

ETS Help Desk Wait Times

As a reminder, ETS has added additional call agents due to the high volume of calls over the last two days of testing. Please contact the **Academic Office** at 1-860-713-6860 or SmarterBalancedCT@ct.gov if you experience a wait time longer than 10 minutes.

Preventing Security Violations on the Smarter Balanced Assessment

Please share the following information with all Test Administrators (TA) and School Coordinators (SC):

The TA plays a critical role in monitoring the testing session and adhering to directions for standardized test administration. There is specific guidance on test security in Section 3.0 and Appendix B in the [Test Administration Manual](#). For example, the TA is responsible for ensuring that students do not have access to content-relevant resources posted in the testing location and that **students do not have access to cell phones**.

There are a number of embedded features designed to support student needs during the testing session. These tools and resources are critical for providing accessibility for individual students. The TA is responsible for ensuring that students are using these tools and resources in the manner in which they were intended. For example, students with visual impairments may use an additional monitor to magnify the assessment. In this situation, the TA must closely monitor that the student is not accessing other resources on the additional monitor.

As the Field Test begins, it is important for district and school Test Coordinators and Test Administrators to be familiar with test security protocols outlined in the Test Administration Manual. In particular:

- Before and during testing, all test items and test materials must remain secure and must be appropriately handled, including creating a secure testing environment for what students can see, hear, or access (**including access via personal technology such as a cell phone**).
- Also before and during testing, school Test Administrators should keep in mind that the secure browser has been designed to help ensure that a student's Internet connection allows access only to the Field Test. However, the school Test Administrator is ultimately responsible for monitoring and reporting any inappropriate Internet access or any other improper display, printing, photographing, duplicating, or sharing of test questions.
- As testing starts, the Test Administrator is responsible for ensuring that students have properly logged in and are taking the test for which they are scheduled.
- During testing, the Test Administrator must monitor students taking the test to make sure that a breach of the secure browser has not allowed students to access external sites or other resources on their testing device during the assessment.

- In the event of a security breach, such as a release of secure materials or a repeatable security/system risk, the Test Administrator should immediately escalate the incident report log to Gail Pagano, the Connecticut Smarter Balanced State Lead, at 860-713-6821 or Gail.pagano@ct.gov, and the Smarter Balanced Help Desk at **1-855-833-1969** or smarterbalancedhelpdesk@ets.org.

The Field Test is a practice run of the assessment to ensure that questions are accurate and fair for all students. The Field Test also gives teachers and schools a chance to gauge their readiness in advance of the first operational assessments in spring 2015. Awareness of test security procedures and policies is essential for a successful Field Test.

Contact the **Academic Office** at 860-713-6860 or SmarterBalancedCT@ct.gov with questions regarding the Smarter Balanced Assessment System. View past [Smarter Balanced Field Test Updates](#) on the CSDE Web site.