



Questar®

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Frequently Asked Questions

Utah RISE Assessments 2018–19



READINESS
IMPROVEMENT
SUCCESS
EMPOWERMENT



Utah State
Board of
Education

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Technology

General Configuration

1. Will we need a caching server for this?

Answer: No, a caching server is not needed. Responses are encrypted and cached locally on the device until they are sent to the Questar server.

2. Does it matter what the default browser is on the computer if you are using the Questar Secure Browser?

Answer: No, once you are in the Questar Secure Browser you are locked down.

3. If we need to use the Firefox Browser on NComputing Thin Clients, will we need a different URL?

Answer: There is no Firefox app for the Test Delivery System. You will need to install the Questar Secure Browser for one of the supported devices and operating systems listed in Appendix B of the Setup & Installation Guide.

Note: To prevent possible interruption of student testing, review the **Switching Application Error and Solutions** document found on the *Help* tab in Nextera Admin.

Mac

1. Does the Apple remote desktop also need to be disabled/uninstalled, like the other “whiteboard” software mentioned during the Technology Coordinator training webinar?

Answer: Yes, this would also be a possible security risk. We would recommend disabling any software that could allow remote access or projection of a student device during testing.

2. Is the Mac software available through the app store for volume purchasing and installation?

Answer: This application is not available on the Apple App Store. You should download and install the Questar Secure Browser available on Nextera Admin, then push it to multiple machines as desired. Instructions on Mac installation can be found in the Setup & Installation Guide.

3. **On MacBooks, will the Secure Browser have the capability to force-quit any apps that are not to be used during testing (e.g., Spaces)?**

Answer: This will not happen automatically, we recommend quitting other apps before students begin using the device for testing.

4. **In the past, there has been a long list of items that have needed to be disabled on Mac to make the Secure Browser work (e.g., Spaces, the dock being in a very specific format). Are these levels of control still required?**

Answer: We only ask that all of the programs in the background be closed.

5. **In the Education VPP store, you can purchase the apps, and then you can push them out to your devices via a Mobile Device Management platform. Is this something we can use for installation?**

Answer: Education VPP has not been tested with the Questar Secure Browser. We cannot recommend this method nor support it at this time.

6. **Do you support High Sierra?**

Answer: Yes, High Sierra is supported. Mohave support is also available. Mac OS 10.12 is the lowest supported.

Chromebooks

1. **Is the Questar Secure Browser comparable to the Chromebook application?**

Answer: Yes, the Secure Browser is comparable to the Chromebook application we push out.

2. **If the computer/Chromebook goes offline and is waiting to have its connection restored, do we need to make sure it does not go into a low-power/suspend mode?**

Answer: You do not need to be concerned with a Chromebook going into low-power/suspend mode; it will not impact testing.

3. **Is there a certain link where we need to go to get the app to push to Chromebooks?**

Answer: You can find the link either on Nextera Admin, by selecting Downloads under the Help tab, or the Setup & Installation Guide will walk you through finding it in the Chromebook app store.

4. **Can the Chromebook application be pushed from a Google admin account to all managed devices?**

Answer: Yes, the Chromebook app can be pushed out to devices using the administrator account. Once the application is installed, it automatically updates when new versions are published through the Google store, as long as your management tool is configured to do so.

5. **Do I need to wait to upgrade a Chromebook operating system until it has been confirmed as supported by Questar in Release Notes on Nextera Admin?**

Answer: Yes, you should wait to upgrade any new operating system available until you know it has been confirmed as supported by Questar prior to testing on the device.

Student Response Capture

1. **If a student loses network connection during testing, do they continue testing and then try to submit the answers once connection is restored?**

Answer: Yes, students should continue to test on their device. When the internet connection is restored, the responses will automatically submit. If the connection is not restored when they have completed testing, do not allow other students to test on the device until the connection has been restored and responses are received by Questar. If students continue to test without an internet connection, access to text-to-speech and the dictionary will be impacted.

2. **What happens if a student submits an answer and the screen freezes? Will the student have to start the test over?**

Answer: The responses are sent to the Questar server over short intervals (seconds) called heartbeats so it would depend on how quickly the student is moving through the test. All student responses sent to the Questar server prior to the screen freezing would be saved when the student logs back into the test.

3. **If the device is offline and the computer is shut off, what happens to the locally stored responses?**

Answer: We recommend that you keep the device powered on and plugged in to power to ensure all student responses remain on the device cache.

4. **In the event that a student’s testing device has problems (e.g., loss of connectivity), and he/she needs to switch to another device, will it be a problem for the student to log onto the server with another device? Will the student be able to pick up the test in the same place they stopped?**

Answer: We do not recommend that a student switch devices during testing. If the device has gone offline, follow the instructions found in the Setup & Installation Guide regarding device quarantine. Do not allow another student to log on to the device that has gone offline as this can negatively impact the student responses that were saved to the device cache.

5. **If a Chromebook in kiosk mode loses internet (WiFi), can the student exit kiosk mode and still keep the cache (student responses)? Does the Chromebook need to stay in the testing kiosk?**

Answer: Chromebooks do not need to stay in the kiosk to retain their cache.

Administration

Nextera Admin

1. **If I have more than one role in regards to testing at our LEA (e.g., LEA Assessment Director & Technology Coordinator), will I need to have more than one login?**

Answer: There can be multiple roles assigned to a single login in Nextera Admin.

2. **When will we learn more about Student Logins and training on Nextera Admin?**

Answer: Information regarding Student Logins and training on Nextera Admin are available through the recorded webinar posted to the RISE Portal. This is also detailed documentation included in the Nextera User Guide and the Test Administrator’s Manual on the RISE Portal.

3. **Which content areas need to be checked when a teacher is added manually?**

Answer: Only one content area needs to be checked to activate the account. The correct information will be loaded with the student registration file from UTREx.

4. **Does the Access Code determine which test a student receives?**

Answer: For Interim and Summative assessments, the student password determines the test that gets assigned. For Benchmark assessments, the username and password will be the same for every test, but the Access Code will be different.

5. What role does the access code play?

Answer: The access codes allow the students to access the test. They are teacher/proctor controlled as an added security measure, especially when moving from Session 1 to Session 2.

6. If students need to stop to take a break or connectivity is lost, will the test pick up where they left off?

Answer: Yes.

7. Can the student labels include the access codes?

Answer: No, this is a test security issue. The access code should remain with the teacher or proctor and not be distributed to students via their login labels.

8. Can SPED teachers be given a proctor role to see students outside of their assigned classes?

Answer: The proctor role can be assigned to anyone at the school for Interim and Summative assessments. This would allow access to see other class assignments or courses within the school. The proctor role is not available for Benchmark assessments.

9. Does the mass upload default to select all assessments?

Answer: Yes. Teacher accounts added in Nextera Admin via the mass upload tool will be loaded to all of the test administrations for the year. Content areas must be noted in the file.

10. Is there a way to set the Summative assessment windows in the admin site?

Answer: This information will be populated by Questar. The USBE will collect the information on all of the windows from the LEAs.

11. Do the students need different credentials for every benchmark test?

Answer: No. Usernames and passwords are the same for Benchmark. The Access Code will be changed based on the test.

12. Will we be able to create custom rosters?

Answer: Customized testing groups can be set up for the Benchmarks.

13. Can we set student Benchmark groups at the LEA level?

Answer: No.

14. Will teachers be able to see reports for their students in other content areas?

Answer: Yes, if they are the teacher of record for both subjects.

15. Will inactivating a teacher account release the Cactus ID so that the teacher can move to other schools and be connected with the students there?

Answer: No, but the teacher could be assigned to multiple schools. If they just need to be moved to a new school, please contact Questar Customer Support and they will help you move the teacher.

16. How will dual-enrolled students be handled?

Answer: The LEA will see the content areas that they will assess for a given student.

Accessibility, Resources, and Accommodations

1. Is the assessment accessible to third-party screen readers for students who are visually impaired?

Answer: Yes, these will be available using a permissive mode for Nextera.

2. Will loss of internet connectivity impact third-party assistive technology devices?

Answer: If the student is using a third-party assistive technology that relies on the internet, it will be affected.

3. Can a student choose not to use reverse contrast if it is enabled?

Answer: No. Once enabled it is active for the test session. If the student needs it removed, they should log out. The teacher can then change the setting for reverse contrast and have the student log back in and proceed testing.

4. Will accommodations have to be individually entered?

Answer: No, there is a multi-student edit function for accommodations.

General Information

1. What is the difference between Questar, Nextera, and The Secure Browser?

Answer: Questar Assessment Inc. is the company that administers the Utah RISE Assessments. Nextera is a Questar product, which includes the Nextera Admin site and the Nextera Test Delivery System on which students test. The Questar Secure Browser is the secure application that is installed on student workstations, through which the Nextera Test Delivery System runs.

2. Why can students go backwards in RISE testing?

Answer: Routing decisions for SAGE were made at the item level, which is why students could not move backwards in those assessments. The routing decisions for RISE are made at the session level, which is why students can move freely within a session before it is submitted.

3. Are content areas grade based?

Answer: ELA and Mathematics are assessed in grades 3–8. Science is assessed in grades 4–8, and Writing is assessed in grades 5 and 8. For spring 2019, Secondary Math 1 will be available for registered grade 7 and grade 8 students.

	Mid-Year Summative	Spring Summative	Benchmark	Class Period and Full Interim
ELA	3–8	3–8	3–8	-
Writing	5 and 8	5 and 8	3–8	3–8
Science	4 and 5	4–8	4 and 5	4 and 5
Math	3–8	3–8	3–8	3–8
Secondary Math 1	-	7 and 8	-	-

4. Will teachers be able to see Benchmark test questions before students test?

Answer: No.

5. Is there a student report for reading? Is it combined with writing?

Answer: For RISE, students will be assessed in ELA for grades 3–8 and Writing at grades 5 and 8. Reading is part of the ELA assessment.