

# **Career and Technical Education (CTE) End-of-Program (EOP) Assessment**

## **Test Coordinator and Test Administrator Manuals**

**2024-2025**



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# PART I: CTE EOP ASSESSMENT TEST COORDINATOR MANUAL

## INTRODUCTION AND OVERVIEW

*Career and Technical Education (CTE) End-of-Program (EOP) Assessment* is one measure of career readiness as a postsecondary readiness indicator of Kentucky's accountability and one measure of postsecondary credential for Federal Perkins accountability for career and technical education concentrator students. CTE EOP Assessments are state-developed assessments based upon clear and concise standards identified by Kentucky employers, aligned with CTE career pathways and associated with statewide articulation agreements with postsecondary partners. The CTE EOP Assessments are aligned to the [career pathway standards](#). The CTE EOP Assessment testing window is **February 24 – March 28** of the current school year.

The CTE EOP Assessment will be available **in person** and **must be** proctored **in person** pursuant to the [703 KAR 5:080](#), Administration Code for Kentucky's Educational Assessment Program and [703 KAR 5:070](#), Inclusion of Special Populations in the State-Required Assessment and Accountability Programs.

This manual describes procedures district and school test coordinators must follow before, during and after administration of the CTE EOP Assessment.

- **Part I** provides detailed information on the responsibilities of the CTE EOP Assessment Test Coordinator.
- **Part II** provides information needed by individuals involved in the administration of the CTE EOP Assessment.

**NOTE:** All individuals participating in the administration of the CTE EOP Assessment (e.g., coordinator, administrator and proctor) shall comply with the [703 KAR 5:080](#), Administration Code for Kentucky's Educational Assessment Program and [703 KAR 5:070](#), Inclusion of Special Populations regulations and trainings. All required training must be completed prior to the administration of the CTE EOP Assessment at the local level. Nondisclosures and Group Signature Sheets verifying training should be kept on file locally.

Training information and other resources related to the CTE EOP Assessment are available at the [CTE EOP Assessment web page](#) link: <https://education.ky.gov/CTE/endofprog/Pages/default.aspx>. This information is necessary to train the test coordinators, administrators and proctors in each school to administer the CTE EOP Assessment according to the policies and procedures mandated by the Kentucky Department of Education. Any additional questions related to test administration or test security procedures should be directed to the District Assessment Coordinator (DAC).

## SCHOOL TEST COORDINATOR'S RESPONSIBILITIES

The test coordinator's responsibility before, during and after the scheduled test is to aid in assuring the integrity of the testing materials and administration. The test coordinator may be the DAC, Building Assessment Coordinator (BAC), Principal, Counselor, or other certified personnel who have been designated to coordinate the testing responsibilities; however, the DAC is responsible for the oversight of testing in schools throughout the district.

### BEFORE THE TEST

- Plan and schedule the assessment administration at the school level within the assessment testing window, February 24 – March 28, following the current health and safety guidance.
- **CRITICAL ACTION REQUIRED:** Run the EOP Test Ticket Report from the Technical Education Database System (TEDS) **prior to February 1 (extended to Feb. 10, 2025)** to verify students who are eligible for CTE EOP Assessment testing. CTE EOP Test Coordinator must work with your school's TEDS Coordinator to verify students are identified as a concentrator and show at least two credits in their career pathway(s) in TEDS by the February 1 (**extended to Feb. 10, 2025**) deadline. CTE EOP Assessment test tickets will be generated in E-SESS from TEDS data as of **February 1 (extended to Feb. 10, 2025)**.

### NOTES:

- Senior concentrator students enrolled in programs where a CTE EOP Assessment is available must take the CTE EOP Assessment if they are not planning to take an approved industry certification and have not previously tested an end-of-program assessment associated with statewide articulated credit (e.g., CTE EOP Assessment).
  - Students working towards an alternative high school diploma course of study or taking an alternate assessment are **not required** to take the CTE EOP Assessment.
  - For a complete listing of available assessments by pathway and CIP Code, refer to the current year [Career and Technical Education End-of-Program Assessment for Articulated Credit list](#) on the [CTE EOP Assessment website](#).
  - **REMINDER:** TEDS data updates overnight; therefore, verify your data **BEFORE February 1 (extended to Feb. 10, 2025)**.
- Review "[Appendix A – CTE End-of-Program \(EOP\) Assessment Online IT Requirements](#)" for information technology preparations and ensure the District Technology Coordinator conducts a sample test to make sure computer labs are in good working order and proper testing preparations have been completed. The [CTE EOP Assessment Online Sample Test](#) should be run on each device that will be used during live testing to ensure success.

- Carefully read the *CTE EOP Assessment Test Coordinator Manual and Administrator Manual* and complete the required [Assessment Regulations Training](#) prior to the administration of the assessment. Know procedures for emergencies, testing irregularities (e.g., unscheduled fire drills, a student getting sick during testing, technology interruptions or outages) and testing allegations as set forth by your district. Contact your DAC with any questions.
- Determine the best testing locations for students, determine testing group size and select test administrators and proctors.
- Determine the time schedule for administering the assessment, following any district directions you have been provided. Two hours are allocated to complete the assessment. Students with Individualized Education Plans (IEP), 504 Plans and Program Services Plans (PSP) requiring an extended time accommodation will have up to five hours to complete the assessment. Plan for students to have the maximum time allocated to complete the assessment **during a single testing session**, including extended time accommodation, if applicable.
- Prepare testing schedules and accommodation plans for test administration. Verify that special testing accommodations are properly documented on the student IEP, 504 Plan, or PSP in Infinite Campus (IC).
- Provide testing schedules to the school personnel who will be involved with testing.
- Ensure classroom teachers are **NOT** proctoring students enrolled in the specific content area in which the CTE EOP Assessment is being administered. In other words, teachers shall **NOT** proctor their own students.
- Read the *CTE EOP Assessment Test Administrator Manual* to become familiar with the testing scripts.
- Ensure all training sessions and documentation of individuals who administer, proctor, or work with CTE EOP Assessment testing in any capacity have completed all required training, including the Assessment Regulations Training (e.g., [703 KAR 5:080](#), Administration Code for Kentucky's Educational Assessment Program and [703 KAR 5:070](#), Inclusion of Special Populations in the State-Required Assessment and Accountability Programs, any additional district/school required training) prior to the start of the school testing window. Ensure all individuals assisting with the administration of the CTE EOP Assessment abide by the information in the CTE EOP Assessment Test Coordinator and Administrator Manuals. There are no CTE EOP Assessment-specific trainings.
- Distribute the *CTE EOP Assessment Test Administrator Manual* to test administrators and proctors so they can become familiar with the testing procedures and testing scripts.
- Provide test administrators and proctors with CTE EOP Assessment technical support contact information (e.g., school, district, state, E-SESS and the Career and Technical Education Consortium of States (CTECS)).

- Notify test administrators and proctors with procedures for emergencies, testing irregularities (e.g., unscheduled fire drills, a student getting sick during testing, technology interruptions or outages) and testing allegations during testing as set forth by your district policy and in accordance with [703 KAR 5:080](#), Administration Code for Kentucky's Educational Assessment Program.
- After receiving notification that test tickets are available in E-SESS, the online testing system for CTE EOP Assessment, next access E-SESS to generate the Test Ticket Report prior to the school testing window. Refer to "[Appendix B – Using your E-SESS Administrator Account to Generate Assessment Reports](#)" for instructions. The Test Ticket Report in E-SESS contains the test tickets for each registered student. Once the report is generated, you will be able to view or print the report and distribute the test tickets appropriately. **Do NOT distribute test tickets prior to the day of testing.**

**NOTE: Test tickets are considered secure test materials.**

- Prior to testing, verify extended time and/or text-to-speech (TTS) audio reader accommodation(s) are accurately showing on student test ticket(s), if applicable. If extended time or text-to-speech audio reader accommodation adjustments are necessary, the CTE EOP Assessment Coordinator or District Assessment Coordinator may complete those updates associated with the test ticket(s) in E-SESS, refer to Appendix B, or contact Sherri Craig, KDE Office of Career and Technical Education (OCTE), at (502) 564-4286 ext. 4226 or [kdeeopsupport@education.ky.gov](mailto:kdeeopsupport@education.ky.gov) or Tim Withee, CTECS, at (404) 994-6535 or [twithee@ctecs.org](mailto:twithee@ctecs.org) for technical assistance.

## **DURING THE TEST**

- Provide test administrators and proctors with a roster of students to be assessed. This roster may be generated using the EOP Test Ticket Report in TEDS.
- Distribute student test tickets on the day of the test using your district and school documenting process for transferring secure testing materials.
- Students requiring extended time accommodation based on their IEPs, 504 Plans, or PSPs should have an hourglass symbol in the upper right corner of their test ticket and five (5) hours indicated on their test timer. Upon student log in, if five (5) hours are not showing on the assessment timer in E-SESS, then stop testing, close the assessment, secure the test ticket and immediately contact Sherri Craig, KDE OCTE, at (502) 564-4286 ext. 4226 or [kdeeopsupport@education.ky.gov](mailto:kdeeopsupport@education.ky.gov) or Tim Withee, CTECS, at (404) 994-6535 or [twithee@ctecs.org](mailto:twithee@ctecs.org) for technical assistance.

Students requiring text-to-speech (TTS) audio reader accommodation based on their IEP should have a headphones symbol in the upper right corner of their test ticket indicating TTS assistive technology is turned on. If TTS is turned on, the student must use headphones during the test administration. Upon student log in, if TTS reader accommodation is not available and should be turned on, then stop testing, close the assessment, secure the test ticket, and immediately contact

Sherri Craig, KDE OCTE, at (502) 564-4286 ext. 4226 or [kdeeopsupport@education.ky.gov](mailto:kdeeopsupport@education.ky.gov) or Tim Withee, CTECS, at (404) 994-6535 or [twithee@ctecs.org](mailto:twithee@ctecs.org) for technical assistance.

**NOTE:** For the CTE EOP Assessment, if a student requires a reader accommodation, a human reader provided by the district may be utilized, or the TTS audio reader accommodation assistive technology may be turned on for the student's test ticket(s), if applicable.

- If a student requires a human reader accommodation, then the headphone symbol should not appear on the student's test ticket and the human reader accommodation would be provided by the district. Refer to the Accommodations for Students with Special Needs section on page 14 of this document.
- Maintain a list of students who tested on each day of the testing window. This should be kept on file by the DAC in a secure location.
- Assist in developing seating charts for each testing session. This is to be filed with the DAC following testing.
- Monitor the test administration.
- In the event of extenuating circumstances (e.g., power outage, bomb threat, fire drill) during the test, stop testing and report the test irregularity to your DAC and notify Sherri Craig, KDE OCTE, at (502) 564-4286 ext. 4226 or [kdeeopsupport@education.ky.gov](mailto:kdeeopsupport@education.ky.gov) or Tim Withee, CTECS, at (404) 994-6535 or [twithee@ctecs.org](mailto:twithee@ctecs.org) for technical assistance.
- Any instance of cheating should be handled in the least disruptive manner consistent with district and school policies. Assessments are to be terminated for students who cheat. All instances of cheating must be reported as a testing allegation.

## AFTER THE TEST

- Collect all test materials (e.g., scratch paper, student test tickets) from test administrators and proctors no later than the end of the day of testing, documenting the material transfer. Verify that ALL test materials have been received and properly destroyed.
- Immediately report any testing irregularities or testing allegations in test administration or test security to the DAC and notify Sherri Craig, KDE OCTE, at (502) 564-4286 ext. 4226 or [kdeeopsupport@education.ky.gov](mailto:kdeeopsupport@education.ky.gov). Testing allegations are to be submitted as they are for other state assessments. Refer to details [Allegation Reporting](#) at link <http://education.ky.gov/AA/distsupp/Pages/Allegation-Reporting.aspx>. Contact Beth Bales, KDE Office of Legal Services, at (502) 564-4474 or [beth.bales@education.ky.gov](mailto:beth.bales@education.ky.gov) for assistance with reporting potential testing allegations.



- Disclosure of assessment content is strictly prohibited. If any potential issue regarding an assessment item is identified and reported to you, report the concern to Sherri Craig, KDE OCTE, at (502) 564-4286 ext. 4226 or [kdeeopsupport@education.ky.gov](mailto:kdeeopsupport@education.ky.gov) in accordance with the [Procedures for Reporting Concerns Regarding CTE EOP Assessment Items](#) within this document and in accordance with the [703 KAR 5:080](#), Administration Code for Kentucky's Educational Assessment Program.

## **CONTACT INFORMATION – TECHNICAL SUPPORT**

### **General Administration Questions and Support**

For administration questions or support needed before, during, or after testing, contact the KDE Office of Career and Technical Education at [kdeeopsupport@education.ky.gov](mailto:kdeeopsupport@education.ky.gov) or:

#### **KDE OCTE:**

(available Monday – Friday 7:30 AM – 4:00 PM ET)

Sherri Craig  
(502) 564-4286 ext. 4226  
[sherri.craig@education.ky.gov](mailto:sherri.craig@education.ky.gov)

Morgan Lovitt  
(502) 564-4286 ext. 4030  
[morgan.lovitt@education.ky.gov](mailto:morgan.lovitt@education.ky.gov)

### **TEDS**

For questions related to registering students in TEDS, contact the KDE Office of Career and Technical Education:

Claude Christian  
(502) 564-4286 ext. 4207  
[claudio.christian@education.ky.gov](mailto:claudio.christian@education.ky.gov)

### **Testing Technical Support or E-SESS System Issues**

For assistance with technical support before or during testing or E-SESS system issues before or during testing, contact:

#### **CTECS Testing Technical Support:**

(available Monday – Friday 7:30 AM – 4:00 PM ET)

Tim Withee  
(404) 994-6535

[twithee@ctecs.org](mailto:twithee@ctecs.org)

Robyn Marshall  
(404) 994-6534  
[rmarshall@ctecs.org](mailto:rmarshall@ctecs.org)

### **E-SESS Technical Support:**

(available Monday – Friday 7:00 AM CT / 8:00 AM ET – 5:00 PM CT / 6:00 PM ET)

E-SESS Support  
866-277-5061  
[esess@pitsco.com](mailto:esess@pitsco.com)

Garrett Curran  
866-277-5061  
[gcurran@pitsco.com](mailto:gcurran@pitsco.com)

### **Allegation Reporting**

For assistance with potential testing allegations, contact the KDE Office of Legal Services:

Beth Bales  
(502) 564-4474  
[beth.bales@education.ky.gov](mailto:beth.bales@education.ky.gov)

## **SUPPORTING INFORMATION – POLICIES AND PROCEDURES**

### **TEST ADMINISTRATION DATES**

**Assessment Name:** Career and Technical Education (CTE) End-of-Program (EOP) Assessment

**Registration Deadline:** February 1 (**extended to Feb. 10, 2025**)

February 1 (**extended to Feb. 10, 2025**) is a critical deadline for CTE EOP Assessment registration. Student registration for CTE EOP Assessment testing is generated from Technical Education Database System (TEDS) data as of the February 1 (**extended to Feb. 10, 2025**) deadline. Only those students identified as a concentrator and show at least two credits within a pathway that aligns to a CTE EOP Assessment in TEDS by **February 1 (extended to Feb. 10, 2025)** will be eligible to test.

The EOP Test Ticket Report in TEDS should be utilized to review and confirm students' concentrator status and credits in the pathway prior to February 1 (**extended to Feb. 10, 2025**) of the current school year. **REMINDER:** TEDS data updates overnight, so it is best to verify the data **BEFORE February 1 (extended to Feb. 10, 2025)**.

## **2024-2025 Testing Window: February 24 – March 28**

Each school planning to administer the CTE EOP Assessment must plan and schedule the CTE EOP Assessment testing to be completed within the assessment testing window. Schools must identify a consecutive two-week school testing window within the CTE EOP Assessment testing window. All CTE EOP Assessment testing must be completed by March 28.

- **NOTE:** Schools should plan to administer specific CTE EOP assessments (e.g., Accounting, Agribusiness, Computer Programming, Culinary and Food Services) to all students planning to test in the specific CTE EOP assessment at the same time, when possible.

## **TESTING TIME**

- Allow 10-15 minutes for seating and instructions for the test.
- Allow a minimum of 2 hours for completion of the test.

**NOTE:** Each assessment must be completed during a single uninterrupted testing session and students must **NOT** be given an opportunity to interact with their peers or to receive outside help prior to completing the test.

## **PROVIDING ADDITIONAL TIME**

Prior to testing, develop a plan for students who will need additional testing time to stay in the same location. Additional time will be given to students with an extended time accommodation indicated in their Individualized Education Plans (IEP), 504 Plans, or Program Services Plans (PSP) based on information in Infinite Campus (IC). Under no circumstances may an individual test be given over multiple days or multiple sessions.

## **PARTICIPATION**

Students identified as a "concentrator" and show at least two credits within a pathway that aligns with a CTE EOP Assessment may test as an option to meet the postsecondary readiness measure for career readiness and to earn articulated credit. A concentrator is defined as a student who has completed two (2) courses in a single program of study (career pathway). In Kentucky, a course is defined as one (1) credit on the student's official transcript.

Senior concentrator students enrolled in programs where a CTE EOP Assessment is available **must** take the CTE EOP Assessment if they are not taking an approved industry certification and have not previously tested in an end-of-program assessment associated with statewide articulated credit (e.g., CTE EOP Assessment). For a complete listing of available assessments by pathway and CIP Code, refer to the

current year [Career and Technical Education End-of-Program Assessment for Articulated Credit list](#) on the [CTE EOP Assessment web page](#).

A student is **not** eligible to test in the CTE EOP Assessment after graduation.

## NOTES:

- 1) Students working towards an alternative high school diploma course of study or taking alternate assessment are **not required** to take the CTE EOP Assessment.
- 2) If the eligible student is an underclass student (e.g., freshman, sophomore, junior), it is a district/school level decision whether a student who receives a test ticket will be tested. A student **may** test if they receive a test ticket. An eligible senior student **must** test if not planning to take an industry certification and have not previously attempted an end-of-program assessment.

## TEST SECURITY TRAINING

The school test coordinator is responsible for planning and implementing the training session for all individuals involved in the administration of the CTE EOP Assessment. The training is required in order to review the instructions for test administration, test security and individual responsibilities, such as distributing and collecting materials and monitoring to make certain that each student is working independently. Test tickets are secure materials and shall be handled in compliance with the [703 KAR 5:080](#), Administration Code for Kentucky's Educational Assessment Program and [703 KAR 5:070](#), Inclusion of Special Populations in the State-Required Assessment and Accountability Programs regulations and training. Failure to comply will result in a testing allegation. Detailed information on the required [Assessment Regulations Training](#) procedures can be found on the [CTE EOP Assessment web page](#).

Disclosure of assessment content is strictly prohibited. If any potential issues regarding an assessment item are identified and reported to you, report those to Sherri Craig, KDE OCTE, at (502) 564-4286 ext. 4226 or [kdeeopsupport@education.ky.gov](mailto:kdeeopsupport@education.ky.gov), in accordance with the Procedures for Reporting Concerns Regarding CTE EOP Assessment Items within this document and in accordance with the [703 KAR 5:080](#), Administration Code for Kentucky's Educational Assessment Program.

### **Procedures for Reporting Concerns Regarding CTE EOP Assessment Items**

1. Do not reproduce the assessment item in any way.
2. Identify the location of the error (e.g., assessment name, student name, item number – if known).
3. Provide a general description of the concern (e.g., missing answer choices, missing portion of item stem, no correct answer); however, the description shall not unduly compromise the security of the assessment by revealing the content of the item.
4. Notify the CTE EOP Assessment Coordinator and then contact Sherri Craig, KDE OCTE, at (502) 564-4286 ext. 4226 or [kdeeopsupport@education.ky.gov](mailto:kdeeopsupport@education.ky.gov).

## **Reporting Testing Allegations**

Testing allegations are to be submitted as they are for other state assessments. Refer to [Allegation Reporting](#) on the KDE website for details. Contact Beth Bales, KDE Office of Legal Services, at (502) 564-4474 or [beth.bales@education.ky.gov](mailto:beth.bales@education.ky.gov) for assistance with reporting a potential testing allegation.

## **SCHEDULING AT THE SCHOOL LEVEL**

School test coordinators will coordinate the school's testing schedule and assign school personnel who will administer and proctor the assessments. The assessment is to be administered by certified staff, including the DAC, BAC, Principal, Counselor, or a classroom teacher who does **NOT** teach the specific content area in which the assessment is being administered.

Non-certified staff may assist with proctoring the assessment and providing accommodations during testing. One proctor should be provided for every group of 25-30 students. Proctors must remain in the room for the duration of the test. Students shall **NOT** be left unsupervised during testing.

## **ADMINISTRATION PROCEDURES/TESTING ENVIRONMENT**

The CTE EOP Assessment Test Coordinator and Test Administrator Manuals are not considered secure documents. They may be distributed to test administrators prior to the date of the test administration to allow test administrators/proctors to familiarize themselves with the testing instructions and script.

The CTE EOP Assessments will **only** be available **in person** and **must be** proctored **in person** pursuant to the [703 KAR 5:080](#), Administration Code for Kentucky's Educational Assessment Program and [703 KAR 5:070](#), Inclusion of Special Populations in the State-Required Assessment and Accountability Programs.

School test coordinators are to ensure an optimum testing environment is provided for each student during testing. Training developed by the Office of Assessment and Accountability (OAA) provides specific instructions regarding what can be displayed on walls, workstations and other information that clearly defines what students can and cannot use during the test.

Because testing environments can affect student scores, the following guidelines are provided for planning favorable environments.

**Size of Testing Sessions:** Districts may decide the size of testing sessions, but smaller testing sessions (approximately 25-30 students) provide better testing conditions.

**Room:** A room that is free from distractions and has adequate light, ventilation and heating or air conditioning provides the most supportive conditions for students.

**Seating:** Seating must be arranged to minimize the possibility of students communicating with each other either verbally or visually. Each student should be provided with ample scratch paper (blank on both sides, lined or unlined), a pencil and a computer. The test coordinator/administrator must maintain a seating chart for each testing session to file with the DAC.

**When to Test:** The CTE EOP Assessment testing window is February 24 – March 28 of the current school year. Each school must plan and schedule the CTE EOP Assessment testing to be completed during their school's identified consecutive two-week testing window within the assessment testing window. All CTE EOP Assessment testing must be completed by March 28.

**Personnel:** The assessment must be administered by the DAC, BAC, Principal, Counselor, or a classroom teacher who does **NOT** teach the specific content area in which the CTE EOP Assessment is being administered. The test administrator must be a certified school employee. The administer or proctor cannot be the teacher on record for the assessment being administered. If the test is being administered in large groups, at least one proctor should be provided for every group of 25-30 students. Test administrators and test proctors must circulate throughout the testing area while students are testing to make certain that students are completing the test as directed. At no time shall students be left in the testing room unsupervised by the appropriate personnel. Non-certified staff may assist with proctoring the assessment and providing accommodations during testing.

**Helping Students:** All test administrators and proctors must maintain an impartial and professional attitude; in no case may students be given help with the test. Testing procedures should be made clear. Any questions about procedures for marking or correcting answers should be answered by repeating the appropriate sections of the instructions. If a student should ask a question about the test content or the choice of a response, permissible replies include *"Stay on task"* and *"Do your best."*

**Cheating:** Any instances of cheating should be handled in the least disruptive manner consistent with district and school policies. Assessments are to be terminated for students who cheat. Students who cheat will receive a failing score and be referred to the Principal and DAC for further appropriate action. All instances of cheating must be reported as a testing allegation.

**No Electronic Devices:** Students are **NOT** allowed to have cell phones or any other electronic device on the desk or accessible during testing. Exceptions are made for IEP, 504 Plan, or PSP students under very specific, permissible circumstances.

**Students Who Finish Early:** Prior to testing, advise students to bring books or other reading materials to occupy their time if they finish early. These materials should **NOT** be on students' desks while they are taking tests. Items for use after the assessment administration are to be stored away from the student work area and **NOT** accessible until testing materials have been collected, logged in and completion verified by the test administrator. After the administrator has confirmed the submission of the assessment and all secure materials (e.g., test ticket, scratch paper) have been collected, students

who finish early may be dismissed in a nondisruptive manner to return to class or designated area if this can be done without disruption to other students who are testing.

**No Books, Dictionaries, Thesauruses, Notes, or Other Aids:** No reference aids or materials may be accessible to students during the administration of the *CTE EOP Assessment*. For assistance with questions related to a student's IEP or 504 Plan and [703 KAR 5:070](#), Inclusion of Special Populations in the State-Required Assessment and Accountability Programs, contact Sherri Craig, KDE OCTE, at (502) 564-4286 ext. 4226 or [kdeeopsupport@education.ky.gov](mailto:kdeeopsupport@education.ky.gov).

## FOR STUDENTS WITH SPECIAL NEEDS

Infinite Campus (IC) is the authoritative source for accommodations. Ensure IEPs, 504 Plans, and PSPs in IC document all accommodations required for students with special needs. Student testing accommodations must be provided in accordance with the [703 KAR 5:080](#), Administration Code for Kentucky's Educational Assessment Program and [703 KAR 5:070](#), Inclusion of Special Populations in the State-Required Assessment and Accountability Programs regulations and training.

- **Large Print:** Students can increase the font size for large print by holding the Ctrl key and pressing the + key. Students can decrease the font size by holding the Ctrl key and pressing the – key.
- **Readers:** The reader accommodation must be properly documented in IC. Accommodations for readers may be handled by a human reader or text-to-speech (TTS) audio reader. For the CTE EOP Assessment, if a student requires a reader accommodation, a human reader provided by the district/school may be utilized, or the TTS audio reader assistive technology may be turned on for a student's test ticket(s) in E-SESS. Test coordinators should review student test tickets prior to testing to ensure all accommodations are accurately depicted on the students' test ticket(s), if applicable.
  - If a human reader is utilized, they will read directly from the student's computer screen or by connecting a second monitor to the computer to read the assessment. The reader-to-student ratio must be one-to-one because each of the assessment items and answer choices are randomized. If a student requires a reader accommodation and a human reader is utilized, then the headphone symbol may not appear on the student's test ticket, and the human reader accommodation would be provided by the district/school.
  - The TTS audio reader accommodation may be provided within E-SESS. Students requiring TTS audio reader accommodation based on their IEP should have a headphones symbol in the upper right corner of their test ticket, indicating TTS assistive technology is turned on. If TTS is turned on, the student **must** use headphones during the test administration, or the proctor **must** ensure the student is testing in a private setting where others cannot overhear the assessment. Once the student logs into their account and begins the assessment, if TTS audio reader accommodation

is not available and should be turned on, stop testing, close the assessment, secure the test ticket and immediately contact Sherri Craig, KDE OCTE, at (502) 564-4286 ext. 4226 or [kdeeopsupport@education.ky.gov](mailto:kdeeopsupport@education.ky.gov) or Tim Withee, CTECS, at (404) 994-6535 or [twithee@ctecs.org](mailto:twithee@ctecs.org) for technical assistance.

- Note: If headphones are required for audio reader accommodations, ensure students have the proper volume setting for headphones prior to beginning their live assessment. The [CTE EOP Online Sample Test](#) may be used to evaluate the volume setting and make necessary adjustments during testing using keyboard keys Alt. + F2 to reduce the volume or Alt.+ F3 to increase the volume during testing.

### [CTE EOP Online Sample Test](#)

Organization Name: KYEOP

First Name: Audio Sample

Last Name: Audio Sample

Password: Audio Sample

Refer to the [CTE EOP Online Testing IT Requirements](#) for additional guidelines for testing preparations.

- **Extended Time:** When the test tickets are generated, the extended time accommodation will be added to a student's test account based on student information documented in IC. Test coordinators should review students' test tickets prior to testing to ensure extended time accommodations are accurately depicted on the students' test ticket(s), if applicable. Refer to [Appendix B](#). Once the student logs into their account and begins the assessment, the timer will run down until the student completes the assessment and submits for grading or time expires.

Accommodations data is captured in IC and is utilized to indicate extended time accommodation.

- IEPs with extended time accommodations for assessment and 504 Plans are pulled from IC; however, extended time accommodations for PSPs must be manually updated or request technical assistance. Test coordinators should verify extended time accuracy prior to testing and update in E-SESS or request technical assistance for any necessary changes. If there is an issue, contact Sherri Craig, KDE OCTE, at (502) 564-4286 ext. 4226 or [kdeeopsupport@education.ky.gov](mailto:kdeeopsupport@education.ky.gov) or Tim Withee, CTECS, at (404) 994-6535 or [twithee@ctecs.org](mailto:twithee@ctecs.org) for technical assistance.

**NOTE:** Do **NOT** email Personal Identifiable Information (PII). CTE EOP Assessment Coordinators and DACs have access to E-SESS to make necessary accommodation adjustments for a test ticket in accordance with a student's documented IEP, 504 Plan or PSP. Adjustments must be completed prior to testing. Assessment coordinators may contact technical support for assistance.



## ASSESSMENT REGISTRATION PROCESS

Student registration for the CTE EOP Assessment is generated from information provided in TEDS. Schools should run the EOP Test Ticket Report in TEDS prior to the February 1 (**extended to Feb. 10, 2025**) deadline to verify the complete list of eligible students. Student data identified in the EOP Test Ticket Report from TEDS will be uploaded by KDE to the online system, E-SESS, for the generation of test tickets. Schools will be notified in mid-February when the test tickets are available in E-SESS. Refer to "[Appendix B](#) – Using your E-SESS Administrator Account to Generate Assessment Reports" for instructions to view/print the Test Ticket Report in E-SESS, which produces the test tickets needed for testing. The same E-SESS administrator account is also used to generate performance reports after scores are finalized.

- **NOTE:** Only school and district personnel with E-SESS accounts identified as CTE EOP Assessment Coordinator or DAC roles have access to the Test Ticket Report in E-SESS. The test tickets are **secure test materials**.

## PART II: CTE EOP ASSESSMENT TEST ADMINISTRATOR MANUAL

### TEST ADMINISTRATOR RESPONSIBILITIES

The test administrator has responsibilities before, during and after the scheduled test to guarantee the integrity of the test administration and the testing materials. The test administrator must be a certified school employee who does **NOT** teach the specific content area in which the CTE EOP Assessment is being administered.

#### BEFORE THE TEST

- Make sure classroom teachers are **NOT** proctoring students enrolled in the specific content area in which the CTE EOP Assessment is being administered. In other words, a teacher should **NOT** be proctoring their own students.
- Complete the required [703 KAR 5:080](#), Administration Code for Kentucky's Educational Assessment Program and [703 KAR 5:070](#), Inclusion of Special Populations in the State-Required Assessment and Accountability Programs training prior to administering the assessment. Refer to [Assessment Regulations Training](#) on the [CTE EOP Assessment web page](#) for more information at the link: <https://education.ky.gov/CTE/endofprog/Pages/default.aspx>.
- Read and adhere to all instructions for test administration in the *CTE EOP Assessment Test Administrator Manual*. Also, refer to "[Appendix C](#) – E-SESS Test Participant Log in and Navigation Instructions" and "[Appendix D](#) – IT Tips and Solutions" for additional information. Contact your CTE EOP Assessment Test Coordinator with any questions.
- Know procedures for emergencies, testing irregularities (e.g., unscheduled fire drills, a student getting sick during testing, technology interruptions or outages) and testing allegations as set forth by your district. Contact your CTE EOP Assessment Test Coordinator with any questions. Maintain access to contact information for technical support, CTE EOP Assessment Coordinator and District Assessment Coordinator (DAC).
- Prepare the testing room and cover or remove any posters or materials on the walls and/or desks that might provide instruction or assistance to students.
- Obtain student rosters and test tickets from your CTE EOP Assessment Test Coordinator, who will verify student eligibility prior to testing.

**NOTE:** Be aware that test tickets are **secure materials** and shall be handled in compliance with the [703 KAR 5:080](#), Administration Code for Kentucky's Educational Assessment Program and [703 KAR 5:070](#), Inclusion of Special Populations in the State-Required Assessment and Accountability Programs regulations and training. **Failure to comply will result in a testing allegation.**

- On the day of the test, ensure you have all necessary materials for test administration: CTE EOP Assessment Administration Manual, pencils, scratch paper (blank on both sides, lined or unlined), student roster, seating chart, permissible calculators (e.g., handheld calculator permitted under [KDE Calculator Policy](#), online calculator available within E-SESS) and test tickets.
- Electronic devices are strictly prohibited unless a student has an accommodation plan that allows a specific permissible device.
- No personal belongings are to be on desks or tabletops. Whenever possible, have students store backpacks and personal belongings in the rear of the testing room.

## DURING THE TEST

- Post a "Testing" sign on your classroom door.
- Follow the script in this test administration manual VERBATIM.
- Provide accommodations as outlined in student IEP, 504 Plan, or PSP provided by your school's CTE EOP Assessment Test Coordinator.
- After the students log in to their test accounts and begin the assessment, verify students requiring extended time accommodations based on IEPs, 504 Plans, or PSPs have five (5) hours indicated on their test timer. If extended time is not on the student's test timer, then immediately contact Sherri Craig, KDE OCTE, at (502) 564-4286 ext. 4226 or [kdeeopsupport@education.ky.gov](mailto:kdeeopsupport@education.ky.gov) or Tim Withee, CTECS, at (404) 994-6535 or [twithee@ctecs.org](mailto:twithee@ctecs.org) for technical assistance.
- Students shall **NOT** be left unattended in the test room and with test materials.
- Students shall **NOT** receive any assistance from anyone or use any other materials beyond those specified in this manual. No dictionaries, reference materials, or other instructional aides are allowed.
- Walk the room and actively monitor students during testing.
- Ensure that students do **NOT** open another web browser or any other computer program besides E-SESS during testing. Proctors make sure the only visible window is E-SESS. If another browser or program is open after the assessment has begun, it will be considered cheating, and the student's exam will be terminated. All such incidents must be reported to the CTE EOP Assessment Coordinator and/or DAC/BAC immediately following the testing session.
- Document any unusual conditions or situations that may affect students' scores.
- Be aware of remaining testing time and remind students as appropriate.
- **DISCLOSURE OF TEST CONTENT IS STRICTLY PROHIBITED. DO NOT** discuss, read, review, copy, reproduce and/or take notes on the assessment items or student responses.
- After each student completes their assessment, confirm their assessment successfully submitted in E-SESS, then collect their test ticket and scratch paper.

## AFTER THE TEST

- Ensure all scratch paper and student test tickets have been collected. Students are to leave the room with only their personal belongings.
- Follow your district/school's procedures for sorting test materials and return them to your school test coordinator as soon as possible, but no later than the end of the school day. All materials are secure documents and must **NOT** be left unsecured.
- Immediately report any test irregularities, testing allegations, or breaches of security to your CTE EOP Assessment Test Coordinator and/or DAC.
- **Disclosure of assessment content is strictly prohibited.** Student responses are **NEVER** to be copied or disclosed. **Failure to comply will result in a testing allegation.** If any potential issues regarding an assessment item are identified and reported to you, report those to the CTE EOP Assessment Coordinator in accordance with the [Procedures for Reporting Concerns Regarding CTE EOP Assessment Items](#) within this document and in accordance with the Administration Code for Kentucky's Educational Assessment Program.

## ADMINISTRATION PROCEDURES

This manual contains a description of the procedures to be used when administering the Career and Technical Education (CTE) End-of-Program (EOP) Assessment along with detailed instructions to read to students. Read and understand these instructions thoroughly before administering the test.

## TESTING MATERIALS

Only the following materials are allowed for CTE EOP Assessment:

- The Test Administrator Manual
  - A computer for each student
  - A student roster and seating chart
  - Log in information – test ticket for each student
  - A supply of pencils with erasers
  - Scratch paper (blank on both sides, lined or unlined)
  - A calculator is permissible in accordance with the [KDE Calculator Policy](#).
- NOTE:** A general calculator is also available within E-SESS.

## TEST SECURITY

All testing personnel are bound by testing procedures and test security measures as outlined in the [Assessment Regulations Training](#) in accordance with [703 KAR 5:080](#), Administration Code for Kentucky's Educational Assessment Program and [703 KAR](#)

[5:070](#), Inclusion of Special Populations in the State-Required Assessment and Accountability Programs. The DAC or Principal of each school is responsible for providing complete training annually in test security and test administration **for all school personnel involved in the administration of state assessments**. The training session held before testing should include the [Assessment Regulations Training](#), review of these instructions, test security and individual responsibilities, such as distributing and collecting materials and checking to make certain that each student is working on the appropriate part of the test. Test tickets are secure materials and shall be handled in compliance with assessment regulations and training.

Ensure students do **NOT** open another web browser or any other computer program besides E-SESS during testing. Proctors make sure the only visible window is E-SESS. If another browser or program is open after the assessment has begun, it will be considered cheating, and the student's exam will be terminated. All such incidents must be reported to the CTE EOP Assessment Coordinator and/or DAC/BAC immediately following the testing session.

### **Focus Lock, Test Security Feature**

The Focus Lock security feature has been activated in E-SESS. This feature will monitor participants during testing to detect loss of browser focus. If the participant attempts to leave or navigate away from the testing screen browser in E-SESS, their assessment may automatically be submitted. No additional downloads are required, and Focus Lock works with all approved web browsers. The participant must read and acknowledge a Focus Lock warning statement prior to testing. Refer to [Appendix D](#) for more information regarding Focus Lock and the technical best practices for preparing the testing environment to ensure a smooth testing experience.

Disclosure of the assessment content is strictly prohibited. School officials, including test administrators and proctors, are not authorized to view the assessment content or make notes or copies of any assessment items. Only individuals providing required accommodations for students may view the content of the assessment when reading to an individual student. Only the student listed on the test ticket is permitted to log into the student account. If any potential assessment issues are reported to you, then notify your CTE EOP Assessment Coordinator in accordance with the [Procedures for Reporting Concerns Regarding CTE EOP Assessment Items](#) within this document and in accordance with [703 KAR 5:080](#), Administration Code for Kentucky's Educational Assessment Program. **Failure to comply will result in a testing allegation.**

## **ADMINISTRATION PROCEDURES / TESTING ENVIRONMENT**

The CTE EOP Assessment Test Coordinator and Test Administrator Manuals are not considered secure documents. They may be distributed to test administrators prior to the date of the test administration to allow test administrators/proctors to familiarize themselves with the testing instructions and script. Refer to "[Appendix C](#) – E-SESS Test Participant Log in and Navigation Instructions" and "[Appendix D](#) – IT Tips and Solutions" for additional information.

The CTE EOP Assessment will **only** be available **in person** and **must be** proctored **in person** pursuant to the [703 KAR 5:080](#), Administration Code for Kentucky's Educational Assessment Program and [703 KAR 5:070](#), Inclusion of Special Populations in the State-Required Assessment and Accountability Programs.

School test coordinators are to ensure an optimum testing environment is provided for each student taking a test. Training developed by the Office of Assessment and Accountability (OAA) provides specific instructions regarding what can be displayed on walls, workstations and other information that clearly defines what students can and cannot use during the test.

Because testing environments can affect student scores, the following guidelines are provided for planning favorable environments.

**Size of Testing Sessions:** Districts may decide the sizes of testing sessions, but smaller testing sessions (approximately 25-30 students) provide better testing conditions.

**The Room:** A room that is free from distractions and has adequate light, ventilation and heating or air conditioning provides the most supportive conditions for students.

**Seating:** Seating must be arranged to minimize the possibility of students communicating with each other either verbally or visually. Each student should be provided with ample blank, front and back, scratch paper (lined or unlined), pencil and computer. The test coordinator/administrator must maintain a seating chart for each testing session to file with the DAC.

**When to Test:** The CTE EOP Assessment testing window is February 24 – March 28 of the current school year. Each school must plan and schedule the CTE EOP Assessment testing to be completed during their school's identified consecutive two-week testing window within the assessment testing window. All CTE EOP Assessment testing must be completed by March 28.

**Personnel:** The assessment must be administered by the DAC, BAC, Principal, Counselor, or a classroom teacher who does **NOT** teach the specific content area in which the CTE EOP Assessment is being administered. The test administrator must be a certified school employee. The proctor cannot be the teacher on record for the assessment being administered. If the test is being administered in large groups, at least one proctor should be provided for every group of 25-30 students. Test administrators and test proctors must circulate throughout the testing area while students are testing to make certain that students are completing the test as directed. At no time shall students be left in the testing room unsupervised by the appropriate personnel. Non-certified staff may assist with proctoring the assessment and providing accommodations during testing.

**Helping Students:** All test administrators and proctors must maintain an impartial and professional attitude; in no case may students be given help with the test. Testing procedures should be made clear. Any questions about procedures for marking or



correcting answers should be answered by repeating the appropriate sections of the instructions. If a student should ask a question about the test content or the choice of a response, permissible replies include "Stay on task" and "Do your best."

**Cheating:** Any instances of cheating should be handled in the least disruptive manner consistent with district and school policies. Assessments are to be terminated for students who cheat. Students who cheat will receive a failing score and be referred to the Principal and DAC for further appropriate action. All instances of cheating must be reported as a testing allegation.

**No Electronic Devices:** Students are **NOT** allowed to have cell phones or any other electronic device on the desk or accessible during testing. Exceptions are made for IEP, 504 Plan, or PSP students under very specific, permissible circumstances.

**Students Who Finish Early:** Prior to testing, advise students to bring books or other reading materials to occupy their time if they finish early. These materials should **NOT** be on students' desks while they are taking tests. Items for use after the assessment administration are to be stored away from the student work area and **NOT** accessible until testing materials have been collected, logged in and completion verified by the test administrator. After the administrator has confirmed the submission of the assessment in E-SESS and all secure materials (e.g., test ticket, scratch paper) have been collected, students who finish early may be dismissed in a nondisruptive manner to return to class or designated area, if this can be done without disruption to other students who are testing.

**No Books, Dictionaries, Thesauruses, Notes, or Other Aids:** No reference aids or materials may be accessible to students during the CTE EOP Assessment. *For assistance with questions related to a student's IEP or 504 Plan and [703 KAR 5:070](#), Inclusion of Special Populations in the State-Required Assessment and Accountability Programs, contact Sherri Craig, KDE OCTE, at (502) 564-4286 ext. 4226 or [kdeeopsupport@education.ky.gov](mailto:kdeeopsupport@education.ky.gov).*

### **TESTING TIMES:**

- Allow 10-15 minutes for seating and instructions for the test.
- Allow 2 hours for completion of the test.

**NOTE:** Each assessment must be completed during a single uninterrupted testing session and students must **NOT** be given an opportunity to interact with their peers or to receive outside help prior to completing the test.

### **PROVIDING ADDITIONAL TIME**

Prior to testing, develop a plan for students who will need additional testing time to stay in the same location. Additional time will be given to students with extended time accommodation indicated in their Individualized Education Plans (IEP), 504 Plans, or Program Services Plans (PSP) based on information in IC. Under no circumstances may an individual test be given over multiple days or multiple sessions.

## CTE EOP ASSESSMENT INSTRUCTIONS (Script)

Verify attendance using the student roster provided by the CTE EOP Assessment Coordinator. Document room arrangement and attendance on a seating chart to be filed with the District Assessment Coordinator (DAC).

When all students are quietly seated at their computer station with pencils, erasers, and scratch paper (blank on both sides, lined or unlined):

**SAY** You are here to take the Career and Technical Education (CTE) End-of-Program (EOP) Assessment for articulated credit. The assessment is administered through an online testing system, E-SESS.

If you have any questions as we go through the instructions, please raise your hand.

**SAY** There are a few items we need to cover to help ensure a smooth testing experience. Please listen carefully.

- Before beginning the assessment, you must read and acknowledge agreement with the Student Test Taking Honor Code and Focus Lock Warning statements in E-SESS to continue.
- You can increase the font and picture size by using CTRL +. To make the font and picture size smaller, use CTRL -.
- If audio is available, you may increase the volume by selecting Alt + F3 and decrease the volume by selecting Alt + F2.
- Each assessment item has four answer choices. If some answers are not initially displayed on the screen, then you may need to scroll down the screen to see all answer choices before making your selection.
- A calculator is available within E-SESS by selecting the "Show calculator" button. Only a permissible calculator may be used.
- Remember to click the "Next Item" button after answering each question.
- If you want to go back to a question at the end of the assessment, remember to mark the box labeled "Mark for Review." These questions will be highlighted in blue on the summary page at the end of the assessment.
- When you have completed the assessment, a screen will show all the questions and answers you plan to submit. Review the summary and look for any questions showing unanswered. You may also select the "Show unanswered" button. If you have completed the assessment, you may select "Submit for Grading."
- Remember, you are not permitted to navigate away from the testing screen. If you attempt to leave the testing screen, the system will warn you and may lock you out of the assessment. If you are locked out of the assessment, you will **NOT** be permitted to finish testing.



- If the proctor instructs you to close the assessment, then x-out of the web browser by selecting the "x" in the upper right corner of the browser window or raise your hand for additional instructions.

I will now distribute the test tickets. **DO NOT** log in until you are told to do so.

**DO** *Distribute the test tickets and confirm the student's name and assessment name listed on the test tickets are accurate for each student.*

**SAY** You should have a test ticket, scratch paper and a pencil on your desk; there should **NOT** be any other materials on your workstation. Is anyone missing their test ticket, scratch paper, or pencil?

**DO** *Ensure all students have the necessary testing items.*

**SAY** Verify your name and assessment name are accurate on your test ticket.

**DO** *Ensure all students have the correct test ticket.*

**SAY** There are 120 questions, and you will have 2 hours to complete this assessment. There is a timer on your screen that will tell you how much time is left. When the timer expires, your assessment will be automatically submitted.

If you finish testing early and have reviewed your answers, you can submit your assessment by clicking the "Submit for Grading" button.

Once you have submitted your assessment, raise your hand, and I will pick up your test ticket, scratch paper and confirm that you have properly submitted the assessment on the computer.

After I have collected your assessment materials, you may read any materials you have brought with you. However, due to test security, please do not talk and disturb others.

Are there any questions?

**DO** *Answer any questions.*

**NOTE:** *Students will have up to 2 hours of regular time to test; however, students with extended time accommodations will have up to 5 hours to complete the assessment. Prior arrangements must be made to ensure students have adequate time to complete the assessment in a single testing session.*

**SAY** By logging into this assessment, you are agreeing to maintain the security and integrity of this assessment by not discussing or disclosing the content of the assessment. Do **NOT** open another web browser or any other computer program during testing, as such behavior will be considered cheating and will result in the immediate termination of your exam.

Are there any questions?

**DO** Answer any questions.

**SAY** You may now log in and begin your assessment.

Approximate Start Time: \_\_\_\_\_ Approximate Stop Time: \_\_\_\_\_

**DO** Ensure students requiring additional time as indicated in their IEP, 504 Plan, or PSP have five (5) hours on their test timer. If the extended time is not displayed accurately, immediately contact Sherri Craig, KDE OCTE, at (502) 564-4286 ext. 4226 or [kdeeopsupport@education.ky.gov](mailto:kdeeopsupport@education.ky.gov) or Tim Withee, CTECS, at (404) 994-6535 or [twithee@ctecs.org](mailto:twithee@ctecs.org) for technical assistance.

# APPENDIX A

## CTE END-OF-PROGRAM (EOP) ASSESSMENT ONLINE IT REQUIREMENTS

### TECHNICAL SPECIFICATIONS

CTE EOP Assessments are administered using the online assessment system, E-SESS, through Pitsco Education. Please review the following technical specifications provided by Pitsco Education, the Career and Technical Education Consortium of States (CTECS) and the Kentucky Department of Education (KDE) to ensure a smooth testing experience. District Assessment Coordinators (DAC), Building Assessment Coordinators (BAC) and Principals should communicate with Building and District Technology Coordinators to confirm all guidelines in this document are addressed.

**Browser:** The testing program is supported in Chrome, Edge, Firefox and Safari.

#### **KDE-Specific Browser Update:**

- **Firefox or Chrome are preferred on Mac OS. An issue has been reported with Safari in the past.**
- **Chrome is preferred on Windows.**

Other browsers beyond what is listed above may work, but the specified browsers are the only versions actively tested and supported. We will try to help with any other browsers or older versions but offer no guarantees. Bandwidth may be an issue if it is not "dedicated." A school may have 5 T1s, but if they have 50 students in the library streaming videos, the entire pipe is going to be used. The bandwidth estimation of this requirement is based on 150-200 students simultaneously taking the assessment on a dedicated T1 and experiencing no delays.

**Reporting:** In some cases, in-browser reports are augmented with spreadsheets and/or PDF documents. Excel (or compatible) and a PDF reader (such as Acrobat Reader) are optional but not required.

**Audio:** Using the audio feature requires additional bandwidth; you may notice slower response times during testing. CTECS recommends using wired computer internet connections, if possible. Audio is played using HTML 5 technology.

**Display Properties:** The testing program is best viewed at 1024 x 768 display resolution or higher. It will work at 800 x 600.

**Memory:** There are no specific requirements for the CPU, RAM, etc. If the machine will run the browser, the E-SESS application will run.

**Proxy Server Settings:** Make sure that the proxy server will not cache Techfluency.org. Responses must be sent directly to the E-SESS server. Do not begin

testing students until proxy server settings allow communication to flow to and from E-SESS. **Otherwise, the students will finish the test and receive a 0 score.**

**Be sure to take the sample test (refer to the next section) to test your devices and system.** The timer (clock) should be displayed correctly on the screen; if not, there is a problem, and students cannot test until it is resolved.

**Sample Test:** Access the sample test at each location before students begin testing. This ensures that there are no proxy servers preventing access to the site, no software packages preventing cookies/sessions from being stored, etc. The sample test may be accessed multiple times by individual users.

**To access the sample CTE EOP Assessment test:**

1. Go to [www.techfluency.org/esess/](http://www.techfluency.org/esess/)
2. Make the following entries into the four blanks:

**Sample**

Organization: KYEOP

First Name: Sample

Last Name: Sample

Password: Sample

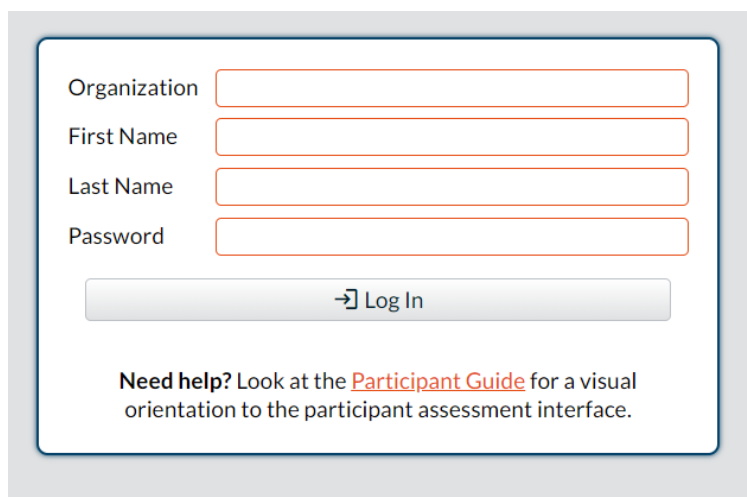
**Sample with Accommodations (e.g., audio reader, extended time)**

Organization: KYEOP

First Name: Audio Sample

Last Name: Audio Sample

Password: Audio Sample



The screenshot shows a login form with four text input fields labeled "Organization", "First Name", "Last Name", and "Password". Below these fields is a button labeled "Log In" with a right-pointing arrow icon. At the bottom of the form, there is a line of text: "Need help? Look at the [Participant Guide](#) for a visual orientation to the participant assessment interface."

3. Click **Log In**.
4. Click **Continue**.

5. Click **Begin**.

**NOTE:** At least one graphic should be visible, and the timer should be visible and clearly readable throughout the test.

**Firewalls and server settings:** Ensure [www.techfluency.org](http://www.techfluency.org) and any subdomains are not blocked.

The only exception will be images and audio (text-to-speech feature) used on the tests. The images are hosted on Amazon's S3 servers. Server name: media.techfluency.org

Add the Server name: "[techfluency.org](http://techfluency.org)" to the permit lists on the firewalls, internet filters and proxies.

### **District Guidelines for Network Activity Moratorium During Online Testing:**

The following is a list of recommended best practices for district technology personnel to have in place during scheduled online testing windows in their district.

The use of these recommendations will greatly improve the testing experience for the students and reduce or eliminate possible activities that could impede the online testing system. These guidelines apply to all online tests. They were specifically designed to focus on the best practices and lessons learned from past testing sessions.

#### **Most Importantly:**

Communicate with the DAC or ATC Principal to make sure you have these guidelines in place to meet their scheduled tests.

#### **During Testing Windows:**

1. Disable wireless guest networks
2. If a district has routers within their LAN, establish QOS rules to prioritize access to testing sites
3. Whitelist testing sites "[techfluency.org](http://techfluency.org)" (Proxy/Internet Filter)
4. Restrict or ban certain network activity during the testing window. This should include:
  - a. Video streaming (YouTube, Discovery, Netflix, Hulu, Hudi, etc.)
  - b. Audio streaming (Pandora, iHeartRadio, Slacker, etc.)
  - c. Large data moves or backup/restoration projects
  - d. Alterations to LAN network equipment
  - e. Removal or additions to network LAN
  - f. System updates (OS Updates, Patches, Software Updates, etc.). These should be rescheduled after the testing window.
  - g. App updates or downloads. These should be scheduled after the testing window.
  - h. Video Conferencing

## APPENDIX B

### USING YOUR E-SESS ADMINISTRATOR ACCOUNT TO GENERATE ASSESSMENT REPORTS

Once administrator accounts are created in E-SESS, the CTE EOP Assessment Coordinator, DAC and CTE EOP Assessment Report User accounts will receive an email message from Pitsco Education ([esess@pitsco.com](mailto:esess@pitsco.com)) with the Test Site Administrator account information.

- The CTE EOP Assessment Test Coordinator account is the primary contact at the school site. Test Coordinators will access E-SESS, the online testing system, to view and print student assessment log in information (test tickets) and summative reports. The coordinator has access to E-SESS to make necessary accommodation adjustments per a student's documented IEP, PSP or 504 Plan.
- The DAC account will have access to each school within their district, including student assessment log in information (test tickets) and summative reports. The DAC has access in E-SESS to make necessary accommodation adjustments per a student's documented IEP, PSP or 504 Plan.
- CTE EOP Assessment Report User accounts will have access to their school-level or district-level summative reports only.

**NOTE:** Be aware that log in credentials are considered secure information and shall **NOT** be shared with others in your school or district. The CTE EOP Assessment Test Coordinator and DAC are accountable for maintaining the security of the online system. **Failure to comply will result in a testing allegation.**

Prior to the day of the testing, the CTE EOP Assessment Test Coordinator will access E-SESS and generate the Test Ticket Report. This report contains test tickets for each registered student. Once the report is generated, the Test Coordinator will be able to view, print and distribute the test tickets appropriately.

**NOTE:** Do **NOT** wait until the day of testing to review and prepare the test tickets; however, the test tickets shall **NOT** be distributed prior to the day of testing.

**Be aware test tickets are secure materials and shall be handled in compliance with the [703 KAR 5:080](#), Administration Code for Kentucky's Educational Assessment Program and [703 KAR 5:070](#), Inclusion of Special Populations in the State-Required Assessment and Accountability Programs regulations and training. Failure to comply will result in a testing allegation.**

After the assessment testing window closes on March 28, the DAC, CTE EOP Assessment Coordinator and Report Users will be notified when the following summative assessment reports are available:

- Assessment Enrollment Report

- Assessment Statistics
- Assessment Statistics Summary
- Grade Report
- Participant Information Report
- Standards Performance Report
- Standards Performance Summary with Graph Report

## **NOTES/TIPS**

- Only registered E-SESS administrator accounts have access to the administrative menu items covered in this manual.
- The words "participant" and "student" are interchangeable in the E-SESS software and this manual.
- Use CTRL+F to search the manual for specific words/phrases.
- Contact KDE, the Office of Career and Technical Education (OCTE), the Career and Technical Education Consortium of States (CTECS), or E-SESS Support when you require technical assistance related to CTE EOP Assessment administration.

## **Steps to Log in to Your District / School E-SESS Administrator Account**

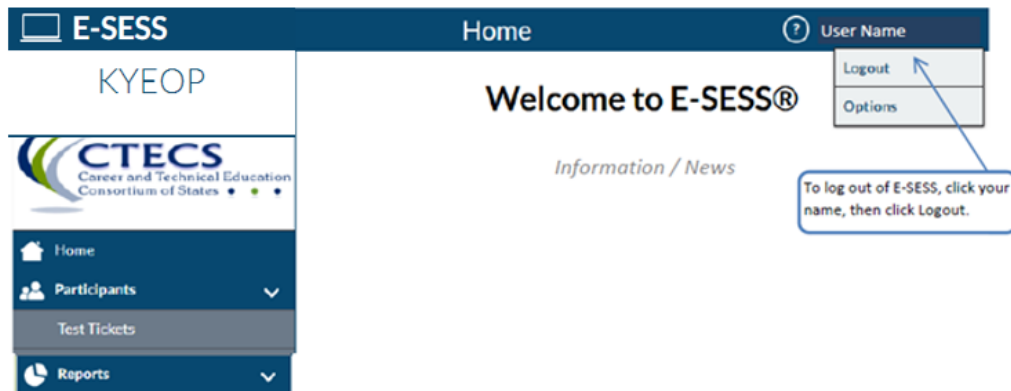
1. Follow the link provided in the email message.  
(<http://www.techfluency.org/esess/Admin>)
2. Enter your school email address in the Username field.
3. Enter your password in the Password field. Refer to instructions provided by Pitsco Education.

4. Click the Log In button. The Administrative Menu will be displayed.

The screenshot shows the E-SESS Administrator Login page. At the top, there is a dark blue header with the E-SESS logo on the left, the text "Administrator Login" in the center, and the PITSCO EDUCATION logo on the right. The main content area is light gray and contains a login form with two input fields labeled "User Name" and "Password", and a "Log In" button below them. At the bottom, there is a dark blue footer with contact information: "Contact · Email: [esess@pitsco.com](mailto:esess@pitsco.com) · Phone: 866-277-5061" and a small copyright notice: "©2000-2021 Pitco Education, LLC. All rights reserved. By honoring our copyright, you enable us to invest in research for education. [Privacy Policy](#)".

## **Administrative Menu**

The menu provides access to participants, reports and the Help menu.



## **Steps to Print Test Tickets Using the Test Ticket Report**

Prior to the day of the test, the CTE EOP Assessment Coordinator will access E-SESS and generate the Test Tickets Report under the Participants menu. This report contains the test tickets for each registered student to log in and take their assessment. Once the report is generated, the CTE EOP Assessment Coordinator will be able to view or print the report and distribute the test tickets appropriately. Prior to testing, the CTE EOP Assessment Coordinator should review the test tickets and verify accommodation(s) (e.g., extended time, reader) are accurate, if applicable.



- The Test Ticket Report generates an alphabetical, block-format list of participant names and passwords. The report is designed to be printed. The report can be filtered by school name and assessment name.
- Each log in information block (e.g., test ticket) can be cut out and distributed to the test administrators/proctors.
- Do **NOT** distribute test tickets prior to the day of testing. The test tickets are **secure test materials**.
- For assistance, contact Sherri Craig, KDE OCTE, at (502) 564-4286 ext. 4226 or [kdeeopsupport@education.ky.gov](mailto:kdeeopsupport@education.ky.gov) or Tim Withee, CTECS, at (404) 994-6535 or [twithee@ctecs.org](mailto:twithee@ctecs.org).

### **IMPORTANT NOTES**

- **Be aware that test tickets are secure materials and shall be handled in compliance with the [703 KAR 5:080](#), Administration Code for Kentucky's Educational Assessment Program and [703 KAR 5:070](#), Inclusion of Special Populations in the State-Required Assessment and Accountability Programs regulations and training. Failure to comply will result in a testing allegation.**
- The CTE EOP Assessment Test Coordinator and DAC are accountable for maintaining the security of the online system. Failure to comply will result in a testing allegation.

### **To use the Test Tickets Report**

This report can be generated by school name, assessment name and other report filters. If no filters are used, the default Test Ticket Report lists all participants for a given organization.

1. Select the Test Tickets Report from the Participant menu. The Test Tickets Report filters display.

The screenshot shows the 'Test Tickets' report interface. At the top, there's a header with 'Test Tickets' and a user profile icon labeled 'USER NAME >'. Below this is a 'Filters' section with a 'Show test tickets' button. The 'Assessments' section features a dropdown menu with options: Accounting, Administrative Support, Ag Power Structured Tech Systems, Agribiotechnology, Agribusiness, and Allied Health. Below the dropdown is a checkbox labeled 'Only include accounts with assessments'. The 'Other Filters' section lists various search criteria with expandable '+' icons: Search by Enrollment Date, Search by Start Date, Search by Last Name, Search by CTECS Number, Search by District Name, Search by Education Level, Search by Extended Time, Search by Federal Indicator, Search by School Name, and Search by SSID. The 'Report Content' section at the bottom includes a 'Page break on' dropdown, a 'Cards per page' dropdown set to 12, and three checkboxes: 'Include assessment names', 'Truncate assessment list if it's too long', and 'Print separate cards for each assessment'.

2. Filter the report.
  - a. Click the + to expand the filter.
  - b. Click the drop-down arrows to set the range.
3. The "**Page break** on" drop-down enables the report to insert a page break on a designated demographic (for example, "Search by Last Name"). The log in cards are then grouped by that demographic; each new demographic prints on a new page with a header listing the demographic.
4. Click the **Show Test Tickets** button. A filtered Test Tickets Report displays.
5. Print or save the report as a .pdf by following one of the steps below.
  - a. (recommended) Click the **PDF Version** button to create a .pdf version of the report.
  - b. Click the **Print** button to see a printable version of the report in your browser window.

Test tickets contain log in information for the student(s) to access their test.

**Site URL:** <https://www.techfluency.org/esess>

**Org. Name:** KYEOP

**First Name:** student's first name


**Last Name:** student's last name

**Password:** password


**Assessment:** name of assessment

## NOTES:

- If an hourglass symbol is displayed in the upper right corner of the test ticket, then the student account has been identified to receive extended time accommodation. Five (5) hours should be displayed on the student's assessment timer upon logging in. Follow the students' IEP, 504 Plan, or PSP to determine the appropriate amount of extended time to allow for testing.
- If a headphones symbol is displayed in the upper right corner of the test ticket, the text-to-speech (TTS) assistive technology has been turned on for the test ticket. If TTS is turned on, the student must use headphones during the test administration.

 **E-SESS**

Test Tickets

 USER NAME

KYEOP

Print

e.g. jsmith@example.com

Email

PDF Version

In order to print correctly, the left and right print margins should be set to 0.5". This message will not print.

Site URL:	https://www.techfluency.org/esess/
Org. Name:	<b>KYEOP</b>
First Name:	<b>student's first name</b>
Last Name:	<b>student's last name</b>
Password:	<b>password</b>
Assessment:	<b>name of assessment</b>

Site URL:	https://www.techfluency.org/esess/
Org. Name:	<b>KYEOP</b>
First Name:	<b>student's first name</b>
Last Name:	<b>student's last name</b>
Password:	<b>password</b>
Assessment:	<b>name of assessment</b>

Site URL:	https://www.techfluency.org/esess/
Org. Name:	<b>KYEOP</b>
First Name:	<b>student's first name</b>
Last Name:	<b>student's last name</b>
Password:	<b>password</b>
Assessment:	<b>name of assessment</b>


Site URL:	https://www.techfluency.org/esess/
Org. Name:	<b>KYEOP</b>
First Name:	<b>student's first name</b>
Last Name:	<b>student's last name</b>
Password:	<b>password</b>
Assessment:	<b>name of assessment</b>

## APPENDIX C

### E-SESS TEST PARTICIPANT LOG IN AND NAVIGATION INSTRUCTIONS

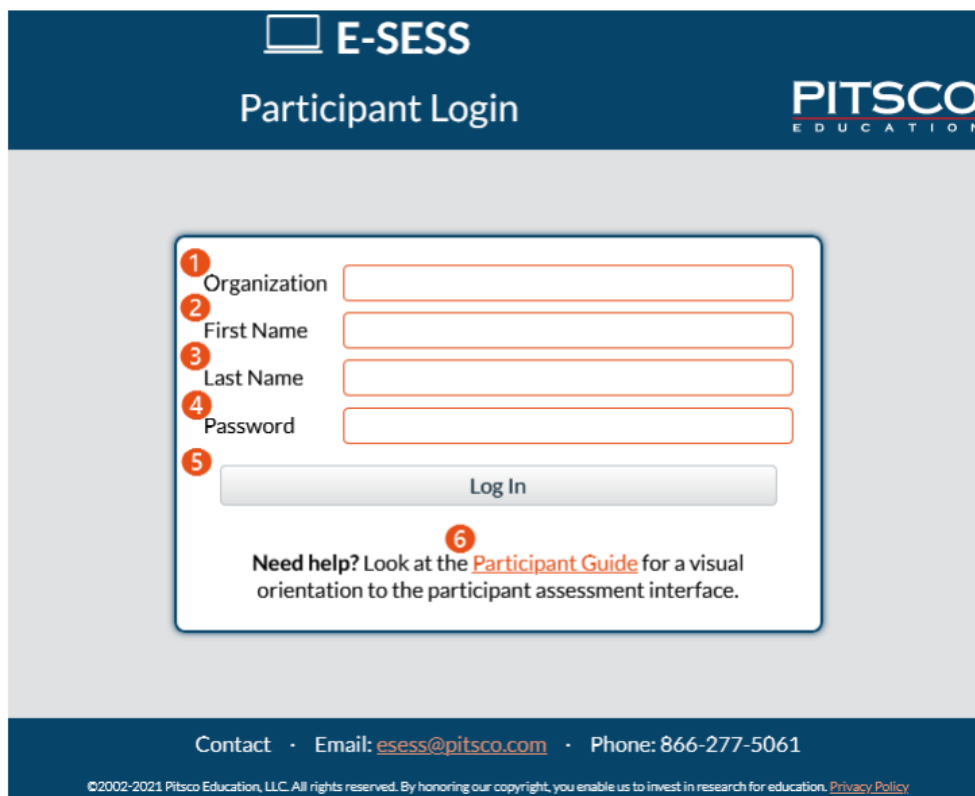
#### TEST TICKET

Below is a sample test ticket. Each row on the ticket will be used to access the online test. The most critical row is the Site URL. Type the Site URL into the address bar of the web browser to access the participant testing site.

Site URL:	<i>https://www.techfluency.org/esess</i>	 <div>Web address typed in by students to access the test.</div>
Org. Name:	<i>organization name</i>	
First Name:	<i>student's first name</i>	
Last Name:	<i>student's last name</i>	
Password:	<i>password</i>	
Assessment:	<i>name of assessment</i>	

#### LOG IN

Below is a screenshot of the test participant/student log in page. Students will type in the information given on their test tickets here. The information is **NOT** case-sensitive. Do not let students change their names. It may invalidate their scores.



**E-SESS**  
Participant Login

**PITSCO**  
EDUCATION

1 Organization

2 First Name

3 Last Name

4 Password

5

6 Need help? Look at the [Participant Guide](#) for a visual orientation to the participant assessment interface.

Contact · Email: [esess@pitsco.com](mailto:esess@pitsco.com) · Phone: 866-277-5061

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1. **Organization:** This information is provided by the test coordinator/administrator (as provided on the test ticket).
2. **First Name:** Type the student's first name as it was provided on the test ticket.
3. **Last Name:** Type the student's last name as it was provided on the test ticket.
4. **Password:** Type the student's password as it was provided on the test ticket.
5. **Log In:** Click this button to proceed after students have entered all the necessary information described above.
6. **Participant Guide:** This link will open the Participant Guide.

## SAMPLE ASSESSMENT ITEM

This is an example of an assessment item. After students click the "Begin" button on the Participant Home Page, they will see a screen similar to this one.

1:59:38 remaining Sample Sample X Close

1 of 25

Previous Item Mark for review Next Item

When communicating with one's supervisor in a written report, one should

Go to item submit the report as quickly as possible.

Review all items only use technical language.

Show unanswered use large words to impress the supervisor.

Show marked items be clear and concise.

Show calculator

1. **Time Remaining:** If the test is timed, the time remaining will be displayed in the upper left corner and run down to zero.
2. **Assessment Name:** The name of the assessment. (e.g., Sample)
3. **Participant Name:** The name of the participant logged in. (e.g., Sample Sample)
4. **Close Assessment:** This button, in the upper right corner, launches the Submit page. If there are unanswered items, you can choose to continue working to go back or submit the assessment to send answers for grading.
5. **Network Status:** This icon, below the close button, has three states:
  - a) Dark blue – nothing has been sent to the server – the assessment remains in this state until an answer is selected.

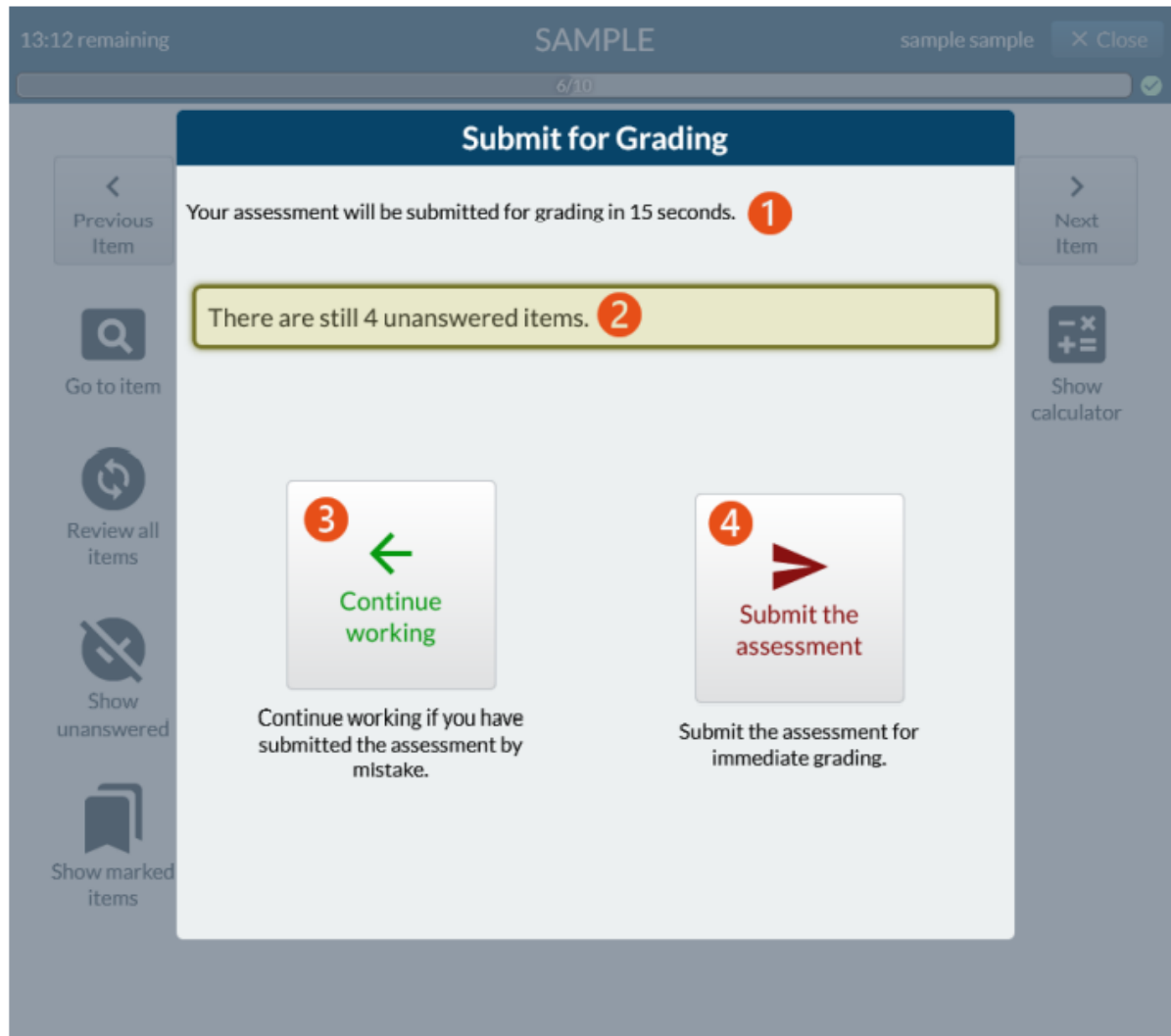
- b) Yellow horizontal ellipsis – waiting for server response – indicates answers have been selected but not sent to the server yet.
  - c) Green check mark – all answers have been saved – indicates selected answers have been sent to the server and saved.
- 6. **Progress bar:** Indicates test progress or review mode.
- 7. **Previous Item:** Navigate back to the last question.
- 8. **Item Count:** This displays the current item number and the total number of items on the test.
- 9. **Mark for review:** Use this bookmark if you wish to mark the item for review. If you do so, the bookmark will be highlighted in blue. Bookmarked items are visible when using Show marked items. You may mark as many items as you like for review. Items may be answered or left blank when marked for review. It is a visual reminder only. It does not affect the assessment.
- 10. **Next Item:** Navigate to the next question.
- 11. **Go to Item:** Click this button to select a specific question to go to.
- 12. **Question and Answer options:** Item text and available option choices. Unanswered questions are marked incorrect. Click the option box to select your answer. You may choose only one option. You can change your answer by clicking a different option. After a question has been answered, you cannot cancel the option to leave the item unanswered.
- 13. **Calculator:** If the calculator is available in the assessment, click this button to gain access to a basic 4-function calculator.
- 14. **Review Items:** Click this button to display all the items for the entire test. Use the scroll bar to navigate through the items. Review Items mode is also active after you answer the last question. Reviewing items displays all chosen answers highlighted in blue. Answers can be changed in review mode by clicking a different option.
- 15. **Show unanswered:** Click this button to display only unanswered questions.
- 16. **Show marked items:** Click this button to display only items that have been marked for review.
- 17. **Submit for Grading:** This button is only visible while in Reviewing items mode. When you are finished with your test, click Submit for Grading to confirm test submission.

## REVIEW ASSESSMENT

After students have answered all the items or if they click the "Review Items" button, students will see a summary page displaying all the items for the entire assessment. This page displays all their chosen answers and lists the items vertically so they can scroll down to check each answer. Once students have checked all answers, click on the "Submit for Grading" button.

Clicking the "Submit for Grading" button will submit the assessment for grading and lock students out of the assessment. Do not have students click this button until they are satisfied with all their answers and ready to submit their assessment for grading.

After students click "Submit for Grading," they will see the Assessment Submission page. It allows them to continue working or finalize the submission.



1. **Submission text:** This text shows the remaining time before the assessment is automatically submitted if no action is taken.
2. **Unanswered item status:** If there are unanswered items, this text will show how many items have not been answered.
3. **Continue working:** Clicking this button takes the student back into the assessment and allows them to continue working.
4. **Submit the assessment:** Clicking this button submits the assessment for grading and brings up any conclusion text, such as the score, if it is available.

# APPENDIX D

## IT TIPS AND SOLUTIONS

The students are using an online assessment tool called E-SESS. The website is [www.techfluency.org](http://www.techfluency.org). 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.

If you must escalate the problem, please have the following information available:

- Browser name and version (e.g., Chrome, Edge, Firefox)
- What time did the problem begin, and is it still occurring?
- Is your lab running on wireless, or are the computers physically connected to the network?

**If the students are having general connection issues, check the following:**

- If possible, check the packet loss in the lab.
- Perform a traceroute to [www.techfluency.org](http://www.techfluency.org) to see if the connection to E-SESS is OK and packet loss ("No Reply" or "Host Unreachable") is minimal.

**Next, refer to the following troubleshooting steps:**

1. The test will not load at all. The student clicks the Begin button, but the page never opens.
  - a. Check the firewall and/or proxy server to see if [www.techfluency.org](http://www.techfluency.org) or any subdomains are blocked.
  - b. Close all open browser windows (even any minimized ones). Try again. It is possible for the test to already be open and minimized or for an open window to prevent the test from opening.
2. The student clicks Begin, and the page opens, but the assessment never appears.
  - a. Check the browser version. The assessment program is supported in Chrome, Edge, Firefox, and Safari.
    - **Firefox or Chrome are preferred on Mac OS.** An issue has been reported with Safari in the past.
    - **Chrome is preferred on Windows.**
  - b. Try closing the assessment and clicking Begin again.
  - c. Check for any specific errors showing up and contact CTECS with the exact error message.
3. "The students keep getting disconnected." The message on the screen should be something like "Please wait while your test is being loaded. The connection to the server has slowed or stopped..."
  - a. A background request to E-SESS may have failed. This could be due to server packet loss on an overloaded network. When the student begins the assessment,



it will download about 1+MB, but the typical transaction after that is less than 10K, so it does not require much bandwidth. You might also check to see if a firewall or proxy server is blocking communication with [www.techfluency.org](http://www.techfluency.org).

- b. If the computer seems acceptable, try a connection speed test, such as <http://speedtest.net>. Run the test to see if the numbers are abnormally low. Check the browser to be sure that it is adequately responsive when changing to other sites, such as the local school website.
4. The test is going really slowly. Each question takes more than ten seconds to load.
  - a. This is most likely the computer itself, *as all items are loaded in the background before the first item is presented*. Try moving the student to another available computer/device for testing.

## **CTE End-of-Program (EOP) Assessment /TRACK Pre-Apprenticeship Assessment - E-SESS Focus Lock Technical Preparations**

In preparation for online testing in E-SESS for the CTE EOP Assessment and TRACK Pre-Apprenticeship Assessment, follow the guidelines and recommendations below when preparing your district's technology and devices for online testing.

The security feature Focus Lock has been added for integrity to the online testing experience. It detects when a test taker navigates away from the testing screen or clicks on a notification. Focus Lock violations may include attempting to access the Internet, access to applications or extensions that may offer corrections, information, or may interrupt the test with pop-up notifications and operating system features that could compromise the security of the test content. Proctors and students should be well-informed about how Focus Lock works.

### **Guidelines and Recommendations Testing Environment Preparations**

- **Operating System Updates** – Make certain all operating systems are up to date but do not exceed the supported versions documented by the test delivery system. Avoid operating system updates during testing.
- **Disable Notifications (Do Not Disturb Settings)** – This includes anti-virus, email, text and messaging notifications or any application that may use pop-up notifications on the desktop screen. Disable these prior to the school testing window and restore them once the test windows close for each student to restore the functionality.
- **Disable Assistants (Siri/Cortana)** – Much like notifications, "assistants" can pop up and interrupt the test session, causing Focus-Lock to activate and shut down the test session. Disable Siri and Cortana prior to a test session and restore them once the test windows close for each student to restore the functionality.

- **Disable Extensions (i.e., Grammarly)** – Disable Chrome extensions. These can be on the Chrome and Edge Browsers in Windows and MacOS, as well as the Chrome operating system. Any extension that can bring up a prompt, like Grammarly, needs to be disabled to prevent activation of the Focus-Lock component, shutting down the test session.
- **Disable Microsoft Game Bar** – The Microsoft Game Bar has the capability to record the screen and can be operated in the background. This needs to be disabled prior to the test sessions to prevent security issues.
- **Best Practices: Networks**
  - a. Wi-Fi – Do not exceed the number of connections per Wireless Access Point. Also, if multiple access points are used, ensure that one does not become overloaded with most connections. Balance access to these network resources.
  - b. Reduce Local Network and Internet activity during test windows. For students who are not active during the test window, minimize or restrict local network and Internet access during the test window to reduce local network traffic and promote the most Internet bandwidth available for test sessions.
- **Run Sample Test** - This practice shows potential issues and allows students and test proctors to become familiar with the test delivery system.

[CTE EOP Online Sample Test](#)

Organization Name: KYEOP

First Name: Sample

Last Name: Sample

Password: Sample

[CTE EOP Online Sample Test \(with audio reader accommodation\)](#)

Organization Name: KYEOP

First Name: Audio Sample

Last Name: Audio Sample

Password: Audio Sample

**Note:** Make necessary audio adjustments before beginning the assessment or use keyboard shortcut Alt + F2 to decrease the audio volume and use keyboard shortcut Alt. + F3 to increase the audio volume.

- **Assistive Technology** – If assistive technology is required that could potentially violate Focus Lock, please contact E-SESS or Career and Technical Education Consortium of States (CTECS) technical support for assistance.

## Focus Lock –Test Security Feature

**Share this information with teachers, students, proctors and IT staff BEFORE TESTING.** Proctors and students should be well-informed about how Focus Lock works. Refer to the following documents:

- [ESESS Guide to Using Focus Lock](#)
- CTE EOP Assessment Instructions (Script) in the [CTE End-of-Program \(CTE EOP\) Assessment Coordinator and Test Administrator Manuals](#)
- [CTE EOP Online IT Requirements](#)

**Before the Test:** Disable automatic updates, close unnecessary applications, and **turn off notifications** that might interfere with the testing window.

- Ensure "sleep on idle" settings are disabled during testing.
- Ensure students are instructed to only use the calculator in the testing platform, as opposed to another calculator application.

### **E-SESS Focus Lock Incident Response Policy**

Students will see a warning before beginning the test. **If locked out, students should notify the proctor or test site administrator for assistance.** Proctors or test site administrators should contact technical support for the following scenarios:

- **Test Ended for Inadvertent Technical Issue:** When a student's account is locked out of the assessment in E-SESS due to Focus Lock, if the incident was an inadvertent technical issue (e.g., power outage, internet connectivity issue, other technical issue, or extenuating circumstance) the student may be granted a new attempt. Incidents and resulting decisions fall under the Kentucky Department of Education (KDE) Office of Career and Technical Education (OCTE) and local LEA jurisdictions. Contact technical support for assistance. A new attempt may be required.
- **Test Ended for Malicious Focus Lock Violations:** For intentional attempts or an intent to cheat, the student would **NOT** be permitted to take the test again during the current school year. If the incident is reported to be an intentional violation, **NO** new attempt will be permitted. Any consequence beyond would be up to KDE-OCTE and local jurisdictions.

## Technical Support

If you have any technical concerns prior to testing, please contact:

### **CTECS Testing Technical Support:**

(available Monday – Friday 7:30 AM – 4:00 PM ET)

Tim Withee

(404) 994-6535  
[twithee@ctecs.org](mailto:twithee@ctecs.org)

Robyn Marshall  
(404) 994-6534  
[rmarshall@ctecs.org](mailto:rmarshall@ctecs.org)

**E-SESS Technical Support:**

(available Monday – Friday 7:00 AM CT / 8:00 AM ET – 5:00 PM CT / 6:00 PM ET)

E-SESS Support  
866-277-5061  
[esess@pitsco.com](mailto:esess@pitsco.com)

Garrett Curran  
866-277-5061  
[gcurran@pitsco.com](mailto:gcurran@pitsco.com)