

Frequently Asked Questions For CSA's & CSI's

Q. How long do students have to test once they are imported into the system?

- A. Once students have been imported into a roster, they have 30 days from the date of import to test. You can check on the schedule of a student, by accessing the Schedules section of Enterprise Manager. The instructions for accessing this information is in the [CSA User Manual](#) starting on page 32 and in the [CSI User Manual](#) starting on page 23.

Q. What are the links for the Quick Step and Full User Manuals?

- A. The links for the manuals are:
[CSA Quick Reference Guide](#)
[CSA User Manual](#)

[CSI Quick Reference Guide](#)
[CSI User Manual](#)

Q. Where can I obtain a copy of the import template to create my rosters?

- A. The import template can be retrieved from the following link:

[Roster Template. xls](#)

After clicking on the link above, a pop-up screen will appear asking you if you wish to open or save the document. Choose the option to SAVE the document.

Q. What information is required on the import template?

- A. Required Information: First Name, Last Name, Student ID, State, Gender, Ethnicity, Level
(Note: You cannot copy & paste the information from a different source into the template. You must enter the information directly into the template file. Also leave out of names any strange characters such as apostrophes, special characters, & dashes)

Q. Is the Log-In information for CSA's & CSI's case sensitive?

- A. Yes. Your username and password are sent to you in an email. Both must be entered in exactly as they are in the email you received.

Q. What is the web address students will use to access the online testing system?

A. <http://hosting.questionmark.com/careertech/perception.dll>

Q. How do students obtain their username (participant ID) and password?

A. The CSA must retrieve that information from the Enterprise Manager system. The usernames and passwords are to remain secure and are to be given only to the student on the day of testing. The usernames (participant ID's) and passwords for students are case-sensitive. The steps for retrieving this information can be found in the [CSA Quick Reference Guide](#) document or in the [CSA User Manual](#) starting on page 28.

Q. What information does the student enter to access the testing system?

A. When the student gets to the log-in screen it will ask for Name: and Password:. The student should enter in the participant ID and password provided to them by the CSA.

Q. How do I Print Student Certificates?

A. There are 2 ways to print certificates:

1. Clicking the link on the coaching report at the end of the assessment if the student is at a computer set up with a printer
2. Logging into Enterprise Manager and accessing the Score List Report to run a report that will allow you to click on the Certificate links for each student. The steps for accessing this report and printing the certificates can be found at the end of the [CSA User Manual](#) on page 60 and the [CSI User Manual](#) on page 51.

Q. What are the roles of CSA's & CSI's?

A. Each have slightly different roles:

1. CSA—Customer Site Administrators have the ability to:
 - Orders the assessment, completes test site setup, and completes the online Testing Agreement.
 - Distributes roster template to instructors.
 - Submits completed rosters provided by instructors to the CTTC.
 - Prints and distributes participant IDs and passwords to students on test day (**Note: Participant IDs and passwords should never be given to instructors for distribution.**)
 - Assists students with accessing the system on test day.
 - Prints and distributes Coaching Reports and Certificates.
 - Provides assistance to instructors and reporting authorities needing to download testing data or print testing-related reports.
2. CSI—Customer Site Instructor have the ability to:
 - Creates student rosters
 - Prints testing-related reports based on his/her class performance.