Spring 2023 FAQ

1. **Are the home schools responsible for adding accommodations or the serving school where they will test?**
   This can be completed by either the home school or the serving school with PAN access to the student can add the accommodations. However, the onus is on the home school to ensure that the serving school is implementing the accommodations. Please communicate with the serving school to make arrangements for who will complete this step.

2. **Who is able to provide me access to PAN?**
   You will want to reach out to your District Test Coordinator and they should be able to provide you access to PAN

3. **Are we able to test our students with paper tests, or are students only allowed to test online?**
   We encourage online testing, however, if you require paper testing please be sure your students and accommodations that require paper are completed by 1/27. If you did not have those steps completed prior to 1/27, please note an additional order will be required prior to testing any students with paper test materials.

4. **If I have a student who will complete testing on another day due to absence, do I have to remove the student from the current session?**
   In order to stop the session you will need to remove all students who have not tested and can then add those students to a new session.

5. **When I create a new user will they receive an invite automatically?**
   Yes, when a new user is created in PAN the system automatically sends out an invite to the new user's email address. The new user should check their Spam/Junk folders if they do not receive the invite email.

6. **I have a user who needs to be permanently removed from PAN? What steps do I need to complete?**
   You will want to *select* Users under the Setup dropdown then enter the user's email or username. Once the user is visible put a checkmark in the box. Next *select* All Tasks from the blue Start button you will add an active end date (which should be prior to today's date) and click Save.

7. **Do students have to be assigned to specific sessions or can you input a whole grade level in a session?**
   You can place all students in a grade in the same session although that might make things more difficult for you to manage the session. The exception to this would be if you have a student who requires Human Reader accommodation, these students must be placed in a separate test session.

8. **Am I able to delete an entire test session with students still in the session?**
   You will need to remove all students first and then delete the session. You will not be able to remove any students who have began testing from the test session.

9. *Are the home schools responsible for adding accommodations or the serving school where they will test?*
   Either school with PAN access to the student can add the accommodations. However, the onus is on the home school to ensure that the serving school is implementing the accommodations. Please communicate with the serving school to make arrangements for who will ensure this important step is completed.

10. *Our district contact in the "Shipping" area has left the district. I cannot edit this information in PAN. Does this need to be changed in SIS instead?*
    If your District Test Coordinator has changed from last year and you have a new DTC you will need to contact ISBE to be sure your new DTC has the appropriate access in PAN. The DTC will then be able to grant access to PAN for other users at your testing site.

11. *To clarify, the test can be administered via a website URL (not counting the TestNav App), correct?*
    No, you will have to download the TestNav app you will not be able to test via a browser. You can find information on downloading the latest version of the TestNav app here: https://support.assessment.pearson.com/TN/testnav-app-updates-67043561.html.

12. *What are the current versions of ChromeOS supported for testing?* Please see the updated list of supported devices and OS here: https://support.assessment.pearson.com/TN/testnav-system-requirements-18613791.html.

13. *Is it possible to have students test on a Chrome OS version that is not listed on the support list?*
    No, please be sure to review the updated list of supported devices and OS here: https://support.assessment.pearson.com/TN/testnav-system-requirements-18613791.html.

14. *Does the new Student Readiness Tool (SRT) replace the PAN Training site?*
    No, the SRT is a tool for students to become familiar with the system and tools prior to testing. The PAN Training site (brown site) is for the DTC and STC to practice the preparation steps for testing.