Commonly-Asked TestPoint™ Questions

All TestPoint™ Products

1. **What are the system requirements for TestPoint™ testing products (Placement, Assessment, Achievement, and Academic Testing Competition Program)?**
   - It is imperative that you have a high speed Internet connection if you wish to use TestPoint™.
   - In addition, if you are interested in purchasing the TestPoint™ Achievement tests, for all second grade (Level 1) or third grade (Level 2) tests administered, you will need to have Flash player installed. If you do not, your TestPoint™ account will provide directions to install the free software.
   - You may use either the Windows or Macintosh operating system. We suggest the following web browsers:
     - Microsoft Internet Explorer 7.0+
     - Firefox 3.0+
     - Google Chrome 4.0+
     - Safari 3.0+
   - Minimum Processor Requirements: 1 gigahertz (GHz) or faster
   - Minimum RAM Requirements: 1 gigabyte (GB) RAM (32-bit) or 2 GB RAM (64-bit)

Academic Testing Competition

Different from the other TestPoint™ services, the Academic Testing Competition allows schools, homeschool groups, and other educational entities to offer academic competition opportunities to their membership.

1. **What dates should my educational association use for the ordering and testing window?**
   - It is recommended that the order window be at least one week and that the testing window be at least one month.

2. **What does it mean when I receive an "insufficient credits" message when a student is attempting to take a test?**
   - This means that either not enough tests were initially purchased by the school for all of the students who have tested or that a student at some point has assigned himself a test and closed out without taking the actual test.

3. **If a student assigns himself the wrong test by mistake, what happens?**
   - The school will need to contact High Ground Solutions (888.988.5884) to have the proper test credit restored and have the student record deleted from the account.

4. **Can I order more tests during the testing window?**
   - Yes, additional tests can be ordered at any point during the order window. To do so, log in to your school account and click "Re-Order Tests." An order form will appear for you to make your test selections, and those tests will immediately be added to your account.

5. **What is the time limit for ATCP tests?**
   - Each test has a 90-minute time limit.

6. **What happens if a student does not complete a test before the time runs out?**
   - When a student timer runs out, the student is automatically logged out of the test and not allowed back in. The test will automatically be scored at this time.

7. **If an unforeseen event causes a student to be removed from the test-taking experience (causing the timer to run out), is there any way to allow the student to re-enter the test and complete it?**
   - Yes, the school's testing coordinator will need to login to the school's portal to reset the timer for the affected student.
     - Within the "Students" screen, search for the student by last name at the top of the screen.
     - To the right of the student's name and test subject is a "reset test" icon. Click on this.
     - After clicking on the icon, the page will refresh with confirmation that the student's test has been reset.
     - To allow the student into the reset test, make note of the "authorization code" to the right of the student's name.
     - Return to the "Student" login within TestPoint™ and click on the "Resume Interrupted Test" link.
     - Key in the authorization code and click "Take Test".
     - The student now has access to the interrupted test with all previously answered questions marked.

8. **Are calculators allowed?**
   - Calculators are permitted for only certain senior high tests. The following test subjects allow the use of calculators: Algebra II/Geometry, Advanced Math, Algebra I (9th Grade), Accounting, Biology, Chemistry, and Physics. Calculators are not permitted for elementary or junior high tests.
   - *In categories requiring math computation, non-programmable scientific calculators will be permitted. However, the following will not be permitted: 1) calculators with graphic or multi-line display capabilities, 2) calculators which use paper tape or printers, and 3) hand-held computers, pocket organizers, or laptop computers. Any necessary tables or charts will be provided.*

9. **When and how do I receive my school's account information?**
   - When the online order form is submitted, an account will immediately be created for your school. The email address that was registered as the testing coordinator will receive an instructions email within moments of placing the order. Within the body of the email will be full instructions and login credentials for the school. Proctor instructions defining the testing process will be attached in PDF form. A receipt of the order will also be attached in PDF form.

10. **Are students allowed to use scratch paper?**
    - Scratch paper is allowed for all math and science tests but should be destroyed upon the completion of each test.

11. **Are ties broken?**
    - All ties will be broken online. The first tiebreaker will be administered during each initial test. Each test has been assigned tiebreaker questions from other series. The tiebreaker questions will be graded only if the student ties for 1st-3rd place. If additional tiebreakers are needed, the testing coordinator will be sent an email that details the instructions and names of students who need to be tested.

12. **When will student results be available?**
    - Student results will not appear within the school's testing coordinator account until the associational testing window has been closed and all ties have been broken. Until that time, student results will not be available.

13. **Testing Security**
    - If a school orders multiple tests from the same test category, all of those tests must be taken on the same day. For example, all 3rd grade math tests must be taken on the same day. While the program is designed for PCs or Macs (desktop or laptop) in a computer lab, if a school can maintain secure testing procedures, students may test with iPads or Android tablets.