

FREQUENTY ASKED QUESTIONS/TROUBLESHOOTING

Q: How do I find out who the Testing Liaison is for my school?

A: In order to protect the security and validity of the testing process, the testing liaison is someone other than an instructor (i.e. counselor, administrative assistant, etc.). We are happy to assist you by telephone or email during regular business hours.

Q: How do I get usernames and passwords to testing systems?

A: Each testing liaison is assigned a unique username and password for the sFTP system. Each student is also assigned a unique username and password for use with the online testing system. The Testing Division will only give this information to the testing liaison – we will **not** give usernames and passwords to **anyone** who is not the testing liaison of record. If you are your school's testing liaison and you do not know your username and password, please contact [Debbie Whitlow](#) or the [CareerTech Testing Center](#).

Q: How do we change our school's Testing Liaison?

A: A [Testing Liaison Designation Form](#) must be on file for each school in order for it to administer ODCTE competency tests. If a school needs to designate a new testing liaison, this form must be signed by the school administrator and can be submitted to our office electronically by email or fax. The liaison must also complete the **Online Training** on our website www.okcttc.com.

Q: When will I receive student results?

A: Individual online test results are available immediately upon completion of testing, and should be printed when testing is complete. If the candidate exits the system before printing the Score Report, the candidate may log back into the dashboard to retrieve the test results. The Liaison can also print bulk score reports using the provided directions.

Q: How long can I access testing results?

A: Test results dated after October 1, 2019 are available online using the student's dashboard. Results prior to October 1, 2019 may be requested by completing the **Test Results Request form** posted on the **Online Testing System** web page.

Q: When should students take competency tests?

A: Ideally, students should be tested as soon as they have completed training and passed all skills performance evaluations. *We **do not** recommend waiting until the end of the year to test if students are ready to test earlier.

****These tests are not to be used as pre-tests and/or post-tests.***

Q: How do I know what test a student should take? How do we know whether we're covering the material that's on the test?

A: The [Study Guides](#) are an invaluable tool in determining what test(s) may be appropriate for students in career and technology education programs. Because they identify the knowledge, skills and abilities needed to succeed in an occupation, skills standards provide a guide for instructors during course planning and a basis for determining when students are ready to test. The **Testing Liaison Policies & Procedures** includes more

information on using instructional materials in CareerTech programs. This document can be downloaded from the **Resources** section of our website, www.okcttc.com.

Q: I am trying to access your site and/or the testing system, but they are blocked or will not display. What should I do?

A: Consult with your IT staff to make sure the URL's for the sites are approved and that firewall filters list these as trusted sites. More information on this is available in the **Technical Requirements for Administering & Taking Exams** document in the **Online Testing System** and **Resources** section of the website.

Q: Can we administer tests on a wireless internet connection?

A: Technically, yes. However, due to the fluctuating signal strength, we recommend that you avoid using Wi-Fi for testing.

Q: I completed my online training, the Testing Agreement and submitted the Testing Liaison Designation form several days ago, but have not received a welcome email. What should I do?

A: Check your email spam folder for emails from Debbie.Whitlow@careertech.ok.gov or cttc@careertech.ok.gov. If you cannot locate emails from either of these email addresses, please contact CTTC at 405-743-5412 for assistance.

Q: I am trying to download the student roster template and it is not working. What am I doing wrong?

A: Probably nothing! Chances are your browser is set to block pop-up windows. The steps to correct this depend upon the browser you are using.

Q: I have a student on an IEP who needs extra time to take the test. Do we need to make special arrangements for this accommodation?

A: No, competency assessments are not timed.

Q: I have a student on an IEP who needs the assessment read to him/her. Is this allowed?

A: Yes, assessments may be read to students. However, since questions are randomized, each student must have the exam read to him/her individually and in an area that maintains exam security and is not disruptive to other students. If you need a reader, please contact Debbie.Whitlow@careertech.ok.gov or cttc@careertech.ok.gov for a reader agreement that must be signed and returned before proceeding with testing.

Q: The student has logged into the system, but there are no tests available to administer. What is going on?

A: Either the student's exam schedule has expired, the student already accessed the assessment, or the Test Center needs to be opened by the Liaison in his/her dashboard. Please contact the CTTC for assistance at 405-743-5412.

Q: When students are testing, is there any way to make the font bigger on their screen?

A: Yes, font size can be modified by clicking on the "A" icon in the upper right corner of the assessment screen.