



ARIZONA DEPARTMENT OF  
**EDUCATION**  
**ASSESSMENTS**

# REDUCING ACHIEVEMENT TEST IRREGULARITIES

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JANUARY 9, 2026

## Overview

- ✓ Standardized Assessments
  - ✓ Security Agreements and Trainings
- ✓ Test Security
- ✓ Test Irregularities
- ✓ Reporting Test Irregularities
- ✓ Technology Concerns
- ✓ Administration Tips



# STANDARDIZED ASSESSMENTS

Examples of Standardized Assessments:

**NAEP, AASA, MSAA**

Standardized training is required for all statewide assessments. This ensures that the test will be administered the same for all students.

Assessment Administrators receive online training and the supporting documents to ensure fidelity of implementation and the validity of the assessment results as well as to help prevent, detect, and respond to irregularities in academic testing and maintain testing integrity practices for the Achievement assessments.

If the test is not administered in the same ways this could result in a test irregularity or even an invalidation of a student test or tests.

## 2025-2026 Assessments Overview

### Achievement Assessments

Assessment	Grade(s)	Test Window	
AASA (ELA and Math) ****	Grades 3-8	Computer-Based Testing: March 30 - April 24, 2026 <b>(Grades 3-8 Writing and Grade 3 ELA Oral Reading Fluency must be completed by April 10, 2026)</b>	Paper-Based Testing: March 30 - April 8, 2026 (Grades 3-8 Writing must be scheduled for March 30 or March 31, 2026) <b>(Grade 3 ELA Oral Reading Fluency must be completed by April 10, 2026)</b>
AzSCI (Science) ****	Grades 5, 8, and 11 (Cohort 2027)	Computer-Based Testing: March 16 - April 10, 2026	
ACT Aspire ****	Grade 9 (Cohort 2029)	Computer-Based Testing: March 30 - April 24, 2026	Paper-Based Testing: March 30 - April 8, 2026
ACT (with Science and Writing) ****	Grade 11 (Cohort 2027)	Test Window 1: Paper (Standard): March 24, 2026 Paper (Accommodations): March 24-27, March 30-31, April 1-3, 2026 Online: March 24-27, March 30-31, April 1-3, 2026	Test Window 2: Paper (Standard): April 7, 2026 Paper (Accommodations): April 7-10 & April 13-17, 2026 Online: April 7-10 & April 13-17, 2026

### English Language Proficiency Assessment

Assessment	Grade(s)	Test Window
AZELLA Placement ****	KPT & Grades 1-12	Two weeks before the first instructional day of school through May 8, 2026
AZELLA Spring Reassessment ****	Grades K-12	January 26 - March 13, 2026
Alt ELPA Screener ****	Eligible students in Grades K-12	August 4, 2025 - May 8, 2026
Alt ELPA Summative ****	Eligible students in Grades K-12	January 26 - March 13, 2026

### Alternate Assessment

Assessment	Grade(s)	Test Window
MSAA – ELA and Math ****	Eligible students in Grades 3 - 8 and 11	March 9 – April 24, 2026
MSAA – Science ****	Eligible students in Grades 5, 8, and 11	March 9 – April 24, 2026

### National and International Assessments

Assessment	Ages	Test Window
NAEP – Math and Reading	Grades 4 and 8	Selected schools will be notified of specific test window and students to be tested

#### Legend:

\*Used in Federal Accountability: Participation (95% Tested)      \*\*\*\*Used in State Accountability: Participation/Proficiency/Growth  
 ^Used in Federal Accountability: Growth (K-8)                      \*\*\*\*\*Used in State Accountability: CCRI, Acceleration Readiness, or Other  
 \*\*Used in Federal Accountability: Proficiency/Growth

Note: Distinctions are subject to change based on State Board determination regarding the State Accountability System.

# VALID, FAIR, AND RELIABLE ASSESSMENT

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- ✓ Meet comprehensive standards of validity, reliability, and fairness
- ✓ Reliable assessments produce stable and consistent results
- ✓ Conduct the assessments in a fair and ethical manner
- ✓ Closely adhere to security policies and test security agreement and practices
- ✓ Apply principles of test security to assessment material storage and handling, test administration, and electronic tools
- ❑ Contact the appropriate person regarding test security violations or test irregularities

# ACHIEVEMENT TESTS STAFF SECURITY AGREEMENT

This Achievement Tests Staff Security Agreement must be signed by all employees of the district, charter, and schools who will have contact with Achievement test materials, administer the Achievement tests, monitor students during test administration, assist with testing, and/or enter the testing environment.



## ASSESSMENTS Achievement

### Achievement Tests (AASA, AzSCI, ACT Aspire, and ACT) School Year 2025-2026 Staff Test Security Agreement

This Achievement Tests Staff Security Agreement must be signed by all employees of the district, charter holder, and school(s) who come in contact with test materials or the secure test environment, who administer tests or monitor students during test administration, or who assist with testing. Test security rules are designed to prevent actions or activities that may threaten the integrity of the test or student scores.

School and district personnel, including but not limited to test administrators, proctors, testing coordinators, and school or district / charter administrators, shall read and sign the Achievement Tests Staff Security Agreement as provided by the Arizona Department of Education (ADE) Assessments Section, affirming that they will follow the test administration procedures required by ADE and the test publisher. This form must be signed annually, and the signed agreement must be on file with the district or charter prior to receiving any test materials and/or administering any Achievement Assessments.

By signing this Test Security Agreement, I acknowledge that all Achievement Tests are secure tests and agree to the following conditions of use to ensure the security of the test. For this document, Achievement Tests refers to AASA, AzSCI, ACT Aspire, and ACT.

1. I will take necessary precautions to safeguard test materials, and I will not engage in any activity that adversely affects the validity, security, or fairness of the assessments.
  - a. I will sign an Achievement Tests Staff Security Agreement for School Year 2025-2026.
  - b. I understand that access to test materials, including online tests, is restricted. I will not attempt to gain access to test materials beyond that which is granted to me by my School Test Coordinator, District Test Coordinator, Superintendent, or Charter Representative.
  - c. If secure test materials, including but not limited to student information sheets or rosters, test booklets, answer documents, and secure testing tickets, are distributed to me, I will keep them in a secure and locked location except during actual test times. I will return all test materials to the test coordinator immediately upon the completion of testing.
  - d. I will not permit students to remove test materials from the testing room, including student testing devices, test booklets, scratch paper, and secure testing tickets.
  - e. I will not examine, read, review, discuss, disclose, nor allow to be disclosed, the content of any Achievement Assessments, including test items, passages, or prompts, or any student responses to any test items, passages, or prompts at any time before, during, or after testing.
  - f. I will ensure that students do not participate in any form of cheating.
  - g. I will not reproduce test content or student responses in any way (e.g., photographing, copying by hand, typing, capturing via an unauthorized electronic device, or photocopying).
  - h. I will not allow the use of artificial intelligence (AI) to respond to any part of the test.
  - i. I will not use remote monitoring software to view a student's screen during testing.
  - j. I will not log into any student's online test, except when key-entering the student responses of an ADE-approved Special Paper Version test.
  - k. Some testing accommodations require a Test Administrator to view, read, or transcribe test content or student responses. If I am administering such accommodation, I will not disclose any test content that I view in the course of providing the accommodation.
  - l. I will not provide or permit the use of unacceptable accommodations or tools on the test.
  - m. I will not erase or change any student responses or any marks (including stray marks) on a scorable test booklet or answer document nor direct students to erase or change any responses.

no student can view another student's test materials or private visual aids are removed or covered completely

es and focus my full attention on the testing environment. I ples, cause disruptions, or communicate with each other in v students to access cell phones or other unapproved

struction before or after test administration. I will follow [Test](#) [CAS](#) approved by the State Board of Education.

ppriate resources or content support to students during aphic organizers, reference sheets, and calculators (except ulators are allowed), I will not allow students to access terials during testing.

rity agreement to my School or District Test Coordinator. ent or Charter Representative will develop, distribute, and e applied when the actions of a staff member are such

evement Tests for school year 2025-2026 must also agree to administration of the tests.

activities necessary to understand test security and administration lng the tests.

tion Directions prior to administering the test. Administration Directions, including reading the

me schools, are required to ensure that Achievement Tests ts the requirements of a secure test environment, including e students to be tested and testing staff who have been reement present in the testing room; no education materials raged so that testing staff can freely circulate the room and minimized.

uring my district/charter and ADE that I will abide by the who will have access to the Achievement Assessments or ecurity Agreement. I understand that a breach of test security ve student tests being invalidated.

nderstand the consequences of not following the security agreements requirements, and I will abide by the above conditions.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_ Title: \_\_\_\_\_

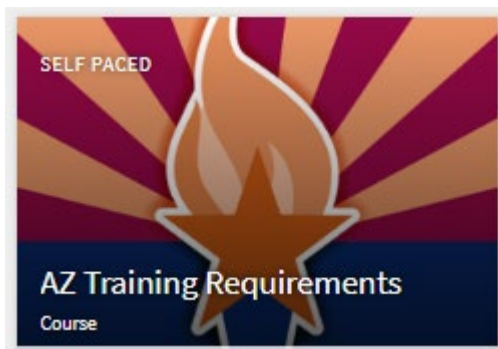
School: \_\_\_\_\_ School Entity ID: \_\_\_\_\_

District: \_\_\_\_\_ District Entity ID: \_\_\_\_\_

This signed Test Security Agreement form must be kept on file by the Achievement District Test Coordinator and the district or charter holder office for six years. This signed agreement form must be made available to ADE upon request.

This form may not be altered. This form may be photocopied.

# TRAINING REQUIREMENTS



## Achievement Assessments Training Requirements

- Available in the AzLMS
- Available on our Achievement DTC webpage

**ASSESSMENTS**  
Achievement

## Training Requirements 2025-2026

Each Achievement testing staff member must complete the required training modules that are **associated with their assigned user role(s) for the assessments they will be administering**. If you do not know your assigned user role(s), please ask your Achievement District Test Coordinator (DTC) prior to starting the training modules.

Arizona Learning Management System (AzLMS) **users who had an account during the prior school year and are at the same district/school this year will continue to use their same AzLMS account**. Pearson will create AzLMS accounts for **new Achievement DTCs** by way of an invitation from **Adobe**. It is the responsibility of the DTC to send the role-specific URL links to new School Test Coordinators (STCs), Technology Coordinators, Test Administrators, and other staff, as needed, to create their AzLMS account for viewing training modules within AzLMS. Achievement DTCs may also present the required training modules with staff in a group setting, if preferred. The DTC is responsible for tracking that all staff have completed the required training prior to administering any Achievement tests.

The **Test Security & Ethics** training module is required for all employees who will administer, proctor, be in contact with testing materials, or have access to the testing environment, including only incidental access, for **AASA, AzSCI, ACT Aspire, and ACT** test administrations. All other Achievement testing training modules listed below apply specifically to **AASA and AzSCI** assessments.

Test Administrators and Proctors must be employees of the school or district. Parents, relatives, student teachers, volunteers, and school helpers are not permitted to be in the testing room.

Achievement Assessment Roles		
District Test Coordinator (DTC)	Test Administrator	Reports Only Access
School Test Coordinator (STC)	Technology Coordinator	Proctors and Other Non-Testing Staff

Required Training Modules for Achievement Testing							
Required training modules are identified with a checkmark.							
User Role	AASA and AzSCI Combined Training	PearsonAccess <sup>next</sup> (PAN) for DTCs and STCs	Accommodations	Test Administration Responsibilities	PearsonAccess <sup>next</sup> (PAN) for Test Administrators	Technology	Test Security & Ethics
District Test Coordinator (DTC)	☑	☑	☑	☑	☑	☑	☑
School Test Coordinator (STC)	☑	☑	☑	☑	☑	☑	☑
Test Administrator				☑	☑		☑
Technology Coordinator						☑	☑
Reports Only Access							☑
Proctor and Non-Testing Staff							☑

## HOW TO AVOID TEST IRREGULARITIES

### Ensure:

- ✓ Participation in the *Test Security & Ethics* module is to be completed by **all** staff. This includes DTC, STCs, TAs, Tech Coordinators, proctors, and non-testing staff with access to materials or the test environment (including ACT, ACT Aspire, AASA, and AzSCI).
- ✓ Participation in the *Test Administration Responsibilities* module is to be completed by all staff administering the assessment. This includes DTC, STCs, and TAs for AASA and AzSCI.



ACHIEVEMENT ASSESSMENTS 2025–2026



ASSESSMENTS

Test Security and Ethics



ACHIEVEMENT ASSESSMENTS 2025–2026



ASSESSMENTS

Test Administration Responsibilities

# PLAN IN PLACE...WHEN AND WHERE

Administered at Arizona schools. Students must be tested in a physical building designated as a testing site by the school.

## Test Administration Schedule

The Achievement District Test Coordinator is responsible for communicating the test administration schedule to the appropriate school and district personnel, including Test Administrators, as well as to students and parents/guardians. Administering AASA tests on dates other than those included in this manual is not permitted. The tables in this section include the test administration schedules and guidelines for Computer-Based Testing (CBT) and Paper-Based Testing (PBT). Per Arizona state policy, test windows will not be extended.

- AASA ELA Writing, ELA Reading, and Math test units are untimed. The AASA Grade 3 ELA Oral Reading Fluency (ORF) test passages are timed.
- The ELA Writing test unit must be administered first and must be administered on a separate day than ELA Reading, ELA ORF, and Math test units.
- ELA Reading (two test units) and Math (two test units) can be administered in any order. Test units can be administered on separate days or two test units can be administered on the same day.
- No more than two test units, plus the Grade 3 ELA ORF test unit, can be administered on the same day.
- When two test units are administered on the same day, there must be a significant break of at least 15 minutes between test units.
- A test unit must be completed on the day the test unit is started, by the end of the regularly scheduled school day. **Do not start a test unit unless there is sufficient time to complete the testing session.**
- Once a student has accessed a test unit, regardless of order, they must complete that test unit before moving on to another. ←
- **For the CBT**, students taking the same test within the same school are not required to test on the same day.
- **For the PBT**, students taking the same test within the same school must test on the same day.
- **For Special Paper Version (SPV) testing**, all student responses from the SPV tests must be transferred into TestNav per the CBT or PBT schedule.





# TEST SECURITY

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## TEST SECURITY



This is why we track Test Irregularities  
**Costly Implications**

**Student Level** (Scored vs. Invalidated)

**Item Level** (Development/Released Items)

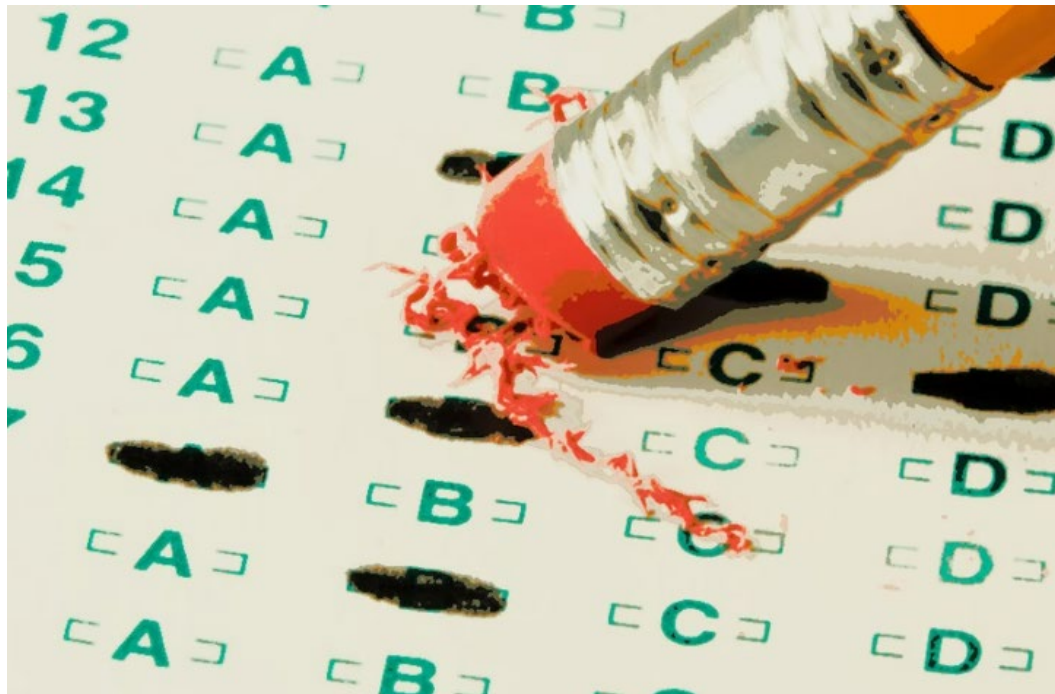
**Test Level** (Accountability)

Make sure technology is **“locked down”**  
Disable ALL Applications (external programs)  
running when TestNav launches

Breaches of test security must be reported in PearsonAccess<sup>next</sup>, ideally within 24 hours.

# STUDENT LEVEL IMPLICATIONS

It is unethical and shall be viewed as a violation of test security for any person to:



**INVALIDATED TEST**

Log into TestNav as a student  
(Exception: transferring student responses for Special Paper Version tests)

Share their username/password for PearsonAccess<sup>Next</sup>

Allow students access to test content prior to testing, including the ELA Oral Reading Fluency (ORF) passages

Provide any reference sheets to students during the Math test administration or graphic organizers during the Writing test administration

Allow students to share information, tools, and/or resources during test administration

Influence students' responses by making any kind of gestures (for example, pointing to questions)

Hold up fingers to signify question numbers or answer options while students are taking the test

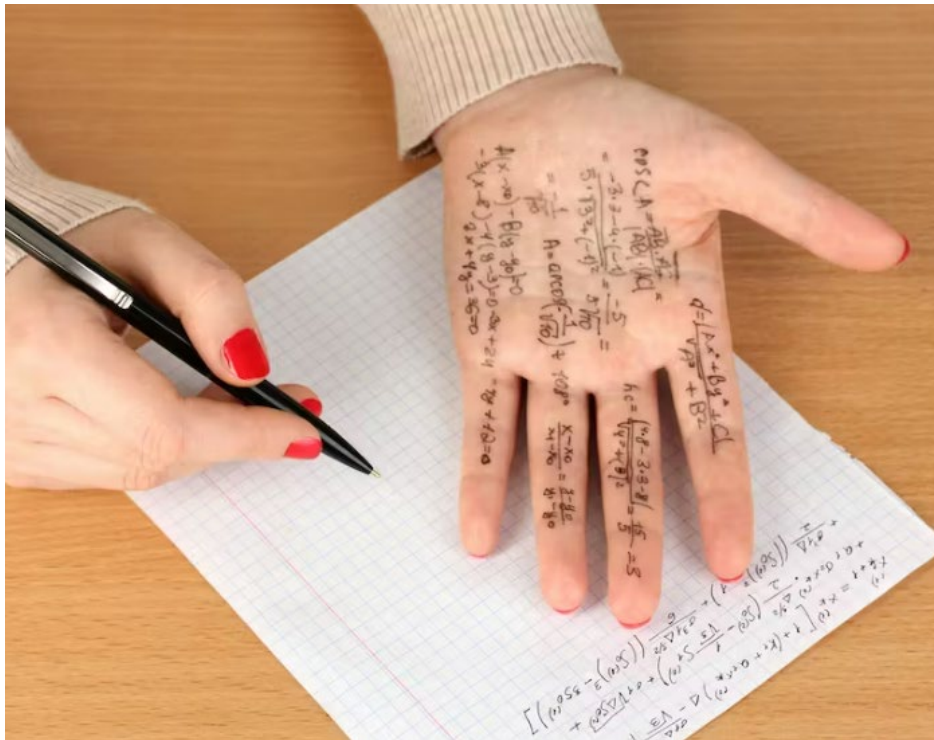
Instruct students to go back and reread/redo responses after they have finished their test since this instruction may only be given before the students take the test

Allow students to use Artificial Intelligence (AI) to respond to any part of the test

Change students' answer choices

# ITEM LEVEL IMPLICATIONS

It is unethical and shall be viewed as a violation of test security for any person to:



**INVALIDATED TEST**

Capture images of any part of the test via any electronic device

Duplicate, in any way, any part of the test

Examine, read, review, disclose, or allow to be disclosed, the content of the test before, during, or after test administration

Read any parts of the test to students, except as indicated in the Test Administration Directions, or as part of an approved accommodation

Translate, reword, or explain any test content

Read or review students' responses, scratch paper, and other secure materials

Participate in, direct, aid, counsel, assist in, encourage, or fail to report any violations of these test administration security procedures

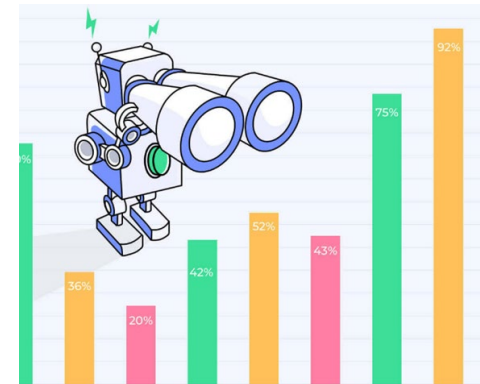
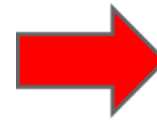
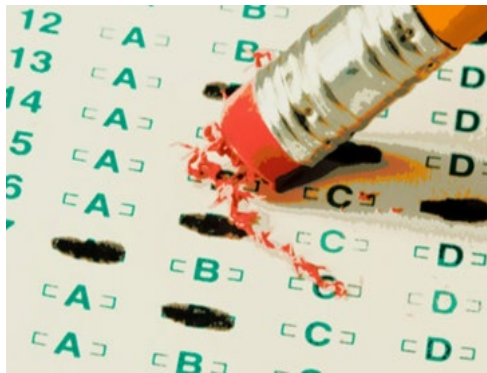
Instruct students to keep their test unit open

Use remote learning software to view the screen of a student or classroom during testing

# TEST LEVEL IMPLICATIONS

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Test level implications will impact Accountability Scores and School Data

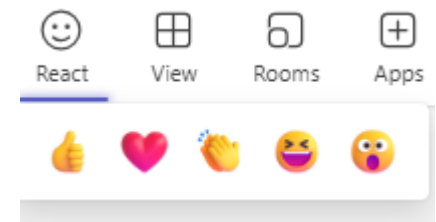




# TEST IRREGULARITIES

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PLEASE LOCATE YOUR TEAMS REACTION BUTTON FOR ACTIVE PARTICIPATION IN THE COMING SLIDES...



# TEST IRREGULARITIES

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## Use of Unacceptable Resources

If students are observed **in possession of and/or use** of unacceptable resources, including but not limited to unacceptable reference materials, cell phones, wireless earbuds, smart watches, smart glasses, or other electronic devices, the unacceptable resource must be removed.

Students are provided all other tools and resources needed for AASA testing within the TestNav application.

## Test Administrator

Use of a cell phone and /or Walkie Talkie is an LEA decision. Please use with caution and silence the device. Communication should not interfere or impede student performance.

# TEST IRREGULARITIES

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## Testing Environment

All visual aids displayed in the testing room that could assist students while testing must be removed or covered completely prior to any test session.

Any motivational signs (not present all year), apparel, or activities are **not** permitted in the testing environment.

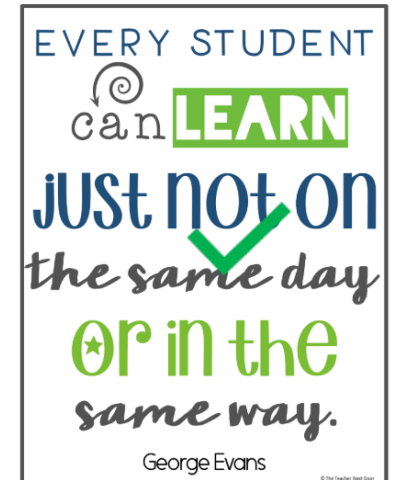
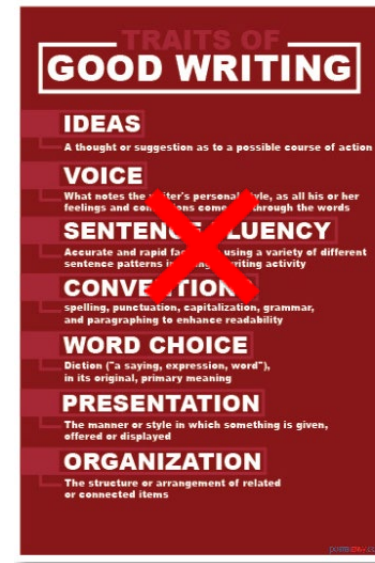
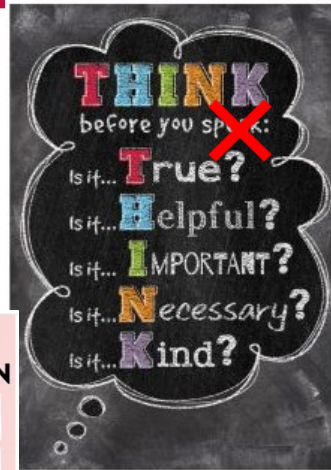
Arrange student seating so that students cannot easily see each other's test materials.

Parents, relatives, student teachers, volunteers and school helpers **are not** permitted to be in the testing room.

District or school staff who have relatives being administered the test are **not** permitted to be in the testing room while their relative is testing.

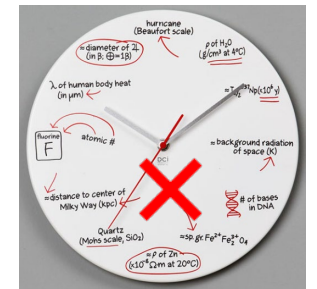
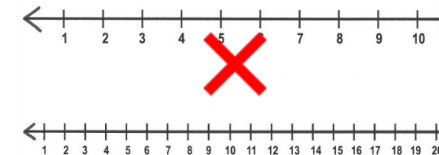
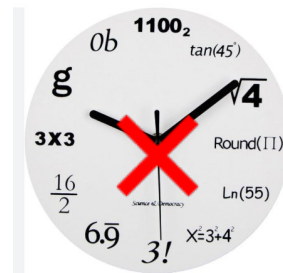
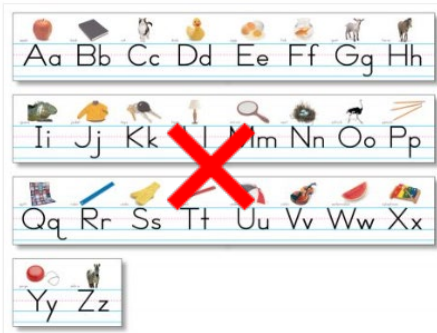
Test Administrators, Proctors, and any adult who will have access to the assessment **must be employees** of the school/district/charter.

# USE REACTION BUTTONS: USE A "THUMBS UP" IF YOU THINK THE POSTER IS ACCEPTABLE TO BE POSTED DURING STATE TESTING...



**HOW TO READ LIKE A HISTORIAN**

- #** NUMBER THE PARAGRAPHS
- C** CIRCLE KEY TERMS / VOCABULARY (DATES, PEOPLE, PLACES, ETC.)
- U** UNDERLINE IMPORTANT INFORMATION THAT HELPS EXPLAIN WHAT YOU CIRCLED
- B** [BRACKET] UNKNOWN WORDS OR INFORMATION TO COME BACK TO LATER
- A** ANNOTATE IN THE MARGINS BY MAKING COMMENTS, CONNECTIONS, AND EXPLAINING THINGS YOU PUT IN BRACKETS



### **Will most likely *not* be invalidated:**

Started test but technology prohibited re-entering test to complete during same day

Technology disruptions

Disruptive students

Unplanned Fire Alarms or Lock-Down

Student went home sick

### **Will be invalidated:**

Misuse of Secure Testing Tickets

Students being administered the test without a qualified test administrator

Cheating by adults or students

Teachers instructing students to practice with operational test questions

Providing any reference sheets to students during testing

Students using or in possession of cell phones

Providing a non-allowable accommodation

Reading Test being read to student

Taking photos or Tik-Toks during test administration (Students and/or Staff)

Students accessing content or web content during test session

# TEST IRREGULARITIES

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## Entering and Exiting the Testing Environment

Students who are working productively and require additional time must be allowed to complete the test. *If a student must be moved to another location to continue testing, they must be escorted by an adult.*

Students may not remove any secure materials from the testing room, including secure testing tickets.

Once student has submitted their test, students may remain in the environment; however, *they must remain silent, and they may **not** access content material, computer, or have access to their electronic devices.*

Students may not leave the testing environment to attend lunch. Group or class stretch breaks are not allowed. Students cannot be stopped from testing by the Test Administrator for a stretch break.

Students who disrupt testing, refuse to participate, receive help from others, or otherwise engage in behavior not consistent with acceptable classroom behavior should be removed from the testing room as soon as possible to allow other students to continue to test undisturbed.

# TEST IRREGULARITIES

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All irregularities need to be documented and submitted to ADE, some will result in an invalidation of a test or tests

ADE gets reports from DTCs, teachers, other staff members, and parents

ADE investigates all reports of testing irregularities

ADE appreciates the seriousness our District Test Coordinators take in reporting and investigating testing incidents



# REPORTING TEST IRREGULARITIES

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PEARSONACCESS<sup>NEXT</sup>

# REPORTING TEST IRREGULARITIES

## Submit a Test Irregularity into PAN

- For AASA, AzSCI, and ACT Aspire
- ADE will follow up with next steps, if required

The screenshot shows the 'Manage Irregularities' interface. At the top, there is a form with three main fields: 'Irregularity Date/Time' (08/04/2018 10:16:44 AM), 'Irregularity Type' (Code 2), and 'Comment' (Multiple student tests). Below the form is a table with columns: Student Name, Organization, Test, Type, Status, Irregularity Date/Time, Irregularity Type, and Comment. Three items are selected in the table, each with a checkmark in the first column. The items are: MORRIS, AMANDA (1234567893), BUTLER, MILDRED (1234567894), and WALKER, MARIA (2234567891). All items are from DEMO SCHOOL 2 (010002) and are Reference Test, online, testing. The table has 'Save' and 'Reset' buttons at the bottom left.

- For ACT, submit in PAN for online testing and submit paper irregularity report form for paper testing

Any breach of test security, loss of materials, failure to account for materials, exposed test questions, or any other deviation from acceptable security procedures shall be reported immediately by submitting a test irregularity report in PearsonAccess<sup>next</sup>.

The discipline of staff members who violate test security is the responsibility of the district or charter. Disciplinary action may include, but is not limited to, a letter of reprimand, suspension with pay, suspension without pay, dismissal, or report of violation to the Investigations Unit of the Arizona State Board of Education.

*See Test Coordinator Manual*

# “DO NOT REPORT TESTS” REPORT

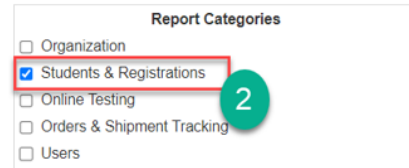
After submitting an irregularity, use the “Do Not Report Tests” Operational Report to check if the test unit has been invalidated.

To access Do Not Report Tests Operational Report in PearsonAccess<sup>next</sup>:

1. Go to the **Reports** section and select **Operational Reports**.
2. On the **Operational Reports** screen, in the **Report Categories Box** place a check in the **Students & Registrations** box.



## Operational Reports

A screenshot of the 'Report Categories' box. It contains a list of checkboxes: 'Organization', 'Students & Registrations', 'Online Testing', 'Orders & Shipment Tracking', and 'Users'. The 'Students & Registrations' checkbox is checked and highlighted with a red box and a green circle containing the number 2.

3. Select **Do Not Report Tests** from the list of reports.
4. On the **Do Not Report Tests** screen, select the **Test** you want to view. This field can be left blank to view all tests for the selected organization.
5. After the **Test** has been selected, click on the **Display Report** or **Download CSV** to view or download the report.

**Note:** One week after the test window closes, a final **Do Not Report Tests** Operational Report can be run for the selected organization. If a submitted test irregularity is not on the final report, then the test unit was not invalidated.

## Operational Reports

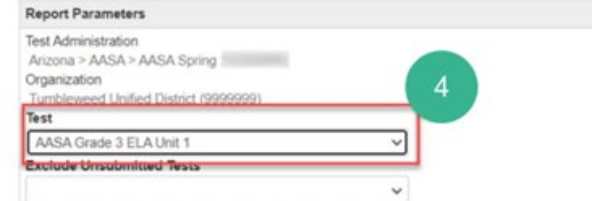
A screenshot of the 'Report Categories' box. It contains a list of checkboxes: 'Organization', 'Students & Registrations', 'Online Testing', 'Orders & Shipment Tracking', and 'Users'. The 'Students & Registrations' checkbox is checked and highlighted with a red box and a green circle containing the number 2.

## Students & Registrations

**Do Not Report Tests** Completed student tests which are set to Do Not Report. Do Not Report Reason is included.

## Do Not Report Tests

Completed student tests which are set to Do Not Report. Do Not Report Reason is included.

A screenshot of the 'Report Parameters' section. It shows a breadcrumb trail: 'Test Administration > Arizona > AASA > AASA Spring'. Below that, the 'Organization' is 'Tumbleweed Unified District (9999999)'. The 'Test' dropdown menu is open, showing 'AASA Grade 3 ELA Unit 1' selected and highlighted with a red box and a green circle containing the number 4. There is also an 'Exclude Unsubmitted Tests' dropdown menu.A screenshot of the bottom of the report generation screen. It features two buttons: 'Display Report' and 'Download CSV'. Both buttons are highlighted with a red box and a green circle containing the number 5.



# TECHNOLOGY CONCERNS

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# TECHNICAL SUPPORT

Immediate Level 2 Technical Support Available  
by Phone or Email

## Pearson Client Services Center:

1.888.705.9421 Option 1 (AzSCI)

1.888.705.9421 Option 2 (AZELLA)

1.888.705.9421 Option 3 (AASA)

Hours available:

Mon-Fri 7:00 am - 7:00 pm (CST)

1.888.705.9421 Option 4 (ACT Aspire)

The screenshot shows the PearsonAccessnext website for Arizona Assessments. The header features the Arizona Department of Education logo and the text "Arizona Assessments | Arizona Department of Education". Below the header, a welcome message reads "Welcome to PearsonAccessnext" and "PearsonAccessnext is used to create, deliver, score, and report assessments, and provides many other custom online and paper-based testing and reporting services." The main content area displays three logos: AZELLA (Arizona Department of Education), AzSci (ARIZONA SCIENCE TEST), and AASA (ARIZONA'S ACADEMIC STANDARDS ASSESSMENT). On the right side, there is a sidebar with a "Sign In" section containing a "Sign In" button and links for "Forgot Username" and "Forgot Password". Below this is a "Contact Us" section with the heading "Email Pearson Customer Support: Contact Arizona Support" and three email addresses: AZELLA@azed.gov, AZSCI@azed.gov, and AASA@azed.gov. Further down, the "Pearson Client Services Center:" section lists the phone number 1.888.705.9421 and three options (1, 2, 3) corresponding to the assessment types, along with the hours available: "Mon-Fri 7:00 am - 7:00 pm (CST)". At the bottom of the sidebar, there is a "Related Links" section with a list of links including "AZELLA Learning Management System (LMS)", "Arizona's Testing Systems Status", "Arizona Department of Education", "TestNav 8 Online User Guide", "TestNav Technical Bulletins", "TestNav System Requirements", and "Schedule Pearson Technology Office Hours Session".

## COMMON ISSUES THAT ARISE DURING THE TEST AND HOW TO RESOLVE...

1001	Your test has been saved. Please notify your test administrator.
1014	Unable to download test content.
8029	The installed app is out of date and needs to be updated in order to use TestNav on this device.
3005	TestNav has detected that another application attempted to become the active window, which may compromise the security of this test. TestNav has been shut down. You may need assistance from your test monitor to restart the test.
3018	The connection to the server has been lost. Please inform your test proctor that the test must close due to a connectivity error.
9058 or 9059	The username or password you entered is incorrect.

3005: TestNav has detected that another application attempted to become the active window, which may compromise the test security.

**Should this test be resumed?**

**PLEASE ASK QUESTIONS!**

- **Student unable to log in** – Student must type their username and password exactly as listed on the student’s secure testing ticket. Verify that the student’s test session is in **Ready** status and student is unlocked in PearsonAccess<sup>next</sup>.
- **Student in “Exited” status** – Student has signed out of TestNav. If appropriate, the Test Administrator should **“Resume”** the student’s test session in PearsonAccess<sup>next</sup>.
- **Student in “Completed” status** – Student has completed and submitted the test unit. The test unit will not be eligible to be reopened.
- **Student in “Marked Complete” status** – Student's test was launched but not submitted properly. At the end of each day, any test that was not submitted properly is placed in a **Marked Complete** status.



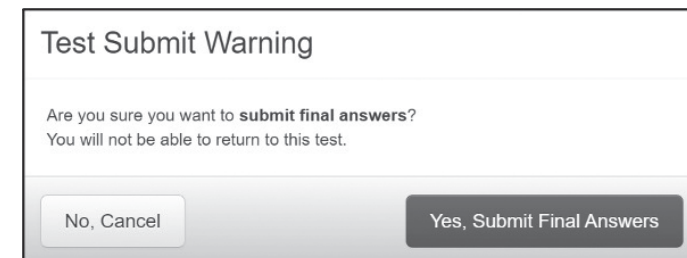
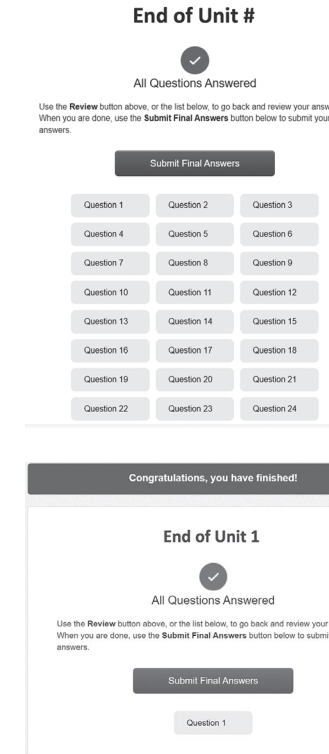
# ADMINISTRATION TIPS

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# SUBMIT FINAL ANSWERS

Once the student clicks the green “Submit Final Answers” button, the screen “Test Submit Warning” will display to confirm that the student is about to leave this unit.

Once the student selects the “Yes, Submit Final Answers” button on this warning screen, the test opportunity will end, and the student will not be able to continue to test.



# STUDENT PERFORMANCE? PRACTICE! PRACTICE! PRACTICE!

TestNav  
Arizona

Username

Password

Sign In

 [Test Audio](#)  
 [Mic Check & Sample Tests](#)

## Arizona Online Sample Tests and Assessment Tutorials

[AASA TestNav Sample Tests](#)

[AzSCI TestNav Sample Tests](#)

[AzSCI and AASA Student Readiness Tool - Not available in the TestNav app. Please launch from https://srt.testnav.com/az-achievement/az-achievement-srt.html](https://srt.testnav.com/az-achievement/az-achievement-srt.html)

[AZELLA - Microphone Check](#)

[AZELLA - Sample Tests](#)

[AZELLA Student Readiness Tool - Not available in the TestNav app. Please launch from https://srt.testnav.com/az-azella/az-azella-srt.html](https://srt.testnav.com/az-azella/az-azella-srt.html)

## Student Readiness Tool

Welcome to the Arizona Achievement SRT!

Play the video to the right to learn more about the SRT.

Then select your grade below to learn more.

[3rd Grade](#)

[4th Grade](#)

[5th Grade](#)

[6th Grade](#)

[7th Grade](#)

[8th Grade](#)

[11th Grade](#)



[Share Your Feedback](#)

QUESTIONS?

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# ASSESSMENT COMMITTEES

We are inviting content area teachers, teachers of students with disabilities, teachers of EL students, and instructional coaches/administrators to provide their perspective on the items and standards set on Arizona's statewide assessments. If you are interested in serving on an Assessment Educator Committee, please complete our Committee Application found at:

<https://www.azed.gov/assessment/assessment-educator-committee-application>



## FRIDAY FOCUS WEBINARS

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Presentations are posted on our website:

<https://www.azed.gov/assessment/statewide-assessments-friday-focus-webinars>

Final webinar for 2025-2026 school year:

- May 1, 2026, 1:00pm – *Looking Ahead to 2026-2027*
- Reminder: participants must register in ADE's Professional Learning & Development (APLD) system (<https://azed.geniussis.com/Registration.aspx?aid=10932>) and will receive login information prior to the event.

