

March 21, 2018

IT Advisory - CAASPP Testing Readiness

Integrated Technology Division



This information is to provide basic technology related guidance for student device preparation and recommendations for the upcoming CAASPP testing windows shown below:

Traditional Schools	Year-round Schools
April 9 - June 8, 2018	May 14- July 13, 2018

Technology Issues: Who Do I Call?	
Assessment Services	IT HelpDesk 619-209-HELP (4357)
Issues with TOMS	Problems with the secure browser installation
Issues with the Test Administrator Interface	*Devices not working
Error messages within the testing software	Connectivity issues

As reviewed during the CAASPP Testing Coordinator training, the following are important tasks that site coordinators will be performing in preparation for testing starting in April.

- **Inventory devices** and ensure they are working; identify problems so they can be reported to the ITSS Help Desk.

***Note:** With the current backlog of student computers in need of repair, have a **Plan B**. The recommendation is to stagger test sessions to enable enough working devices, the necessary technology equipment required, bandwidth performance, and support during testing.

- Verify that the **current secure browser** was installed on each student device
- Make sure **iPads** have been **updated** to the most current operating system
- Version 2 iPads must be updated to iOS 9.3.5
- Newer iPads must be updated to iOS 11.1
- **Inventory necessary equipment**, making sure they are working (e.g. headphones, external keyboards for iPads)
- Plan to set aside at least 3-5 **back-up devices** for a classroom during testing

Thank you,
Integrated Technology Division