



# Strategies to Help Prevent Student Test Anxiety



# Greetings

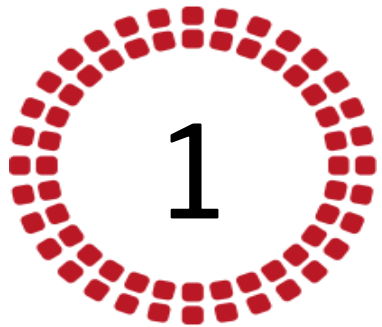
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你好 HALLO 안녕하세요  
HOLA नमस्ते  
CIAO  
γεια HELLO  
こんにちは ПРИВЕТ  
BONJOUR مرحبا OLÁ



Customer Service

# Customer Service

- Our students = Our customers
- Initial contact
- Importance
- Best Practices



# Prepare

- Communicate
- Train
- Materials
- Best Practices





## Orientation & Intake

# Welcoming Environment

- Signs
- Greeters
- Student Volunteers
- Translators
- Comfortable



# Assessment Orientation

- Communicate the overall process





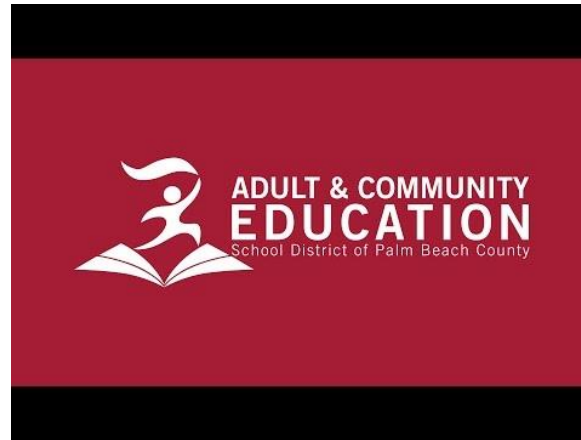
# Intake

- Intake tools
- Smile
- Calm
- Discreet
- Follow the guidelines

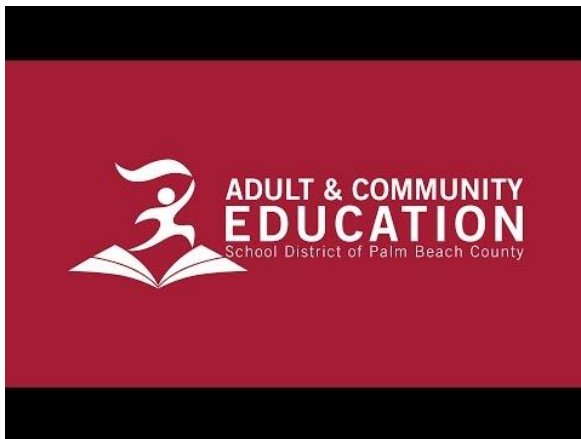


# CASAS Introduction Video

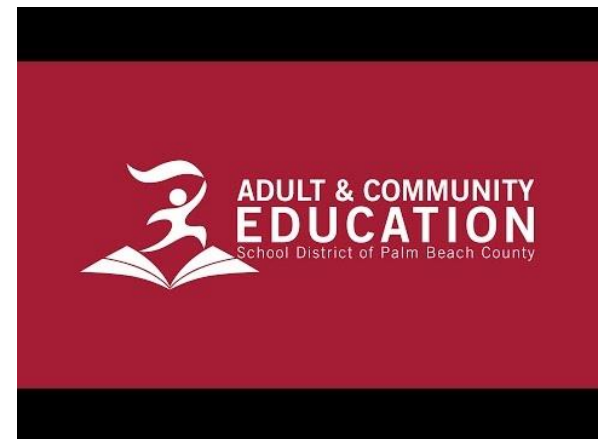
English



Spanish



Creole



# Prepare Students

- Time and day?
- How long is it?
- What to (not) bring?
- What kind of questions?
- What subjects will be tested?
- Where to go?



# CASAS Assessment Flyer

## Assessment for ESOL Instruction



### WHAT IS CASAS?

- An assessment to determine what levels of instruction you need in Reading and Listening skills in English.
- Not a pass/fail test

### WHAT TYPES OF QUESTIONS WILL BE ON THE TEST?

- Multiple choice
- Oral questions, Reading and Listening questions

### HOW CAN I PREPARE?

- **Bring photo ID**
- **Leave all phones, electronics, watches, and personal items outside of testing area.**

### HOW LONG WILL IT TAKE?

- A maximum of 2 hours.

### ¿QUÉ ES CASAS?

- Una evaluación para determinar el nivel de instrucción que usted necesita para la lectura y la audición en inglés.
- No es una prueba para aprobar / reprobar.

### ¿QUÉ TIPOS DE PREGUNTAS TENDRÁ EL EXAMEN?

- Selección múltiple.
- Preguntas orales, lectura y preguntas de audición.

### ¿CÓMO ME PUEDO PREPARAR PARA EL EXAMEN?

- Presente una identificación con foto.
- Deje su teléfono, reloj, electrónicos y objetos personales fuera del área de examen.

### ¿CUÁNTO SE VA A DEMORAR?

- Un máximo de dos horas

### KISA CASAS YE?

CASAS se yon tès ki la pou detèmine nan ki nivo ou ye nan zafè li ak konprann anglè. Tès sa se yon etid li ye. Sa vle di pagen pase oswa pa pase ladanl.

### KIJAN DE KESTYON YAP POZEW NAN TES CASAS?

Kestyon yo ap gen plizyè repons pouw chwazi youn nan yo. Ap gen kestyon a loral, kestyon pouw li epi yap pozew kestyon tou.

### TOUT SAW DWE KONNEN LEU WAP VINN PRAN TES LA?

Vini ak foto idantitew. Telefòn ou, mont ou, zafè pèsònèl ou ak kinenpòt lòt aparèy electronic ou posede, ou pap gen dwa antre avèw yo nan kote wap pran tès la.

### KOMBYEN TAN TES LA AP DIRE?

Tès la dire pou pi plis 2 zèdetan

### WHEN AND WHERE WILL I TAKE THE TEST?

Date \_\_\_\_\_

Arrive no later than \_\_\_\_\_

Report to Room \_\_\_\_\_





Technology

# Technology


“There cannot be a stressful crisis next week.  
My schedule is already full.”  
—Henry Kissinger

# Computer Lab - Before

- Safety protocols
- Equipment: Updated, Sanitized
- Check Sound
- eTests: Active sessions
- Registered stations
- Stations labeled for correct sessions
- Extra stations ready in case there are any issues during the test
- Envelope for students' belongings
- Clear desks



# eTests Online Sessions

Site	Lab Name	Template Name	Session Name
PBCSD: West Boca Raton CHS 	<i>filter</i>	<i>filter</i>	<i>filter</i>
PBCSD: West Boca Raton CHS		SDPBC	LAB:5-218 - Intake: Level A
PBCSD: West Boca Raton CHS		SDPBC	LAB:5-218 - Intake: Locator + Pretest
PBCSD: West Boca Raton CHS		SDPBC	LAB:5-218 - Practice
PBCSD: West Boca Raton CHS		SDPBC	LAB:5-218 - Progress: Post-test
PBCSD: West Boca Raton CHS		SDPBC	LAB:5-218 - Retest: Same day only



# Student List or Tickets

Date: \_\_\_\_\_

Student Number: \_\_\_\_\_

Last Name, FirstName: \_\_\_\_\_

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

Intake: Locator + Pretest

Intake: Level A

Progress: Post-test

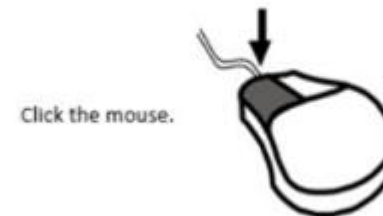
Re-Test

\_\_\_\_\_ Reading Only    \_\_\_\_\_ Listening Only    \_\_\_\_\_ Both

# Technology Barriers

- Be patient
- Free Basic Practice Tools Online
  - PBC Library: Mouserercise

Basic practice using a computer mouse



Practice moving and using the mouse. Go to this link and follow the instructions.

<http://www.pbclibrary.org/mousing/mouserercise.htm>

# CASAS eTests Sampler

The screenshot displays the CASAS eTests Sampler interface. At the top, there is a blue navigation bar with the text "CASAS Portal" on the left, a globe icon followed by "English (US)" and a dropdown arrow in the center, and a lock icon followed by "Login" on the right. Below this is a dark grey header with the text "CASAS eTests Sampler". The main content area has a light grey background and features the title "Sample Test Items" in bold black text. Below the title is a vertical list of test items, each in a separate colored box: five pink boxes for "Life and Work Reading" (Reading GOALS Level A, B, C, and D), one light blue box for "Math GOALS", and three light green boxes for "Life and Work Listening 980 Level A, B, and C".

<b>Sample Test Items</b>	
Life and Work Reading	
Reading GOALS Level A	
Reading GOALS Level B	
Reading GOALS Level C	
Reading GOALS Level D	
Math GOALS	
Life and Work Listening 980 Level A	
Life and Work Listening 980 Level B	
Life and Work Listening 980 Level C	

<https://casasportal.org/eTests>

S

# Computer Lab - During

- Safety protocols
- Actively proctor
- Don't hover
- Minimize distractions
- Raise your hand and whisper



# Computer Lab - After

- Communicate the next steps
- Congratulate strengths



# Counseling

- Have data chats and set goals for areas to improve
- Discuss using strengths to improve weaker skills
- Teach test taking tips and tricks
- Formative assessment for practice



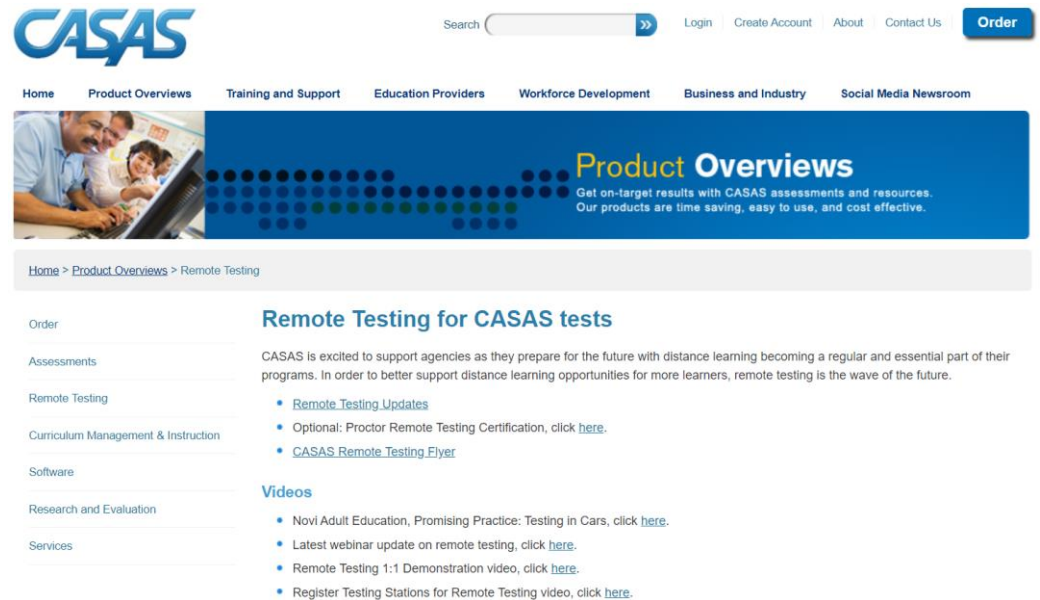
# Post-Test

- 70 hours of instruction
- Prep
- Cheer
- Positive vibes



# Remote Testing for CASAS Tests

- Remote Testing Checklist
- Technical Assistance and Support
- Support Videos
- Help Documents
- FAQs



The screenshot shows the CASAS website interface. At the top, there is a search bar and navigation links for Login, Create Account, About, Contact Us, and an Order button. Below the navigation is a horizontal menu with links for Home, Product Overviews, Training and Support, Education Providers, Workforce Development, Business and Industry, and Social Media Newsroom. A large blue banner features the text 'Product Overviews' and a sub-headline: 'Get on-target results with CASAS assessments and resources. Our products are time saving, easy to use, and cost effective.' Below the banner is a breadcrumb trail: 'Home > Product Overviews > Remote Testing'. On the left side, there is a vertical menu with links for Order, Assessments, Remote Testing, Curriculum Management & Instruction, Software, Research and Evaluation, and Services. The main content area is titled 'Remote Testing for CASAS tests' and contains the following text: 'CASAS is excited to support agencies as they prepare for the future with distance learning becoming a regular and essential part of their programs. In order to better support distance learning opportunities for more learners, remote testing is the wave of the future.' Below this text are three bullet points: 'Remote Testing Updates', 'Optional: Proctor Remote Testing Certification, click here.', and 'CASAS Remote Testing Flyer'. A 'Videos' section follows with three bullet points: 'Novi Adult Education, Promising Practice: Testing in Cars, click here.', 'Latest webinar update on remote testing, click here.', and 'Remote Testing 1:1 Demonstration video, click here.'. The final bullet point is 'Register Testing Stations for Remote Testing video, click here.'



**Don't let your stress become theirs!**



# Resources

- <https://www.startschoolnow.org/how-to-handle-test-anxiety-as-an-adult-student/>
- [https://www.testprepreview.com/test\\_anxiety.htm](https://www.testprepreview.com/test_anxiety.htm)
- [https://digitalcommons.brockport.edu/cgi/viewcontent.cgi?article=1422&context=ehd\\_theses](https://digitalcommons.brockport.edu/cgi/viewcontent.cgi?article=1422&context=ehd_theses)
- <https://casasportal.org/eTests>
- <http://www.pbclibrary.org/mousing/mousercise.htm>
- <https://www.casas.org/product-overviews/remote-testing>

**Questions?**



A white, three-dimensional ribbon graphic is centered on a teal background. The ribbon is curved and has a slight shadow underneath, giving it a sense of depth. The words "THANK YOU" are printed in a bold, black, sans-serif font across the center of the ribbon. The ribbon has a pointed end on the left and a more complex, folded end on the right.

**THANK YOU**