

Office Hours: MCAS Portal Tasks During and After Testing

The Office of Student Assessment Services
March 28, 2025

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.
- 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. Resources
2. FAQs
3. Q&A and Additional Demonstrations
4. Support and Next Steps

1. Resources

Resources on Using the MCAS Portal

Resource	Location
MCAS Resource Center	mcas.onlinehelp.cognia.org
MCAS Portal User Guides <ul style="list-style-type: none">• Guide to the MCAS Portal• Student Registration Guide• MCAS Portal User Management Guide• Guide to Creating and Managing Classes• Guide to Enrollment Transfers• Guide to Scheduling Tests and Printing Student Logins• Instructions for Using Materials Management• Additional Tasks on the Test Scheduling Page	https://mcas.onlinehelp.cognia.org/portal/
MCAS Training Site User Guides <ul style="list-style-type: none">• Guide to Conducting a Practice Test through the MCAS Training Site• Guide for Reviewing Reports of Results for Practice Tests Conducted in the MCAS Training Site	https://mcas.onlinehelp.cognia.org/portal/
MCAS Student Kiosk Guides <ul style="list-style-type: none">• Instructions for Unlocking Test Questions in the MCAS Student Kiosk	https://mcas.onlinehelp.cognia.org/technology-setup/

Modules and Recordings of Previous Training Sessions

Resource	Location
MCAS Portal Modules and Video Demonstrations <ul style="list-style-type: none">• Video demonstration: Creating Classes and Scheduling Tests	https://mcas.onlinehelp.cognia.org/training-modules/
Recordings of previous training sessions	https://mcas.onlinehelp.cognia.org/training-webinars/
Slide template for training test administrators	https://www.doe.mass.edu/mcas/testadmin/training/slides.pptx
Test administrator tasks in the MCAS Portal <ul style="list-style-type: none">• Recording (begins at 36:05)• Slides 43–51	https://mcas.onlinehelp.cognia.org/training-webinars/

Technology Resources

Resource	Location
<p>Technology Information</p> <ul style="list-style-type: none">• Technology Guidelines for MCAS Computer-Based Testing• Guide to Installing the MCAS Student Kiosk and Conducting Site Readiness	<p>https://mcas.onlinehelp.cognia.org/technology-setup/</p>
<p>Previously recorded webinars</p> <ul style="list-style-type: none">• Introduction to the MCAS Portal: Tasks for Technology Coordinators• MCAS Technology Coordinator Training	<p>https://mcas.onlinehelp.cognia.org/training-webinars/</p>

Resources on the DESE Website

Resource	Location
Test Administration Resources <ul style="list-style-type: none">• Manuals• Sample materials	www.doe.mass.edu/mcas/testadmin/
Statewide Testing Schedule	www.doe.mass.edu/mcas/cal.html
Accessibility and Accommodations Manual	www.doe.mass.edu/mcas/accessibility/default.html
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 <ul style="list-style-type: none">• March 27 Special Edition Update

2. FAQs

Do Not Check the “Use Digital Proctoring” Checkbox

- When scheduling a test on the Test Scheduling page, **do not select** the Use Digital Proctoring checkbox.
- Selecting this checkbox can result in technology issues and delays during testing.
- To check to see if this has been selected:
 1. Navigate to the **MCAS Portal > Administration > Test Scheduling > find the class > View Details/Student Logins.**
 2. Select **Edit Scheduled Test** in the top left.
 3. Verify that **Use digital proctoring** is not checked.
 4. If needed, uncheck Use digital proctoring and click **Save.**
- If students are actively testing and this checkbox needs to be deselected, **first instruct all students to pause and exit the kiosk.**
 - Then, follow the steps outlined above.

Drag-and-Drop Questions

- A small number of schools have reported issues with students viewing drag-and-drop questions. Cognia is actively working on a solution.
- If students experience an issue viewing drag-and-drop items, please ask students to:
 1. Pause and exit the test.
 2. Log back in to the test.
- If this does not solve the issue, please contact the MCAS Service Center.

Unlocking Test Questions

In the following situations, test questions that students have already answered will be automatically “locked” if a student signs back in to the test:

- Student pauses the test for more than 60 minutes
- Student exits a test and more than 60 minutes pass
- Student does not interact with the test for 60 minutes or more (inactivity timeout)
- Abrupt closure (such as loss of power, the device is turned off while testing, or the kiosk is forced closed)

Unlocking Test Questions (cont'd)

Test coordinators may unlock a student's test questions by taking the following steps:

1. Student logs out of the test.
2. Test coordinator navigates to **Administration > Test Scheduling > View Details/Student Logins**.
3. Find the student on the **View Details/Student Logins** page.
4. Select **Unlock**.
5. Student signs back in to the test.

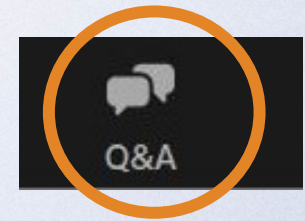
Step-by-step instructions with screenshots are available in the [Instructions for Unlocking Test Questions in the MCAS Student Kiosk](#). Please contact the MCAS Service Center with questions.

Student Testing Status

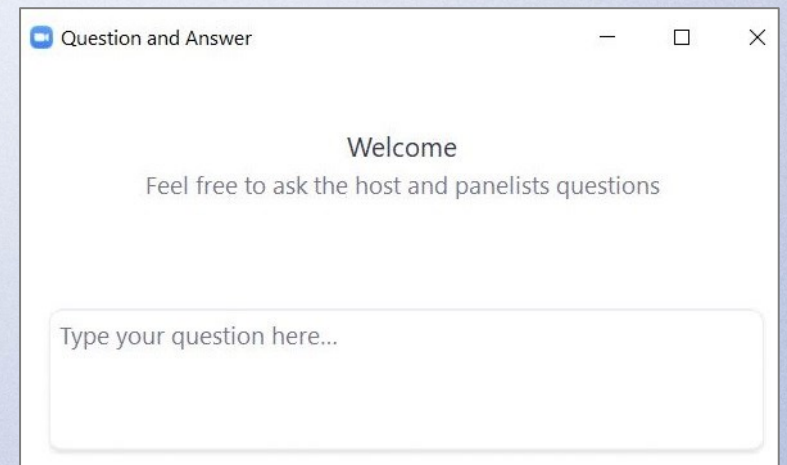
- View student testing status at **Administration > Test Scheduling > View Details/Student Logins**
- Testing statuses:
 - **Not Started:** A student has not signed in to the test session
 - **In Progress:** A student has signed in to the test session but has not selected “Turn In” at the end of the session
 - **Finished:** A student has selected “Turn In” at the end of the test session.
- If a student completes all the questions in a test but exits or pauses their test or shuts their device without turning in the test, their testing status will show as **In Progress** instead of **Finished**.
 - Responses have been captured by the eMetric servers, even though the test status is not **Finished**.
- To verify that all responses have been submitted for a student whose testing status is listed as **In Progress**, please contact the MCAS Service Center

3. Q&A and Additional Demonstrations

Questions & Answers



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



4. Support and Next Steps

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



mcas@mass.gov



www.doe.mass.edu/mcas



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