

March 2016

## COUNTDOWN TO PARCC FOR LEADERS

### DAY AT THE PARCC INFRASTRUCTURE TRIAL RECAP

On February 10, 2016, more than 58,000 students across New Mexico participated in PARCC practice tests using the TestNav App and new Test Administrator (TA) procedures in Pearson Access<sup>next</sup> (PAN). An additional 12,000 students participated in infrastructure trials on alternate dates in February. Data from PAN and the *2016 Day at the PARCC Infrastructure Trial Survey* provided the Public Education Department (PED) with valuable information about statewide readiness. Specifically:



- The TestNav App works significantly better than browser-based TestNav on all devices *except* Thin Clients (a lightweight computer dependent on servers to fulfill computing roles). Schools that use thin client devices should use browser-based TestNav until the TestNav App is updated. The TestNav App must be used on all other testing devices.
- Local caching servers are essential for seamless transfer of data to and from testing computers. Therefore, all schools or districts must use caching servers for PARCC administration.
- Test and Technology Coordinators who attended PARCC preparation webinars had the most success with test set-up and administration training. Webinars are archived at <http://ped.state.nm.us/ped/NMPARCCIndex.html>.
- Technology Coordinators **MUST** disable all computer applications that launch automatically, including screen savers, anti-virus software, automatic updates, e-mail message notifications, and low-battery warnings on laptops. If these applications launch during testing, TestNav will automatically close.
- TA training for administration in PAN is essential for successful administration. As outlined in the Test Administrator Manuals (<http://parcc.pearson.com/manuals-training>), TAs must:
  - Receive testing materials from the test coordinator.
  - Log into PAN.
  - Pass out student testing tickets and scratch paper.
  - Read directions from the test script.
  - Unlock the specific test unit in PAN.
  - Time students for the appropriate testing time.
  - Supervise students during testing.
  - Report testing irregularities to the test coordinator.
  - Ensure that students submit completed test units.
  - Lock the test unit in PAN.
  - Collect and return materials to the test coordinator.

Training Modules (Fall and Spring)

View your school's test materials and view test logs in PAN

Test Administrator

Test Coordinator

Technology Coordinators

Accommodation Coordinators

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Partnership for Assessment of  
Readiness for College and Careers

## PARCC PREPARATION AND ADMINISTRATION TROUBLESHOOTING RESOURCES

Numerous online and phone resources are available to assist with PARCC set-up and resolution of difficulties:

- 1) Online Documentation and Training Modules (<http://parcc.pearson.com/manuals-training>). Test Coordinator and Test Administrator Manuals explain all components of test set-up and administration. Additionally, Pearson created short training modules for test and technology coordinators, TAs, and special education staff to assist with various aspects of PARCC preparation. These training modules, new for spring 2016, are valuable resources.
- 2) Archived PED Webinars. PED assessment staff has provided numerous webinars for PARCC preparation. If you were unable to participate in the webinars, recordings are posted at <http://ped.state.nm.us/ped/NMPARCCIndex.html>.
- 3) If issues cannot be resolved by referencing the published resources and local test and technology coordinators are unable to find a solution, please contact the Pearson help desk (4:30 a.m. – 5:30 p.m. MT, Monday through Friday):

Pearson PARCC Help Desk: 888-493-9888  
Pearson PARCC Help Desk Email: [PARCC@support.pearson.com](mailto:PARCC@support.pearson.com)  
Pearson PARCC Live Chat: Access from the PAN homepage  
(<https://nm.pearsonaccessnext.com>)

- 4) Sometimes, local technology configuration or set-up questions cannot be answered or resolved by the Pearson help desk. In these cases, PED has two phone resources, one for technology and one for PAN. Prior to contacting the resources below, be sure to record your Pearson help desk ticket number.

### PED PARCC Technology Resources

Question about PARCC	Including...	Contact	E-mail	Phone
Technology	Proctor Cache Device Configuration Connectivity	PED PARCC Help Desk	<a href="mailto:PARCC@cbtechinc.com">PARCC@cbtechinc.com</a>	877-626-3277
PearsonAccess <sup>next</sup> (PAN) Setup	Student Registration Creating Test Sessions Student Transfers Starting/Stopping Sessions Restarting "Completed" Tests Make-up Sessions	Mike Fitzgerald	<a href="mailto:Michael.Fitzgerald@state.nm.us">Michael.Fitzgerald@state.nm.us</a>	505-827-6702

- 5) Other testing questions may be addressed to the following PED contacts:

### PED PARCC Administration Resources

Questions about PARCC	Contact	E-mail	Phone
Administration Procedures	Gabe Martinez	<a href="mailto:Gabriel.Martinez3@state.nm.us">Gabriel.Martinez3@state.nm.us</a>	505-827-6509
Accommodations	Dottie Arnao	<a href="mailto:Dottie.Arnao@state.nm.us">Dottie.Arnao@state.nm.us</a>	505-827-6747
Test Irregularities	Mike Fitzgerald	<a href="mailto:Michael.Fitzgerald@state.nm.us">Michael.Fitzgerald@state.nm.us</a>	505-827-6702