

MCAS Tasks for Technology Coordinators

The Office of Student Assessment Services
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Presenters

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Logistics for This Session

- Use the Q&A feature to ask a question.
 - We will answer some questions aloud at specified times during this training session, and we will email the Q&A afterwards.
 - Type your questions anytime, but we may not answer them in real time as some questions may be covered during the presentation.
 - Use the thumbs-up icon to “upvote” someone else’s question.
 - Email student-specific questions to mcas@mass.gov instead of asking here.
- This session is being recorded and will be available in about a week in the [MCAS Resource Center](#), along with the slides.
 - Slides were also emailed out beforehand, and are being posted in the chat.
- Closed captioning has been enabled for participants who need it.
- Please be advised that DESE does not authorize attendees to record or to use AI transcription tools during the meeting and DESE does not endorse any unauthorized transcripts created by third parties of its meetings.

Slides for This Session

- Slides were emailed to participants before this session from MCASEvents@cognia.org.
- Slides are now being posted in the chat.
 - If you cannot access the slides in the chat, ask in the Q&A.
- After the session, we will send the slides again to participants, and they will be posted in the MCAS Resource Center along with the recording.

Today's Agenda

1. Technology Staff Responsibilities
2. Technology Guidelines
3. MCAS Student Kiosk Updates and Site Readiness
4. Troubleshooting during Testing:
Internet Connectivity and Error Messages
5. Resources and Next Steps

1. Technology Staff Responsibilities

Pre-Administration Checklist for Technology Staff

1. Review the technology coordinator responsibilities in Appendix A of the [Principal's Administration Manual](#).
2. Establish communication plan with principal/test coordinators.
3. Verify access to MCAS Portal and MCAS Training Site.
4. Verify all student devices meet technology requirements, and ensure external hardware is available (e.g., headphones, chargers).
5. Configure devices.

Pre-Administration Checklist for Technology Staff (cont'd)

6. Add provided URLs to the exempt list in any applicable network appliance or software (e.g., content filters, firewalls, proxy servers, anti-virus solutions).
7. Download and install the MCAS Student Kiosk on student devices.
8. Conduct Site Readiness.
9. Reach out to the MCAS Service Center with technology questions.
10. Make plan to be available during testing for troubleshooting technology issues.

Bring Your Own Device (BYOD)

- Schools that intend to use BYOD for MCAS should inform DESE by emailing MCAS@mass.gov. Further instructions will be provided.
 - Deadline was January 17 for spring administrations.
- Recommendations
 - Use devices managed by the school/district.
 - Confirm that devices meet technology requirements.
 - Note that unmanaged Chromebooks cannot be used for BYOD.

2. Technology Guidelines

Technology Guidelines for MCAS Computer-Based Testing

- Available on the [MCAS Resource Center](#) on the Technology Setup page
- Outlines the operating systems (OS) versions supported for testing, student kiosk device specifications, and MCAS Portal browser specifications
- OS support
 - As new OS versions and subversions are released throughout the school year, eMetric conducts testing to confirm that they will be supported for testing.
 - Technology coordinators should check the [Technology Guidelines for MCAS Computer-Based Testing](#) prior to each test administration.
 - Schools should not update device OS versions during spring testing windows. If schools updated device OS versions after running Site Readiness in the fall, they should run Site Readiness again prior to spring testing.

Recent Updates to the Technology Guidelines

- Browser requirements for practice tests and the MCAS Portal were updated to the latest version of the browsers.
- ChromeOS support was updated to support the latest three versions as of 2/19/2025
 - ChromeOS 130 was dropped; ChromeOS 133 was added.
- iPadOS support was updated to support the latest subversions
 - iPadOS 17.7 and 18.3 are now supported.

Poll Question

**Which operating systems will students in your school/district use for spring 2025 MCAS testing?
(*Select all that apply.*)**

- A. ChromeOS
- B. iPadOS
- C. Linux/Fedora
- D. macOS
- E. Windows
- F. Other

Student Device Specifications

System Requirements – All Hardware

Connectivity Student devices must be able to connect to the internet via wired or wireless networks.

Screen Size 9.7” screen size or larger/“10-inch class” tablets or larger

Screen Resolution 1024 x 768 or larger

Browser Requirements

Browsers
(used for practice tests only)

- Chrome 133 or newer
- Firefox 135 or newer
- Microsoft Edge 132 or newer
- Safari 18.3 or newer

Desktop and Laptop Specific Requirements

CPU 1.3 GHz

Memory 2 GB (4GB is strongly recommended for best performance)

ChromeOS Support Plan

- eMetric supports the latest three versions of ChromeOS that are released on the Stable channel and the latest versions on the LTS channel.
- Schools are **not recommended** to use beta versions of ChromeOS, as this may result in errors.

Operating System	Version	Version Release Date	End of Support Date	MCAS Administrations Supported
ChromeOS™	130	October 2024	February 2025	2025 February High School Science only
	131	December 2024	March 2025	
	132	January 2025	June 2025	2025 February High School Science and March Retests and Spring
	133	February 2025	June 2025	
	134	March 2025	June 2025	
	126 LTS	October 2024	April 2025	2025 February Science and March Retests and Spring
	132 LTS	April 2025	October 2025	2025 Spring

iPadOS Support Plan

- eMetric supports the latest three major versions that are supported by Apple.
- The latest subversion will be specified in the Technology Guidelines after being fully tested.

Operating System	Version	Version Release Date	End of Support Date
iPadOS®	16.X Currently confirmed up to 16.7	May 2024	End of 2024–25 school year
	17.X Currently confirmed up to 17.7	May 2024	End of 2025–26 school year
	18.X Currently confirmed up to 18.3	September 2024	End of 2026–27 school year

Support for Linux, macOS, and Windows

Operating System	Version	Version Release Date	End of Support Date	eMetric Support Policy
Linux®, Fedora™	40	April 2024	End of 2024–25 school year	eMetric supports the latest version of Fedora.
macOS®	13.x	January 2023	End of 2024–25 school year	eMetric supports the latest three major versions that are supported by Apple. The latest subversion will be specified in the table below after being fully tested.
	14.x	September 2023	End of 2025–26 school year	
	15.x	September 2024	End of 2026–27 school year	
Windows®	10 (21H2, 22H2)	July 2015	October 2025	eMetric supports major versions of Windows that are supported by Microsoft. The latest supported minor versions of Windows are supported.
	11 (22H2, 23H2)	October 2021	October 2031	

Network Requirements and Guidelines

Firewalls

- Allow traffic through ports 80 and 443

Proxy and Content Filter Servers

- List of URLs to allow on ports 80 and 443 available on page 2 of the [Guide to Installing the MCAS Student Kiosk and Conducting Site Readiness](#)

Sandboxing Applications

- Choose network folder or local folder that is not touched by the sandboxing applications
- Applicable for both stored response and kiosk installation folders
- See pages 2–3 of the [Guide to Installing the MCAS Student Kiosk and Conducting Site Readiness](#).

Turn off operating system auto-updates (recommended).

OneDrive

- OneDrive notifications may interfere with the kiosk and student test-taking experience. If OneDrive attempts to steal the screen's focus during testing, the kiosk will display a white screen.
- The student will need to click anywhere on the screen to regain focus in the kiosk, and then they will be able to resume testing where they left off.
- To prevent these interruptions, schools should use one of the following approaches:
 - If OneDrive is not needed or used on student devices, schools are recommended to disable OneDrive during student testing.**OR**
 - If OneDrive cannot be disabled, the technology coordinator should take the necessary steps to prevent any actions, including file sharing or synchronization and administration updates to OneDrive settings, that would trigger a OneDrive notification during student testing.

Supported OS for Accessibility Features/Accommodations

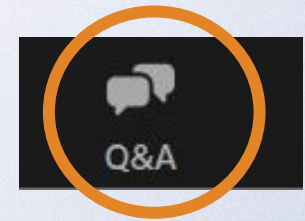
Accommodation	Supported Operating System
Compatible Assistive Technology	Windows
Mouse Pointer	Windows, macOS, ChromeOS, and iPadOS*
Screen Reader	Windows (NVDA, JAWS)
Speech-to-Text Standard	Windows, macOS, and ChromeOS
Speech-to-Text Special Access	Available on iPadOS beginning with spring 2025 tests
Word Prediction Standard	Windows, macOS, and ChromeOS
Word Prediction Special Access	Available on iPadOS beginning with March 2025 retests

*iPadOS: It is recommended to use an external mouse.

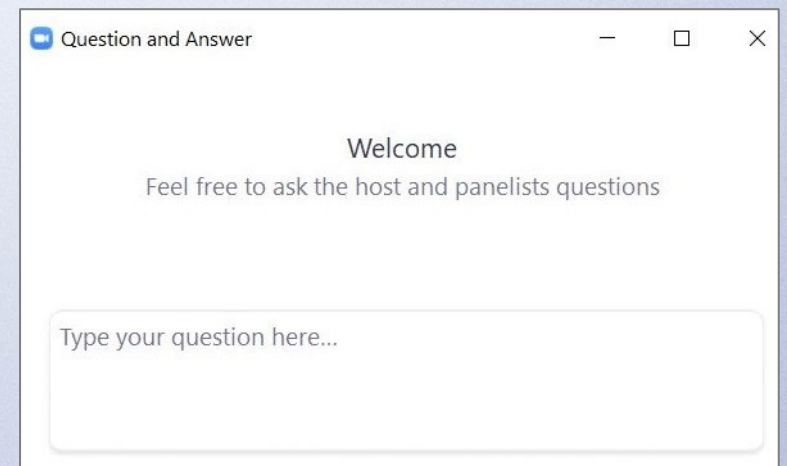
Note: For students requiring the Screen Zoom tool, please see the [Guide to Installing the MCAS Student Kiosk and Conducting Site Readiness](#), Section II. Technology Setup, part D. Monitor Settings on page 4.

Note: All other accessibility features and accommodations are supported by Windows, MacOS, ChromeOS, and iPadOS

Questions & Answers



Use the “Q&A” feature
to ask questions.



3. MCAS Student Kiosk Updates and Site Readiness

Download and Install MCAS Student Kiosks

- Schools should have downloaded and installed the MCAS Student Kiosk in fall 2024.
- Available for download from the [MCAS Portal](#) for Chromebook, iPad, Linux, Mac, and Windows
 - Use the direct links to access the apps on the Apple App Store and Chrome Web Store.
 - Be sure to download the correct MCAS Student Kiosk for each device type.
- Scripted installations and other methods of installation are provided in the [Guide to Installing the MCAS Student Kiosk and Conducting Site Readiness](#) (pages 4–31).

MCAS Student Kiosk: February 19 Updates

The MCAS Student Kiosk was updated on **February 19, 2025**. The following tables describe what the updates contained for each kiosk and whether technology coordinators need to take additional steps.

Operating System	What is included in the update?	If we have already installed the kiosk on student devices, does it need to be reinstalled?	Do we need to run Site Readiness again?
ChromeOS	Security updates and enhancements	The ChromeOS app (v 1.421) should automatically update. Technology coordinators do not need to take additional steps.	No
iPadOS	Security updates and enhancements	Users will be prompted to update the app (v 1.1) the next time it is opened if auto-updates are not turned on.	No

MCAS Student Kiosk: Additional Updates

Operating System	What is included in the update?	If we have already installed the kiosk on student devices, does it need to be reinstalled?	Do we need to run Site Readiness again?
MacOS	<p>A new version of the MCAS Student Kiosk for MacOS was released on January 3, 2025. Schools with students using speech-to-text must install this updated kiosk prior to testing. If your school does not have any students with the speech-to-text accommodation, an update is not necessary. Additionally, if you encounter any issues with your MDM, please use this updated kiosk.</p>	Yes	Yes
Windows	<p>Schools with students using assistive technology must install this updated kiosk prior to testing. If your school does not have any students with this accommodation, an update is not necessary.</p>	Yes	Yes

MCAS Student Kiosk: Update for MacOS

- MacOS – Additional instructions for setup
 - Technology coordinators need to turn off the Force Click (3D Touch) on Mac TrackPad for student testing devices.
 - Instructions for turning off this setting are located on page 20 of the [*Guide to Installing the MCAS Student Kiosk and Conducting Site Readiness.*](#)

Overview of Site Readiness

What are the purposes of conducting Site Readiness and Site Certification?

- For technology coordinators to:
 - Confirm that installation of the MCAS Student Kiosk was done correctly on student devices
 - Confirm that testing devices meet the minimum requirements and have been properly configured
 - Confirm that test content reaches student devices without issue
 - Identify any potential technology-related issues before testing begins
- For communication of these steps to district and school test coordinators that testing devices are ready

When is Site Readiness conducted?

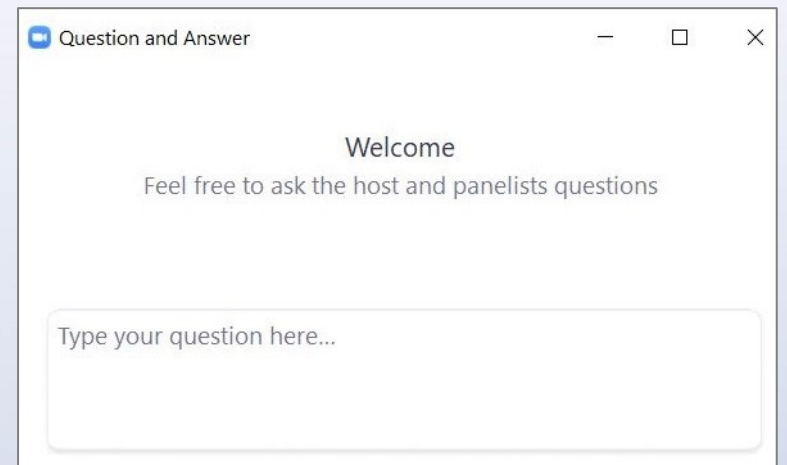
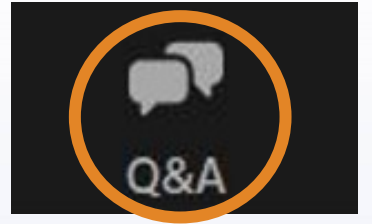
- Schools should have completed Site Readiness in fall 2024.
- Schools should complete Site Readiness again prior to testing if they have updated any technology.

Site Readiness FAQs

- **If I already completed Site Certification in the fall, can I run the Site Readiness tests again this winter/spring?**
 - Yes.
- **Does Site Readiness take the place of an Infrastructure Trial?**
 - Site Readiness takes the place of the technology aspects of an Infrastructure Trial – it will provide schools with information on the bandwidth available and testing capacity of your network.
 - To provide students and staff with an opportunity to practice with the testing systems and procedures, schools are encouraged to conduct a practice test through the MCAS Training Site. See additional information in the [Guide to Conducting a Practice Test through the MCAS Training Site](#).

Questions and Answers

Use the "Q&A" feature to ask questions.



4. Troubleshooting during Testing: Internet Connectivity and Other Error Messages

MCAS Student Kiosk: Internet Connectivity

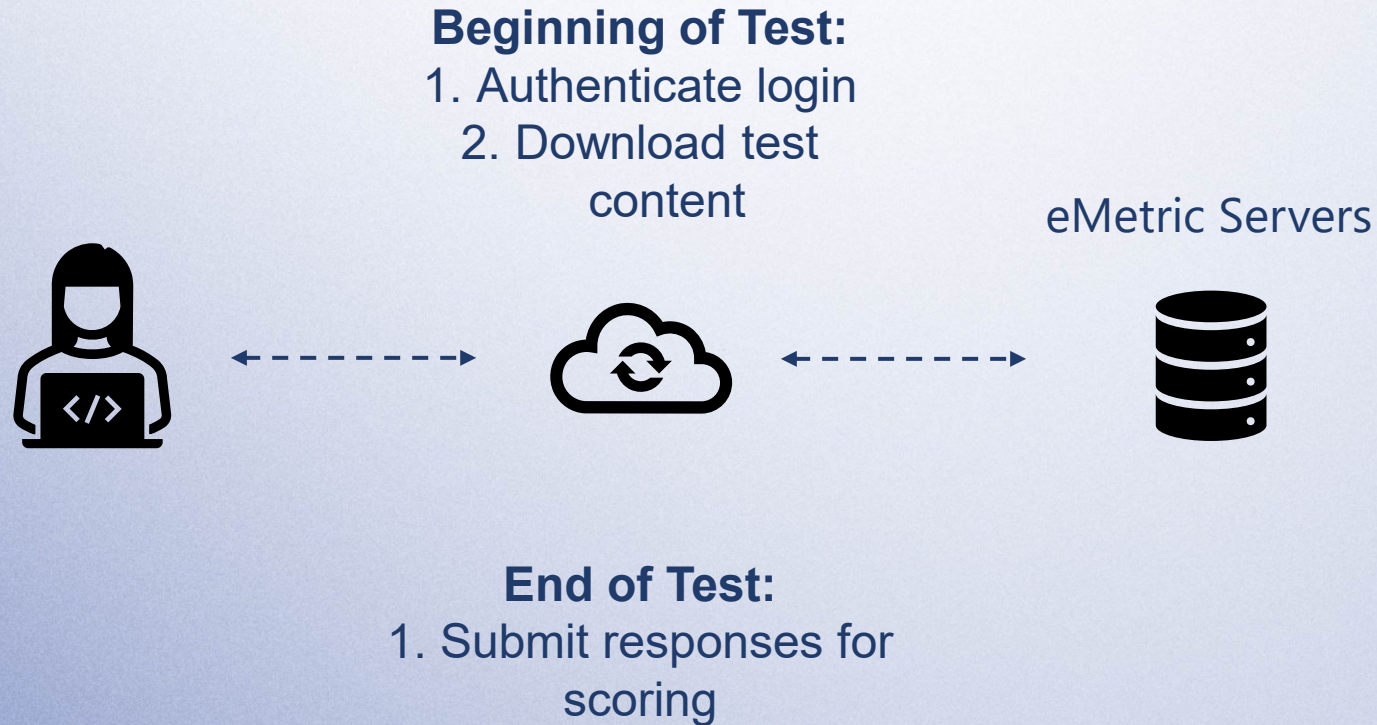
- For grades 5 and 8 STE, internet connectivity is required.
- For all other grades and subjects, internet connectivity is required during testing only as follows:
 - At the **beginning** of each test session to authenticate student login and download the test content
 - At the **end** of each test session to submit responses for scoring
- Once a student has finished reading the test session directions and the content has downloaded onto the local device, the student may continue testing regardless of internet connectivity.

MCAS Student Kiosk: Internet Connectivity (cont'd)

- If a student's device loses internet connectivity:
 - The student should keep testing on that device.
 - Do not move a student to a new device when experiencing technical issues if the student has already begun testing.
 - Student responses will be saved to the save response location indicated during MCAS Student Kiosk installation.
 - Once internet connectivity resumes, the saved responses will automatically be synced to eMetric servers.
 - If the student turns in the test offline, the student will receive a message to notify the test administrator.

MCAS Student Kiosk: Internet Connectivity

When is internet connectivity required?



MCAS Student Kiosk: Loss of Internet Connectivity During Testing

Student with Internet Connectivity



Student with No Internet Connectivity

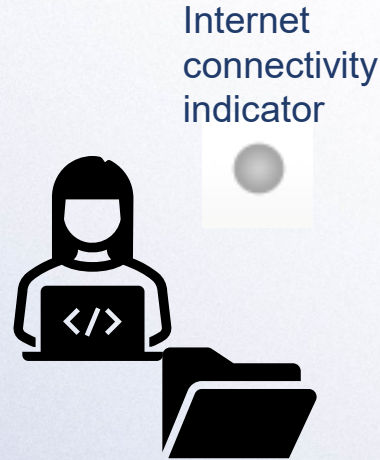


Student with Restored Internet Connectivity



MCAS Student Kiosk: Finish the Test with No Connectivity

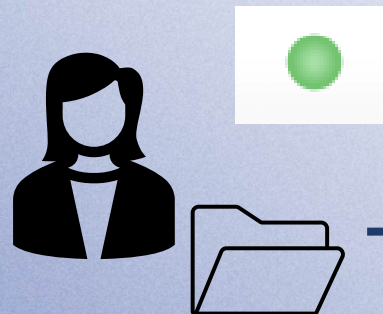
Student Finishes Test with No Internet Connectivity



Student turns in test and receives prompt to notify test administrator



Test Administrator on Student Device with Internet Connectivity



eMetric Servers



Test administrator uses student testing device and relaunched the MCAS Student Kiosk

Loss of Network Connectivity Procedure Summary

- If a student finishes and is ready to turn in the test while offline (prior to the network being restored):
 - Allow student to turn in test.
 - The student will receive a message to notify the test administrator.
 - Record the exact device the student is testing on.
 - Ensure no network management tools or system maintenance will alter that device's files or configuration.
 - When network connectivity is restored, the test administrator will need to resume internet connectivity and relaunch the MCAS Student Kiosk. (If you can see the student login page, the saved responses have synced.)
- If you are unsure of the status of the student responses, call the MCAS Service Center.
- Step-by-step instructions are in Appendix A of the [PAM](#).

Steps to Resolve Error Messages

- If possible, do not power the device off until the student has exited the MCAS Student Kiosk.
- Record the exact device the student is testing on.
- Troubleshoot the error according to the instructions in Appendix A of the [PAM](#).
 - If your school is experiencing a high volume of error messages, contact the MCAS Service Center.
- When resuming a test after an error has exited the student from the kiosk, the original testing device should be used first.
 - This is so that any unsent responses on the original device can be sent to eMetric.
- If the original testing device cannot be used or if the original error is still occurring, contact the MCAS Service Center for support.

Common MCAS Student Kiosk Error Messages

Error Message	Resolution
Invalid username/password	<ul style="list-style-type: none">• The student is using the incorrect password or username when trying to log into the MCAS Student Kiosk.• Verify the correct username and password in the MCAS Portal and have the student try again.
We could not establish a connection to our server, please check your internet connection.	<ul style="list-style-type: none">• Internet connectivity was lost after the student entered their username and password.• The MCAS Student Kiosk detected the loss of internet connectivity and will not allow the student to log in until internet connectivity is reestablished.• Contact your technology coordinator.
Incorrect session access code. Please try again.	<ul style="list-style-type: none">• The student is using the incorrect session access code for the session selected or typing in the session access code incorrectly.• Verify the correct session access code in the MCAS Portal and have the student try again.

Common MCAS Student Kiosk Error Messages (cont'd)

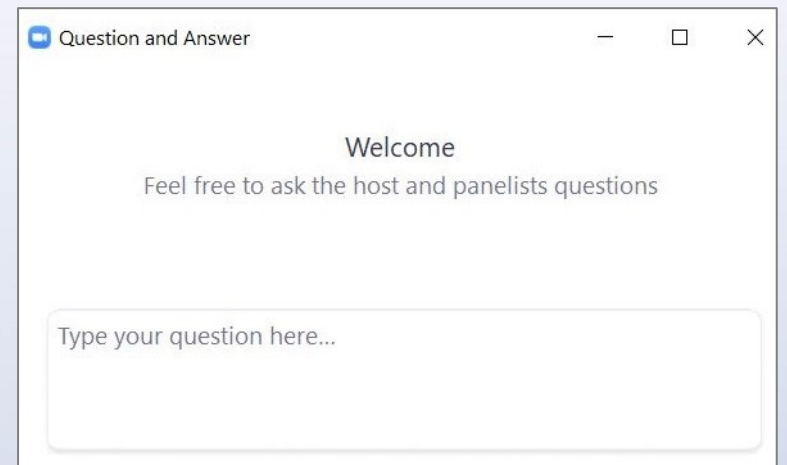
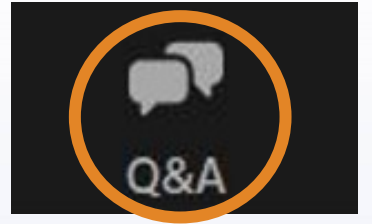
Error Message	Resolution
We were unable to get your Test Session. Please check your internet connection and try again.	<ul style="list-style-type: none">• Internet connectivity was lost after the student logged in.• The MCAS Student Kiosk will not load the test sessions until a connection to the internet is reestablished. Click Retry.• If internet connectivity is established, then the student will be directed to the test session.• If an internet connection is not detected, contact your technology coordinator.
We could not establish a connection to our server, please check your internet connection.	<ul style="list-style-type: none">• The eMetric servers cannot reach the stored response folder location due to a network connectivity failure.• Contact your technology coordinator.

Common MCAS Student Kiosk Error Messages (cont'd)

Error Message	Resolution
Please raise your hand; your test session has timed out.	<ul style="list-style-type: none">• The student has timed out of their test session, meaning they have been inactive in the test for 60 minutes or more.• Click Exit to go back to the sign-in page.• When the student is ready to continue testing, they will log back into the student testing interface and select the session, enter the session access code, and the test administrator will enter the proctor password.• The student will resume testing where they left off.
A connection to the network could not be established. Your test has been saved offline.	<ul style="list-style-type: none">• Internet connectivity was lost after the student began testing and was not restored by the time the student completed the test.• The student's responses are saved to the local folder configured when installing the MCAS Student Kiosk.• Enter the proctor password to acknowledge the message.• Note the student's device ID.• Contact your technology coordinator to establish internet connection.• Relaunch the MCAS Student Kiosk on the student's device.

Questions and Answers

Use the “Q&A” feature to ask questions.



5. Resources, Support, and Next Steps

Additional Resources

Resource	Location
MCAS Resource Center	mcas.onlinehelp.cognia.org
MCAS Portal user guides <ul style="list-style-type: none">MCAS Portal User Management Guide	https://mcas.onlinehelp.cognia.org/portal/
Technology Information <ul style="list-style-type: none">Technology Guidelines for MCAS Computer-Based Testing <i>(Check prior to each test administration.)</i>Guide to Installing the MCAS Student Kiosk and Conducting Site Readiness	https://mcas.onlinehelp.cognia.org/technology-setup/
Student Assessment Updates (Biweekly email with important updates about the MCAS program)	www.doe.mass.edu/mcas/updates.html If you do not already receive this email, subscribe using this link: http://eepurl.com/ghSOhH
Cybersecurity Resources	https://www.doe.mass.edu/mcas/testadmin/

Next Steps

- **Today:** Complete the evaluation form.
 - Responses are associated with the name and email address used to log in.
 - Email your input to mcas@mass.gov if you have problems accessing or completing the form.
- **Within one week:**
 - Receive an email with the Q&A from this session
 - Recording will be available

Email and Phone Support

MCAS Service Center

- Questions on logistics and technology
 - **Web:** <https://mcas.onlinehelp.cognia.org/>
 - **Email:** mcas@cognia.org
 - **Phone:** 800-737-5103
 - **TTY:** 888-222-1671
 - Live chat is available at the link on the bottom of the page at the [MCAS Resource Center](#)

DESE Student Assessment Services

- Policy questions (e.g., student participation, accommodations)
 - **Web:** www.doe.mass.edu/mcas
 - **Email:** mcas@mass.gov
 - **Phone:** 781-338-3625
 - **TTY:** 800-439-2370

THANK YOU

The Office of Student Assessment Services



781-338-3625



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