



Welcome  
to the Virginia  
Department of Education

*Algebra Readiness  
Diagnostic Test Training*

URL: [http:// vardt.starttest.com/](http://vardt.starttest.com/)

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## **Introduction**

### **Purpose of Algebra Readiness Initiative (ARI)**

The purpose of the Algebra Readiness Initiative is to provide mathematics intervention services to students in grades 6, 7, 8, and 9 who are at-risk of failing the Algebra I end-of-course test, as demonstrated by their individual performance on diagnostic tests that have been approved by the Virginia Department of Education.

### **State-Provided Diagnostic Test**

The Algebra Readiness Diagnostic Test (ARDT) is the state-provided diagnostic pre- and post-test for use in the Algebra Readiness Initiative. The test is designed to provide diagnostic information that should be used to formulate intervention strategies geared to provide identified students with sufficient skills to be successful in later mathematics coursework, including Algebra I. (For more information go to <http://www.pen.k12.va.us/VDOE/Instruction/Math/ARI/> )

### **Alternatives to the VARDT**

School divisions have the option of using the state-provided diagnostic test for diagnosis of deficiencies or using a locally developed or selected diagnostic test. Locally developed or selected diagnostic tests must align with state-provided criteria for diagnosis of mathematics deficiencies that are similar to those criteria used in the state-provided test. School divisions will certify and provide documentation for Department of Education review that locally developed or selected diagnostic tests meet the specified criteria.

### **“At-A-Glance” Algebra Readiness Initiative Checklist**

The “At-A-Glance” checklist is based on research on the characteristics of effective intervention. It provides math coaches and administrators an ideal instrument to evaluate their school’s ARI program.

This checklist, coupled with the Algebra Readiness Diagnostic Test, provide the ARI teacher guidance in setting up an effective program designed to reach every student it touches.

## “At-A-Glance” Algebra Readiness Initiative Checklist

Below is a list of criteria for successful intervention programs. *Look-fors* help define the criteria. Check each item where you have seen evidence of implementation demonstrated.

1. \_\_\_ Ten or fewer students per teacher/tutor.
2. \_\_\_ Teacher actively engaged with student(s) at least 90% of the time.
  - **Look-for:** Teacher engages one or more students by modeling, demonstrating, explaining, reviewing and assessing the student’s work.
3. \_\_\_ Few, if any, interruptions.
  - **Look-for:** There is a low frequency of interruptions including discipline issues, intercom, phone calls, etc.
4. \_\_\_ Differentiation of instruction.
  - **Look-for:** Students are working on different assignments based on their specific needs.
5. \_\_\_ Evidence of frequent assessment of progress to adjust instruction.
  - **Look-for:** The teacher uses frequent informal assessment methods and shows evidence of adjusting instruction through lesson plans, student notes/folders, etc.
6. \_\_\_ A match between student work and student weaknesses.
  - **Look-for:** Frequent assessments are used to dictate/adjust individual student instruction. The materials used engage the learner. The selected teaching strategies work for the student.
7. \_\_\_ Research-based strategies employed.
  - **Look-for:** The use of manipulatives, teacher modeling, scaffolding, questioning techniques, student reflection, direct instruction on the use of calculators, mathematics taught in context, student writing, and other research-based strategies are used effectively.
8. \_\_\_ Highly structured class.
  - **Look-for:** Students know the classroom procedures and do not waste time looking for materials, or waiting for directions.

## About the Virginia ARDT

The ARDT is designed to assess and diagnose student mathematical strengths and weaknesses in relation to the Virginia Standards of Learning (SOL). The ARDT is administered as a pre- and post-test measure to determine student skill areas requiring further development and to determine growth in student skills over time. The ARDT provides specific scores for each strand represented in the SOLs and provides additional diagnostic information at the SOL level. The test targets students in grades 5-9.

**Teachers and administrators use the pre-test results instructionally; i.e. in developing and implementing instructional strategies to assist students in the identified areas.** Following instruction, the assessment is administered as a posttest. The ARDT is delivered over the Internet as a Computer Adaptive Test.

Computer adaptive tests provide a more appropriately targeted test for each student and require fewer test questions to determine a student's ability.

## Getting Started

Log on to system at the link <http://VARDT.starttest.com/>. The home screen will come up with the root directory on the left and the *Home* page on the right. This is the starting page for you. Ensure your school is listed at the top of the page. Each one of the pages in the root directory will be covered in this manual except *Home*, *Users* and *Help*. These are self-explanatory.

Pay particular attention to the **NOTES** added to each section. These contain vital information to keep you on track when navigating this program.

## Student Page

The student page has three sections:

- *New Students*
- *Importing Students*
- *Promote/Transfer* (This will be covered in a separate section in the manual)

Before you start testing you must ensure that you have the students in the ARDT program.

- Students must be imported or entered into the online testing system before they can test.
  - Click the *'New Student'* link to enter students using the online entry form. This is where you enter all the information from rosters you have.
  - Click the *'Import Students'* link to import a batch of students from a file. This is where you can download all of the student's information from the school's database.

**Note:** Your IT or Computer Lab specialist can help you accomplish this task. The following are the instructions for creating a file for import into the ARDT system.

## How to Create a CSV File

The Student Import function supports importing comma-separated (CSV) text files. CSV formatted files can be created and/or exported from most database and spreadsheet applications such as Microsoft Excel, Microsoft Access, and FileMaker Pro.

The following steps will aid you in creating and importing your student data.

1. Click the *CSV Template* link located on the right hand side of the screen and save the CSV template file on your computer. The first row in the template file contains the column headers for the CSV file. Make sure that you do not change these column headers when creating your student file.
2. Open the CSV file in Excel.
3. Enter your student data into this file.

The following table explains how to format your data for each field:

Column Field Name	Every Student Record Must Contain Data	Additional information
<b>Student ID</b>	Yes	10 digit unique identifier
<b>Last Name</b>	Yes	
<b>First Name</b>	Yes	
<b>Middle Name</b>	No*	Not a required field
<b>Grade Enrolled</b>	Yes	
<b>Date of Birth</b>	Yes	Enter in the following the format MM/DD/YYYY
<b>Gender</b>	Yes	Enter M for Male and F for Female
<b>Ethnicity</b>	Yes	Enter one of the following: <ul style="list-style-type: none"> <li>• Asian/Pacific Islander</li> <li>• Black or African</li> <li>• Hispanic</li> <li>• White</li> <li>• Other</li> </ul>
<b>Limited English Proficiency Study</b>	No*	If no value is entered in this field, it will be imported as "No"
<b>Student with Disabilities</b>	No*	If no value is entered in this field, it will be imported as "No"

**\*The columns must still be included in the import file if there is no data entered for these fields.**

4. Save your file as a CSV file. To save as CSV select:
  - a. File
  - b. Save As
  - c. Along the bottom of the Save window, you will see a 'Save as Type' drop down list. Select 'CSV (Comma delimited) (\*.csv)' from the drop down list.
5. You are now ready to import your student data. From the Import Students page in the Administrator Tools Web site, click the "*Browse...*" button to locate and select the CSV file.
6. After you have chosen the file to import, click the "*Import*" link on the right hand side of the screen.

The Student Import function supports importing comma-separated (CSV) text files. CSV formatted files can be created and /or exported from most database and spreadsheet applications such as Microsoft Excel, Microsoft Access, and FileMaker Pro.

The column headers in the import file must match the headers in the template file.

7. You will receive a summary report of your import. The report will confirm that your student data was successfully imported OR it will provide a detailed report of any errors that were encountered and how to correct those errors.

**Note:** Records with errors are not imported into the system. You must correct the errors and try to import the file again.

**Note:** An additional field titled "ARI" will appear in the fall of 2008. Enter "yes" if the student will be receiving ARI tutoring services or "no" if the student will not receive the services. Changes in student status should be made during the year as needed.

## Inventory Page

- The Inventory page has two parts:
  - *Available Inventory.* This provides you the total number of tests you have available to test your students. Check this on a weekly basis if not daily to ensure you have enough tests for your class to start testing.

- There are three kinds of inventory:
  - *Unsolicited Grant*: These are the test units assigned to you by your Division Coordinator and usually are the units supplied by the Virginia Department of Education.
  - *Purchased*: These are test units purchased by your school or division for your use. These units do not expire and may be carried over from year to year.
  - *Reclaimed*: These are test units that were taken back from you by your division coordinator.
- *Inventory History*. This provides you the dates and number of tests per date that your Division Coordinator has assigned to you.

**Note:** When you are low on tests, contact your Division Coordinator for more testing units.

**Note:** When students start testing, the *Unsolicited Grant* test units will automatically be used first before the *Purchased Units*.

## Test Delivery page

**Testing:** This is a little confusing at first, but after you do it once it will become second nature.

- Go to *Test Delivery* and create a Test Session.
  - Use your name or the current date to identify your session. It will automatically give you a number.
  - Make sure you have that number because the students need it to start testing.
- Have students sign in.
  - After they sign-in on the computer, have them double-click on the VA ARDT Icon.
  - They must use the assigned *Test Session* number.
  - Once they sign in, you must approve them on your screen on *Test Delivery* before they can start.
  - Once they are done, your screen will show complete. Student scores can be found under *Assignments* or *Reports*.

**Note:** The student will automatically be assigned the CAT for his/her grade level. Just recently added is the CAT-9 test for the Algebra I students.

### During Testing:

- The **tools** for the test are displayed at the bottom of the testing screen.
  - The new change this year is that the rulers will rotate 360 degrees and will change position with a single click verses the double click.

- The protractor will have numbers in both directions and will rotate 360 degrees and will change position with a single click verses the double click.
- To escape the Secure Browser if the student has not finished testing, hold the *Ctrl Key, Alt Key, Shift Key* and *F10* **at the same time**. The test is saved on the ITS company computer, where the student stopped and will restart at that point and question the next time the test is started.

## Assignments page

**After Testing:** You must go to assignments and place the students in a class before you can view their scores in the *Assignment Page* section.

- Go to Assignments and the *Test Administration Detail* screen will show up.
  - Here the students who have tested, or started a test, will show up.
  - Students will be automatically assigned the grade level CAT assessment when they log into a session. No one needs to do anything to make this happen.
  - Upon automatic assignment, a student is assigned an authorization from the school's inventory.
  - This authorization allows the student to take unlimited CAT and strand diagnostic assessments for this school year.
  - To assign students to Strand Tests and to create classes for reporting, click the name of the active test administration (There is only one at the moment).
  - Click on *New Class*, and enter all the students that were in this test session or that are in your class and have taken the test.

**Note:** You must set up a class in order to assign Strand Tests, and it makes it easier when navigating the *Reports* section of the Web site.

- Now click on the class you have set up and it will take you to the *Class Detail* page.
  - Here the students who have tested or started a test, and are assigned to the class selected, will show up. Here you can edit your class roster by adding or removing students that do not belong in that particular class.
  - Click on *Return*. You are back on the *Test Administration Detail* screen.
- Look at the class you have created and select *Assignments* on the right of the page for that class.
  - You are now on the *Test Assignments* page.
  - The assignment table shows all assignments for a student and includes scores and links to score reports.

- As you look at the page you will see the student information and all the dots of the CAT tests and Strand Tests. If the student has finished a green dot should be in their grade level CAT test.
- Go to the Show Scores Window and select one of the options. Your choice. I usually select ALL.
- Now scores will now be displayed for all the tests, both CAT and Strand, which the student has completed.
- If you want to see a report of that score, click on the score. This is **separate** for the *Reports Section* of this program.

**Note:** If there is an asterisk (\*), it indicates that the student has started a test but has not finished it.

- Assigning Strand tests.
  - Click the *Edit* link to assign strand tests to a student.
  - Strand test assignments are based on the score achieved by a student in each of the 5 categories of the CAT test.
  - You may assign a grade level below a student's score so you can verify what the student knows and go from the known to the unknown.
  - Then you may assign sequentially more difficult strand tests.

## Reports page

**Reports:** Go to Reports.

- This is where you can print out class reports.
  - Select a report. There are now two reports available.
    - Virginia ARDT Testing Roster Report (CAT)
    - Test Summary
  - When selecting *Virginia ARDT Testing Roster Report (CAT)* you need to select a class or a test. The select, click on *Run Report*.
  - When selecting Test Summary, you click on *Run Report*. There are two views:
    - *View by Grade* and *View by Class*
    - Login as division or school level user.
    - Division users login to desired school or division.
    - Choose *Reports*.
    - Choose *Test Summary* Report.
    - Run report. "Download to Excel/PDF/WORD" link is on upper right of screen.
  - Demographic Summary Report:
    - This report is for division level access **ONLY**.
    - Login to desired school or division.

- Choose *Reports*.
- Choose *Demographic Summary* Report.
- Run report. "Download to Excel/PDF/WORD" link is on upper right of screen.

**Note:** You will need to play with the reports to see what you want to print and save. You can download reports to save or print in three different formats.

## Promoting/Transferring of Students

During the course of the school year, students may transfer in or out of your school within the division and/or in and out of the school division.

- Student promotion and/or transfer. Click on *Promote/Transfer* link.
  - Select the "*All Active*" link to see all students in the school.
  - Select Transfer from the dropdown list to transfer a student to a new school.

**Note:** Transferring students within a school division, can be done by the School Administrator for ARDT program. Transferring a student to another school division within the State of Virginia must be accomplished by ITS. Call the Technical Support number for assistance.

- Select Promote from the dropdown to change a student's grade.

**Note:** Depending on your student population, you can elect to upload the entire school enrollment at the beginning of each school year. This eliminates the task of sorting through the roster to see who was promoted or not. By uploading each year you also catch new students that have enrolled.

## ARDT Score Interpreting Guide for Teachers

### About This Score Interpreting Guide

This document is intended to help you interpret the information presented in the Virginia ARDT score report. The score report for the Virginia ARDT contains useful information regarding student performance on the assessment, but this information must be interpreted carefully. This guide will explain the information presented in the score report and help you interpret the scores.

This guide contains the following sections:

- Understanding Scaled Scores and Benchmarks
- Total Score

- Reporting Category Scores
- Analysis of Strengths and Weaknesses

## **Understanding Scaled Scores and Benchmarks**

The ARDT program presents student performance in the form of scaled scores, ranging from 1300 to 1899.

- 6<sup>th</sup> Grade 1300-1699
- 7<sup>th</sup> Grade 1300-1799
- 8<sup>th</sup> and 9th Grade 1300-1899.

Scaled scores are based on the ability level of the student and are designed to have a consistent meaning regardless of the specific set of test questions the student takes. The use of the scaled scores helps you compare student performance over time and provides comparability (within the limitations of test measurement). Since scaled scores are not directly related to the number of items answered correctly the scores need to be interpreted with caution.

## **Total Score**

The ARDT provides information about a student's overall level of mathematics skill as well as information about specific areas of strength and weakness in relation to the Virginia Standards of Learning (SOL). A measure of the student's overall mathematics skills is presented as the overall scaled score on the Virginia ARDT. Overall scores on the ARDT range from 1300 to 1899 covering the range of abilities expected between the third grade Standard of Learning objectives and the eighth grade standards of learning objectives. The total score provides information about the student's mathematics ability in relation to student performance across all items on the test across all Standards of Learning. It is important to note that the total scaled score is not equal to the sum or average of the reporting category scaled scores.

*Interpreting Total Scores.* When interpreting the total score, be cautious of making comparisons between small differences of scaled score points. Small differences may not be meaningful. Typically, score point differences of about 25 points for the overall or total score may reflect true differences. This total score can be compared against the benchmarks to estimate student proficiency.

## **Reporting Category Scores**

The reporting categories for the Virginia ARDT are Number and Number Sense;

Computation and Estimation; Measurement and Geometry; Probability and Statistics; and Patterns, Functions, and Algebra. The reporting categories reflect the SOL objectives included within the six strands in the Virginia SOL. Each item on the Virginia ARDT measures one Standards of Learning objective. Based on the number of items answered correctly within each strand, a scaled reporting category score is calculated.

*Interpreting Reporting Category Scores.* Reporting category scores are provided as scaled scores reported on the same scale as the total score. These scores are provided to show student performance in each of the major areas of the assessment. The number of items in each reporting category is smaller than for the test as a whole. Reporting category scores are typically based on about 5-8 questions. While the reporting category scores are useful for determining areas of strength and weakness, caution should be used in interpreting these scores as they are based on a smaller number of questions than are used to report total test scores. For students receiving a 1300 or 1899 in a reporting category, you may wish to further assess the student's competency in that strand to help ensure accurate interpretation.

### **Analysis of Strengths and Weaknesses**

To assist in understanding potential student instructional needs, a more detailed analysis of student strengths and weaknesses is provided below the student scores. For each reporting category, the SOL at the level which students showed strength and weakness are listed. The specific SOL highlighted provide information on the student's strengths and weaknesses. Each strength or weakness listed may be based on only one or two test questions. Therefore the listing of SOL should not be considered a checklist of mastery or insufficient skills. This list should be considered along with other student assessment information and should not be used solely to measure student needs. Additional factors, such as classroom work and class tests, should also be considered in the evaluation of student mastery of any single Standard of Learning.

### **Benchmarks**

Student Grade	Suggested Intervention Program Criteria	Suggested End of Grade Level Benchmark
6	1575	1650
7	1675	1750
8 & 9	1775	1850

## **Contact Information**

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Cell: 757-285-2565  
Email: nichtgjo@cps.k12.va.us

## **Technical support**

Please call: 1-866-697-3026  
Email: VARTDsupport@testsys.com  
Additional documentation, user's guides, and technical FAQ documents can be found at: <http://VARDT.starttest.com>

# Frequently Asked Questions

## Section 1 Questions: Test Administration

How do I get my students into the system?

How do I get my login information?

Where do I find an overview of how to use the system works?

Who is the point of contact for the Algebra Readiness Initiative?

## Section 2 Questions: Frequently Asked Questions

I have a Microsoft Windows computer, what software do I need to administer and take a test?

I have an Apple Macintosh computer, what software do I need to administer and take a test?

What hardware do I need to take a test?

What type of Internet connection should I have?

How can I check my computer to verify it can deliver this test?

I am concerned about my privacy. Do you use cookies? How do I configure my browser to allow cookies?

Do I have to allow pop-ups? How can I configure my pop-up blocker to allow access to the testing site?

## Section 3 Questions: Technical Support

I see a "Page not found" message when trying to access the test.

All of the navigation buttons are not appearing or the test is locking up during navigation.

My test is slow.

I cannot find an answer to my problem. How do I contact you?

## Section 1 Responses: Test Administration

How do I get my students into the system?

- An administrator user is able to upload a file containing all of the students for his or her school who will access the online test. An import file template is available to help you create this import file. The template and instructions for using it can be found in the "Help" component available once you have logged in through the Test Administrator page.

How do I get my login information?

- A welcome e-mail will be sent to the identified division coordinators which will include user name and password information. Should you encounter technical difficulties with the login information, please contact [technical support](#). Any additional information requests/changes should be forwarded to Lois A. Williams, Ed.D., 804-786-8078
- The division coordinators have the ability to set up school coordinators. Once this new user has been set up, the division coordinator will send the login

information to the newly set up individual(s). Questions at that level should then be directed to the division coordinator.

- Division and school coordinators will also be able to set up other test coordinators (teachers, tutors, proctors). This process will follow the same one outlined above.

Where do I find an overview of how to use the system works?

- Once you have successfully logged in through the Test Administrator page, additional information is available through the Help component.

Who is the point of contact for the Algebra Readiness Initiative?

- ARDT-Virginia State Education Department Contact:  
Lois A. Williams, Ed.D.  
STEM Coordinator  
Virginia Department of Education  
804-786-8078

## **Section 2 Responses: Frequently Asked Questions**

I have a Microsoft Windows computer, what software do I need to administer and take a test?

- In order to administer and take a test, it is recommended that you have Windows 2000 or higher installed and Internet Explorer 5.1 or later. The tools for proctoring and taking the tests are available on both Windows and Mac OS X computers. Please note that the Test Administrator tools for managing users and student data are only available  
Windows computers also require the installation of the Secure Browser. The Secure Browser prevents test takers from accessing web sites and other programs while taking the test. This software is only used when a student is taking the test and does not transfer any data other than test content and responses. The Secure Browser can be downloaded from the VA ARDT Test Administrator website at <http://VARDT.starttest.com/>
- The latest version of Internet Explorer for Windows can be downloaded from <http://www.microsoft.com/windows/downloads/ie/getitnow.mspx>. See the tables in the [Appendix](#) for a full list of technical requirements and recommendations.

I have an Apple Macintosh computer, what software do I need to administer and take a test?

- In order to administer and take a test, you need Mac OS X 10.3 or later and Safari 1.2 or later. The tools for proctoring and taking the tests are available on both Windows and Mac OS X computers. Please note that the tools for managing users and student data are only available using Internet Explorer for Microsoft Windows.

In order to take the operational test, Mac OS X computers also require the

installation of the Secure Browser. The Secure Browser prevents test takers from accessing web sites and other programs while taking the test. This software does not transfer any information from the local computer, and it is not used when a student is not taking the test. The Secure Browser download is available from the VA ARDT Test Administrator website at <http://VARDT.starttest.com/>

- The latest version of Safari for Mac OS X can be downloaded from <http://www.apple.com/support/downloads/>. See the tables in the [Appendix that follows](#) for a full list of technical requirements and recommendations.

What hardware do I need to take a test?

- In addition to having a computer that supports one of the required browsers, you will need to have a color monitor capable of displaying a resolution of 1024x768 pixels with 32-bit color. For best results, use a 17" or larger monitor.

What type of Internet connection should I have?

- The administration of this test requires a high speed Internet connection. Please make sure you discuss your testing needs with your internal support resources to ensure you have the connectivity necessary to support the number of students you plan to test within a single testing session. You may use the "[System Check](#)" to confirm your Internet connection.

How can I check my computer to verify it can deliver this test?

- Every computer should be checked to verify it is properly configured to administer this test. Please go to <http://VARDT.starttest.com/> and click the "System Check" button. When performing the system check, please include your name and school information in the form. Once the system check is complete, please review the results and note the estimated number of concurrent users as displayed in the "Internet Connection" section. The system check determines Internet bandwidth to and from our servers at the time the check is run. You may see fluctuations in Internet connection speeds and concurrent users due to the amount of Internet activity at your site. Accordingly, the numbers displayed may not accurately reflect bandwidth as reported by your Internet Service Provider (ISP). Please contact [technical support](#) for additional assistance.

I am concerned about my privacy. Do you use cookies? How do I configure my browser to allow cookies?

- The privacy of students, their personal information, and the test materials are extremely important. Session cookies are used to track the current test each student is taking. Session cookies are deleted from your machine as soon as the student closes the testing browser.

To enable cookies, you will need to access your internet browsing privacy options. For example, in Internet Explorer, click on the "Tools" menu, choose "Internet Options" and then select the "Privacy" tab. Open the list of web sites

allowed to use cookies. Add both "\*.starttest.com" and "\*.starttest2.com" to the list of allowed sites.

Do I have to allow pop-ups? How can I configure my pop-up blocker to allow access to the testing site?

- Pop-up windows are only needed for the Test Launch component of the System Check. By configuring pop-up blockers to only allow pop-ups from the testing site, the security of the pop-up blocker software is not compromised. Simply add "\*.starttest.com" and \*.starttest2.com to your pop-up blocker's list of allowed sites.  
**For example**, in Internet Explorer running on Windows XP, click on the "Tools" menu, choose "Pop-up Blocker" and then select "Pop-up Blocker Settings...". On the screen which opens, enter the site address "\*.starttest.com" into the "Address of Web site to allow" box and click the Add button. Repeat the process to add the site address "\*.starttest2.com" to the list of allowed sites. After adding both sites, click "Close" and the browser will now allow pop-ups from those sites.
- If you are using the Google toolbar to block pop-ups, simply open the testing site and click the toolbar button which displays the number of sites blocked. This will enable pop-ups on that site.

I am having problems with the "Bookmarks" or "Favorites" I created for this site. How should I be adding bookmarks that don't break?

- To ensure working bookmarks and favorites for this web site, please follow the instructions below:

Windows users may use the "Bookmark this Site" link that is found on the main page. Windows users with Internet Explorer may also right-click on Welcome to the Virginia Algebra Readiness Test and choose "Add to Favorites...". Then, choose the location in which to create the favorite and click "Add".

Mac OS X users with Safari will need to hold down the "Control" key and click on Welcome to the Virginia Algebra Readiness Test (the Mac equivalent to a "right-click"). Choose "Add Link to Bookmarks..." from the contextual menu. Then, choose the location in which to keep the bookmark and click "Add". Mac OS X users may also drag the link to the desktop.

### **Section 3 Responses: Technical Support**

If you are having trouble accessing the test, please ensure that you are using the recommended operating systems and browsers listed in the tables below labeled Appendix.

I see a "Page not found" message when trying to access the test.

"Page not found" errors can result from a number of different problems. Use the following checklist to try to resolve this problem.

- Check to see if you can access other sites over the Internet to make sure that your Internet connection is functioning properly.
- Run the System Check to ensure your computer meets system requirements and is configured properly:
- Check to make sure that your operating system and web browser meet the minimum system requirements listed in this document.
- Check to make sure that your anti-virus, firewall, proxy and content filter systems are configured to allow inbound and outbound traffic from the starttest.com sites (you may need assistance from your school or division technical support group to check these settings).
- If you have checked all of these possible issues and you still receive the "Page not found" error, you will need to contact your school or division technical support group for further assistance.

All of the navigation buttons are not appearing or the test is locking up during navigation.

- If you have anti-virus or firewall software installed on your machine, it may be interfering with the test delivery. This software may be a stand-alone application such as Norton or may be part of your browser. Most of these packages allow you to configure them to allow access to sites you approve as safe. Please refer to the help component of your anti-virus or firewall software for further assistance.
- We are aware of some schools that are able to pass the system check, but have reported issues with test performance for multiple students. We have been able to identify the source of the issue as the site-specific network communication settings. If you are experiencing this issue, please confirm that your firewall, proxy, and/or content filters allow unrestricted communication to and from the following:
  - Domains: programworkshop.com, starttest.com, starttest2.com
  - Ports: http(80), https(443)
  - IP Addresses: please contact [technical support](#) for the list of IP Addresses
  - If this does not address the issue and you have a content filter, please temporarily disable or bypass the content filter to see if this helps.

My test is slow.

- If you have a fast Internet connection and questions are taking more than five seconds to load, verify that you do not have performance problems connecting to other sites. If you believe it is a problem with the testing site, please contact [technical support](#).

I cannot find an answer to my problem. How do I contact you?

- If you cannot find an answer, please contact technical support at 1-866-697-3026 or VARDTSupport@testsys.com and we will be happy to assist you.

### **Appendix-** Minimum System Requirements for Online Testing

The following system specifications will provide the best online testing experience. The specifications, which must be met, are noted with an asterisk. All other specifications are recommendations.

#### **Windows Computers:**

Supported Browser:	Microsoft Internet Explorer 5.1 or higher and the Secure Browser for Windows*
Operating System:	Windows 2000 or higher
Processor:	233 MHz or higher Intel Pentium/Celeron family, or AMD K6/Althlon/Duron family; or compatible processor
RAM:	128 MB or higher
Display:	1024 x 768 with 32-bit color or higher* For best results, use a 17" monitor
Internet Connection:	High-Speed Internet connection. 768kbps or better.

#### **Macintosh Computers:**

Supported Browser:	Apple Safari 1.2 or higher and the Secure Browser for Mac OS X*
Operating System:	Mac OS X 10.3 or higher
Processor:	PowerPC G3, G4, or G5 processor; or Intel-based Mac
RAM:	256 MB or higher
Display:	1024 x 768 with 32-bit color or higher* For best results, use a 17" monitor
Internet Connection:	High-Speed Internet connection. 768kbps or better.