

Texas Workforce Commission

Adult Education and Literacy



Fall Institute 2020

Handout

September 16, 2020

Day 2, Session 8

Steps to Successful Remote Testing

Presenter: Karen Cook, Supervisor of Adult Education Assessment, ACC

Jean Friedman, Coordinator of Adult Education Assessment, ACC

Session Description: Austin Community College (ACC) has been successful in developing processes for testing our new and returning Adult Education students for the 2020-21 academic year. In this session, we will review the 5 critical steps to build a remote testing process and how to implement these

steps. We will also share our experiences with remote testing to date and provide shared testing resources. If time allows, we will have Q &A.

Contents

ACC Assessment Statistics.....	3
Meet the Requirements	4
Agenda	4
5 Steps to Build Your Remote Assessment Process.....	5
Step 1 Choose a Virtual Platform:	5
What do you need to know?	5
Will we test 1:1 or 1:many? or Both?.....	6
One-to-One (1:1).....	6
One-to-Many (1:many)	7
Explore the platform features	7
Experiment & Practice	7
Step 2: Develop a Scheduling Process	8
How are you going to structure your remote testing events?	8
ESL Scheduling example:	8
HSE Scheduling Considerations.....	9
How are you going to schedule your remote testing events?	9
Example: Shared Calendar (Google) 1:1 testing	10

Example: Shared Resource Page 'Testing Sessions Schedule' (Google sheet)	11
Step 3: Develop a Process for Communication	11
Develop a way to send students the information they need for:	11
Example: ESL email template	12
Example: HSE email template	13
Develop a way to send staff the information they need for:	13
Example: Calendar Invites to Staff (Google)	14
Example: Shared Resource Page (Google Sheets)	15
Step 4: Training Your Staff	15
Train staff for:	15
Step 5: Build Your SOP	16
Discussion and Questions	16

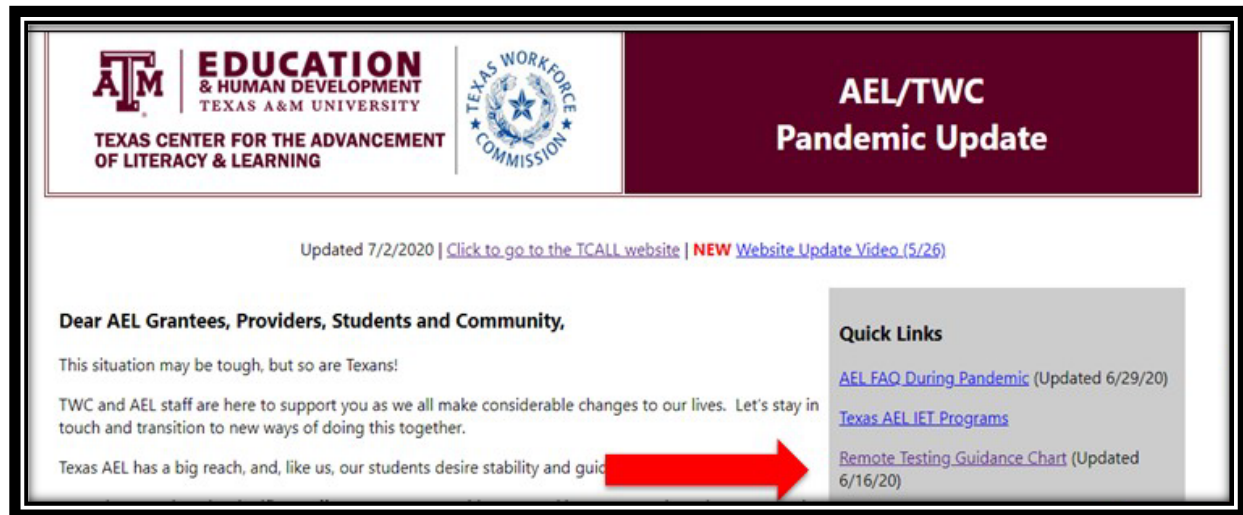
ACC Assessment Statistics

July 17th-Aug 31st:

- ESL - 498 students tested virtually
- HSE - 291 students tested virtually

Meet the Requirements

Review the [Remote Testing Guidance Chart](#) on the TCALL website. Review both TWCs' & test publishers' guidelines for remote testing.



Agenda

This webinar will lay out the steps needed for building a remote testing process for AE programs.

Topics covered include:

5 Critical Steps to consider when building a remote assessment process for your program.

Examples and Templates of processes created for remote assessment.

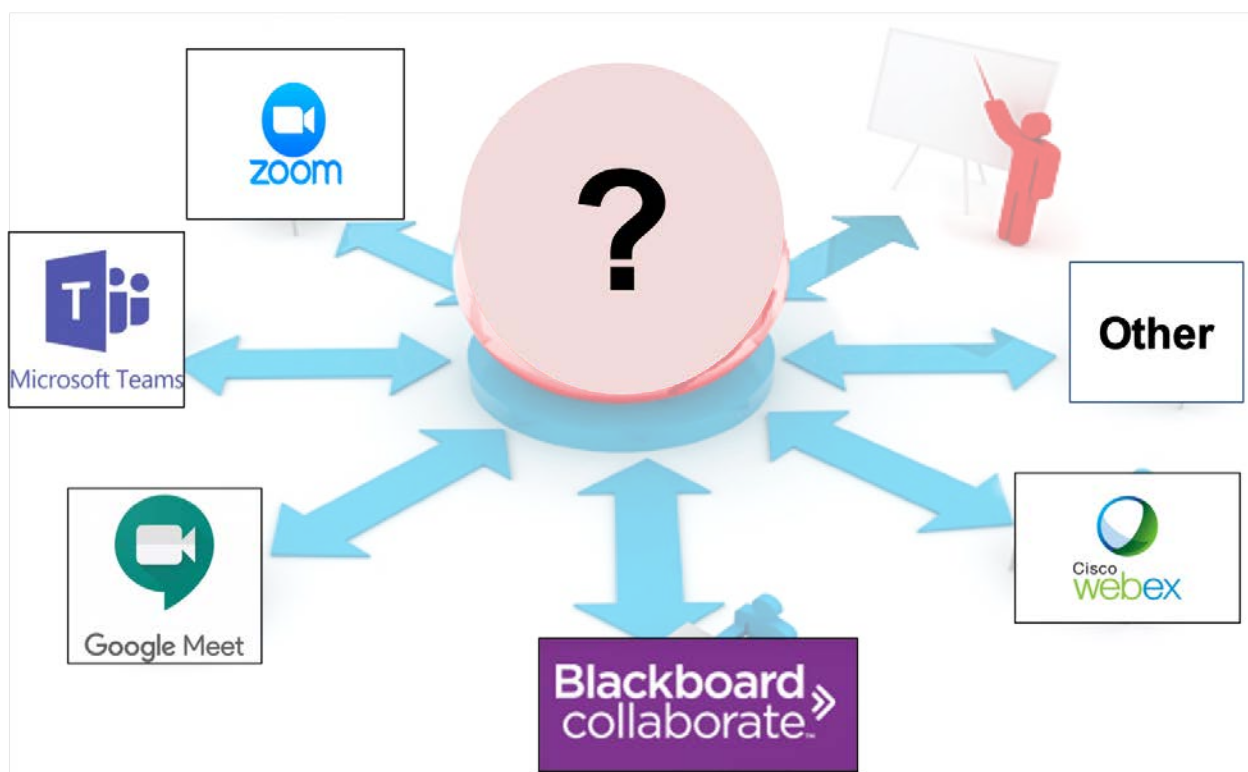
Discussion: Hear and ask questions about problem-solving before, during, and after testing sessions along with lessons learned, the challenges, and the successes from Austin Community College.

5 Steps to Build Your Remote Assessment Process

1. Choose a Virtual Platform
2. Develop a Scheduling Process
3. Develop a Communication Process
4. Train Staff
5. Build your SOP

Step 1 Choose a Virtual Platform:

What do you need to know?



Will we test 1:1 or 1:many? or Both?

- How many students do we need to test?
- Will our platform accommodate 1:many testing?
- Can our schedule accommodate a lot of 1:1 sessions or a few 1:many sessions?
- How many employees do we have that can be trained to run and staff a remote session?

One-to-One (1:1)

Pros

- More platform options
- May be able to use free option for platform
- Fewer staff to manage
- More flexibility with scheduling
- Possible easier access for students
- More manageable for smaller programs

Cons

- Not able to test large number of students at one time (not as cost effective)
- Keeping track of scheduling for lots of individual sessions
- Managing multiple testing links

One-to-Many (1:many)

Pros

- Ability to test multiple students in one session
- Manage fewer testing sessions and links
- Utilize staff more efficiently
- Reduce testing costs
- Multitask in one session: orientation, testing, registration, tech help, etc.

Cons

- Limits platform selection
- May need to upgrade to paid platform option
- More training for staff
- Requires more upfront planning
- Less flexibility in scheduling

Explore the platform features

- Are there time limits?
- Are there breakout rooms?
- Is there a waiting room option?
- What are the host capabilities?

Experiment & Practice

Experiment with the different platforms and allow plenty of **practice**.

Step 2: Develop a Scheduling Process

How are you going to structure your remote testing events?

You will need to know:

- How many students will be testing in a session
- How many trained Proctors/Test Administrators are available to work the session
- How much time do you have to run a session

ESL Scheduling example:

On average, each ESL test administrator will virtually test 1 student every 30 minutes (in Best Plus).

# Test Administrators	# Students	Appt. Time Slots	Length of Session
3	24	3 students every half hour: EX: 8:30, 9, 9:30, etc	About 4 hours
4	24	4 students every half hour	About 3 hours
2	12	2 students every half hour	About 3 hours

HSE Scheduling Considerations

- intake time
- tech issues/can't test
- attrition (no shows)
- student wait time (for proctor to intake/start test)

Example (CASAS test)

# Proctors	# Students	Time Slots (max 7 per hour)	Length of session (when taking 2 tests)
5	21	9am, 10am, 11am	5+ hours
3	10	3pm, 4pm	4+ hours
1	1	10am	3+ hours

How are you going to schedule your remote testing events?

Create a system that tracks all the parts and people of a remote testing session:

- Shared Google resource page
- Shared Google Calendar

Include:

- Date & Time
- Session Link

- Host(s) - (if needed)
- Test Administrators/Proctors
- Additional Staff

Example: Shared Calendar (Google) 1:1 testing

Today < > Jul 2020 – Jul 2021			
6	JUL, MON	● 1 – 2:30pm	Jennifer L. to test in office
7	JUL, TUE	● 10 – 10:45am	Jesus A./BEST+/Zoom
		● 11am – 12pm	Jenny L./TABE/Zoom
		● 6 – 7pm	Vivi J./TABE/In office
		● 7:30 – 8:30pm	Dani/BEST+/Zoom
8	JUL, WED	● 9 – 10am	Rebeca A./BEST Lit/Office
		● 11am – 1pm	Maria Elena/CASAS/Zoom
		● 6 – 7pm	Alexa R/CASAS/Zoom
9	JUL, THU	● 10 – 10:30am	Gudalupe M/Ppwk/Office
		● 12 – 2pm	Elida V/CASAS/Zoom
10	JUL, FRI	● 9:30 – 10:30am	Blanca F/CASAS/Zoom
		● 10:30 – 11:30am	Irene Hernandez/CASAS/Office
		● 1 – 2pm	Judy E/CASAS Reading goals/Office
		● 2 – 3pm	Madayin/MOS/Office

Example: Shared Resource Page 'Testing Sessions Schedule' (Google sheet)

ESL Testing Resource Page

File Edit View Insert Format Data Tools Add-ons Help Last edit was seconds ago

100%

\$ % .00 123

Default (A1)

18

B I A

Step 3: Develop a Process for Communication

How are you going to communicate the remote testing process to your students and to your staff?

Develop a way to send students the information they need for:

- Technology requirements to test
- How to join the test session
- Date & time of session
- Contacts for Tech support or FAQs

Visual step-by-step guides or short videos are a great way to communicate information to students!

Example: ESL email template

{{First Name}},

Thank you for completing an Application for ESL classes with ACC Adult Education.

The next step is to take an oral placement test and register for a class:

- You will take your test and register in a Remote Session.
- You can join the Remote Session on a computer, tablet, or smartphone that has audio and video. We need to hear you and see you!

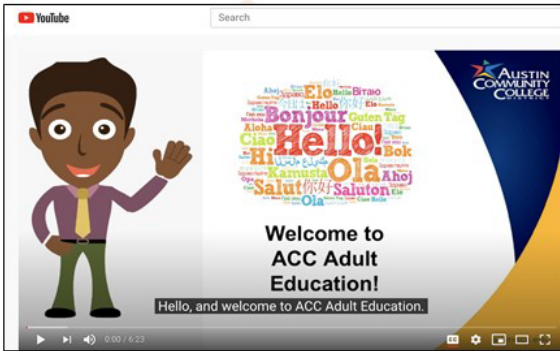
Your Remote Session date is [____].
Your appointment time is {{Last Name}}.

At your appointment time, click [this link](#) to join your Remote Session.
★ Watch this [YouTube video](#) to learn how to join your Remote Session.

After you finish your test, you will register for a class. Please view the [ESL schedule](#) to pick the class you want before your appointment.

Your remote session will take about 1 hour.

Welcome to ACC Adult Education!



ESL Class Schedule

ESL classes that fit your schedule

Day and evening ESL classes are offered at locations throughout the Austin area. Classes for individual levels are not available at all times or on all days.

To remain enrolled, you must attend class 75 percent of the time. Make sure you select a class you can attend regularly.

The schedule is subject to change. Please check back frequently for updates.

[Click here to view a printable schedule.](#)

F211 ESL Class Schedule : Web Schedule	
	ONLINE Fall Semester
	ESL TERM 1 SCHEDULE
	August - October 2020

Example: HSE email template

Hello {{First Name}}.

Thank you for scheduling your Remote Orientation Session on [date].
Your appointment time is {{Last Name}}.

👉 **WATCH THIS** [YouTube video](#) to learn how to prepare for your Remote Orientation Session. **You will take a placement test and register for your HSE classes. You will need up to 3 hours to complete this process.**

In order to take a remote test, a computer/laptop with **Windows 10** is strongly recommended. If you do not have a device with Windows 10, perhaps you can borrow from a family member or friend.

However, you can test on an **iPad or Chromebook**. **Before the session, you must prepare your device:**

iPad

- [How-to: Set up your iPad for CASAS Testing \(video\)](#)
- [Setting up your iPad: Step-by-Step PDF](#)

Chromebook

- [Setting up your Chromebook: Step-by-Step PDF](#)

If using an **iPad or Chromebook**, you must also download the Zoom app on your smartphone. This will give us the ability to watch and hear you through your phone when using an iPad or Chromebook device to test.

Everyone also needs:

- the Zoom app ([zoom.us](#)) installed on your computer.
- audio and video capabilities (can be on your computer/laptop or a smartphone) We must be able to watch and see you as you take the test.
- reliable internet service
- a quiet room free of distraction - you will need to show your entire testing space and desk to the test proctor
- your photo ID to show the proctor

ACC Adult Education is working with all our students during this registration process to ensure they have the opportunity to register for the 2020 Fall semester. **Even if you feel you don't meet the technology testing requirements**, attend your scheduled remote orientation appointment and we will figure out something together.

On [date] at {{Last Name}}, [click this link](#) to join your Remote Orientation Session.
Please be on time.

Click on this link [HSE schedule](#) to view available classes before your appointment.

Welcome to ACC Adult Education!

Accommodations, including any needed for orientation sessions, must be requested at least two weeks in advance. For questions on accommodations services, contact the Student Accessibility Services (SAS) office email: SAS@acc.edu.

Books

The image shows two red arrows originating from the email template. One arrow points from the 'How-to: Set up your iPad for CASAS Testing (video)' link to a YouTube video player titled 'Setting Up Your iPad with CASAS eTest Online'. The other arrow points from the 'Setting up your Chromebook: Step-by-Step PDF' link to a document titled 'Steps to Set Up eTests Online App on Chromebooks'.

Develop a way to send staff the information they need for:

Technology requirements to test

- Where and how to sign up for testing sessions
- How to join the test session
- Date & time of session
- Link for the test session
- Training Materials
- How to Guides

Example: Calendar Invites to Staff (Google)

The screenshot shows a Google Calendar interface for July 2020. A modal window for an event titled "ESL Oral Test Session 07/20 AM" is open, showing details for Monday, July 20, from 8:00am to 1:00pm. The event has 8 guests: Cassandra F (Organizer), Abbey F, jean.fr, Jyoti F, Mahtab I, Rajani F, Sarah H, and Gloria K. A red arrow points from the "8:30am BEST Plus Baseline testing" event in the calendar to the guest list in the modal. The event is circled in red.

Calendar View: July 2020

Events:

- SUN 28: pay rent
- MON 29: Dental Ins Change? (thru 7/11), 9am ESL BL Moderator Training, 1pm Karen Cook's Zoom Meeting
- TUE 30: 9am Assessment meeting
- WED 6: ESL Moderator deadline for BB links, Parker 10th bday
- THU 13: 9am Assessment meeting, 10am Step 3 Training, 2pm PD Training
- FRI 20: 8am ESL Oral Test Session 07/20 AM, 8:30am BEST Plus Baseline testing, 9am Assessment meeting, 4pm BEST Plus Baseline testing

Event Details: ESL Oral Test Session 07/20 AM

Monday, July 20 · 8:00am – 1:00pm

8 guests
7 yes, 1 awaiting

- Cassandra F (Organizer)
- Abbey F
- jean.fr
- Jyoti F
- Mahtab I
- Rajani F
- Sarah H
- Gloria K

<https://us.bbcollab.com/guest/a9650b002ea94f4e8621cad2a96539ea>

10 minutes before

Cassandra Perez

Going? Yes No Maybe

Example: Shared Resource Page (Google Sheets)

Sign in and out for each test session you work! Find the correct sign-in sheet tab below.			
What you need for your test session	How To...	Laptop Login	Training PPTs
Welcome Display Message (Moderators only)	How to add Best Plus Drop Downs for a Testing Session	HLC Laptop User: ACC PW: Bestplu5	Collaborate Test Administrator Training
Testing Script	How To Backup Best Plus	EVC Laptop User: .\student PW: Bestplu5	Collaborate Moderator Training
Link to Testing Session Dropbox Folder	You Tube Video for Students: How to join your ESL remote speaking test session		Registration Staff Info
Testing Roster - see tabs below			

Create tabs for schedule, sign-in sheets, rosters

Resources - Testing Sessions Schedule - Sign In 7/20 - 7/20(AM) ROSTER - 7/20(PM) ROSTER - Sign In 7/22 - 7/22(AM-A) ROSTER - 7/22(AM-B) ROSTER

Step 4: Training Your Staff

Your staff will need to be trained on **how to remote test** and **the processes** you develop for **scheduling & communication**.

Train staff for:

- **Scheduling** – to create test sessions and put them on a calendar, Google page, and/or other method to keep track
- **Test Administrators/Proctors** – to give remote assessments
- **Test Session Hosts** – to run/manage a remote session
- **Communication** – to send emails, manage phone calls, provide info, etc.

- **Technology** - to know what technology works with what assessments

Create step-by-step documents and/or presentations.

Keep these on shared resource page for easy access.

Step 5: Build Your SOP

Backwards planning is difficult with remote assessment. There is a lot of trial and error.

- Start with a general outline.
- Fill in the SOP as you decide on your platform, processes, and trainings.

King of Swamp Castle: Lad, I built this kingdom up from nothing. When I first came here, this was all swamp. Everyone said I was daft to build a castle on a swamp, but I built it all the same, just to show them. It sank into the swamp. So I built a second one. That sank into the swamp. So I built a third. That burned down, fell over, then sank into the swamp. But the forth one stayed up. And that's what you're going to get, Lad, the strongest castle in all of England. – Monty Python and the Holy Grail (1975)

Discussion and Questions