# TEST

# ADMINISTRATOR'S

# GUIDE

ORDINATE

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# 1. OVERVIEW

This manual is designed to show you how to manage, access and distribute testing materials, prepare test sites and facilities, proctor tests, monitor test completion and retrieve and distribute scores. Your main administrative tool will be the **ScoreKeeper** interface.

# 2. SCOREKEEPER

The ScoreKeeper interface at Ordinate allows you to prepare test materials, monitor test usage and obtain test scores from one site. This section teaches you how to access and use Scorekeeper.

## 2.1  Access ScoreKeeper Account

You can access ScoreKeeper on any computer connected to the Internet. Go to www.VersantTest.com.  Versant's Home Page appears:
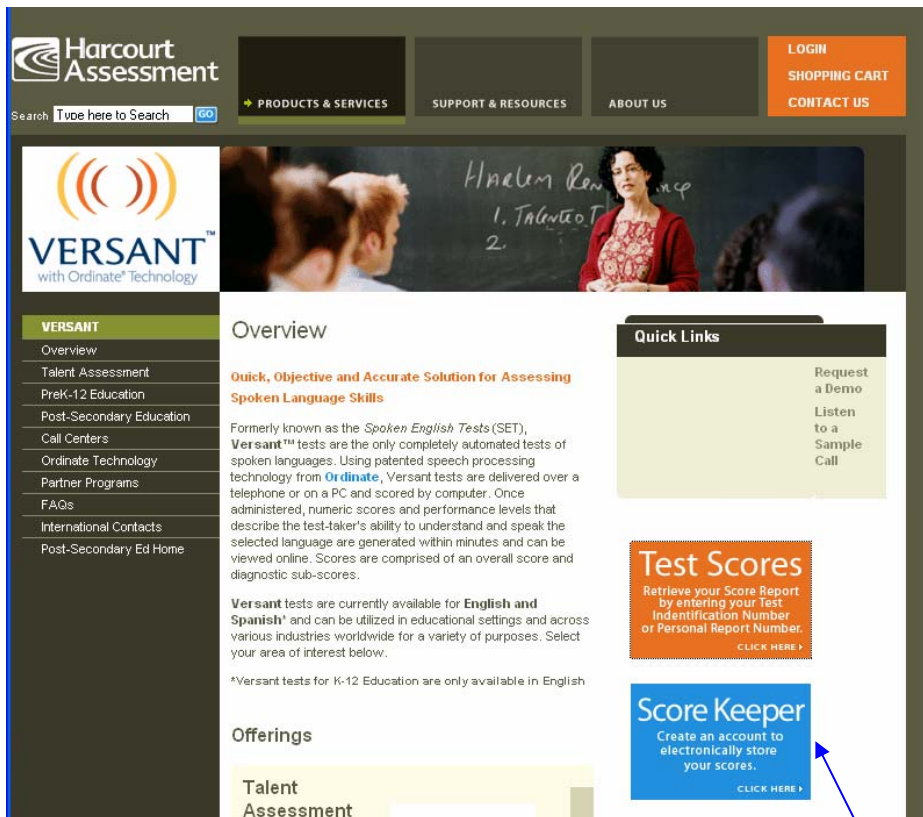


 *Figure 1*.  **Home Page**

Halfway down the right side of the page is a highlighted area. Click the ScoreKeeper button in this area. Once you have selected ScoreKeeper, you will see a Login page.

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## 2.1.1  Set Default Language

Before proceeding, you can set the default language of the ScoreKeeper interface by going to the drop-down window in the upper right-hand corner. This will be the language you see on the screen as you use ScoreKeeper. Currently, Scorekeeper is available in English, Japanese and Korean.
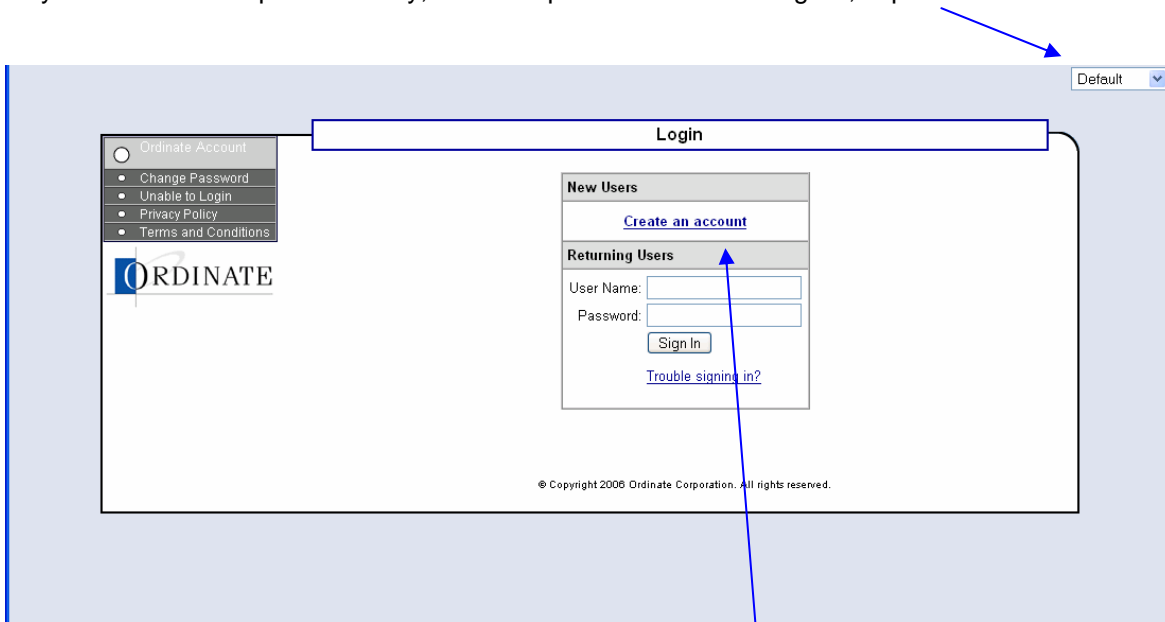


*Figure 2*.  **Login Page**

## 2.1.2  Log In

**NEW USERS**: Go to the **New Users** area and click, Create an account, then go to §2.1.3 below.

**RETURNING USER**: If you have already set up an account on ScoreKeeper, enter your *User Name* and *Password*, then click the **Sign In** button. You should then be directed to the Welcome Page (§3 below).
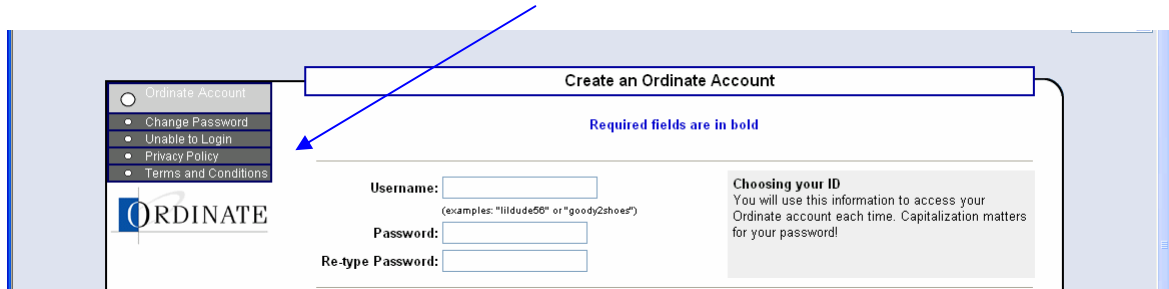
If you have trouble, or need more information, there are several links in the upper left:

• Change Password

• Unable to Login

• Privacy Policy

• Terms and Conditions

## 2.1.3  Create an Account

If you select Create an account, a page that asks for user information will appear (Fig. 3 below).
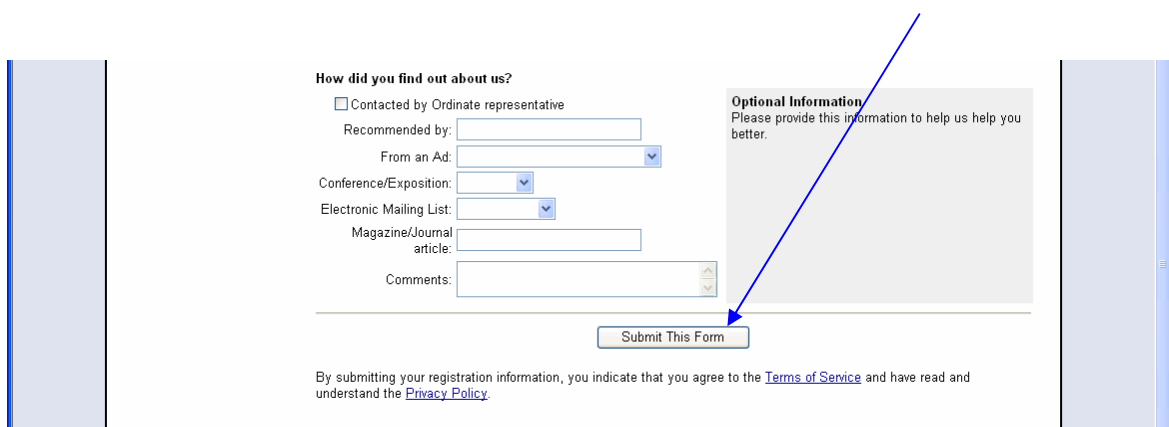
If you need more details about the privacy policy or terms and conditions before providing your information, select the appropriate links in the upper left.



*Figure 3*. **Create an Account**

Fill out the form and click the button at the bottom of the page that says, **Submit This Form**.



*Figure 4*.  **Submit New Account Information**

# 3. BATCHES

When you place an order, you usually buy a **Batch** of tests (as opposed to just one test).  Each Batch is identified by a **Batch Number** so that it can be tracked easily on Ordinate's web site.

## 3.1  Batch Key

To keep your Batch information secure, Ordinate will give you a special code associated with your Batch.  This special code is called a **Batch Key**.  A Batch Key is comprised of a string of letters and digits, such as, *WJ6Ue4wiiGOA*.  The Batch Key is the password required to access a Batch's downloadable materials and scores, and is only available from your Ordinate sales representative. Please contact your representative if you did not receive or have lost a Batch Key.

## 3.2  Add Batches to ScoreKeeper

Once you have the Batch Key, log in to your ScoreKeeper account.  You will see a Welcome page with general information about ScoreKeeper.  To add a Batch, click **• Add Batch Access**.
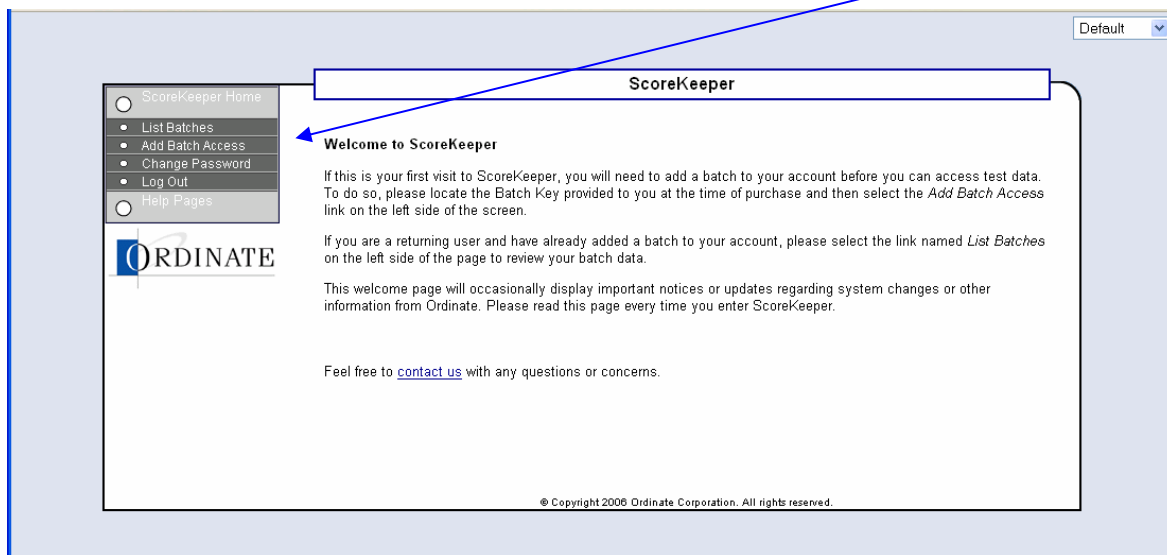


*Figure 5*.  **Welcome Page**

A window will appear with the title, **Add a Batch to My List**. There is a field near the bottom of the page where you can enter your Batch Key.
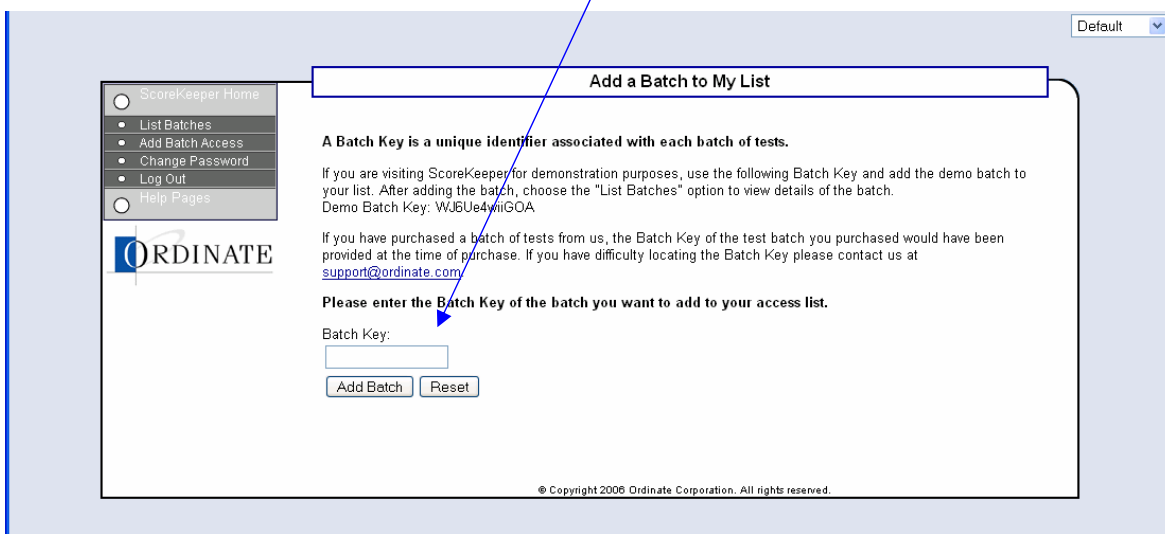


*Figure 6.* **Add Batch Key**

Type the Batch Key into the Batch Key field. Make sure you enter the Batch Key with upper and lower case letters, just as the sales representative sent it to you. Then click the **Add Batch** button.

A new window will appear, with the message, "You have successfully added this batch to your list. You can now view the details of the batch." From this point on, the Batch will be associated with your account.

## 3.3  View a Batch

Now that you have added the Batch to your account, you can manage information about the Batch. To do this, go to the menu in the upper left-hand corner and click the **List Batches** link.



*Figure 7.*  **List Batches**

Once you have selected **List Batches**, you will see a table with general information for each Batch that you have access to, as in Fig. 8 below.

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*Figure 8.*   **Batch List**

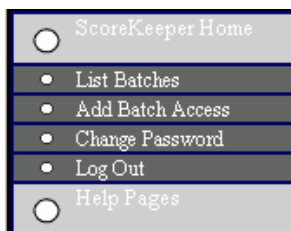In the left-hand column, there will be a list of **Batch Numbers**. The Batch Number uniquely identifies a Batch. The information about each Batch appears in the same row as its Batch Number. If you need more than the Batch Number to identify the Batch, you can look at the Name column for descriptions of the Batches. The Information displayed in the *Your Batches* window is organized in the following columns:

**Batch:**              The Batch Number that uniquely identifies the Batch.

**Test Type:**          The type of Ordinate test for the Batch.  All the tests in a Batch are of the same test type.

**Name:**               The name of the Batch. This is assigned when the Batch is created.

**Number of Tests:**    The total number of tests within the Batch.

**Used Tests:**         The number of tests that have been used in the Batch.

**Valid Period:**       The dates for which the tests in the Batch are valid.  After the last day of the valid period, the tests will expire.

**Score  Access:**      The checkbox labeled "Locked" allows you to prevent a test taker from viewing his or her score on Ordinate's web site. For more information, see **Limit Score Access** in §6.5 below.


Once you have access to your Batch(es), you are ready to prepare test materials and review test scores. These activities are presented in §4 and §6 below.
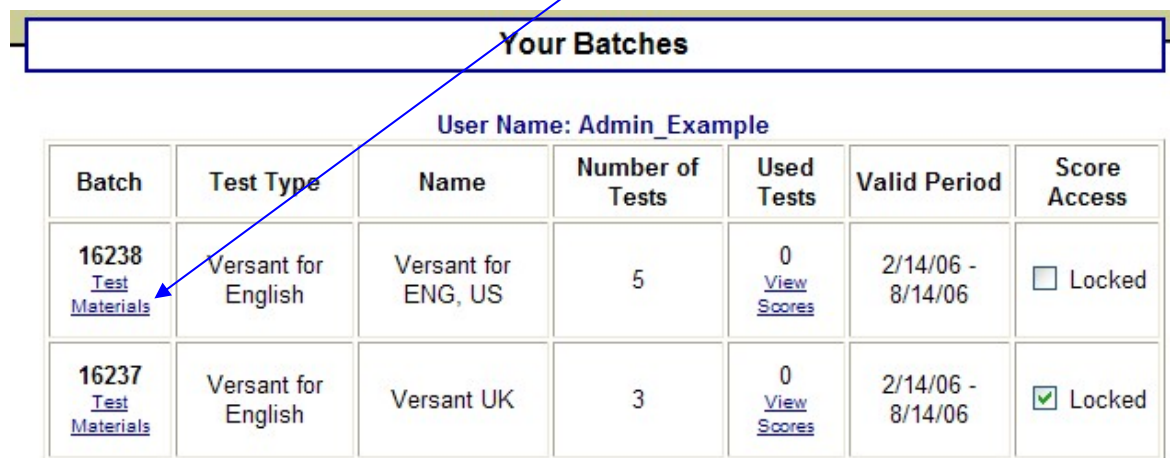
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# 4. TEST MATERIALS

The primary materials for administering Ordinate tests are (i) Test Papers, (ii) Instruction Sheets, and (iii) lists of TIN's associated with a Batch. The Test Papers and TIN lists will be exclusive to a single Batch. This section will introduce these materials and show you how to download them.

## 4.1 Download Test Materials
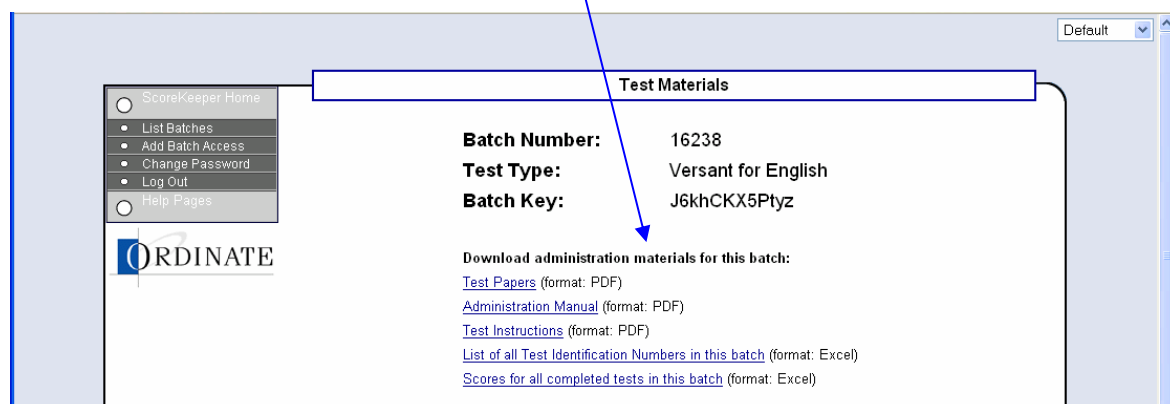
Follow these steps to download test materials:
1) Log in to your ScoreKeeper account. Then go to the menu in the upper left-hand corner and click the **List Batches** link.
2) Find the Batch for which you would like test materials.
3) Beneath the Batch Number, click  Test Materials.



*Figure 9.* **Open Test Material**

You will go to a page titled **Test Materials.** On the Test Materials page, you will see general information about the Batch including the Batch Number, the Test Type and the Batch Key. There will also be a section called, **Download administration materials for this batch.** There you will find links for Test Papers, Test Instructions, and List of all Test Identification Numbers in this batch.



*Figure 10.* **Test Materials Page**

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## 4.1.1 Download Test Papers

To download Test Papers for a Batch, click the Test Papers link on the **Test Materials** page for the specific Batch.

There are several options to consider regarding the way the Test Papers are printed and downloaded.

a)  **Origin Location:**  First, consider where the calls will originate.  This will determine which phone numbers are appropriate for the Batch. There will be a drop-down menu with the list of possible locations, such as, "United States of America," or "Anywhere."  Make the appropriate selection from the choices provided.

b)  Next, consider whether you would like the **telephone number** that the test taker will call to be **printed on the Test Paper**.  If you would like the number printed, click the checkbox.  If you do not want the number printed, keep the checkbox blank.

c)  The final option has to do with how the **Test Papers** are downloaded.  All the Test Papers are available as Portable Document Format (or PDF) files.  PDF files can be viewed and printed with free software by Adobe called *Adobe Reader* (for more information, see www.adobe.com). The Test Papers can be downloaded either as one PDF file with multiple pages (one document contains all the Test Papers in that Batch) or as individual PDF files (one document per Test Paper).
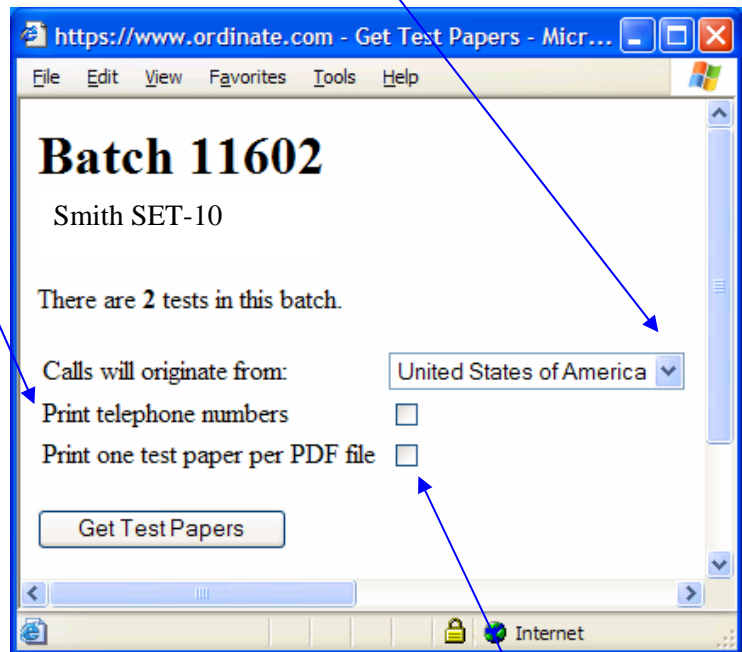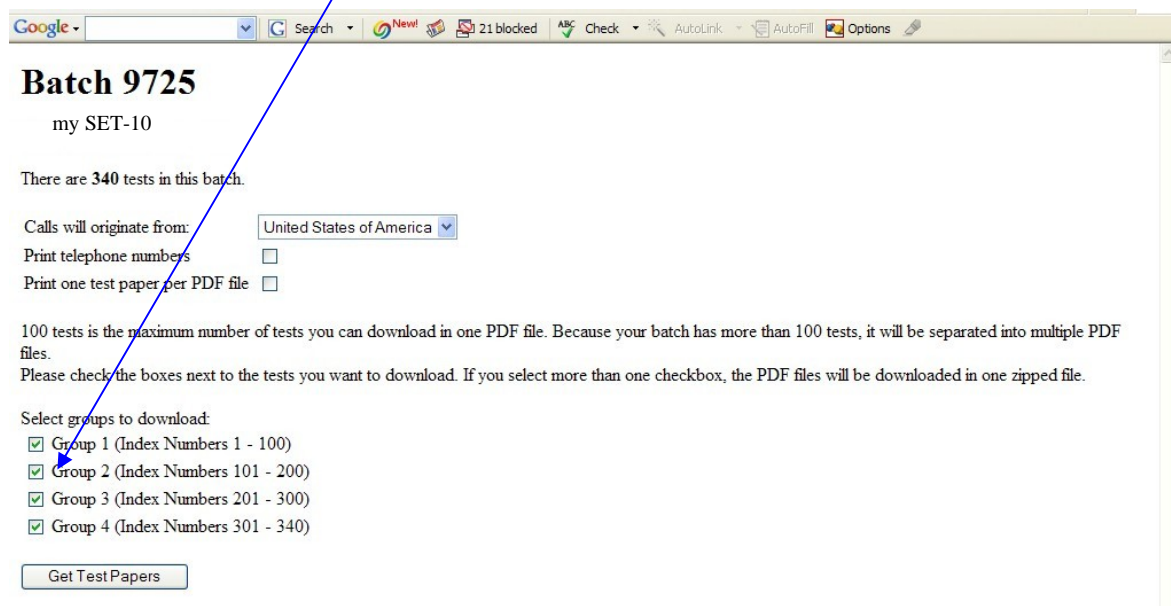


*Figure 11*.  **Download Test Papers**

**Download All Test Papers as One Document:**  If you will be delivering the printed Test Papers to the test takers or to someone administering the test, the best option is to save all the Test Papers to one PDF file.  That way, you only have to send one file to the printer. To keep all the Test Papers in one file, **leave the checkbox that says, "Print one test paper per PDF file" blank**.

**Download All Test Papers as Separate Documents:** If you need to send an individual Test Paper to individual test takers electronically (e.g., via e-mail), you will want to keep each Test Paper as a separate file. To download separate PDF files for each Test Paper, **click the checkbox labeled "Print one test paper per PDF file."**  Each Test Paper PDF file will be given a different name.  The name of each file will be the Batch Number followed by an Index number. The Index number indicates a Test Paper's original position within its Batch, with "1" being the first Test Paper in the Batch's file of Test Papers, "2" the second, and so on. For example, the first test in Batch 11602 would be named 11602.1.pdf. When you choose this option, your Test Papers will be downloaded in a zipped format.

**LARGE BATCHES:** The maximum number of test papers that can be downloaded in one PDF file is 100. If the Batch contains more than 100 Test Papers, the system will give you an option to limit

the number of Test Papers that are downloaded to a single archive. A screen will appear as in Fig. 12 below.

The system will present a list of Groups. Next to each group will be a checked checkbox. Since all the checkboxes are selected by default, all the files will be downloaded into a single archive (of multiple files). If you want **to reduce the number** of files downloaded to an archive, you can **uncheck any number of groups**.



*Figure 12.* **Large Batch Test Papers**

When you are ready to start downloading the files, click the **Get Test Papers** button. Your computer will offer to either Open or Save the archive. It is recommended that you **first open** the file and **then save** it to a directory of your choosing.

**Zipped Files:** a zipped file has been compressed so that it can be sent in a more manageable size. To unzip a file, you can use *WinZip*, a free application that can be downloaded at http://www.winzip.com/

## 4.1.2 Download Test Instructions

Select the Test Instructions link (Fig. 10 above) to download the instructions. If the instructions are available in multiple languages, a window will appear that displays the list of available languages. Click the language of your choice. The Test Instructions will download as a PDF file. If instructions are available in English only, then a PDF file will download once you click the "Test Instructions" link. Open the file and then save it to a designated directory. You can then print as many copies as you need.

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## 4.1.3 Download List of Test Identification Numbers (TINs)

The list of Test Identification Numbers (TIN's) for a Batch are important for assigning tests and tracking demographic information such as the test taker's name / initials, age, native language, country of origin, the date of the test administration, etc.

In the **Test Materials** page (Fig. 10 above) click the link titled, List of all Test Identification Numbers in this batch.  The file will download as a Microsoft Excel spreadsheet.  Open the file and then save it to your chosen directory.

When the file opens (Table 1 below) it will display the Batch Number at the top.  The first column shows the Index number of each Test Paper (numbered from 1 to n, where n is the number of Test Papers in the Batch).  The second column will display each TIN.  Notice that the TIN's are not in numerical sequence. You can insert any information in the remaining columns.

*Table 1.*  **TIN List for a Batch**

| Batch: | 12345 | | | |
|---|---|---|---|---|
| Index | Test Identification Number | Name | Date | Proctor |
| 1 | 51260293 | | | |
| 2 | 86413287 | | | |
| 3 | 16483297 | | | |
| 4 | 94813574 | | | |

When you have downloaded all the materials, you are ready to finalize preparations for delivering the test.  The next section will walk you through the process of preparing for test administration.

## 4.2 Test Paper

For most Ordinate tests, a **Test Paper** is necessary for taking the test. Printed on each Test Paper is a **Test Identification Number** (TIN) that uniquely identifies the call for each test taker. An example of a Test Paper is presented in Figure 13 below.

The **telephone number** to call can be printed on the Test Paper.

The Test Paper is essential because it provides **test material** for some items on the test, for example, a Reading section.

The Test Paper also includes written text of the spoken **instructions and examples.**



**(((  ))) VERSANT™**
with Ordinate® Technology

**Versant for English - Demo Test**
Call: 1-800-444-7277 or +1.650.328.0336

Test Identification Number
**2414 0033**

**Introduction:**
*Thank you for calling the Ordinate testing system.*
*Please enter your Test Identification Number on the telephone keypad.*
*Now, please say your name.*
*Now, please follow the instructions for Parts A through E.*

**Part A: Reading.** *Please read the sentences as you are instructed.*

1. Traffic is a huge problem in Southern California.
2. The endless city has no coherent mass transit system.
3. Sharing rides was going to be the solution to rush-hour traffic.
4. Most people still want to drive their own cars, though.

5. Larry's next door neighbors are awful.
6. They play loud music all night when he's trying to sleep.
7. If he tells them to stop, they just turn it up louder.
8. He wants to move out of that neighborhood.

9. My aunt recently rescued a dog that was sick.
10. She brought her home and named her Margaret.
11. They weren't sure she was going to live, but now she's healthy.
12. I just wish she could get along better with their cat.

**Part B: Repeat.** *Please repeat each sentence that you hear.*
Example: a voice says, "Leave town on the next train."
and you say, "Leave town on the next train."

**Part C: Questions.** *Now, please just give a simple answer to the questions.*
Example: a voice says, "Would you get water from a bottle or a newspaper?"
and you say, "a bottle" or "from a bottle".

**Part D: Sentence Builds.** *Now, please rearrange the word groups into a sentence.*
Example: a voice says, "was reading" ... "my mother" ... "her favorite magazine"
and you say, "My mother was reading her favorite magazine."

**Part E: Open Questions.** *You will have 20 seconds to answer each of three questions. The questions will be about family life or personal choices. Each question will be spoken twice, followed by a beep. When you hear the beep, you will have 20 seconds to answer the question. At the end of the 20 seconds, another beep will signal the end of the time you have to answer.*

*Figure 13.* **Test Paper**

For some tests that do not present text or pictures, no Test Paper is required.

## 4.3 Instruction Sheet

The **Test Instructions** explain more about the test. An example instruction sheet is presented in Figure 14 below. The instructions explain what the test measures and gives a brief description of the **procedure** for taking the test.



The instructions describe the **test sections** and what the test taker will be expected to do.

Basic information on **how the test is graded** as well as **suggestions** for achieving an optimum score are given.

Finally, the instructions describe how to position the **telephone** and what kind of telephone to use to ensure best results.

*Figure 14.* **Instruction Sheet**

# 5. TEST ADMINISTRATION

After obtaining test materials, several steps need to be taken to prepare for test administration. These steps include selecting a test location and appropriate telephone.

## 5.1 Test Location and Equipment

For high-stakes testing, it is highly recommended that an onsite testing location be used. Onsite testing allows administrators to verify the identity of each test taker and ensures that the environment and telephones used during administration are consistent for all test takers. Alternatively, administrators can instruct test takers to find their own testing locations. In either case, the following guidelines will ensure that an appropriate testing environment and telephone are selected:

1) **Choose a Noise-Free Location with a Telephone Wall Jack**
   - A room with a closed door is generally a good choice. Close any windows and disable paging or music speakers. Make sure that there is no loud conversation or distracting sounds that can be overheard from the selected location.
   - Consider posting a "Quiet. Do not disturb" sign to prevent interruption.
   - Ensure that a traditionally wired, telephone wall jack (i.e. landline) is available in the selected location.

2) **Install a Corded, Push-Button Telephone**
   - Plug the telephone's cord into the telephone wall jack.
   - Listen for a dial tone to ensure that telephone service is active.
   - Do not use a rotary phone. The test taker will be asked to enter a Test Identification Number on the telephone keypad. A rotary phone will not accommodate this task.
   - **Do not use a cordless phone, a cellular phone, a speaker phone, or an internet phone service**. These phones may result in lower scores for a given performance.

3) **Confirm that the Handset is Set to "Tone Dial"**
   - Push a few numbers on the telephone's dial pad. If each number produces a different tone, the phone is set to tone dialing. If each button press results in a series of pulses (e.g., four pulses are heard after pressing 4), then change the phone's setting to tone dial. Refer to the phone's manual or manufacturer for instructions on changing the dial setting.

4) **Test the Clarity of the Telephone Connection**
   - Call a friend's home or business telephone. (Do not call a cordless, cellular, or internet phone.) Listen for static and extraneous noise. Ask the person on the other end of the line if you sound clear. If there are any problems with the sound quality, plug a different telephone into the wall jack and call again.
   - If the sound is still unclear, try a different telephone line (i.e., a phone with a different telephone number).

5) **Disable Call-Waiting**
   - If the phone service associated with the phone line you have selected offers Call-Waiting alerts (the "beeps" you hear when a second caller is trying to reach you), we recommend temporarily disabling the Call-Waiting feature. For most U.S. telephone lines, Call-Waiting can be disabled by dialing *70 before dialing the Ordinate System. Please check with your service provider if you are not certain *70 is the correct code for your location.

## 5.2 Proctor the Test

Follow these steps to proctor Ordinate's telephone-delivered test:

1) **Confirm the test taker's identification**. For high-stakes testing, ask for picture identification to verify the test taker's identity. Make sure that only the test taker has access to the telephone used for the test during the testing session.

   If the test taker will *not* be taking the test in a location set up by your institution, instruct the test taker on how to choose an appropriate testing location and telephone. (See §5.1 above.)

2) Ask the test taker to **turn off cell phones, blackberries or any other device** that might distract the test taker during the test.

3) **Record the test taker's information**. On the spreadsheet of Test Identification Numbers, record the test taker's information next to the assigned TIN (see §4.1.3 for info on downloading spreadsheet). It is recommended that a practice test be given before an actual test. Record the information for the practice test first.

4) **Give the test taker a Test Paper and the Test Instructions**. If the instructions are available in multiple languages, provide the instructions in the test taker's preferred language.

5) On the Test Paper, **point out the telephone number** that the test taker will call to take the test. If the phone number is not printed on the Test Paper, remember to give the test taker the appropriate telephone number and/or other instructions for reaching Ordinate's testing system.

6) **Point out the Test Identification Number (TIN)** on the Test Paper. Explain that the system will ask for this number and that the test taker should key in the number on the telephone keypad when prompted.

7) Point out the figure at the bottom of the Test Instructions to **demonstrate the proper positioning of the telephone** handset in relation to the mouth.

8) Inform the test taker that the **test officially begins** after he or she has called the Ordinate System and has listened to the instructions for Part A. If the test taker hangs up the phone after this point, the test will not be scored and the TIN cannot be reused.

9) Allow the test taker at least five minutes to **read over both the Test Instructions and the Test Paper.** The test taker may consult the proctor or a dictionary for help understanding the instructions.

10) Allow the test taker time to **call the Ordinate System** and complete the test. When the test taker is finished, collect the Test Paper.

11) **Repeat Steps 2 – 10 for administering the actual test.**

After a test is completed, you will be able to access the score for that test on ScoreKeeper. Instructions for accessing scores are in the next section.

# 6. Retrieve Scores

A few minutes after a test taker has completed a test, the score will become available on Ordinate's web site.  Besides viewing scores, ScoreKeeper allows you to control access to the scores and to confirm that the person who took the test is the same person who was assigned the test.  There are several ways to view scores:

- View all scores for a Batch of tests using ScoreKeeper.  This is the best approach for test administrators.  (See §6.1 below.)
- View scores individually by entering TINs.  This approach is best for test takers. (See §6.5 below.)
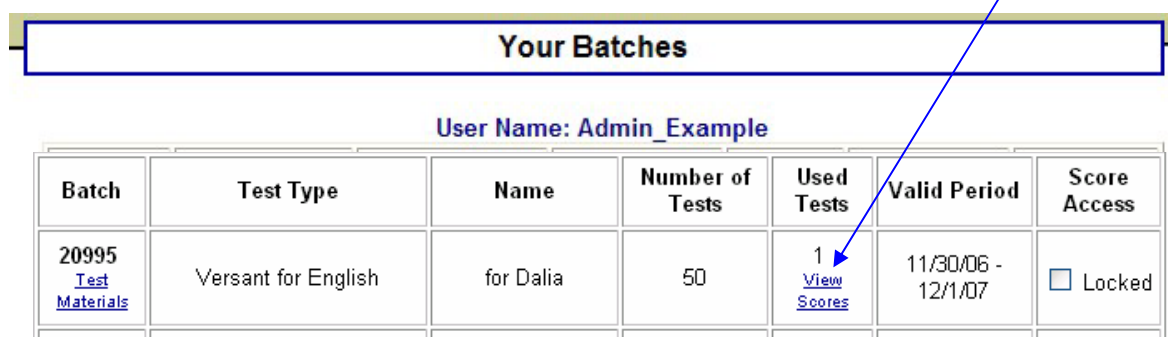
## 6.1  View Scores for a Batch

If you have a Batch of tests (as opposed to just one test), you can track all the scores from that Batch on ScoreKeeper.

If this is your first time visiting ScoreKeeper, you will need to set up an account.  See §2 above for instructions on setting up and accessing an account.

To view scores for a Batch, log in to your ScoreKeeper account then go to the menu in the upper left-hand corner. Click the **List Batches** link. Once you have selected **List Batches**, you will see a table with general information for each Batch. If you do not see your Batch, you will have to add the Batch to your account. (See §3.1 above.)

Locate the Batch you want by scanning through the Batch Numbers and Names.  In the **Used Tests** column, you will see a number and a link called View Scores. Click the View Scores link.

**Your Batches**

User Name: Admin_Example

| Batch | Test Type | Name | Number of Tests | Used Tests | Valid Period | Score Access |
|---|---|---|---|---|---|---|
| 20995 Test Materials | Versant for English | for Dalia | 50 | 1 View Scores | 11/30/06 - 12/1/07 | ☐ Locked |

*Figure 15*.  **View Scores**

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A new page will appear that lists **only the scored tests** (Fig. 16).  Each row is a single test.



*Figure 16.* **Completed Tests for a Batch**


**View All TIN's in a Batch:**   Select <u>Click here to see a list of all tests in this batch</u> to view all the tests in the Batch, whether scored or not. With this view, you will see a table that lists all the tests in the Batch as in Fig. 17 below.



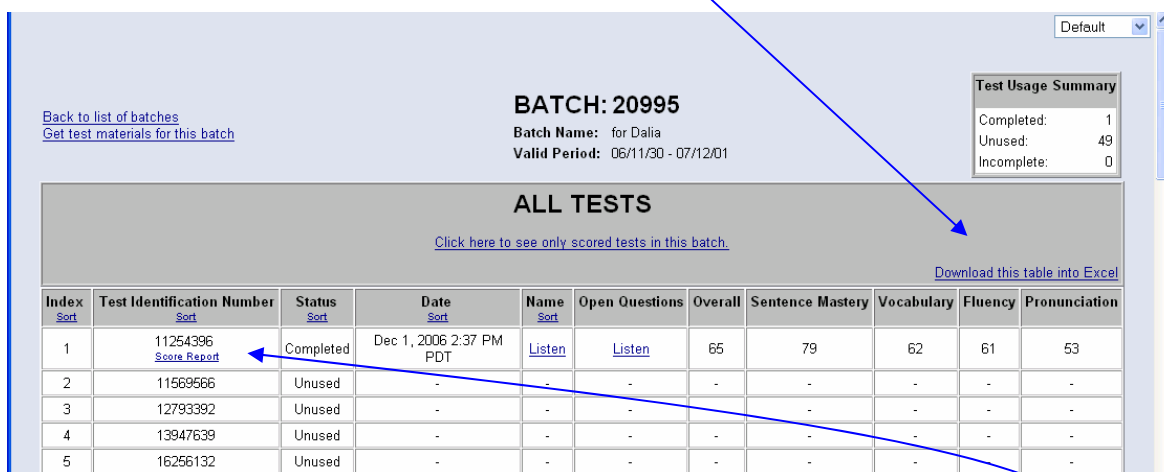*Figure 17.*  **View All TIN's**

The following information is displayed in the Batch score report (see Figs. 16 & 17 above):

- **Index:** Each test in a Batch is assigned an Index Number, with "1" being the first Test Paper in the Batch, "2" the second, and so on.

- **Test Identification Number:** Each test is assigned a unique Test Identification Number (TIN). The system prompts the test taker for the TIN before starting the test.

- **Status:** Status refers to whether the test has been completed by the test taker. Possible entries in the Status column include *Completed, Unused, Expired* or *Late Hang-up*. Entries other than *Completed* will only be visible if you click the link to view all tests as described above. Only Completed tests will have a score.

- **Date:** Listed in this column are the date and time of day that the test was completed.

- **Name:** This column provides links that allow you to listen to an audio file of the test taker responding to the first prompt of the system ("Please say your name").

- **Open Questions:** If the tests you administered have a section for Open Questions, this column provides you with a link called Listen. If you follow this link, a separate page will appear that will present you with the questions asked by the system and audio files of the test taker's responses.

The remaining columns may differ depending on the test you administered. In the figure above, the columns display the overall scores and subscores for a given TIN.

## 6.2  Download Scores to a Microsoft®  Excel™  Spreadsheet

A Batch's score results can be downloaded as a Microsoft Excel file.  Find the link directly above the table's right-most columns called, Download this table into Excel and click this link.  The spreadsheet will download to your computer.  Open the Excel spreadsheet and then save it to a directory of your choosing.



*Figure 18.*  **Download Scores to Excel Spreadsheet**

## 6.3  View Individual Score Reports in a Batch

You can look at individual score reports by clicking the link under the TIN labeled Score Report.  The score report presents descriptors of the test taker's performance based the test taker's overall score and subscores from the test.  You can **view descriptors for all score ranges** (not just the descriptor associated with the test taker's score) by clicking the checkbox in the upper right-hand corner of the page.

If the score report can be displayed in a **language other than English**, there will be a drop-down menu in the top-left corner of the page.  Select your language preference from this menu.
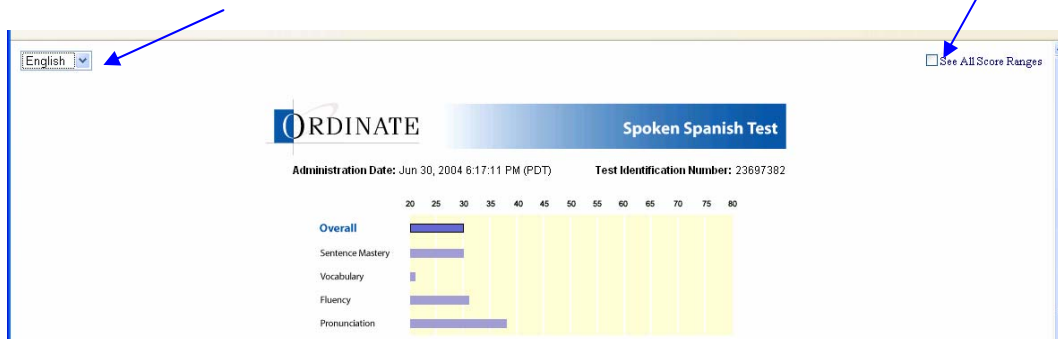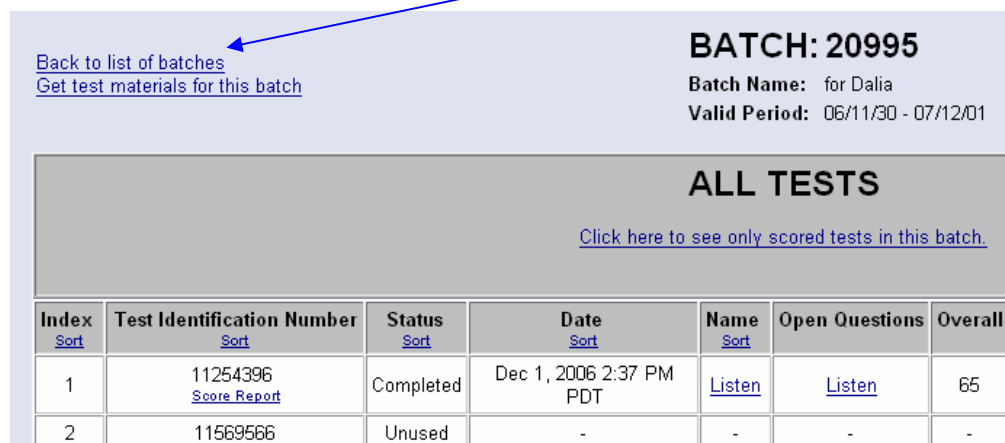


*Figure 19.*  **Sample of Individual Score Report**

Click the Back button on your browser to return to the table of scores for the Batch.

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When you are ready to return to your list of Batches, click the Back to the list of batches link at the upper left-hand corner of the page.
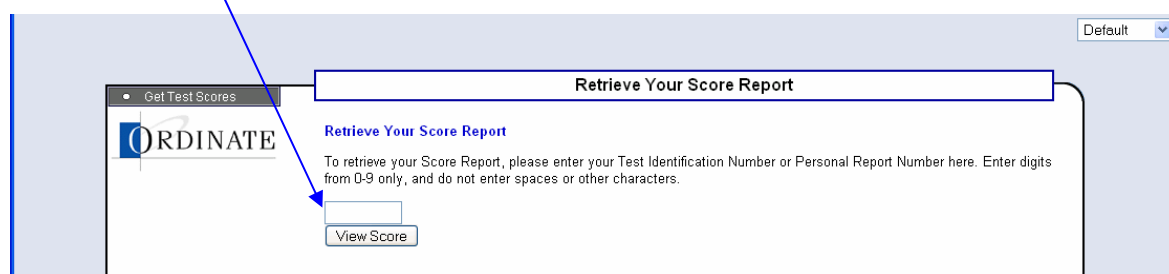


Figure 20. **Return to List of Batches**

## 6.4 View Scores Individually / Test-Taker Access to Scores

The other approach to viewing test scores is to look them up individually using the Test Identification Number. This approach is most suitable for individual test takers who are interested in a single performance on a test. **It does not require access to a Batch via ScoreKeeper**. Unless you have blocked score access, test takers can view their individual scores with their TIN following the steps below. If you do not want test takers to have access to their scores, see §6.5 below. To access an individual test score, follow these steps:

1) Go to the Versant homepage at www.VersantTest.com.

2) Click the **Test Scores** button on the right side of the page. The **Retrieve Score Report** window opens (Fig. 21 below).

3) **Enter the TIN** (Test Identification Number) in the text box above the View Score button.
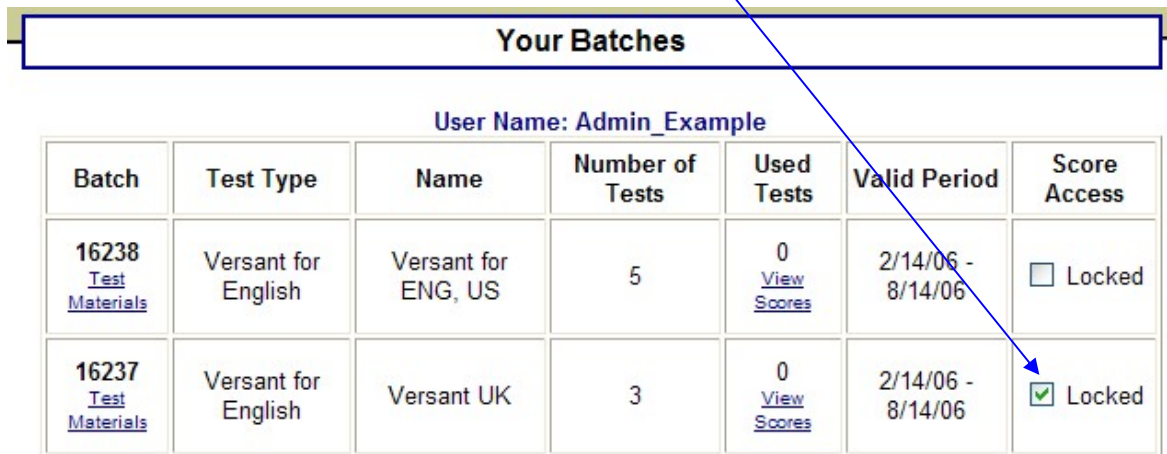


Figure 21. **Retrieve Score Report**

4) To retrieve the score, click the **View Score** button. The individual score report will appear in a separate window.

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## 6.5  Limit Score Access

The default setting in ScoreKeeper allows individual test takers to view their scores with their TIN. If you do not want test takers to have access to their scores, you can limit score access by following these steps:

1) Log in to ScoreKeeper.

2) In the menu in the upper left-hand corner, click the **List Batches** link.

3) Find the Batch for which you want to limit test score access.  Go to the **Score Access** column and click the checkbox labeled **Locked**.  When this box is selected, scores cannot be accessed from the Test Scores link.
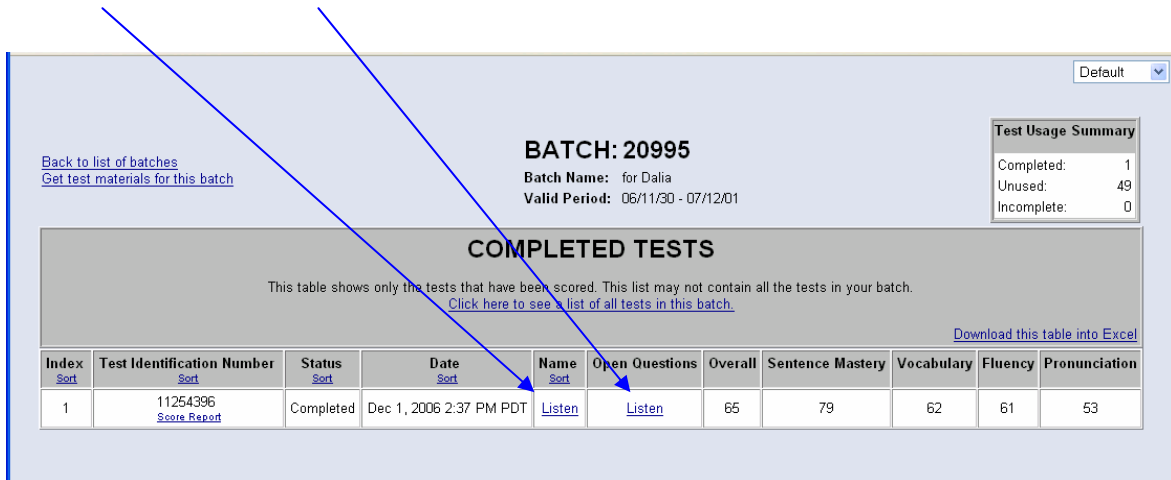


*Figure 22.*  **Score Access Control**

## 6.6  Review Selected Responses

If a test taker's score does not correlate with that test taker's general ability and you want to confirm that the person who took the test was the designated test taker, you can listen to the Name and, for certain tests, Open Questions recordings. To do this, follow these steps:

1) Log in to Scorekeeper.

2) In the menu in the upper left-hand corner, click the **List Batches** link.

3) Find the batch associated with the test in question and click View Scores.

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4) Find the test-taker's TIN. In the same row, click the Listen links that appear under the **Name** and **Open Questions** columns (Fig. 23 below).



**Figure 23.  Listen to Test Takers Name and Open Question Responses**

5) Decide if the voice sounds the same as the assigned test-taker.

You can also ask the test-taker about her/his responses. Compare the test-taker's answer to the test recording.

If this is not successful, you can have the test taker retake the test.  (You will need to provide a new TIN and Test Paper.)  If the scores between the two tests vary by more than the standard error of measurement of the test (for the SET-10, the standard error of measurement is 3 points), the test may not have been completed by the same person.

# 7.  Troubleshooting

Sometimes, you may try to download files, but nothing seems to happen.  One common problem is that your web browser (*Microsoft Internet Explorer, Mozilla Firefox, Netscape Navigator*) may be preventing you from downloading files as a security precaution.  When this happens, different error messages may appear depending on the browser you are using.  For example, in *Internet Explorer 6.0*, the following message appears just below the menu bar:

"To help protect your security, Internet Explorer blocked this site from downloading files to your computer.  Click here for options…"

If you do not want to reconfigure your security settings, hold the Ctrl key when you click to download. This should override any blockers. By doing this you can download the desired items without changing your security settings.  You can also adjust the browser's security settings to allow downloads and try again. Also, as mentioned on the Web page just before the download, if you encounter errors when downloading test papers and are using *Internet Explorer*, try *Netscape Navigator*.

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