitted tests.

- Click on the “Actions” button in the student’s row with the submitted tests.
- Then, select “Go to Survey.”
- The End of Test Survey launch screen opens.
- Read the instructions provided on the launch page, and then proceed to the survey.
- TA’s must complete only one End of Test Survey.

49. The MSAA Service Center is a valuable resource providing technical support via phone and email.

**The Service Center is the place to call if you have “How do I...?” questions** and you can’t find the answer in the TAM, User Guides, or Technology Requirements. For example,

- You have trouble logging in (and have user account)
- You have passed the training exam (≥80%) but cannot access student test materials

OR

**If you encounter an error or unusual behavior in the MSAA System with:**

- User accounts
- Accessing tests assigned to a student
- Incorrect or missing student information
- Access to the MSAA Test Administration Training for Test Administrators and Test Coordinators

50. The MSAA Test Administration web page includes The Test Administration Manual, both TC and TA user guides. Please look at Maine's policy for MSAA testing, including who can become a TA and Maine's training requirements, MSAA approved accommodations table and the test security agreement form required for all TCs and TAs. Make sure you download the security agreement and provide your agreement to follow MSAA's security standards outlined in the TAMs to your TC.

51. The Service Center for the MSAA is available 8 a.m.–8 p.m. ET Monday–Friday to TAs and TCs to answer questions about (1) the MSAA System and (2) test administration procedures.

When contacting the Service Center, please be prepared to provide as much detail as possible about the issue and the system on which it occurred. Include the following:

- Your contact information (name; state, district, and school; phone, e-mail)
- Student name, if applicable
- Any error messages that appeared
- Operating system and browser information
- Information about network configuration

If you are emailing the Service Center, please do not include student identifying information. If you have a student specific issue, please instead call the Service Center for assistance.

52. Here is the MSAA Service Center Contact Information. We can leave this slide up for reference.

What questions do we have? Let's start off with any questions that came in through the WebEx chat box.