Steps to Build a Successful Remote Testing Program

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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

5. Build your SOP

4. Train Staff

3. Develop a Communication Process

2. Develop a Scheduling Process

1. Choose a Virtual Platform

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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
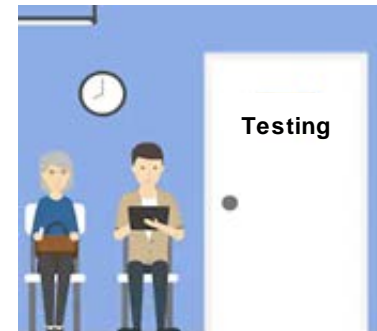- Requires more upfront planning
- Less flexibility in scheduling

Explore the platform features

Are there time limits?

Are there breakout rooms?

Is there a waiting room option?

Testing

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
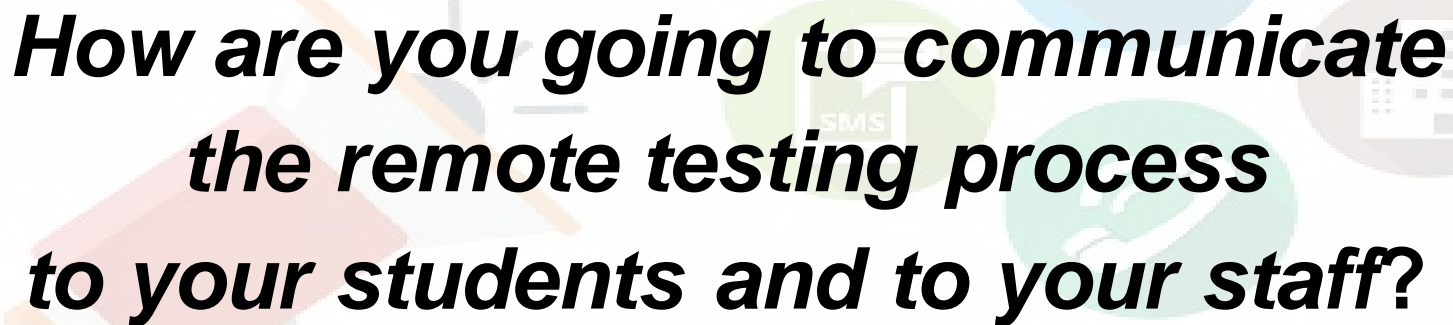

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Example: Shared Resource Page
'Testing Sessions Schedule' (Google sheet)

ESL Testing Resource Page

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Date	Session Name	Session Time	BB Collaborate Session Link	Staff Work Time	Moderator	Assistant Moderator	Test Administrator 1	Test Administrator 2	Test Administrator 3	Test Administrator 4	Registration Team (4 people)
SEPT Term 2 Baseline											
Monday PM 09/14/2020	BL_F212_0914 PM	4 PM-8 PM	https://us.bbcollab.com/guest/79b33879462946529a32c71a61e29bd9	3:30 PM-8:30 PM	Jean (3:30-6) Jeong Christensen (6:00-8:30)		Gloria Kilgallen	Eunjeong Baek	Donna Shepperd	Abbey Flores	Carol C Margie
Wednesday AM 09/16/2020	BL_F212_0916 AM	8:30 AM-12:30 PM	https://us.bbcollab.com/guest/987802fa5de6495e9c4e94bfd232b437	8:00 AM-1:00 PM	Denise Guckert		Amarilis Castillo	Aida Betina Watkins		Rajani Ramachandran (10:00 am)	Carol C Mahtab Margie
Wednesday PM 09/16/2020	BL_F212_0916 PM	4 PM-8 PM	https://us.bbcollab.com/guest/5e53fe052bea4fce880c225b83461249	3:30 PM-8:30 PM	Jean (3:30-6) Jeong Christensen (6:00-8:30)		Gloria Kilgallen	Eunjeong Baek	Denise Guckert	Shama Blaney (4:00 pm)	Margie Carol C

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 <u>students</u> 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!

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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
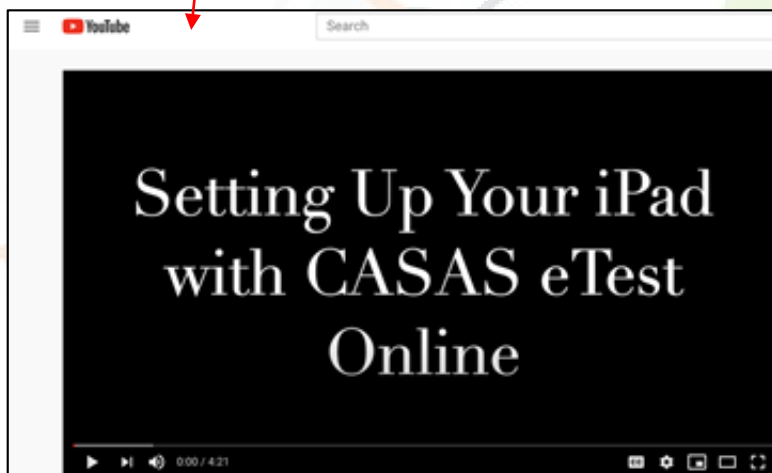
Develop a way to send <u>staff</u> the information they need for:

- 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)

Example: Shared Resource Page

(Google Sheets)

Baseline ESL Testing Sign In & Resource Page

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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

Add

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 in 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 fourth 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)

Q & A