**1/23/2020 CDCR Training – CASAS eTests Q & A Notes**

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| Question | Answer |
| Who do I contact first for questions, such as registering students? | 1. Check the eTests Help Docs online for **Steps to Register Students:** <https://www.casas.org/docs/default-source/training-materials/steps-to-register-students.pdf?sfvrsn=f3f4385a_4?Status=Master> 2. Practice registering students using the RHAS simulation server by conducting a “trial run” with staff registering as students. <https://www.casas.org/docs/default-source/training-materials/steps-to-access-the-casas-online-system.pdf?sfvrsn=a2587a04_28> 3. If you have technical trouble: contact [techsupport@casas.org](mailto:techsupport@casas.org) and one of the team members will respond to you as soon as possible. 4. If you are in a testing session, and it is time sensitive, and you are having trouble with a student registering, then call Tech Support 1 (800) 255-1036 ext. 2. |
| What test do you use when you have a returning student but the student tested with a paper test last year and now we are using the eTest? | If the student has not received instruction in more than 90 days, then use the **“Returning Students: Pretest”** testing session. This will start over with a new locator to determine current skill level.  For other students with recent instruction, you will want to scan the paper test into TE, or enter the data manually. This ensures the student gets the correct next form in eTests. |
| How do we find out if our specific state requires retesting of a diamond score? | In California, diamond scores must be retested on a pre-test. On a post-test you do not have to retest. |
| Does CASAS have a report like the TABE Personal Report? | The CASAS **Personal Score Report** provides comparable information that is in the TABE report that you just sent. IN fact, it provides more detailed information than that TABE report.  There are many more, of course. You can find the help docs for how to print reports here: https://www.casas.org/product-overviews/software/casas-etests/etests-online-help |
| Is there a time limit for the Returning Students Pre-test? For example, a student leaves the program for two years and then returns. Would it be better to test under Pre-Test w/Locator or as Returning Student Pre-Test? Also, does each test taken for the Returning Student Pre-test go against the agency total of tests used? | You should use the “Returning Student” testing session because it forces a new locator to be administered. The other sessions will essentially pick up where the student left off two years ago.  Yes, all pre- and post-test forms cost one WTU. The short locator that leads into a pretest does not. |
| If a student starts a test and then has to go, how do I have them pick up where they left off? | First, the local agency Assessment Policy should specify whether this is allowed or not. Returning to the same question is very simple, as eTests will do this automatically. The proctor does need to click a button to allow it, however:   1. Student enters ID 2. eTests asks “Are you John Doe?” Click Yes 3. Proctor receives a “REQUEST” notification on her Session Activity screen 4. Proctor clicks “Intervene” button next to student’s name 5. Click “Reconnect” 6. Student resumes test |
| Is it possible to allow someone who is not coordinator or proctor to print off score reports? We would like to get detailed reports to our instructors, but our testing staff does not have the time to print off everyone's detailed results each time students test. | Yes. The Data Manager user may create accounts in TE for anyone. Unlike for eTests, there is no training requirement.  A user can log in to TE, click **Reports > CASAS eTests > Personal Score Report**, and then click Generate. And this could be any time after a test is completed. |
| How do you recommend finding out if the student met their goals when they are finished or leave a class? | A good way is to run the **Enrollment (Update) Summary** report in TE. |
| How do you know if a student needs to re-test? It shows the black diamond on the final testing screen on the student's computer, but sometimes students click past that before a proctor can see it.  Is it possible to see if the score is out of range on the Test Results screen on the proctor's computer? | Proctors can reprint that final screen by going to **Reports > CASAS eTests > Personal Score Report** in TE.  Various other reports will show the diamond (or asterisk for inaccurate), including **Test History** and **Individual Skills Profile**. |
| Does CASAS offer crosswalk to GED prep book pages in areas that need improvement? | Quick Search Online offers <https://www.casas.org/product-overviews/curriculum-management-instruction/quicksearch-online> |
| Are there instructions for very beginners how to start and work in the program? | Casas.org has a wealth of information!  Also, the “Rolling Hills” Simulation Server is a great way to explore and test-drive eTests functions and features. <https://www.casas.org/product-overviews/software/casas-etests/staff-preparedness>  If you haven’t completed training, make sure you have Implementation Basics, as well as Proctor or Coordinator certifications. |
| What are the steps to save the eTest bookmark or link on the desktop? | Using your preferred browser:  go to: <https://etestsonline.org/html5/#/> (eTests website)  Highlight the eTests URL  Ctrl + C to copy the URL  Right Click on the desktop  Then click on “New” and Shortcut.  Ctrl + V to paste the URL on your Desktop  Name the Desktop link “eTests” |
| How do we get beginner CASAS training on how to use CASAS eTests? | First, watch the video from 1/21/2020. It’s a great introduction:  <https://www.casas.org/social-media-newsroom/webinars>  Free training courses are available online:  You’ll need a casas.org login to access the training modules.  For Paper Test Implementation… STEPS TO BEGIN ONLINE TRAINING **If you do not have a CASAS user login: Go to casas.org. First, create an account. Then follow the steps below.**   1. **Go to:** <http://training.casas.org/> 2. **Click:** the Module Category for your training – **Implementation** 3. **Click:** the Title of your training(s) – **Implementation Basics Training** 4. **Log in:** when prompted 5. **Click:** **Enroll me** button 6. **Scroll down: to the Introduction** 7. **Click: About This Training** to begin your training   **Click: the gray arrows to continue to the end of the training**  Once you complete all units with accuracy, you will be able to click and open the **Training Completion and Certification** unit to:   1. **Sign: Your Test Security Agreement** 2. **Click:** Get your Certificate   If you are using eTests, follow the GoLive Checklist: <https://www.casas.org/product-overviews/software/casas-etests/-going-live-checklist> |
| Does CASAS recommend giving an oral and writing screening before administering the locator? | Yes. For the CASAS recommendations for intake process, go to: <https://www.casas.org/docs/default-source/pagecontents/casas-intake-process.pdf?sfvrsn=ad0b2e5a_10?Status=Master> |
| Where can I find information about the available reports in TE? How can I create classes and group students? | <https://www.casas.org/product-overviews/software/topspro-enterprise/topspro-enterprise-help> |
| How do I register students in eTests? | <https://www.casas.org/product-overviews/software/topspro-enterprise/topspro-enterprise-help/class-student-and-teacher-information> |
| Where can I find eTests help docs? | <https://www.casas.org/product-overviews/software/casas-etests/etests-online-help> |
| How do I access the CASAS Rolling Hills simulation server? | <https://www.casas.org/docs/default-source/training-materials/steps-to-access-the-casas-online-system.pdf?sfvrsn=a2587a04_28?Status=Master> |
| What Basic reports are available? | <https://www.casas.org/docs/default-source/support-documentation/basic-reports-with-casas-etests-online.pdf?sfvrsn=ec88acc7_18?Status=Master> |
| Steps for Testing Day | <https://www.casas.org/docs/default-source/training-materials/steps-for-testing-day.pdf?sfvrsn=4f3c255a_16?Status=Master> |
| Suggested Script - Verbal Instructions for Online Testing for Proctors | <https://www.casas.org/docs/default-source/training-materials/suggested-verbal-instructions-for-online-testing-in-html.pdf?sfvrsn=671c255a_6?Status=Master> |
| Where can I find the eTests Sampler to help my students “practice” before they actually take the test? | <https://casasportal.org/eTests> |
| Can I get a Manual emailed to myself? | Due to test security, we do not email test administration manuals (TAMs). If you do not have the updated Second Edition (2019), you need that. If you need the November 2019 update, email [casas@casas.org](mailto:casas@casas.org) for ordering the Second Edition (2019) and get the November 2019 update email. |
| Did the eTests Locator automatically adjust to the new cut scores? | yes |
| Are there grade equivalencies for tenth of a grade level, is 10.1? | These tenths appear in the **Personal Score Reports**. If you would like a charts showing this, please call Tech Support. |
| How long is the Locator? | The Locator takes a maximum of 15 minutes. |
| Can you show how to disable the questions on the ESL intake & pretest? | You can disable the collection of demographic data at the beginning of a session by going in eTests to **Testing Sessions Templates**, click **Edit** under the corresponding template, click on the **Data** tab under Session Configurations and move the unwanted data fields from the **Selected** column to the **Available** column. |
| Can the CASAS test in Math and Reading be given in Spanish? | No, I'm sorry but you may not give these tests in Spanish They are standardized for delivery only in English. |
| Can you test pre and post-test students at the same time? | Yes, eTests is designed to run multiple sessions at one time. The proctor just needs to assign which testing stations will be used under each testing session. |
| If in a school year we already pre and post test a student, but student didn't show gain, has enough hours and want to test again, do I choose pre or post session? | If the student has been attending class without an absence longer than 90 days and has 70-100 hours of instruction since the last test (paper or eTests), you need to test the student under the **Progress: Post-test** session. |
| What test do you use when you have a returning student but the student tested with a paper test last year and now we are using the etest?  [DUPLICATE question?] | * If the student has more than 90 days of absence (since their test -paper or eTests), you need to test the student under the **Returning Students: Pretest** session. * If the student has been attending class and has 70-100 hours of instruction since the last test (paper or eTests), you need to test the student under the **Progress: Post-test** session. |
| Can Proctors reset their passwords for eTests without needed to contact the data manager? | Yes, eTests Proctors and Coordinators can install TE – TOPSpro Enterprise and at the login window, click on the link for **Forgot your password?**  There is no need to have TE rights as this link is available at the login window. Please know that this feature is being further developed by our programmers so there is a chance that the user will still have to go through the process of requesting the Data Manager to reset a password. |