



WEB-BASED ASSESSMENT AND COMPETITION  
SOLUTIONS FOR EDUCATORS AND SCHOOLS

## Frequently Asked TestPoint™ Questions

### All TestPoint™ Products

1. **What are the system requirements for TestPoint™ testing products (Placement, Assessment, Achievement, and Academic Testing Competition Program)?**
  - a. It is imperative that you have a broadband Internet connection.
  - b. In addition, if you are interested in purchasing the TestPoint™ Achievement tests, all second grade (Level 1) or third grade (Level 2) tests, require a Flash player. If your device does not have a Flash player, your TestPoint™ account will provide directions to install the free software.
  - c. You may use either the Windows or Macintosh operating system. Google Chrome is the recommended browser. The following Internet browsers are also allowed as long as the latest version is used: Microsoft Internet Explorer, Mozilla Firefox, Google Chrome, and Apple Safari.
  - d. Minimum Processor Requirements: 2 gigahertz (GHz) or faster
  - e. Minimum RAM Requirements: 2+ gigabyte (GB) RAM (32-bit) or 4+ GB RAM (64-bit)
2. **How long are test results available online?**
  - a. All results will be archived and available online within your account. You will always have access to all past and present results.
3. **After placing an online order, how soon can I begin testing?**
  - a. Immediately after the online order is placed, login instructions will be sent to the email address provided. You have immediate access to your purchased licenses.
4. **Should students with special needs be allowed to have accommodations for TestPoint™ tests (the platform as a whole)?**
  - a. No. Typically, the law requires testing services to allow for all accommodations; however, the very nature of the online testing offered through TestPoint™ rules out the use of accommodations because online testing cannot accommodate *all* IEPs or 504s.
  - b. Because there is no way to ensure that the accommodations from each school, teacher, etc. would be the same for all students, accommodations cannot be provided for this online product.
  - c. If an individual school wants to include accommodations (i.e., extra time, use of a proctor to read test questions, etc.) for the *placement tests*, it may want to use other words than accommodations, IEPs, 504s, etc. to describe this practice. The school could handle this on a student-by-student basis.
  - d. The placement tests are only one of the indicators that can be used for academic placement. Therefore, schools have other information to fall back on to use for the acceptance of students with IEPs or 504s.
5. **Are testing accommodations allowed for the Academic Testing Competition Program (ATCP)?**
  - a. No. Because this is a competition program, all students would have to be able to compete in the same way. Additional time, breaks, etc., which are typical parts of accommodations would give competing students an unfair advantage.
  - b. All competitions, sports, etc., have various requirements for participants which are the same regardless of whether the participant has a disability or IEP, etc. If the participant with the disability can compete on the same terms as the others, he/she can make the team, win the competition, etc.
  - c. There would be no way to administer the ATCP to allow accommodations as required by IEPs or 504s.

# **Academic Testing Competition Program**

*Different from the other TestPoint™ services, the Academic Testing Competition Program allows schools, homeschool groups, and other educational entities to offer academic competition opportunities to their membership.*

- 1. What dates should my educational association use for the ordering and testing window?**
  - a. It is recommended that the order window be at least one week and that the testing window be at least one month.
- 2. What does it mean when I receive an "insufficient credits" message when a student is attempting to take a test?**
  - a. Either not enough tests were initially purchased by the school or a student at some point has assigned himself a test and closed it without taking the test.
- 3. If a student assigns himself the wrong test by mistake, what happens?**
  - a. The school will need to contact High Ground Solutions (888.988.5884) to have the proper test credit restored and have the student record deleted from the account.
- 4. Can I order more tests during the testing window?**
  - a. Yes. Additional tests can be ordered at any point during the order window. To do so, log in to your school account and click "Re-Order Tests." An order form will appear for you to make your test selections, and those tests will immediately be added to your account.
- 5. What is the time limit for ATCP tests?**
  - a. Each test has a 90-minute time limit.
- 6. What happens if a student does not complete a test before the time runs out?**
  - a. When a student timer runs out, the student is automatically logged out of the test and not allowed back in. The test will automatically be scored at that time.
- 7. If an unforeseen event causes a student to be removed from the test-taking experience (causing the timer to run out), is there any way to allow the student to re-enter the test and complete it?**
  - a. Yes. The school's testing coordinator will need to log in to the school's portal to reset the timer for the affected student.
    - i. Within the "Students" screen, search for the student by last name at the top of the screen.
    - ii. To the right of the student's name and test subject is a "reset test" icon. Click this icon.
    - iii. After clicking on the icon, the page will refresh with confirmation that the student's test has been reset.
    - iv. To allow the student into the reset test, make note of the "authorization code" to the right of the student's name.
    - v. Return to the "Student" login within TestPoint™ and click the "Resume Interrupted Test" link.
    - vi. Key in the authorization code and click "Take Test."
    - vii. The student now has access to the interrupted test with all previously answered questions marked.
- 8. Are calculators allowed?**
  - a. Graphing calculators are allowed only in the following senior high categories that require math computation: Algebra I, Algebra II/Geometry, Advanced Math, Accounting, Biology, Chemistry, and Physics.
  - b. The following will not be permitted:
    - i. Calculators for any elementary, junior high, or any senior high categories other than mentioned above
    - ii. Calculators that use paper tape or printers
    - iii. Hand-held computers, programmable calculators, or any device (other than the graphing calculators mentioned above) that performs basic and/or advanced mathematical calculations
- 9. When and how do I receive my school's account information?**
  - a. When the online order form is submitted, an account will immediately be created for your school. An instructions email will be sent to the testing coordinator within moments of placing the order. Within the body of the email will be full instructions and login credentials for the school. Proctor instructions defining the testing process will be attached in PDF form. A receipt of the order will also be attached in PDF form.
- 10. Are students allowed to use scratch paper?**
  - a. Scratch paper is allowed for all math and science tests but should be destroyed upon the completion of each test.

**11. Are ties broken?**

- a. Ties will be broken within the test for the senior high level only. The first tiebreaker will be administered during each initial test. Each test has been assigned tiebreaker questions from other series. The tiebreaker questions will be graded only if the student ties for 1<sup>st</sup>–3<sup>rd</sup> place. If additional tiebreakers are needed, the testing coordinator will be sent an email that details the instructions and names of students who need to be tested. Ties may be broken for the elementary and junior high levels in future updates.

**12. When will student results be available?**

- a. Student results will not appear within the school's testing coordinator account until the associational testing window has been closed and all ties have been broken. Until that time, student results will not be available.

**13. Testing Security**

- a. If a school orders multiple tests from the same test category, all of those tests must be taken on the same day. For example, all 3<sup>rd</sup> grade math tests must be taken on the same day.
- b. While the program is designed for PCs or Macs (desktop or laptop) in a computer lab, if a school can maintain secure testing procedures, students may test with iPads or Android tablets.

**14. Is there any sort of training tutorial available online?**

- a. Yes, four short informational training videos are available within your school's account via the "Help" tab. We urge all testing coordinators to view these videos before students begin testing. The items covered include:
  - i. School Account
  - ii. Student Testing
  - iii. Resetting the Tests
  - iv. Tie-Breaker Process