**Transcript**

**MCAS Portal Tasks: High School Office Hours**

**March 20, 2025**

**The transcript was generated by Zoom and was reviewed by DESE’s Office of Student Assessment Services.**

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00:00:27.173 --> 00:00:53.860

Shannon Cullen: So, my name is Shannon Cullen. I work at DESE as MCAS Test Administration Coordinator. I'm joined today by Abbie Currier, who is the eMetric senior Project manager. There are several other folks on the call with us today from DESE, from eMetric and from Cognia. You may see them answering your questions in the Q&A. They may come off mute and on camera to answer your questions; we will see what questions we get.

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00:00:54.221 --> 00:01:01.971

Shannon Cullen: So, on the next slide we have some logistics about how to ask your questions. Today, we ask that you use the Q&A feature to input your questions.

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00:01:02.241 --> 00:01:29.901

Shannon Cullen: Like I said, the majority of this hour will be spent answering the questions that you have. There may be some questions that you ask that we're not able to answer today, and in that case, we'll need to take the question back and maybe confer with some colleagues before providing an answer. We will be sending out a Q&A after today, with all of the questions and answers. So, if we don't get to your question during the office hours this morning, please know that we will get to your question in the Q&A that we send out afterwards.

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00:01:30.371 --> 00:01:51.451

Shannon Cullen: There's a thumbs up, icon. If somebody has the same question as you, so that you can upvote that question instead of restating that question in the Q&A. And if you have any really specific questions about students or really unique situations, anything that starts with “I have a student who”, we ask that you instead email those to us MCAS@mass.gov.

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00:01:52.011 --> 00:02:01.320

Shannon Cullen: we're recording today's training session. It will be posted on the MCAS Resource Center in about a week. Along with the slides there is closed captioning available. If you'd like to use it.

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00:02:01.551 --> 00:02:15.760

Shannon Cullen: And please be advised that DESE does not authorize attendees to record or use AI transcription tools during the meeting, and does not endorse any unauthorized transcripts created by 3rd parties of its meetings

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00:02:16.861 --> 00:02:21.571

Shannon Cullen: on the next slide. We have some information about the slides.

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00:02:21.871 --> 00:02:38.921

Shannon Cullen: So, they were emailed to participants yesterday. Brittany is also going to post them in the chat. Now, if you're not able to access the slides in the chat, you can type that in the Q&A, and we can assist, and then we'll also send the slides again after today's session, and they will be posted like I said, in the Resource Center.

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00:02:40.301 --> 00:03:00.391

Shannon Cullen: So, on the next slide we have today's agenda. It's a pretty short agenda. I'm going to start by sharing a few resources that hopefully are not new to you- resources about the MCAS Portal. Then we will, like I said, spend the majority of this morning on Q&A and requests for additional demonstrations, and then we'll finish up with a couple slides on support and next steps.

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00:03:01.621 --> 00:03:25.130

Shannon Cullen: So, let's get started on the resources. If we go to the next slide. This first slide has a lot of resources on the MCAS Resource Center for using the MCAS Portal. And again, hopefully, these are not new to you. So, we have the URL here for the MCAS Resource Center. The MCAS Portal page of the MCAS Resource Center has a lot of different user guides.

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00:03:25.478 --> 00:03:40.780

Shannon Cullen: Some that I'll call out that you may be using right now are the guide to creating and managing classes. The guide to enrollment transfers the guide to scheduling tests and printing student logins would definitely suggest bookmarking this page. If you haven't already.

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00:03:41.051 --> 00:03:44.940

Shannon Cullen: so that you can refer back to this guidance as needed.

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00:03:45.161 --> 00:03:56.581

Shannon Cullen: That same page also contains guides for the MCAS training site. So, the guide to conduct a practice test through the MCAS training site is available for you there.

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00:03:56.821 --> 00:04:16.601

Shannon Cullen: We recently posted the guide for reviewing reports of results for practice tests in the MCAS training site. And today we'll focus on the MCAS Portal. But if you do have questions about the MCAS training site and setting up a practice test or viewing the reports and results, please feel free to also ask those questions today.

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00:04:17.121 --> 00:04:30.160

Shannon Cullen: And then, finally, there is just one other resource on that last slide about the MCAS Student Kiosk, and that is for unlocking test questions. In certain circumstances. You may need to do that.

16

00:04:30.541 --> 00:04:53.481

Shannon Cullen: Sorry, Abbie, on to the next slide on the next one. We have just some links for modules and recordings of previous training sessions that are linked here along with the slide template for training test administrators. And then we've covered test administrator tasks in a few of our previous trainings, but we linked to one of them here with an overview of those tasks, and we linked to the recording as well as the slides

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00:04:54.561 --> 00:05:21.360

Shannon Cullen: on the next slide. We have resources for technology coordinators. These include the technology guidelines as well as the guide to installing the MCAS Student Kiosk and conducting site readiness really important that your technology coordinators have reviewed the updated technology guidelines in advance of spring testing and that they have completed site readiness at this point, and then we also have some previously conducted webinars that are recorded and posted on the Webinars page.

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00:05:22.751 --> 00:05:46.501

Shannon Cullen: And then finally, some resources on the DESE website. We've linked to the test administration resources which include the manuals and sample materials, the statewide testing schedule, the accessibility and accommodations manual. And if you've not already subscribed to the Student Assessment Update really highly suggest that you do. So. It is where we share important updates about the MCAS program every 2 weeks.

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00:05:46.531 --> 00:06:02.220

Shannon Cullen: And this first link here is also a link to our Student Assessment Update archive. So, if you recently subscribed and want to look at Assessment Updates from previous in this school year. You can go to that page and read through all of our Student Assessment Updates.

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00:06:03.521 --> 00:06:21.031

Shannon Cullen: And with that we're going to move over to the Q&A. And so, this is your chance to put what questions you have in the Q&A. If you'd like to see demonstrations. You can also request that in the Q&A. But I'm not seeing any questions yet, so I'll pause and wait for

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00:06:21.541 --> 00:06:24.140

Shannon Cullen: those questions to formulate, and you can enter them in

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00:07:05.671 --> 00:07:30.650

Jodie Zalk: Shannon and Abbie. As folks are thinking of their questions, I am remembering a question that came in during yesterday's session for elementary and middle schools, asking what test administrators will see and what the test administrator experience is like. Is that a demo that you could do at this time

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00:07:39.031 --> 00:07:44.021

Abbie Currier: Yes, I can go ahead and do that demo right now.

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00:07:46.111 --> 00:07:53.871

Abbie Currier: So, I will log in to the Portal as a test administrator.

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00:07:59.471 --> 00:08:15.501

Abbie Currier: And there's really a very limited set of steps that the test administrator may need to do so first off, if the test administrator needs to look up the proctor password for a student.

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00:08:15.811 --> 00:08:40.891

Abbie Currier: The Proctor password is right here on the homepage of administration. They do have the ability to view students so they can look at an individual student's accommodations here, but they cannot make any edits same with classes. They can view all of the classes, but they cannot make any edits to what students are in those classes.

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00:08:41.771 --> 00:09:09.530

Abbie Currier: and then the same thing with test scheduling, so they can look up a particular test session. But they cannot actually schedule anything. So, if I select this test right here, I do not see any buttons for scheduling a test session. I can only view tests that have been scheduled by a test coordinator. Now, both test

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00:09:09.531 --> 00:09:24.361

Abbie Currier: administrators and test coordinators can view the details and test logins. So, I'm actually going to log out as a test administrator and log in as a test coordinator.

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00:09:26.871 --> 00:09:34.381

Abbie Currier: and show you what both of those roles can view. So, when I go to administration and click on test scheduling.

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00:09:37.681 --> 00:09:58.550

Abbie Currier: I'm going to select my ELA test. I can see that I have this class scheduled for this test, and I can see the link to view details and student logins. Again, the test administrator can come in here. They can view all of the forms that have been spiraled to students.

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00:09:58.551 --> 00:10:21.720

Abbie Currier: So, it's important that if a student has a form-dependent accommodation, that that form name includes the name of their accommodation, such as human Read aloud, human signer, ASL, those types of things. If a student has TTS, they should be assigned like form one, form 2, form 3, because all of those

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00:10:21.721 --> 00:10:24.741

Abbie Currier: regular forms have TTS now.

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00:10:25.171 --> 00:10:37.837

Abbie Currier: in addition to that, as a test administrator, I can print logins. If my test coordinator has not done that already for me, I can select my students and click export logins.

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00:10:38.471 --> 00:10:59.091

Abbie Currier: I can select that as a PDF or a CSV, and then just click export. And when I open this file. It's going to give me that summary sheet at the beginning that is going to give me the access codes for my class, as well as a list of all the students, usernames and passwords.

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00:10:59.661 --> 00:11:15.990

Abbie Currier: It's also going to list out the students accommodations. So, this is another really great thing for test administrators to look at, to make sure that the appropriate accommodations have been ordered for students before they log into the test.

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00:11:16.761 --> 00:11:41.740

Abbie Currier: Additionally, on this page I can see the overall status of a student as they move through the test. So, if the student has not started the test, it will show not started. If the student is in progress, it will show in progress, and it will show me the date and time that the student started that particular session of the test. And then, once the student finishes

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00:11:41.741 --> 00:11:50.101

Abbie Currier: the test, they turn the test in. It will show finished, and I will see a date and time that the student turned in the test.

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00:11:51.941 --> 00:12:07.481

Abbie Currier: So that is really all a test administrator needs to do within the MCAS Portal. And again, all of the tasks that a test administrator has access to can also be done by a test coordinator. If that's your preference.

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00:12:10.241 --> 00:12:33.951

Shannon Cullen: Thanks for that, Abbie. We now have a couple of questions in the Q&A. And I think both of these might be well served by a demonstration. So, the first one is saying, I'm confused about the Spanish test and why kids have to be in a class together. If students are in different classes and have the Spanish test accommodation. They won't be able to access the Spanish version if they aren't all in the same class.

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00:12:33.951 --> 00:12:43.260

Shannon Cullen: So could you show us how to schedule the test for a student, or I guess, maybe start to end how a student needs to be assigned to a Spanish test

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00:12:44.121 --> 00:13:09.101

Abbie Currier: Right. So, students with the Spanish accommodation, we request that they be added to their own class, and you can add the word Spanish to the start of that, so that you know that that is your Spanish class. But the important reason for this is because the Spanish test is a different test than the English test. So, if

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00:13:09.101 --> 00:13:17.251

Abbie Currier: I go to schedule my Spanish students; I have to select the Spanish/English test. If I

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00:13:17.251 --> 00:13:38.171

Abbie Currier: put those students into a class with other English-speaking students and schedule them to take this test the regular English test. They are not going to get a Spanish test, so they have to be in a class by themselves, so that that class is scheduled for the Spanish test.

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00:13:42.821 --> 00:13:50.890

Shannon Cullen: And so, I'll just add a little bit more context. I know this is different than our previous testing platform. And so

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00:13:52.111 --> 00:14:20.201

Shannon Cullen: what we have done in the past, and what you are still doing is selecting that Spanish/English as an accommodation when you submit your student registration file. But there's this additional step that Abbie is demonstrating for you now, which happens when you do the test scheduling. So, she's on the test scheduling page and so, in addition to selecting it in the student registration file, you also need to schedule those students specifically for a Spanish test because it's a different test in the dropdown

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00:14:20.441 --> 00:14:24.510

Abbie Currier: Yes, thank you, Shannon. Anything else to add

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00:14:24.511 --> 00:14:26.200

Shannon Cullen: Is that? No, no! Worries.

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00:14:28.757 --> 00:14:33.751

Abbie Currier: Was there anything else you wanted me to show about Spanish students

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00:14:34.992 --> 00:14:51.771

Shannon Cullen: I think that was it for the Spanish test? The next question we have is, can you refresh my memory on whether there is an indicator for test administrators during testing that might show if a student is stopped or has lost connectivity

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00:14:53.091 --> 00:15:09.151

Abbie Currier: So, in the student interface, there is an indicator in the top right corner. What if they lose Internet connectivity? So, on the student screen in the top right corner there will be a green

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00:15:09.621 --> 00:15:14.551

Abbie Currier: circle, and if that green circle turns gray.

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00:15:14.751 --> 00:15:29.870

Abbie Currier: that's an indicator that the Internet has gone down, there's nothing in the Portal to keep an eye on. It's on the student screen. So, most of the time the students are not going to notice that we

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00:15:29.871 --> 00:15:52.250

Abbie Currier: did that on purpose. So, they weren't interrupted during testing. But as a test administrator, if you're walking around, you can keep an eye on that top right corner and make sure that those are all still green for your students. If you notice that the whole class is going gray, that would probably be an indicator. You need to contact your tech technology coordinator for help

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00:15:55.671 --> 00:16:05.980

Shannon Cullen: But to add on to that. Unlike our previous testing system, even if the students, Internet goes out, they should be able to continue testing right, Abbie, which is why it's just that indicator on screen

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00:16:06.141 --> 00:16:07.191

Abbie Currier: Right.

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00:16:07.471 --> 00:16:12.161

Shannon Cullen: With the exception of grades 5 and 8. Science, if I'm remembering right.

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00:16:14.681 --> 00:16:15.330

Abbie Currier: Yes.

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00:16:15.820 --> 00:16:16.660

Shannon Cullen: Thank you.

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00:16:17.710 --> 00:16:22.390

Shannon Cullen: I'm not seeing any other questions in the Q&A yet.

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00:16:24.730 --> 00:16:37.110

Shannon Cullen: All right. Another one just came in. Can test coordinators see the testing status of all students testing instead of going into test scheduling and having to view each of the classes separately

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00:16:39.921 --> 00:17:00.170

Abbie Currier: So, test coordinators have a few exports that they can do so. Let's say that you want to focus on your ELA test. You can do that and look across classes by using the export here. So, if you export test status.

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00:17:01.401 --> 00:17:07.690

Abbie Currier: it's going to give you a download across all of your classes.

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00:17:08.546 --> 00:17:19.341

Abbie Currier: So just pretend I had multiple classes here. So, all of my classes would be listed with all of the students. Session one and session 2.

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00:17:19.491 --> 00:17:21.601

Abbie Currier: Let me expand this here.

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00:17:21.711 --> 00:17:36.820

Abbie Currier: and I'd be able to see when they started and ended. I'd be able to see their overall student test status. And so, I can do this by test if I want to. I can also do the same

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00:17:36.931 --> 00:17:37.901

Abbie Currier: thing.

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00:17:38.491 --> 00:18:04.511

Abbie Currier: But instead of selecting export test status I can select export test status for all tests, and that's going to give me the exact same dropdown. But it's going to be for all of the tests in this content area. So that way, I guess this is more pertinent for 3 through 8, where there's multiple grades of ELA test.

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00:18:04.841 --> 00:18:15.550

Abbie Currier: But at any rate, it would show me all of the tests in this content area, and all of the classes scheduled, as well as the status of each of those sessions.

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00:18:16.831 --> 00:18:28.221

Abbie Currier: The last export that we have here is an export of students who have not been scheduled, which you may find useful to ensure that all of your students have been scheduled to take your tests

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00:18:33.391 --> 00:18:35.081

Shannon Cullen: Awesome. Thank you.

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00:18:36.221 --> 00:18:53.950

Shannon Cullen: We'll wait a couple more minutes to see if any more questions come in. If you had any questions that you encountered during February Science or March retest things that you're curious about, that you'd like an answer on. There's anything that you'd like some clarity on for the upcoming tests.

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00:18:56.008 --> 00:19:15.050

Shannon Cullen: We really don't have any other content planned for today. We are just here to answer the questions that you have and do any demonstrations that you'd like to see so I'm not seeing anything in the Q&A. Just right now. But we'll pause for another minute or 2 and see if any other questions come in.

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00:19:39.671 --> 00:19:42.190

Shannon Cullen: and I guess while we're waiting. Oh.

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00:19:42.521 --> 00:19:46.960

Shannon Cullen: never mind, I just saw another question. All right.

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00:19:47.081 --> 00:19:54.441

Shannon Cullen: I scheduled all my classes. But when I just went to export students that aren't scheduled, all the classes popped up.

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00:19:54.951 --> 00:19:57.561

Shannon Cullen: Abbie, do you know how to answer that.

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00:19:58.051 --> 00:19:59.661

Shannon Cullen: or why that might be happening

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00:19:59.661 --> 00:20:01.611

Abbie Currier: Sorry. Say it one more time.

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00:20:01.951 --> 00:20:09.270

Shannon Cullen: Says I scheduled all my classes, but when I just went to export students that aren't scheduled, all the classes popped up

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00:20:12.611 --> 00:20:16.190

Abbie Currier: All of the classes popped up in the export

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00:20:18.951 --> 00:20:20.560

Shannon Cullen: That's what it sounds like.

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00:20:22.115 --> 00:20:29.011

Abbie Currier: Because it should just be. Let me see if I have any students. Yeah, I'm using a demo

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00:20:29.822 --> 00:20:33.350

Abbie Currier: district. And so, there's no students there.

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00:20:35.631 --> 00:20:43.860

Abbie Currier: I there's I'm not sure what might be going on. Kaylee. Do you know off the top of your head. What might be happening

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00:20:44.440 --> 00:20:46.760

Kaelee Harper, eMetric: What subject was selected.

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00:20:47.001 --> 00:20:52.281

Kaelee Harper, eMetric: Right? If it's they're selecting math, or we, those aren't scheduled yet. Right? So

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00:20:52.531 --> 00:20:55.081

Kaelee Harper, eMetric: I would just double check what the filter is on the front

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00:20:57.121 --> 00:20:59.201

Abbie Currier: That's a great idea. Thank you, Kaylee.

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00:21:04.133 --> 00:21:11.950

Shannon Cullen: She said, ELA, so is this, maybe a unique situation that they should contact the service center

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00:21:12.594 --> 00:21:20.400

Abbie Currier: Yeah. Then we'd need to do some more digging into that and like that. So

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00:21:22.711 --> 00:21:24.030

Shannon Cullen: All right. Thank you.

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00:21:25.041 --> 00:21:42.090

Shannon Cullen: I see another question here. It says, I've been noticing that when I click the log out link. If I come back to the site during the day, and I click login. I'm not prompted for my username and password is this expected behavior. So, I'm assuming here that they're talking about the MCAS Portal

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00:21:44.221 --> 00:22:11.210

Abbie Currier: So, it's going to depend on how quickly you log, how quickly you return to that site. If we're talking about hours later, you come back and you're not prompted again. Please contact the service center, and we can help you with that but if you're talking about it, you know, 20 mins later you're coming back. There is a

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00:22:11.521 --> 00:22:20.270

Abbie Currier: specific length of time that you can stay logged in and be able to get back in without using your username and password.

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00:22:20.541 --> 00:22:28.621

Abbie Currier: You also do need to make sure that you click log out and fully log out. It'll say, do you want to log out and you'll click log out again?

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00:22:29.961 --> 00:22:32.850

Abbie Currier: So, it is a two-step logout process

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00:22:34.191 --> 00:22:35.261

Shannon Cullen: Thanks, Abbie.

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00:22:37.211 --> 00:22:39.450

Shannon Cullen: I think maybe, as

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00:22:40.891 --> 00:23:01.130

Shannon Cullen: again, I'm not seeing any questions right now. Let's maybe go back to the slides, and I'll do the wrap up slides in case people have already gotten all their questions answered, they can feel free to drop, and then, if more questions percolate and come up. We can go back to those questions. So, I just have a couple of slides here on support and next steps

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00:23:01.549 --> 00:23:21.410

Shannon Cullen: and so just want to call out an upcoming office hour session. So, we do have another office hour session planned for next Friday to focus on tasks during and after testing. So next week you'll start grade 10, ELA. And if questions come up during testing, or maybe you're starting some of your after testing tasks

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00:23:21.691 --> 00:23:39.560

Shannon Cullen: like marking students medically absent. And you have some questions about how to do that. We do have another office hours coming up next week. It will be the same format as today. Just an opportunity for you to come in and ask your questions and ask to see demonstrations. And registration is available at the link on this slide.

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00:23:40.391 --> 00:24:06.091

Shannon Cullen: And then, after you exit today, you'll be asked to complete an evaluation form. We do read through each of the responses for those evaluations, and we use the feedback to help format our upcoming trainings. So, if you can, please take a couple minutes and offer your feedback, we will take it into consideration, and if you have any issues with the form, you can always email your feedback to us at MCAS@mass.gov.

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00:24:06.331 --> 00:24:12.680

Shannon Cullen: and then within the next week you'll receive an email with a Q&A from the session, and the recording will also be available.

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00:24:13.001 --> 00:24:36.861

Shannon Cullen: And then finally, on the last slide, is our contact information. So, if you do have questions after today, maybe in an hour from now, you say, Oh, shoot! I meant to ask this, and I forgot to any questions on logistics and technology, any questions on the MCAS Portal or the training site can go to the MCAS service center. They can be contacted by email, phone or chat, which is listed up here.

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00:24:37.221 --> 00:24:47.930

Shannon Cullen: And then, if you have any questions on policy, including questions on participation or accommodations, please direct those to us at DESE, and we can be contacted by email or phone.

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00:24:48.471 --> 00:24:51.601

Shannon Cullen: And I see, we do have one other question.

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00:24:53.311 --> 00:25:08.050

Shannon Cullen: Okay, going back to the export test status. It says, when I look at export test status, all of my classes pop up, and when I click on export students not scheduled, they also pop up. So, they pop up both times

108

00:25:10.131 --> 00:25:15.221

Shannon Cullen: oh, and actually sorry. They just said, never mind. So maybe

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00:25:16.741 --> 00:25:18.951

Shannon Cullen: this is no longer an issue that's great to hear?

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00:25:26.265 --> 00:25:28.941

Shannon Cullen: All right, last call for any last questions.

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00:25:38.931 --> 00:26:00.600

Shannon Cullen: Well, thank you everyone for joining us this morning. I don't want to take up any more of your time, if there are no more questions coming in. So, you have our contact information. If other questions do come up, I do wish you the best of luck in a smooth testing experience next week for grade 10 ELA. I hope you found this time useful, and I hope you have a great rest of your Thursday. Thanks everyone.