

Assessment Technical Difficulties Tips and Solutions

Below are some problems you might experience during online testing. Please check this list to the best of your abilities before proceeding. If this does not appear to be the problem, then escalate the problem appropriately – either to your local network/IT contact or to CTECS. If you have to escalate the problem, please have the following information available: Browser name and version (such as Internet Explorer 9), what time the problem began, and if it is still currently going on. Is your lab running on wireless or are the computers physically connected to the network (usually a blue or purple cable plugged into the computer with what looks like a telephone jack)?

- 1) The test will not load at all. The student clicks the Begin button but the page never opens.
Close all open browser windows (even any minimized ones). Try again. It is possible for the test to already be open and just be minimized or for an open window to prevent the test from opening.
- 2) When the student clicks the Begin button, the test opens, but just says “Loading, please wait...”
Do not wait for more than 10-15 seconds. If it doesn’t open in that amount of time, it is most likely that it will not open ever. Close the window and click Begin again. If the same thing happens more than 3 times, there is likely a more severe problem than just a slow connection. Leave the screen open and contact the appropriate person and tell them what is on the screen. Have the student’s login information ready in addition to other information.
- 3) The student was taking the test, but now has a message on the screen that says “Please wait while your test is being loaded. The connection to the server has slowed or stopped...”. They cannot proceed.
If this message stays on the screen for more than 10-15 seconds, close the window and click the Begin button again. If this happens more than 3 times, contact the appropriate person. Have the student’s login information ready in addition to other information.
- 4) The test is going really slowly. Each question takes more than 10 seconds to load.
Ask the student if they are ok working from the Review page. The Review page shows all questions at once, so they do not have to wait for the page to load each question separately. If multiple students experience this problem, there is likely a connection issue with the server. Run the test available at this link: <http://speedtest.net/> . The test should take less than 1 minute. The test should show 3 numbers near the top of the page when it is done. Ping should be less than 100 ms. Download speed should be more than 3 Mbps. Upload speed should be more than 3 Mbps also. If the download and upload are either below 3 or above 10, run the test 2 or 3 times to get an average. If it remains low, contact the appropriate person with the numbers available. WARNING: These numbers are NOT definitive. They do not mean your connection is either unusable or perfect. They are just a tool to help look for a possible problem.
- 5) The student’s test is closed, but they did not print their report (or the printout is bad).
The administrator can print the student’s results from the E-SESS system. It is the Standard Performance report.