FocalPoint District Test Coordinator's Manual

Introduction

Purpose of this Manual

The FocalPoint District Test Coordinator's Manual provides comprehensive guidance and resources to effectively manage and oversee the administration of online assessments. This manual supports District Test Coordinators (DTCs), School Test Coordinators (STCs), Test Administrators (TAs), and Technology Coordinators in successfully preparing for and executing testing procedures aligned with state and district guidelines.

Overview of FocalPoint Assessments

FocalPoint assessments cover various subjects and grades as part of statewide summative testing programs. These assessments help evaluate student learning, inform instructional practices, and support educational accountability.

Assessments include:

- English Language Arts (Grades 3-12)
- Mathematics (Grades 3-12)
- Science (Grades 5, 8, and Biology)
- Social Studies (Specified grades)

[Insert screenshot of assessment overview or dashboard]

Roles Addressed in this Manual

This manual specifically outlines responsibilities and provides instructions relevant to the following key roles:

- **District Test Coordinator (DTC)**
- **School Test Coordinator (STC)**
- **Test Administrator (TA)**
- **Technology Coordinator (DITC)**
- **Superintendent (SUP)**
- **Principal (PRN)**

Detailed responsibilities for each role are provided in subsequent sections of this manual.

Contact Information

For any questions or additional support, contact FocalPoint Customer Support:

- **Support Website:** https://support.focalpointk12.com
- **Phone:** 866.377.4265
- **Email:** support@focalpointk12.com

How to Use this Manual

This manual is designed for ease of navigation, with clearly labeled sections and step-by-step instructions accompanied by screenshots to facilitate smooth assessment processes.

Review each section relevant to your role carefully and refer to the provided screenshots for visual guidance.

Roles and Responsibilities

District Test Coordinator (DTC)

The District Test Coordinator is responsible for overseeing all aspects of test administration across the district.

Key Responsibilities:

- Coordinate with state education agencies and FocalPoint support teams.
- Ensure accurate student data and registration information.
- Manage the distribution and security of test materials.
- Provide training and resources to School Test Coordinators and Technology Coordinators.
- Report and manage test irregularities and security breaches.
- Verify the completion and submission of all test sessions.

[Insert screenshot illustrating DTC dashboard or key features used by DTC]

School Test Coordinator (STC)

The School Test Coordinator manages test administration at the school level, reporting directly to the DTC.

Key Responsibilities:

- Schedule and coordinate testing sessions within the school.

- Train and support Test Administrators and Proctors.
- Verify student accommodations and ensure correct setup in the system.
- Distribute and collect secure testing materials.
- Communicate regularly with the DTC regarding testing status and issues.

[Insert screenshot of STC management view or relevant features]

Test Administrator (TA)

Test Administrators directly manage and supervise students during test sessions.

Key Responsibilities:

- Conduct the test sessions according to provided guidelines.
- Ensure accurate student login and adherence to testing protocols.
- Manage testing environments, maintaining test security and integrity.
- Report any test irregularities or technical issues promptly to the STC.

[Insert screenshot of TA interface or login credentials management]

Technology Coordinator (DITC)

The Technology Coordinator ensures technical readiness and provides support for successful online testing.

Key Responsibilities:

- Ensure devices meet FocalPoint technical requirements.
- Install and configure the FocalPoint Secure Browser.
- Conduct network and bandwidth tests prior to testing.
- Provide technical support and troubleshooting during test administration.

[Insert screenshot of diagnostic tools or system check results]

Superintendent (SUP)

The Superintendent oversees testing processes at the district level and ensures adherence to state requirements.

Key Responsibilities:

- Monitor district-wide assessment progress and compliance.
- Access and review district-level assessment reports and data.
- Ensure district adherence to testing security and ethical standards.

[Insert screenshot of Superintendent's report dashboard]

Principal (PRN)

Principals provide oversight and support at the school level for the testing administration process.

Key Responsibilities:

- Monitor school-level testing schedules and compliance.
- Review school-level testing results and analytics.
- Provide support to STC and staff to ensure a smooth testing process.

[Insert screenshot of Principal's monitoring interface or relevant reporting features]

Important Dates and Scheduling

This section provides key dates and scheduling guidance to ensure smooth planning and execution of FocalPoint assessments.

Key Assessment Dates

Event	Date(s)
Registration Window	[Insert Dates]
Materials Delivery to Districts	[Insert Dates]
Additional Material Order Window	[Insert Dates]
Main Testing Window	[Insert Dates]
Make-Up Testing Window	[Insert Dates]
Student Demographic Corrections	[Insert Dates]
Results Release to Districts	[Insert Dates]

[Insert screenshot of calendar view from FocalPoint interface if applicable]

Scheduling Guidance

District Test Coordinators should:

- Clearly communicate assessment windows to all schools and stakeholders.
- Coordinate with School Test Coordinators to schedule testing sessions, ensuring adequate testing devices and materials.
- Schedule time for accommodation setup and technical readiness checks.
- Allow sufficient time for training and resources distribution to Test Administrators and Technology Coordinators.

School Test Coordinators should:

- Develop detailed daily testing schedules, accounting for students needing accommodations.
- Communicate schedules to Test Administrators and students well in advance.
- Plan make-up sessions within the provided make-up testing window.

[Insert screenshot of scheduling interface or sample testing schedule]

Additional Scheduling Considerations

- **Accommodated Testing Sessions:** Clearly schedule and communicate the sessions requiring specific accommodations.
- **Technical Checks:** Schedule time for final system checks, network bandwidth tests, and secure browser installations at least one week prior to the testing window.

District Test Coordinator's Checklist

This checklist is designed to guide District Test Coordinators (DTCs) through each phase of the test administration process.

Before Testing

-

[Insert screenshot of pre-testing dashboard or checklist interface]

During Testing

-

[Insert screenshot showing active monitoring or status dashboard]

After Testing

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[Insert screenshot showing post-testing verification interface or reports dashboard]

Additional Documentation

- Keep records of secure materials handling and testing irregularities.
- Maintain documentation of communications with School Test Coordinators, Technology Coordinators, and FocalPoint support.

[Insert sample form or log screenshot]

Registration and Materials Management

This section guides District Test Coordinators through the process of student registration and the effective management of assessment materials.

Student Registration

Step-by-Step Registration Process:

1. Log in to the FocalPoint platform.
2. Navigate to the Registration module.
3. Verify and update student data, including accommodations, as necessary.
4. Upload Pre-ID files, ensuring proper formatting as outlined in the Pre-ID guidelines.
5. Confirm successful upload and registration status.

[Insert screenshot of Registration module and Pre-ID upload interface]

Pre-ID File Management

- Download the provided Pre-ID template from the FocalPoint system.
- Complete the template following the provided formatting guidelines.
- Save the file in the specified format and upload via the Pre-ID file upload interface.
- Address any errors or warnings indicated after upload promptly to ensure accuracy.

[Insert screenshot of Pre-ID file upload and error handling interface]

Accommodations Management

- Verify that student accommodations are correctly assigned within the FocalPoint system.
- Ensure accommodated materials are requested and tracked accurately.

[Insert screenshot illustrating accommodation settings and verification tools]

Materials Management

Ordering Materials

- Order initial assessment materials during the designated registration window.
- Utilize the additional material ordering feature if supplementary materials are required.
- Track materials orders and shipment status regularly.

[Insert screenshot of ordering materials interface and tracking tools]

Handling Secure Materials

- Upon receipt, verify and securely store all materials.
- Ensure detailed inventory and tracking logs are maintained for all secure materials.
- Clearly document distribution and collection of secure materials to schools.

[Insert sample inventory and secure materials tracking log]

Returning Secure Materials

- After testing, collect and inventory all secure materials.
- Return secure materials according to provided instructions, ensuring completion of documentation.

[Insert screenshot of return materials interface or sample return kit documentation]

Accessibility and Accommodations Setup

This section provides detailed guidance for setting up and verifying student accessibility features and accommodations in the FocalPoint assessment platform.

Supported Accessibility Features

FocalPoint supports various accessibility features, including:

- Text-to-Speech (TTS)

- Screen readers
- Speech-to-Text (dictation)
- Magnification tools
- Color contrast adjustments
- Extended time
- Specialized accommodations (e.g., Braille, large print)

[Insert screenshot showing available accessibility features within FocalPoint]

Assigning Accommodations

Follow these steps to assign and verify accommodations for students:

1. Log into the FocalPoint system.
2. Navigate to the student management section.
3. Select a student and access their accommodations settings.
4. Choose appropriate accommodations based on the student's documented needs.
5. Save the settings and confirm successful application of accommodations.

[Insert screenshot showing step-by-step accommodation assignment process]

Verifying Accommodations

- Generate student accommodation reports to verify accurate assignment.
- Review and confirm accommodations setup with School Test Coordinators.

[Insert screenshot of student accommodations verification report]

Accommodated Materials

- Order special accommodated materials (e.g., Braille, large print) during the registration window.
- Ensure timely distribution of accommodated materials to the respective schools.

[Insert screenshot showing materials ordering interface for accommodations]

Troubleshooting Accommodations Issues

Common issues and resolutions:

- **Accommodation not available**: Verify correct assignment and refresh the system.
- **Incorrect student accommodation**: Update the student's accommodations setting promptly.
- **Technical issue with accommodation tools**: Confirm browser and device compatibility and contact FocalPoint Technical Support if issues persist.

[Insert screenshot of troubleshooting interface or examples of accommodation adjustments]

Technology Setup for Online Testing

This section provides detailed instructions to prepare and verify technical readiness for online assessments using the FocalPoint assessment system.

Device Specifications

Ensure all testing devices meet FocalPoint's technical requirements:

- Operating systems supported (Windows, macOS, Chromebook, iPad)
- Minimum memory, processor, and screen resolution requirements

[Insert screenshot of FocalPoint Technical Requirements overview]

Secure Browser Installation

Follow these steps to install and verify the FocalPoint Secure Browser:

1. Download the appropriate FocalPoint Secure Browser for your devices.
2. Complete the installation process as guided by the installer.
3. For Mac users, ensure security permissions are enabled (System Preferences > Security & Privacy).

[Insert screenshot of secure browser download and installation steps]

Network and Bandwidth Tests

To ensure smooth testing, verify network conditions:

- Minimum required bandwidth: 12 Mbps download, 3 Mbps upload
- Recommended: Wired connection for optimal stability

Conduct network speed tests using recommended online tools (e.g., Speedtest.net).

[Insert screenshot of network test results interface]

Diagnostic Tools

Use FocalPoint's provided diagnostic tools to verify technical readiness:

1. Launch the FocalPoint Secure Browser.

2. Run system diagnostics, including microphone, audio, webcam, and connectivity checks.

[Insert screenshot of diagnostic tool interface and test results]

Troubleshooting Common Issues

Quick solutions for common technical issues:

- **Browser fails to launch**: Verify device compatibility and reinstall if needed.
- **Connectivity problems**: Check network settings, restart router, or switch to wired connection.
- **Audio or video issues**: Check device permissions and hardware connections.

[Insert screenshot of troubleshooting interface or scenarios]

Technical Support During Testing

Provide support contacts clearly visible for immediate assistance during assessments:

- **Support Website**: https://support.focalpointk12.com
- **Phone**: 866.377.4265
- **Email**: support@focalpointk12.com

Preparing Your Online Testing Environment

This section provides comprehensive guidance for setting up a secure, comfortable, and distraction-free online testing environment.

Selecting the Testing Environment

Choose a testing environment that:

- Is quiet and free from disruptions and background noise.
- Provides adequate lighting and comfortable seating.
- Allows adequate spacing between students to ensure privacy.

[Insert photo or diagram of an ideal testing setup]

Preparing Devices and Equipment

Prior to testing sessions:

- Verify each device meets FocalPoint technical specifications.

- Ensure all devices have the FocalPoint Secure Browser installed.
- Fully charge devices or ensure they are connected to a power source.
- Conduct a final system and connectivity check.

[Insert screenshot of device preparation and checks]

Testing Materials

Arrange necessary materials at each testing station:

- Approved calculators (if permitted)
- Scratch paper (if permitted)
- Headphones (for audio accommodations)

[Insert image or diagram of materials setup]

Prohibited Items and Actions

Clearly communicate and enforce prohibitions on:

- Mobile phones and electronic devices (unless specifically permitted).
- Unauthorized reference materials.
- Food or beverages (other than water if permitted).

[Insert visual reminder or checklist of prohibited items]

Test Administrator Preparedness

Ensure Test Administrators:

- Have all necessary login credentials and instructions.
- Are familiar with troubleshooting common technical issues.
- Are aware of the procedures to handle test irregularities.

[Insert screenshot of Test Administrator instructions or resources]

Final Environment Check

Conduct a walkthrough before testing to:

- Confirm the environment setup matches required conditions.
- Verify devices and network readiness.
- Ensure all test administration staff are prepared and informed.

[Insert checklist or walkthrough guide screenshot]

Troubleshooting Common Technical Issues

This section provides detailed, step-by-step solutions for addressing common technical issues encountered during online testing.

Secure Browser Issues

- **Issue:** Browser fails to launch
  - **Step-by-Step Solution:**
    1. Verify device compatibility and browser installation.
    2. Reinstall the secure browser if needed.
    3. Restart the device completely before attempting again.
- **Issue:** Browser freezes during testing
  - **Step-by-Step Solution:**

    1. Close the secure browser.
    2. Restart the browser and log back into the assessment.
    3. If freezing continues, restart the device and reconnect.

[Insert screenshot of secure browser troubleshooting interface]

Connectivity Issues

- **Issue:** Individual student disconnection
  - **Step-by-Step Solution:**
    1. Instruct the student to pause or log out (do not submit the test).
    2. Document student ID, session details, and interruption time.
    3. Attempt to reconnect by restarting Wi-Fi or Ethernet.
    4. Resume test if reconnection succeeds; if unsuccessful, quarantine the device and document for further technical assistance.
- **Issue:** Entire class or school disconnection (Non-Writing Sessions)
  - **Step-by-Step Solution:**

    1. Pause all tests without submitting.
    2. Document affected sessions and student information.
    3. Contact the Technology Coordinator immediately.
    4. Restore connectivity and resume testing sessions when stable.
- **Issue:** Entire class or school disconnection (Writing Sessions)
  - **Step-by-Step Solution:**

    1. Inform students responses are cached locally every two minutes.
    2. Keep devices powered on during outage.
    3. Upon reconnection, confirm all responses are intact before continuing.
- **Issue:** Extended outage (Hard-wired Infrastructure)
  - **Step-by-Step Solution:**

1. Notify district maintenance and technical support immediately.
2. Quarantine and clearly label affected devices.
3. Document outage duration and affected student IDs.
4. Coordinate with technical support for recovery and testing resumption.

- **Issue:** Extended outage (One-to-One Device Issues)
  - o **Step-by-Step Solution:**

    1. Immediately notify technical support.
    2. Quarantine and label problematic devices.
    3. Document issue specifics and affected students.
    4. Coordinate with district technology personnel for solutions.

- **Issue:** Poor internet connection or frequent disconnections
  - o **Step-by-Step Solution:**

    1. Check and reset network equipment.
    2. Switch to wired connections if possible.

- **Issue:** Unable to connect to the assessment system
  - o **Step-by-Step Solution:**

    1. Verify firewall and security settings.
    2. Coordinate with district IT support to ensure access permissions.

[Insert screenshot of connectivity check tool or error messages]

Audio/Visual Issues

- **Issue:** Audio or microphone not working
  - o **Step-by-Step Solution:**
    1. Verify audio/microphone settings and permissions.
    2. Restart audio devices or reconnect peripherals.
- **Issue:** Webcam not detected
  - o **Step-by-Step Solution:**

    1. Check webcam permissions and connections.
    2. Restart secure browser and verify functionality.

[Insert screenshot of audio and video diagnostics interface]

Performance Issues

- **Issue:** Slow browser response or lagging performance
  - o **Step-by-Step Solution:**
    1. Close unnecessary applications and browser tabs.
    2. Clear browser cache and restart the device.

[Insert screenshot of performance troubleshooting recommendations]

Login and Access Issues

- **Issue:** Invalid student login credentials
  - **Step-by-Step Solution:**
    1. Verify the accuracy of login details.
    2. Reset student login credentials if needed.
- **Issue:** Locked out of testing session
  - **Step-by-Step Solution:**

    1. Contact your test administrator.
    2. Administrator will unlock or reset the session as necessary.

Accommodations and Transcription Issues

- **Issue:** Errors in transcription of accommodated responses
  - **Step-by-Step Solution:**
    1. Follow detailed transcription protocols.
    2. Ensure authorized personnel complete transcription.
    3. Securely document and verify transcription accuracy.

General Troubleshooting Tips

- Regularly restart devices to maintain optimal performance.
- Complete all software and system updates before testing.
- Perform regular system diagnostic checks.
- Never clear the local cache during connectivity issues until instructed.

[Insert general troubleshooting tips visual or checklist]

Contacting FocalPoint Technical Support

This section provides detailed instructions on how to contact and interact with the FocalPoint technical support team for prompt assistance during online testing.

Technical Support Contact Methods

- **Support Website:** https://support.focalpointk12.com
- **Email:** support@focalpointk12.com
- **Phone:** 866.377.4265

Information Required for Efficient Assistance

When contacting support, please have the following information readily available:

- District and School Name
- Test Coordinator Name and Contact Information
- Detailed description of the issue
- Specific error messages encountered (screenshots recommended)
- Student IDs and Session Information (if applicable)
- Device details (operating system, browser type, secure browser version)
- Steps already taken to resolve the issue

Contacting Support via Phone

- Clearly state your name, role, and district/school.
- Describe the technical issue concisely, providing relevant details as noted above.
- Be prepared to perform troubleshooting steps guided by the support representative.

Contacting Support via Email

- Subject line should clearly reflect the issue (e.g., "Connectivity Issue – School Name")
- In the body of the email, include detailed descriptions and relevant details.
- Attach relevant screenshots or documentation for clarity.

Response Times and Expectations

- Support team will acknowledge your inquiry typically within 30 minutes during business hours.
- Resolution or actionable feedback provided promptly.
- Escalation to higher support levels will occur if needed for complex issues.

After-Hours Support

- Check availability for extended hours during testing periods.
- Follow instructions provided for urgent after-hours assistance clearly communicated in advance.

[Insert screenshot or visual example of support contact interface or sample support email]

Security, Irregularities, and Reporting

This section provides comprehensive guidelines for maintaining test security, managing irregularities, and accurate reporting procedures during online assessments.

Test Security Guidelines

- Maintain strict confidentiality of all testing materials and student data.
- Ensure secure storage of testing materials before, during, and after testing sessions.
- Restrict access to testing sessions and secure materials to authorized personnel only.

- Regularly review security protocols with all test administrators and support staff.

[Insert screenshot or image of secure storage best practices]

Identifying Test Irregularities

Common irregularities include, but are not limited to:

- Unauthorized access to test materials
- Disruption of testing environment
- Students using unauthorized materials
- Device malfunctions affecting test integrity
- Failure to adhere to specified testing schedules or procedures

[Insert screenshot or visual guide to recognizing irregularities]

Reporting Test Irregularities

Prompt and detailed reporting of irregularities is essential. Follow these steps:

1. Document immediately: Include details such as student IDs, session information, date/time, and a full description of the incident.
2. Notify School and District Test Coordinators immediately.
3. Complete an official irregularity report in the FocalPoint system.
4. Coordinate closely with FocalPoint Technical Support and State Education Authorities as required.

[Insert screenshot of irregularity reporting interface or reporting form]

Handling Security Breaches

In case of a security breach:

1. Immediately isolate affected materials and/or devices.
2. Notify your District Test Coordinator and state authorities immediately.
3. Complete detailed documentation, clearly outlining all circumstances and involved parties.
4. Follow state and district guidelines for subsequent investigation and actions.

[Insert visual flowchart of security breach response procedure]

Test Session Invalidations

If necessary, follow provided guidelines to invalidate test sessions clearly affected by irregularities or breaches:

1. Document thoroughly and provide supporting evidence for invalidation.
2. Obtain authorization from District and State coordinators.
3. Clearly communicate invalidation decisions to all relevant stakeholders.

[Insert screenshot showing test invalidation process]

Data and Reporting

This section provides comprehensive guidelines for accessing, reviewing, and managing assessment data and reports within the FocalPoint system.

Accessing Assessment Data

Follow these steps to access district and school-level assessment data:

1. Log in to the FocalPoint platform using your administrator credentials.
2. Navigate to the "Reports" section.
3. Select the relevant assessment and reporting period.

[Insert screenshot of reports navigation interface]

Reviewing and Verifying Data

- Review data accuracy for student demographics, accommodations, and test results.
- Verify correct application of demographic corrections submitted prior to data finalization.
- Cross-reference school and district data to ensure consistency and accuracy.

[Insert screenshot of data verification tools or summary reports]

Generating and Distributing Reports

To generate reports:

1. Select the desired report type (summary, detailed, comparative, etc.).
2. Apply necessary filters (by grade, subject, school, demographic groups).
3. Generate and download reports in the preferred format (PDF, Excel, CSV).

To distribute reports:

1. Ensure compliance with district and state privacy guidelines.
2. Distribute appropriate report types to stakeholders (teachers, principals, district officials).

[Insert screenshot showing report generation and distribution steps]

Handling Data Corrections

To handle corrections:

1. Submit any necessary demographic corrections through the provided correction interface.
2. Confirm changes have been processed and reflected in the final reporting data.

[Insert screenshot of data correction submission interface]

Data Retention and Security

- Adhere to state and district guidelines for data storage, retention periods, and secure disposal.
- Regularly review access permissions and maintain strict confidentiality.
- Document procedures clearly for audits and compliance reviews.

[Insert visual of data security and retention best practices]

Additional Reporting Resources

- Consult the FocalPoint Support site for detailed user guides and reporting tutorials.
- Utilize available resources to train stakeholders in interpreting and applying assessment data.

[Insert screenshot or link to additional reporting resources]

Appendices and Resources

This section contains supplementary materials, forms, and resources for reference and effective administration of assessments.

Forms and Templates

- **Secure Materials Inventory Log:**
  - For tracking secure materials distribution and collection.

[Insert image or template of the Secure Materials Inventory Log]

- **Testing Irregularity Reporting Form:**
  - Document details of any testing irregularities clearly and concisely.

[Insert image or template of Testing Irregularity Reporting Form]

- **Accommodation Verification Form:**
  - Confirm and document approved student accommodations.

[Insert image or template of Accommodation Verification Form]

Quick Reference Guides

- Secure Browser Installation Steps
- Network and Bandwidth Verification Checklist
- Accessibility and Accommodations Quick Guide
- Technical Troubleshooting Checklist

[Insert screenshots or links to these quick reference guides]

Frequently Asked Questions (FAQs)

- Provide concise answers to common questions regarding testing procedures, technology setup, accommodations, security protocols, and reporting.

[Insert sample screenshot or link to FAQs]

Training Resources

- Links to training videos and webinars
- Manuals and step-by-step guides for test coordinators, test administrators, and technology coordinators

[Insert screenshot or links to training resources]

Contact Information

- **FocalPoint Support Website:** https://support.focalpointk12.com
- **Technical Support Email:** support@focalpointk12.com
- **Technical Support Phone:** 866.377.4265

Additional Resources

- Links to state and district assessment guidelines and policies
- Updates and announcements related to assessments

[Insert links or references to state and district resources]