

Northstar Assessment Manual

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Quick reference for proctoring assessments (short version)

1. Check the learner's photo ID.
2. Register the learner on the admin page (www.digitalliteracyassessment.org/admin).
(Click "Generate Code")
3. Write down the "Start Code."
(Start Code printout sheet provided)
4. Assign a learner to a computer with audio capabilities.
5. Prepare the learner's computer for assessment
(digitalliteracyassessment.org/assessment/proctored)
(You will need the your site name, the Computer Authorization Pin and Learner's Start Code)
6. Give learners a verbal introduction to the assessment and procedures.
(Pass out Codes of Conduct)
7. Launch the assessment.
8. View the results from admin page.
(Click on View Recent Proctored Results).
9. If the learner scored 85% or higher on the assessment, print certificate.
10. Sign the certificate.

Step by step directions for proctoring assessments (long version)

1. Check learner identification.

- Learner needs to show a current ID with name and photo.
- Examples: passport, foreign or domestic state issued ID cards, school ID cards, human services cards, military ID cards, or similar identification

2. Log in to admin page.

- digitalliteracyassessment.org/admin.



- Choose your name from the drop-down proctor list.

DigitalLiteracyAssessment.org Admin Backend

Identify

Who are you?

Please select your name from the dropdown below.

-SELECT-

Don't see your name on this list? That means you're not approved to proctor this assessment.

Completed the training but still don't see your name? You may need to [refresh the page](#).

If this is your first time logging in and your organization doesn't have any approved proctor, enter your name and it will appear in this list.

3. Register learners

- Click on Generate User Codes (located under "Proctor Tools").



- Register each learner by generating an individual user code for him/her. Type in the learner's name printed on his/her ID using proper capitalization.

Generate User Codes

Enter names below and hit submit. Names should be separated by a comma (`,`), semicolon (`;`) or new line (enter). Whitespace ignored.

- When you click “submit,” it will create a unique “start code.”
- Write down the start code on the printable “start code sheet” to take with you as you register learners on their computers. Or, if you are just assessing one learner, you may want to sit at a computer next to them to generate the code, and turn your screen to face them so they can see it and type it in.

DigitalLiteracyAssessment.org Admin Backend		Logged in as: Demo Learning Site (Test Proctor) Logout Switch User	
Name	Code		
Laura Wilder	CF4809		

4. Assign a learner to a computer with audio capabilities.



5. Prepare the learner’s computer for a proctored assessment.

**This step can be completed prior to the learner’s arrival (before step #1), or just before the learner takes the assessment.*

- On the learner’s computer go to the authorization page:
www.digitalliteracyassessment.org/assessment/proctored

- Select the username from the dropdown list (your test site).
- Complete the login with your computer authorization PIN.
- The computer authorization PIN can be found on the admin page.



- Log in the learner with their name and start code.

Take Proctored Assessments with Demo Learning Site

Choose a language
English

Your name
Enter your name

Your start code
Enter your start code

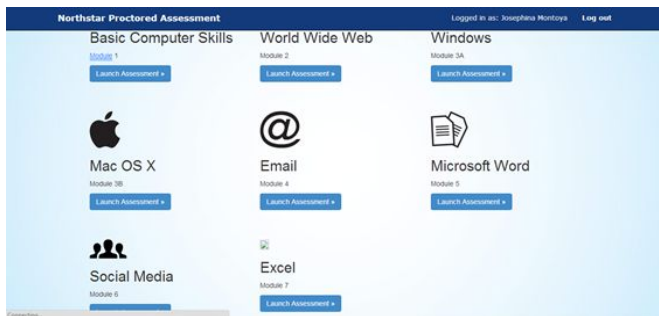
Confirm and Start

Don't want to take the proctored assessment with Demo Learning Site? Click here to authorize this computer for another agency

6. Give learners a verbal introduction to the assessment and procedures.

- Give the learner a copy of the learner code of conduct/proctor code of conduct (printable).
- Elicit and address learner questions.

7. Select the assessment the learner wants to take.



- Instruct learners to begin taking the assessment under the proctor's supervision.

8. Learner takes the assessment.

- When learner is finished, he/she can print the results page. (Note: This is NOT the certificate).
- Learner should notify the proctor when he/she has finished the assessment.

NORTHSTAR DIGITAL LITERACY ASSESSMENT RESULTS

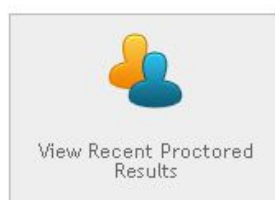
Module 1: Basic Computer Use
Score: 91.5%
Passing Score

View: 0134
2014-07-29
7:54 am
Session: 00035499
Code: 308924

Correct: (36 out of 40)	Incorrect: (4 out of 40)
MASTERCED BASIC COMPUTER SKILLS <ul style="list-style-type: none"> Tell the difference between a desktop and laptop computer. Plug in headphones correctly. Identify a mouse and a touchpad. Demonstrate understanding that mice can be customized. Demonstrate understanding that screen resolution can be changed. Demonstrate understanding that software programs are upgraded periodically. Identify storage media. Demonstrate knowledge of keys on a keyboard. 	BASIC COMPUTER SKILLS TO IMPROVE <ul style="list-style-type: none"> Identify parts of a computer. Identify mouse pointers. Double click and right click.

9. View Results from the admin page.

- Click "View Recent Proctored Results."



- If the learner scored 85% or above on the assessment, you may print his/her certificate from the admin page, and the learner can claim his/her badge from the results page.
- If the learner scored under 85%, he/she cannot claim a certificate or badge.

Recent Proctored Assessment Results for Site: DEMO

Name	Date	Module	Correct	Percent	Passed?	Action	Verification Code
Laura Wilder	2014-06-16 16:04:55	1	39 / 40	99.2%	Yes!		565C6P
Jane Doe	2014-05-20 10:20:19	3a	28 / 29	97.6%	Yes!		256B5E
mg test	2014-05-10 08:47:20	3b	6 / 25	18.6%	No		
mg test	2014-04-28 21:25:05	6	2 / 18	7.6%	Yes!		ABFBA4

10. Print Certificate

- Click the "Print Certificate" button under the "Action" column for a learner who has passed the assessment.

Recent Proctored Assessment Results for Site: DEMO

Name	Date	Module	Correct	Percent	Passed?	Action	Verification Code
Laura Wilder	2014-06-16 16:04:55	1	39 / 40	99.2%	Yes!		565C6P
Jane Doe	2014-05-20 10:20:19	3a	28 / 29	97.6%	Yes!	Print Certificate	256B5E

- Sign your name on the proctor line of the certificate.

Web pages: Descriptions and functions of the four Northstar web pages

1. **Main public page** (digitalliteracyassessment.org):

This is the public Northstar page, where anyone can assess their computer skills or learn more about the Northstar assessments. You cannot gain a certificate by taking an assessment on this page.



2. **Admin page** (digitalliteracyassessment.org/admin):

This is your administrative page, or agency portal, where you can generate codes for proctored assessments, view proctored results, take the proctor training, print certificates, submit bug requests, and access data and resources related to the assessment.



3. **Authorization page** (digitalliteracyassessment.org/assessment/proctored/login.php):

This is the computer authorization page. When a learner is ready to take a proctored assessment, navigate his/her computer to this page.



4. **Site-Specific Northstar Page** (digitalliteracyassessment.org/agency/yourcode):

This is a page specific to your agency. Learners may take the assessment on this site, and you may view their results, but the assessments on this site are not proctored, and thus not used for certification.

Tip! It is helpful to bookmark these sites. You may want to bookmark the authorization page and site-specific Northstar page in the bookmark bar, and bookmark the admin page in a folder, or somewhere more discreet.

Tip! Be sure that you *do not allow* the computer to save your login info for the Northstar admin page, especially if you are using computers in a public lab. Your admin page contains confidential learner data.

Breakdown of each assessment-related page

1. Main public page: digitalliteracyassessment.org



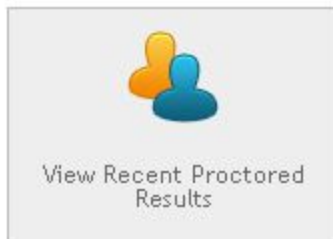
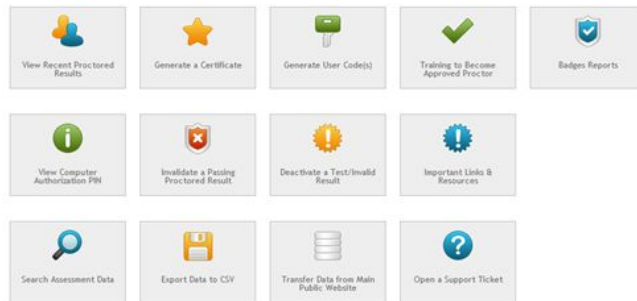
Here you will find:

1. The history and purpose of the NorthStar Digital Literacy Assessment
2. The standards for all modules
3. General information about certificates and badges
4. Information about becoming a sponsor
5. Information for employers
6. Information for job seekers
7. A complete list of sponsor sites that award certificates (including addresses)
8. Frequently Asked Questions about the assessment itself
9. News and announcements
10. Latest tweets
11. The public (non-certificate) version of all assessments
12. Project sponsors



2. Admin page (digitalliteracyassessment.org/admin):

Proctor Tools



Click this button to view details of recent proctored assessment results for your site.

- This includes name, date, module, number and percentage of correct and incorrect questions, whether the learner passed or not, and the verification code.
- The verification code can be used to merge certificates.
- You can click the “View Detail” function to identify which questions a learner is struggling with, and to print a copy of the results page.
- You can click the “Action” function to quickly print a certificate.



Click this button to merge certificates or to correct a misspelling. To merge certificates, make sure to:

- Enter the name exactly as it was spelled when the learner took the assessment, or enter the verification code.
- All of this information can be found under “View Recent Proctored Results.”
- To correct a misspelling, click “Override with Corrected Spelling.”



Click this button to generate a user code for a learner to take a proctored assessment.

- You can copy and paste multiple names separated by commas or semicolons if you are testing multiple

individuals.

- The user codes are only valid for one day.



Click this button to launch the required 20-minute proctor training. You will learn:

- The purpose of the Northstar assessment.
- Learner and proctor codes of conduct.
- The process for checking in learners and authenticating computers.
- The process for monitoring assessments.
- How to issue, merge, and reprint certificates.



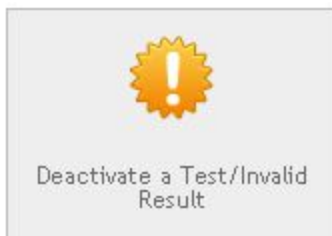
Click this button to view your computer authorization PIN -- used to authenticate a computer for a student assessment.

- The computer authorization PIN is necessary to authenticate each *student computer* prior to taking the assessment. (It does not change.)



Click this button to invalidate an assessment (that has a passing score).

- Invalidate if there is sufficient cause due to cheating or violation of the proctor code of conduct.
- Once you've invalidated a result, it cannot be undone.



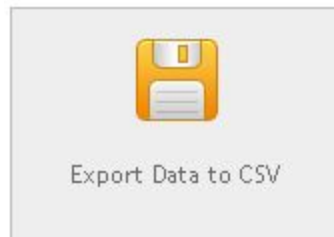
Click this button to deactivate a test result if you have results that you do not want shown on your results or statistics page.

- For example, deactivate a test if an instructor runs through a module for prep or testing purposes and doesn't want those results to skew the learner statistics for the agency.



Click this button to see your agency information, the current list of approved proctor individuals at your site, and the address for the proctored assessment page.

Click this button to search for passing or failing records for a particular learner.



Click this button to download data about your assessments into a spreadsheet.



Click this button if a learner accidentally takes the assessment on the main public website, and you want to transfer the record to your agency database.

- With the Record ID and Verification Code found on their results page, you can transfer the data from the public web version to your private database.



Click this button to request help for a bug/problem, feature request, question, or suggestion.

- After you submit the information on this form, all members of the support team will receive an email with your request.
- You will be assigned a ticket number.



Click this button to access site reports on claimed badges.

Click these buttons to view statistics and data regarding all proctored assessments taken at your site.

- *Stats* includes summary results by question for all records in your database, allowing you to see which questions your learners are commonly getting correct or

incorrect (which can be helpful when modifying lesson plans).

- **Results Data** includes results for each individual in your database.

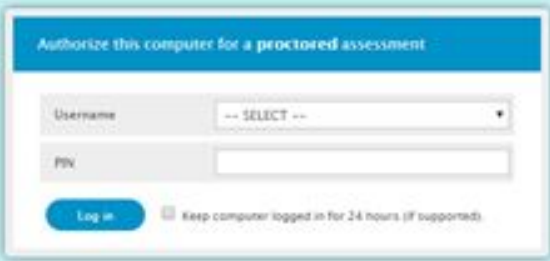
User Statistics

Module 1 <ul style="list-style-type: none">• Stats• Result Data	Module 2 <ul style="list-style-type: none">• Stats• Result Data	Module 3 (Windows) <ul style="list-style-type: none">• Stats• Result Data
Module 3 (OS X) <ul style="list-style-type: none">• Stats• Result Data	Module 4 <ul style="list-style-type: none">• Stats• Result Data	Module 5 <ul style="list-style-type: none">• Stats• Result Data
Module 6 <ul style="list-style-type: none">• Stats• Result Data		

3. Authorization page:

digitalliteracyassessment.org/assessment/proctored/login.php

Log in the learner to the computer authorization page in order to give a proctored test. Test results can be found on the admin page when the learner is finished taking the assessment.



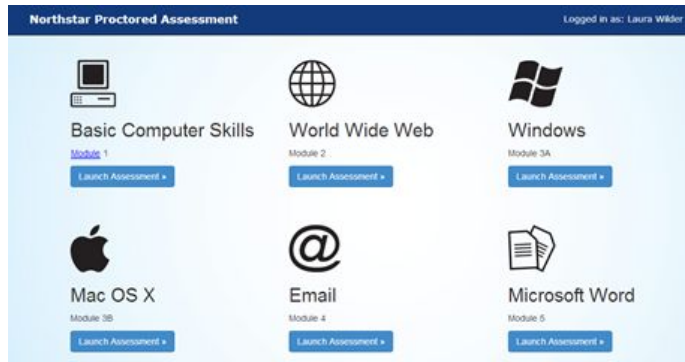
The screenshot shows a web form titled "Authorize this computer for a proctored assessment". It contains a "Username" dropdown menu with "-- SELECT --" as the current selection, a "PIN" text input field, and a "Log in" button. Below the button is a checkbox labeled "Keep computer logged in for 24 hours (if supported)".

- Select the username (your test site) from the dropdown list.
- The PIN is the computer authorization PIN.
(The computer authorization PIN can be found on the admin page.)



The screenshot shows a web form titled "Take Proctored Assessments with Demo Learning Site". It includes a "Choose a language" dropdown menu with "English" selected, a "Your name" text input field, and a "Your start code" text input field. Below these fields is a "Confirm and Start" button. At the bottom, there is a link: "Don't want to take the proctored assessment with Demo Learning Site? Click here to authorize this computer for another agency."

- Log the learner in with their name and the start code.
- Launch the assessment of the learner's choice.



4. Site-specific Northstar page: (digitalliteracyassessment.org/agency/yourcode)

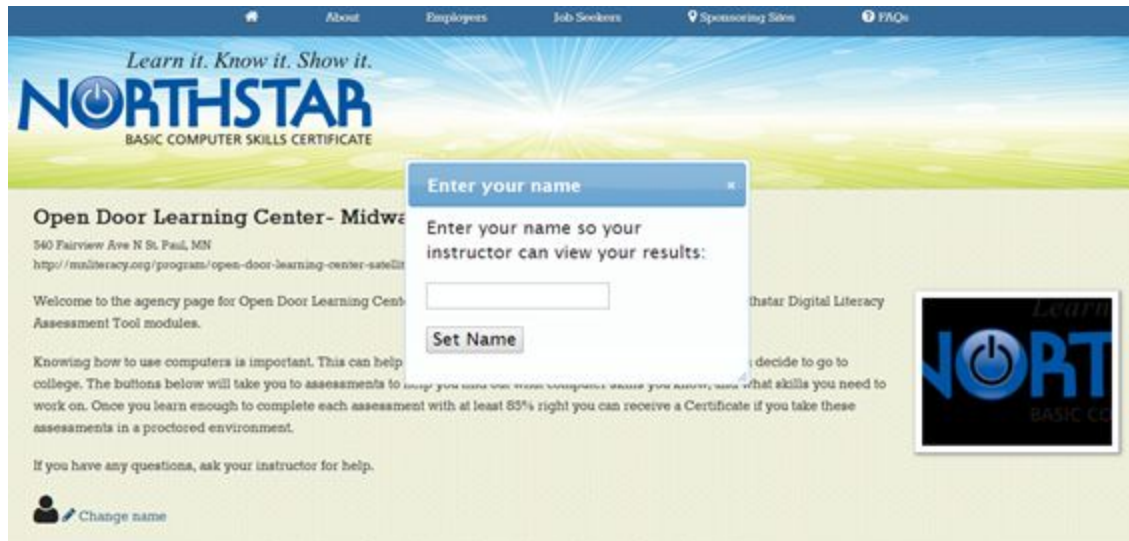
Use your site-specific Northstar page for learners who do not want to take a proctored assessment, but from whom you want to collect test data. The address for your site specific page is digitalliteracyassessment.org/agency/ + a 6 digit “Test Site” code specific to your site. To see your test site code, go to the admin page and click “View your Northstar Page.”

Site specific Northstar page:

- An assessment taken on this page is not proctored. It cannot be made proctored.
- Each sponsor site has their own unique site-specific Northstar page.
- When a learner accesses this site, it will prompt them to enter his/her name.
- Once a learner has taken an assessment on this page, you can search for his/her data from your admin page. From there, you can:
 - See the score.
 - Print the results page.
 - See which questions he/she answered correctly and incorrectly.

Steps for taking the Northstar Assessment on the site-specific Northstar page: (UNPROCTORED)

1. Navigate your learner to your site's unique page.



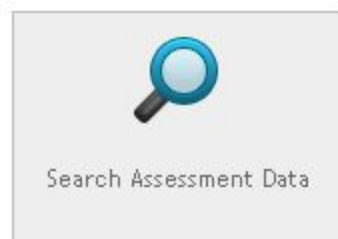
2. The learner enters his/her name. If someone else's name is already entered, you can click the “Change name” button to update the name.



3. The learner takes the assessment.

4. Log in to the admin page to see your learner's test results.

- Go to “Search Assessment Data.”



- Enter the learner name, dates, and module numbers, and select if you want to see passing or failing scores. Then click “Search.”

- Assessment results are shown.

Name Contains:

Will return records where name contains text in this box. If blank, will return all names matching other criteria.

Start Date:

If blank, will return records since beginning.

End Date:

If blank, will return records without end date filter.

Modules:

☒ 1
 ☒ 2
 ☒ 3a
 ☒ 3b
 ☒ 4
 ☒ 5
 ☒ 6
 ☒ 7

Pass/Fail:

☒ Show passing and failing records
☐ Show passing records only
☐ Show failing records only

Assessment checklist: What your site needs in order to administer assessments

- ☐ 1. Your site is a registered sponsor site.
- ☐ 2. All proctors have completed the proctor training.
- ☐ 3. You have computers with audio available for learners.
- ☐ 4. You know how to access the admin page and register learners to take the assessment.
- ☐ 5. You know how to log in to the secure proctor site to launch the assessment.
- ☐ 6. You have printed copies of the codes of conduct ready to hand out to learners.
- ☐ 7. You know how to find assessment results.
- ☐ 8. You know whether or not to award a certificate to a learner.
- ☐ 9. You know how to award a certificate to a learner.
- ☐ 10. You know how to award a badge to a learner.
- ☐ 11. You know how to merge certificates.

- ☐ 12. You know how to invalidate a proctored test if a learner or proctor breaks the codes of conduct.
- ☐ 13. You can answer questions about what badges are and how to claim them.

Northstar badging process

What are badges?

The Northstar Digital Literacy Assessment is now linked to Mozilla Open Badges. Now, in addition to receiving a Northstar certificate, your learners can claim a badge.

Why badges?

Digital badges (or open badges) is a new movement in credentialing. Badges are a way to display and document skills learned both in and out of the classroom. They were described in EdWeek.org as:

“...electronic images earned for a demonstrating skills in multiple learning spaces, including after-school programs, summer workshops, K-12 classrooms, and universities. And once earned, the badges could follow students throughout their lifetimes, being displayed on websites or blogs and included in college applications and résumés.”

Also, they are often used to show independent learning and skills mastered in service and volunteering, online learning and computer skills, and job skills or work experience.

The Mozilla Foundation has created a powerful new way to coordinate and standardize badges: “Open Badges”. It is a common system for issuing, collecting, and displaying badges earned on multiple instructional websites. Badge issuers, like Northstar, register a learning opportunity, linking it to the online badging system. Once a task is completed, a learner is awarded a badge, which is then stored in his or her secure Badge Backpack, a web page that serves as a transportable portfolio to be shared with employers or other stakeholders who need to know a learner’s skills and experience. ^[1]

“Open Badges” is an ideal means by which the NSDL assessment test takers can keep a permanent, accessible record of assessments they have passed. The process is simple – all the learners need to open a Badge Backpack account is an email address. After that, they can access the record of their Northstar success through their own Badge Backpack webpage.

Instructions for badging

Instructions for issuing a badge follow in the manual. There are two ways you can help a learner claim a badge if they have scored 85% or more on an assessment: A badge can be claimed directly from the assessment results page after a learner passes an assessment or later from your site's admin page.

¹ **Sources:**

<http://openbadges.org/>

<http://www.edweek.org/dd/articles/2012/06/13/03badges.h05.html>

Claiming a badge from a learner's assessment results page

Here are the basic steps:

1. Log in to your proctored assessment site.
2. Launch an assessment as you normally would.
3. Launch the badging process from the learner's assessment results page.
4. Claim the badge.
5. View the learner's Mozilla Badge Backpack page to confirm that the badge is there.

Here are the steps, broken down with some supporting details.

1. Log in to your proctored assessment site.
Here's the link: <http://digitalliteracyassessment.org/assessment/proctored>.
- 2a. Launch an assessment as you normally would.
2b. Learner takes the assessment.
3. If your learner has passed the assessment with a score of 85% or higher, help your learner claim a badge. Launch the badge claiming process:
 - Click on the badge award icon in the upper-right hand corner of the results page.

NORTHSTAR DIGITAL LITERACY ASSESSMENT RESULTS



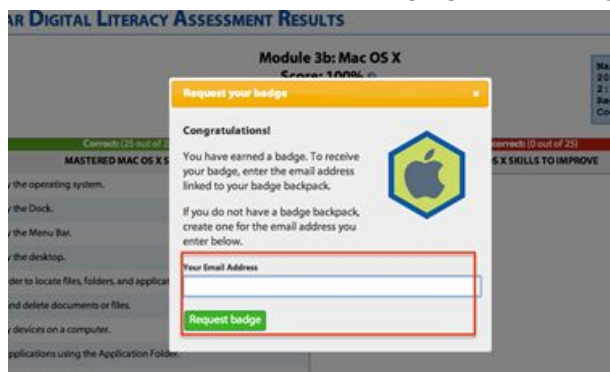
Module 3b: Mac OS X
Score: 100%
Passing Score

Martin Van Buren
2013-12-18
2:36 pm
Record: 00020369
Code: 06B935

Corrects (25 out of 25)
MASTERED MAC OS X SKILLS
✓ Identify the operating system.
✓ Identify the Dock.
✓ Identify the Menu Bar.
✓ Identify the desktop.
✓ Use Finder to locate files, folders, and applications.
✓ Move and delete documents or files.
✓ Identify devices on a computer.
✓ Open applications using the Application Folder.
✓ Minimize and expand windows.
✓ Open applications using the Dock.
✓ Close and switch between applications.

Incorrects (0 out of 25)
MAC OS X SKILLS TO IMPROVE

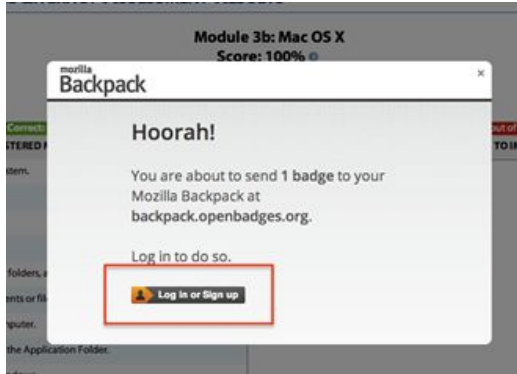
- This will launch the badging process. Type in the learner's email address.



Important note about email and logging in:

The badging login process uses a web tool called Persona. If your email provider participates in Persona, then **your email** is your Mozilla Badge Backpack sign-in information. If not, you will be prompted to create a Persona account, which will be your Mozilla Badge Backpack account info. Most of the major email providers use Persona, so you should not have to do so. For more information on Persona, click here: <https://support.mozilla.org/en-US/kb/signing-in-using-persona>

- Click "Log in or Sign up".



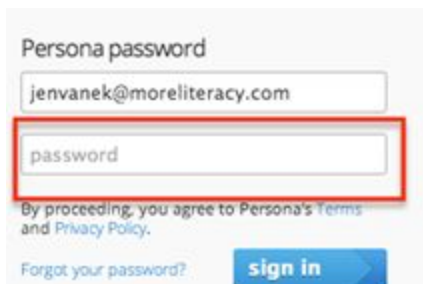
4. Create a Persona Account (ONLY if the learner's email provider does not participate in Persona)

- If a learner does not have an account, he/she will be prompted to create one.
- Note that you should prompt the learner to use the same password that they use for their email address. That will help them remember it and reinforce the link to their badging account and their email address.

- You will see the following screen. Log in with the learner's email address.



- Then add the password.



- If the learner forgets the password, it can easily be reset by clicking on “Forgot your password?” You’ll then see the following screen.

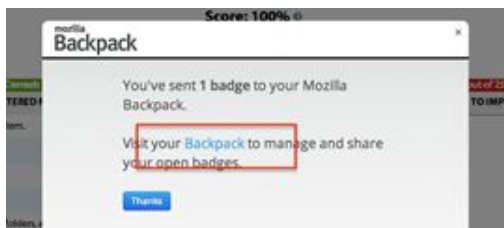


5. Claim the Badge

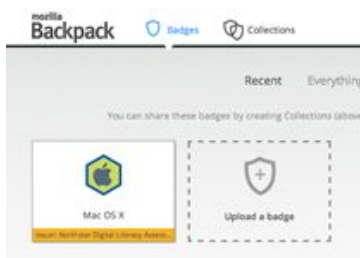
- After you have successfully logged in, click “Yes” to accept/claim the badge.



6. Visit the student’s backpack page to ensure the badge is there.



- By clicking on the badge icon, the learner can see the criteria behind the badge.
- Learners can put the link to this page on their resumes or email it to anyone they would like to show.



Claiming a badge from your admin page

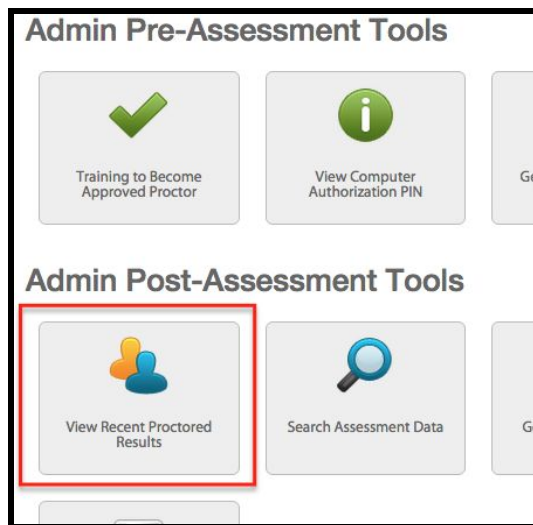
Here are the basic steps:

(Use this process only when a learner has failed to claim a badge from his or her results page).

1. Log in to your admin site.
2. Find the learner and testing event in your admin site.
3. Launch the badge process from the learner's assessment results page.
4. Claim the badge.
5. View the learner's Mozilla Badge Backpack page to confirm that the badge is there.

Here are the steps, broken down with some supporting details.

1. Log in to your admin site: <https://www.digitalliteracyassessment.org/admin/>.
2. Find the learner's test result on your admin site.
 - Click on "View Recent Proctored Results."



- Find the name of the student and the testing event for the badge award.

DigitalLiteracyAssessment.org Admin Backend

Recent Proctored Assessment Results for Site: DEMO

Name	Date	Module	Correct	Percent	Passed?
Test Student	2014-03-13 09:47:17	1	40 / 40	100.0%	Yes!
William McKinley	2013-12-23 19:18:43	1	8 / 40	20.0%	No
George Washington	2013-12-22 18:17:29	5	29 / 29	100.0%	Yes!
Martin Van Buren	2013-12-22 17:49:19	1	21 / 40	52.5%	No
Abraham Lincoln	2013-12-21 20:51:42	4	21 / 45	46.7%	No
Warren G. Harding	2013-12-21 11:00:29	3a	26 / 29	89.7%	Yes!
William Henry Harrison	2013-12-20 20:09:42	3a	28 / 29	96.6%	Yes!
Abraham Lincoln	2013-12-19 10:40:38	4	42 / 45	93.3%	Yes!
Martin Van Buren	2013-12-18 14:36:39	3b	25 / 25	100.0%	Yes!
John Quincy Adams	2013-12-17 11:17:15	1	37 / 40	92.5%	Yes!
George Washington	2013-12-16 20:59:19	1	36 / 40	90.0%	Yes!
Zachary Taylor	2013-12-16 09:49:42	2	7 / 33	21.2%	No
Calvin Coolidge	2013-12-15 10:19:19	2	31 / 33	93.9%	Yes!

- Click on the results page jump-in icon to the left of the learner's name.

William Henry Harrison
Abraham Lincoln
Martin Van Buren
John Quincy Adams

- Click "View Results Page."

DigitalLiteracyAssessment.org Admin Backend

Module 3b Assessment Results

User Summary

Name	Martin Van Buren
IP Address	107.2.74.231
Host	c-107-2-74-231.hsd1.mn.comcast.net
Remote Agent	Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/536.11

Results

[View Results Page](#)

Date	Wed Dec 18, 2013 2:36 pm
Correct	25 / 25
Passed?	Yes
Score	100%
Duration (Minutes)	21.2
Test Site	DEMO

3. Launch the badging process from the learner's assessment results page, if they passed with a score of at least 85%.

THSTAR DIGITAL LITERACY ASSESSMENT RESULTS

Module 3b: Mac OS X

Score: 88%

Passing Score

Correct: (22 out of 25)

MASTERED MAC OS X SKILLS

Incorrect: (3 out of 25)

MAC OS X SKILLS TO IMPROVE

Digital badges are an easy way to prove your skills. Collect the badge you just earned. Click above to start the process.

No thanks, Close pop-up.

- Please see “Claiming a badge from a learner’s assessment page” section of the manual (above) for further instruction.

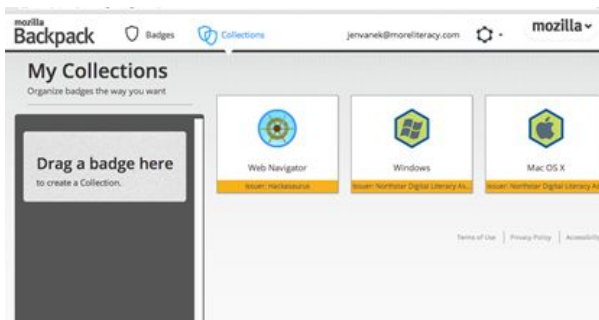
Sharing badges with employers

When learners make use of the badge backpack, they can share links to collections of badges that they want employers or others to see. These links can be included on a resume or put on a LinkedIn page.

Note: Only collections can be shared, not individual badges themselves. Creating a collection is the first step to sharing badges.

Here are the steps, with some supporting details.

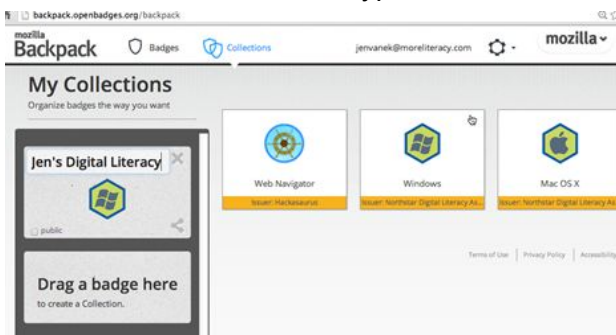
1. Go to My Collections.



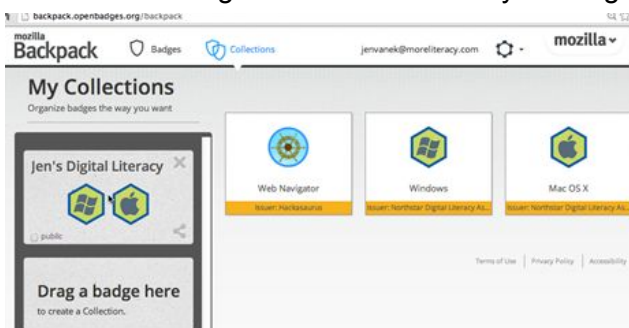
2. Click on a badge icon and drag it to the bar on the left.



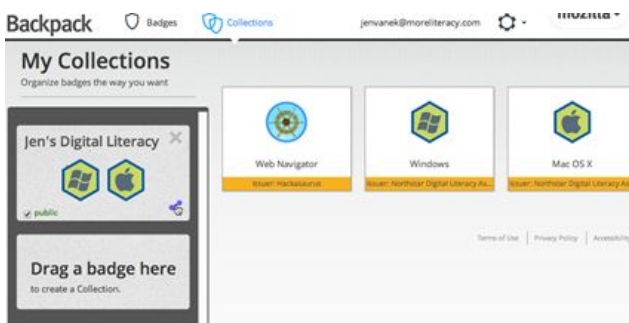
3. Click in the text box and type the name of the collection.



4. Add more badges to the collection by clicking and dragging them over to the named box.

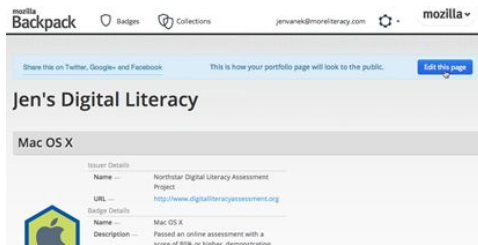


5. Make the collection public by checking the small box next to “public.” Then, click on the share icon to add more details and information about the collection.



6. This is what you will see after you click the share icon.

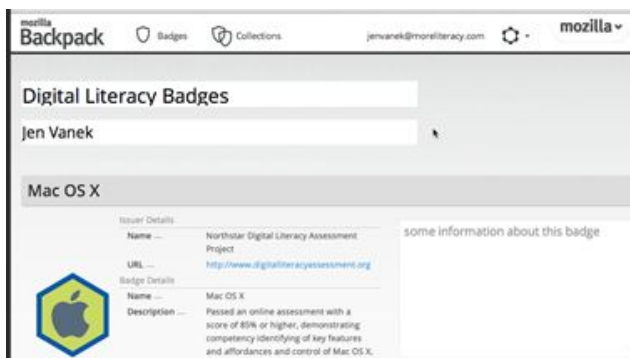
- All of the badges added to the collection will be listed on this page.
- Click on “Edit this page” to personalize the collection.



7. Edit the name of the collection so that it accurately describes the badges included.

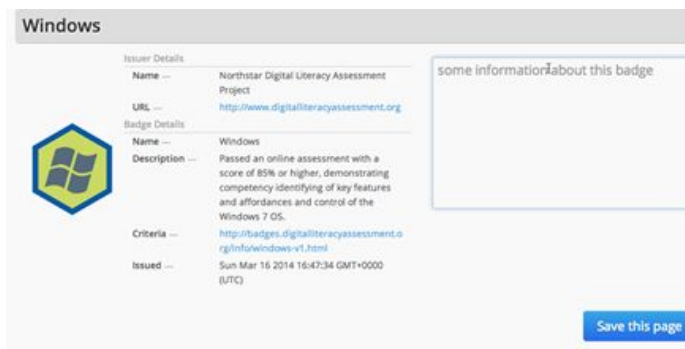


Note that it is essential to put the learner's name somewhere on this form. Otherwise, employers will not know to whom the badge collection belongs. In the example, the collection is renamed by adding the learner's name to the second textbox.



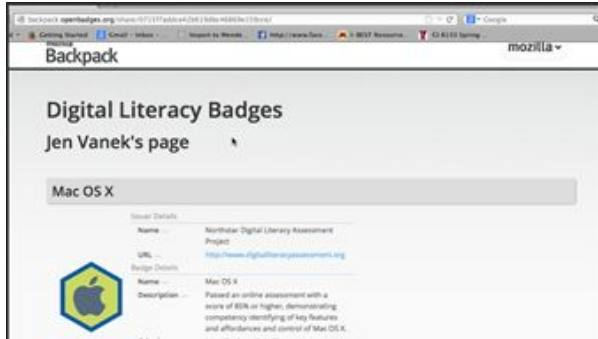
8. Click "Save this page" in the lower right corner of the screen.

- You will need to scroll to see it.



9. The URL included in the address bar is unique to the collection.

- This URL is what a learner should put on a resume.
- This page (sample below) is what the employer will see when they click on the link.



Using a private browser window

If you have multiple learners taking assessments on the same computer, it is possible that the badging account of one learner may still be open when another learner takes an assessment. If this happens, Persona will prompt you to switch learner accounts. If you do not notice this then a badge may be awarded to the wrong student.

This is very UNLIKELY. It would mean that a second learner took and passed an assessment before the previous learner's backpack page timed out and that you failed to notice.

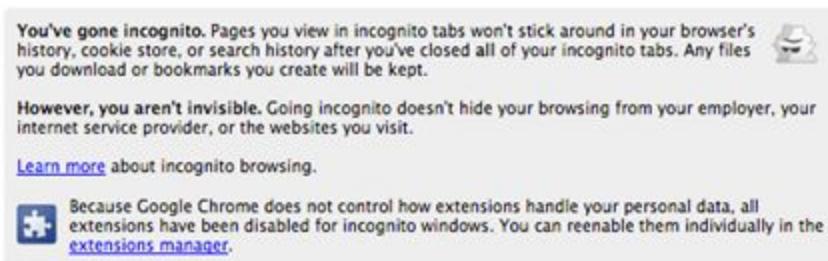
If you wish to ensure that this does not happen, use a private or incognito browser window in Firefox or Chrome.

Here are the steps, broken down with some supporting details.

1. Open a browser window using a feature that will prevent the browser from remembering student login information.
 - This prevents a student's badging backpack login from being cached (remembered). You can do this when you are starting a student in an assessment. Keep the browser open for future assessments that day.
 - In Chrome, this is called "Incognito". Here is how to do it: Find and click on the browser file menu in the upper right hand corner next to the address bar. Then click on "New Incognito Window" in the dropdown menu.



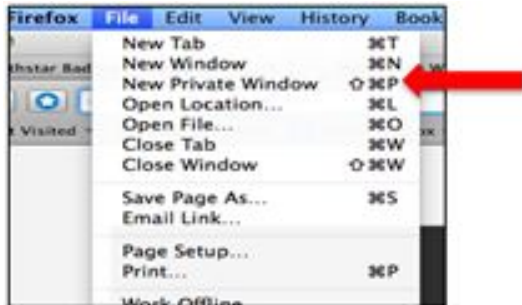
- This is the message you will see:



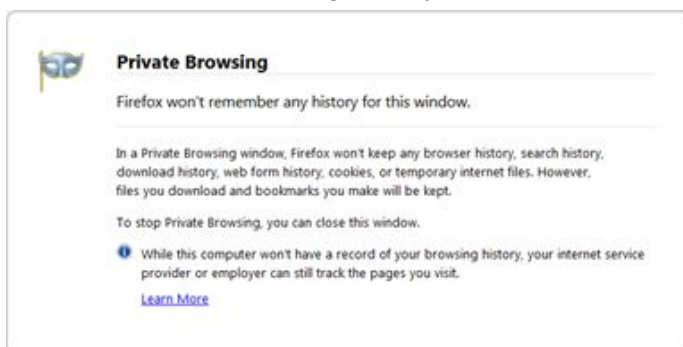
- For more information on Google Chrome Incognito, visit this website:
<https://support.google.com/chrome/answer/95464?hl=en>

OR 1. In Firefox, this is called a “private window.”

- To open one, click on File, and then choose “New Private Window” in the dropdown menu.



- This is the message that you'll see:



- For more information on Firefox's Private Window setting click here:
https://support.mozilla.org/en-US/kb/private-browsing-browse-web-without-saving-info#w_how-do-i-open-a-new-private-window
- If you are using another browser, search their knowledge base for instructions for going incognito.

2. Now, use either browser as you normally would.

Resource library: A list of guides, instructional aids, promotional items to help support your Northstar site

To access the Resource Library:

1. Log in to digitalliteracyassessment.org/admin.
2. Scroll down until you see the “Resource Library” link under “General Links.”

General Links

- [Submit a Bug/Issue](#) - Use this form to submit bugs/requests
- [Resource Library](#) - Reference Materials, Signs, Logos, etc.

Resource Library Contents:

1. Resources for Proctors
 - Checking in Learners
 - Generating, Issuing and Merging Certificates
 - Codes of Conduct
 - Types of Codes
2. Resources for your Learners
 - [How to Talk to Employers About Your Digital Literacy Skills](#) (Word document)
3. Resources for Sponsoring Sites
 - NorthStar Pre-assessment Screeners
 - Northstar Fact Sheet
 - General Overview
 - Overview of the different URLs
 - Sponsor Site New Release (template)
 - Sponsor Site Newsletter article (template)
 - Learner Photos
 - Northstar Logos
 - Sponsor Site Learner Handouts (African American woman, Asian woman, African man, Hispanic man)
 - Sponsor Site Posters (Go Further, Build Your Skills, Show Employers What You Know)



Northstar codes of conduct:

For proctors and learners:

The expectations listed below for both proctors and learners help ensure the validity of the Northstar digital literacy assessments. These rules ensure proper conduct and a culture of accountability and accurate self-representation. If a test-taker violates of the learner code of conduct, the test given at that time is invalidated. Violation of the proctor code of conduct by any proctor may result in removal from the accepted proctor list.

Proctor code of conduct:

- Proctors should provide a clean, quiet, and appropriate space for the assessment session.
- Proctors should never leave a testing session unsupervised.
- Proctors should observe test takers without being intrusive.
- Proctors should end the current assessment session for any learners caught violating the learner code of conduct.
- Proctors will not allow any learner violating the code of conduct to retake the assessment in the same session.
- Proctors will start learner check-in and the assessment at the scheduled times.
- Proctors should respect the confidentiality of all learners.
- Proctors should interact with all learners in a courteous, fair, professional and nondiscriminatory manner.
- Proctors and sites must make reasonable accommodations to ensure equitable access for disabled clients.
- Proctors should be knowledgeable about computers to assist with any technical problems that might arise.
- Proctors are allowed to answer only questions about the assessment setup or mechanics when administering assessments.
- Proctors may not answer content-related questions, as they would jeopardize the validity of the assessment.

Learner code of conduct:

- Learner must listen carefully to all instructions given by proctor.
- Learner must treat others with courtesy and respect during the assessment process.
- Learner should ask questions prior to the assessment if he or she is uncertain about the certification process.
- Learner should inform the proctor in advance for any accommodations.
- Learner must represent him or herself honestly during the assessment, and put away all electronic devices during the assessment.
- Learner should inform the proctor if he or she believes that assessment conditions affected his or her results.

Start code sheet for proctors

Name: _____ Start Code: _____	Name: _____ Start Code: _____	Name: _____ Start Code: _____
Name: _____ Start Code: _____	Name: _____ Start Code: _____	Name: _____ Start Code: _____
Name: _____ Start Code: _____	Name: _____ Start Code: _____	Name: _____ Start Code: _____
Name: _____ Start Code: _____	Name: _____ Start Code: _____	Name: _____ Start Code: _____
Name: _____ Start Code: _____	Name: _____ Start Code: _____	Name: _____ Start Code: _____
Name: _____ Start Code: _____	Name: _____ Start Code: _____	Name: _____ Start Code: _____

Frequently asked questions

FAQs: [Generating a user code](#)
[Non-proctored and proctored tests](#)
[Printing a single certificate](#)
[Merging certificates](#)
[Violating the learner code of conduct](#)
[Invalidating an assessment](#)
[Code confusion](#)
[Submitting a bug](#)
[Getting support](#)
[Finding user stats](#)
[Viewing reports](#)
[Using and interpreting data](#)
[Best practices](#)

How do I generate a user code?

You must generate a user code upon check-in to initiate a proctored test.

1. Log in to the admin site (digitalliteracyassessment.org/admin).
2. Click on Generate User Codes (located under “Proctor Tools”).



- Register all learners taking the assessment with the name printed on their IDs.

Generate User Codes

Enter names below and hit submit. Names should be separated by a comma (`,`), semicolon (`;`) or new line (enter). Whitespace ignored.

Submit

- When you register the learner, it will create a unique “start code.”
- Write down the start code on the printable start code sheet to take with you as you register learners on their computers.

- The code will expire at the end of the day, so if you assess the learner again on another day, a new code will need to be generated.

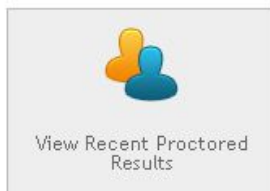
What does a “proctored test” mean?

A proctored test is one that is given ensuring the validity of the test. To proctor an assessment, you must check-in the learner properly, generate the required codes for the learner, authenticate a computer for the assessment, provide the learner with the code of conduct, and maintain a secure environment for the duration of the assessment. Certificates can only be issued based on proctored tests. Any violation of this proctoring procedure invalidates a proctored test.

How do I know if a test was proctored?

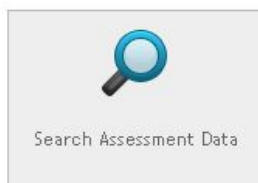
If you need to find out if a test was proctored, you can look at the data available from the admin site.

1. Log in to the admin page (digitalliteracyassessment.org/admin).
2. *If the test was just taken*, you can click on “View Recent Proctored Results.”



3. If the learner’s name is on this list, the assessment was proctored.

-
2. *If the test was not taken recently*, you can click on “Search Assessment Data.”



3. Fill in all the available information of the learner in question.

Name Contains:

Will return records where name contains text in this box. If blank, will return all names matching other criteria.

Start Date:

If blank, will return records since beginning.

End Date:

If blank, will return records without end date filter.

Modules:

☒ 1 ☒ 2 ☒ 3a ☒ 3b ☒ 4 ☒ 5 ☒ 6 ☒ 7

Pass/Fail:

☒ Show passing and failing records
☐ Show passing records only
☐ Show failing records only

4. You can choose to view both passing and failing records, but only passing records matter for badges and certificates.

Name	Date	Module	Percent	Pass?	Correct
 Laura Wilder	2014-06-16 16:04:55	1	99.2%	Yes	39 / 40

5. To see if the test was proctored, click on the icon next to the name. The word “Yes” will appear in the results next to “Proctored?” if it was proctored.

Results

 [View Results Page](#)

Date	Mon Jun 16, 2014 4:04 pm
Correct	39 / 40
Passed?	Yes
Proctored?	Yes 
Score	99.2%
Duration (Minutes)	5.1
Test Site	DEMO

Can I change a non-proctored test to a proctored test?

No. All tests must be proctored in order to qualify for a certificate.

How do I transfer a proctored test taken on the public website to our own database?

If a learner accidentally takes a proctored test on the public website (digitalliteracyassessment.org) instead of the authorization page (digitalliteracyassessment.org/assessment/proctored/login.php), you can move the learner’s data to your own database in order to view data and/or issue a certificate.

1. Log in to the admin page (digitalliteracyassessment.org/admin).

2. Click on “Transfer Data from Main Public Website”



3. To transfer the data you will need the learner's name, the verification code and the record ID which can be found on the learner's results' page of the assessment.



Note: You can also move a learner's data from the main page to your own database, even if it was not proctored, by following the same steps.

Note: You cannot make a test proctored that was taken on the site-specific Northstar page (digitalliteracyassessment.org/agency/ + a 6 digit “Test Site” code specific to your site). You can view the data, however.

How do I print a single certificate?

If the learner scored 85% or above, he/she is awarded a certificate for the assessment. If the learner scored under 85%, he/she is not awarded a certificate for the assessment. Every passing score will result in a verification, and each code will generate a separate certificate.

1. Log in to the admin page (digitalliteracyassessment.org/admin).
2. Click on “Generate a Certificate.”
 - This button can be used to print a single certificate or to create a combined certificate.



3. Type in the learner's name, the date (that the learner took the test), and the verification code for the module the learner has passed.

DigitalLiteracyAssessment.org Admin Backend

Create a Combined Certificate

This page can also be used to generate certificates with only one certification.

Module 1: Basic Computer Use

Name

Date (Month/Year) 2018

Code

Module 2: Word Writing

Name

Date (Month/Year) 2018

Code

4. Print the single certificate by clicking the “Generate Certificate” button in the lower left-hand corner.

A certificate will be generated with the following certifications:

Override with Corrected Spelling

How do I merge certificates?

Every passing score will result in a verification code, and each code will generate a separate certificate. To create a single certificate clearly listing all passed assessments, follow these instructions:

1. Log in to the admin page (digitalliteracyassessment.org/admin).
2. Click on Generate a Certificate.



3. Type in the learner's name or verification code.
4. Add all relevant results.
5. Use the dropdown menu to select the learner name to use on the certificate.
6. Print the merged certificate by clicking the "Generate Certificate" button in the lower left-hand corner.



What happens when a learner violates the learner code of conduct?

If a learner violates the learner code of conduct, the test given at that time is invalidated. See the Codes of Conduct printout for the complete learner code of conduct.

How do I invalidate an assessment?

You can invalidate test results if there is sufficient cause due to cheating or other violation of proctoring rules. This can't be undone. This list under the "invalidate button" will only show the last 250 records that were taken in a proctored environment at your test site and had a score of 85% or above. If the learner is not in the most recent list of 250, the certificate cannot be invalidated.

1. Log in to the admin page (digilliteracyassessment.org/admin).
2. Click on "Invalidate a Passing Proctored Result."



3. Click the radio button to the left of the name of the person in question.

DigitalLiteracyAssessment.org Admin Backend							Logged in as: Demo Learning Site (Test Proctor)
							Logout Switch User
	Name	Date	Module	Percent	Pass?	Correct	Verification Code
<input checked="" type="radio"/>	Laura Wilder	2014-05-16 16:04:55	1	99.2%	Yes	39 / 40	565C6F
<input type="radio"/>	Jane Doe	2014-05-20 10:20:19	3a	97.6%	Yes	28 / 29	256B5E
<input type="radio"/>	mg test	2014-05-10 08:47:20	3b	18.6%	No	6 / 25	A5EA3C
<input type="radio"/>	mg test	2014-04-28 21:25:05	6	7.6%	Yes	2 / 18	ABFBA4

4. Click “Invalidate Selected Record” at the bottom of the page.

	James K. Polk	2013-11-12 16:48:56	1	95.0%	Yes	38 / 40	179A3D
	Harry S. Truman	2013-11-10 19:32:16	3b	88.0%	Yes	22 / 25	8A58C7

Invalidate Selected Record

What are the different codes and when do I use them? (And where do I find them?)

In your role as a proctor, you will need to use four codes. Two of these codes are for your entire site, assigned when the site was added as a sponsor site, and are available from your Northstar assessment administrator. You will use them multiple times. Your site should keep these codes secure, but they should be accessible to assessment proctors. The other two codes are unique to each test taker, revealed only to that test taker and the proctor, and cannot be reused.

Multiple-use codes: Assigned to you by Northstar

1. “Login to Agency Portal”

Admin site username and password: Used by the proctor to log in to the Northstar digital literacy assessment administrative interface.
(digitalliteracyassessment.org/admin)



2. “Computer authorization PIN”

Used by the proctor to authenticate each student computer prior to taking the assessment.
(digitalliteracyassessment.org/assessment/proctored/login.php)

- To access your site's Computer authorization PIN, click on "View Computer Authorization PIN" on the admin page (digitalliteracyassessment.org/admin).



Single-Use Codes

3. "Start code"

Generated by the proctor for each student during check-in and used on authenticated computers to start the assessment.

- When you register the learner, it will create a unique "start code."

- Write down the start code on the printable Start Code Sheet to take with you as you register learners on their computers.

4. “Verification code”

Found on certificates issued to those who received a passing score (85% or higher) on an assessment. It can also be used to reprint single-assessment certificates.








- To find the verification code, log in to the admin page (digitalliteracyassessment.org/admin).
- Click on “View Recent Proctored Results.”

Search by Name or Verification Code

Name or Verif. Code:

- The verification code is in the far right column.

Recent Proctored Assessment Results for Site: DEMO

Name	Date	Module	Correct	Percent	Passed?	Action	Verification Code
 Laura Wilder	2014-06-16 16:04:55	1	39 / 40	99.2%	Yes!		565C69
 Jane Doe	2014-05-20 10:20:19	3a	28 / 29	97.6%	Yes!		256B5E
 mg test	2014-05-10 08:47:20	3b	6 / 25	18.6%	No		
 mg test	2014-04-28 21:25:05	6	2 / 18	7.6%	Yes!		ABFBA4

How do I submit a bug?

1. Log in to the admin page (digitalliteracyassessment.org/admin).
2. Click on “Submit a bug/issue” under “General Links”

General Links

- [Submit a Bug/Issue](#) - Use this form to submit bugs/requests
- [Resource Library](#) - Reference Materials, Signs, Logos, etc.

3. Complete the form to report the bug.

Open a Support Ticket

Please use this form to request help. Using this form will result in faster service. You will receive an email with your request. You will be assigned a ticket number.

Your Name

Your Email

Title/Subject

Type

Priority

Description

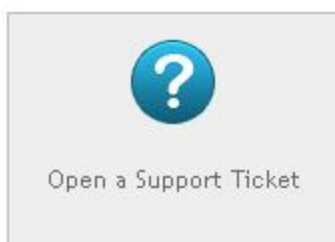
4. Be sure to select “Bug/problem” under the “Type” dropdown box.

Type

How do I get support?

Any questions, suggestions, feature requests, or bugs can be asked/reported by opening a support ticket.

1. Log in to the admin site (digitalliteracyassessment.org/admin).
2. Click on “Open a Support Ticket.”



3. Fill out the form with your request for help (or any problem/suggestion).

Open a Support Ticket

Please use this form to request help. Using this form will result in faster service. You will receive an email with your request. You will be assigned a ticket number.

Your Name

Test Proctor

Your Email

michael@grail.com

Title/Subject

Type

Bug/Problem

Priority

Normal

Description

- All requests must be made through this form. Do not directly email questions.
- After you submit this form, all members of the support team will receive an email with your request.
- You will be assigned a ticket number.

4. Want to upload a screenshot or another file?

- After you submit this ticket, you will receive a confirmation email with a link to update the ticket. Click that link to upload your image(s) or just reply and attach the file(s) to the email.

What are “user stats?”

User Statistics includes summary results by question (for each module) for all records in your database, allowing you to see which questions your learners are commonly getting correct or incorrect (which can be helpful when modifying lesson plans).

Results Data includes results for each individual in your database.

User Statistics

Module 1 <ul style="list-style-type: none">• Stats• Result Data	Module 2 <ul style="list-style-type: none">• Stats• Result Data	Module 3 (Windows) <ul style="list-style-type: none">• Stats• Result Data
Module 3 (OS X) <ul style="list-style-type: none">• Stats• Result Data	Module 4 <ul style="list-style-type: none">• Stats• Result Data	Module 5 <ul style="list-style-type: none">• Stats• Result Data
Module 6 <ul style="list-style-type: none">• Stats• Result Data		

Where do I find user statistics?

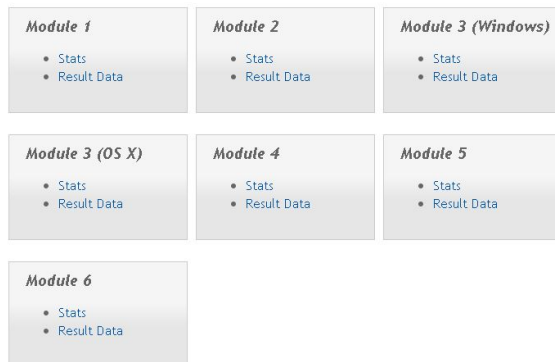
1. Log in to the admin page (digitalliteracyassessment.org/admin).
2. Scroll down until you see “User Statistics.”
3. Choose a module and click “Stats” to see group data.
4. Choose a module and click “Result Data” to see an individual learner’s data.

How do I view reports?

To view reports online:

1. Log in to the admin page (digitalliteracyassessment.org/admin).
2. Scroll down and choose a module from “User Stats”.

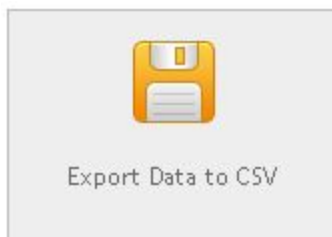
User Statistics



3. Click on “Stats” to see combined data.
4. There you will be able to see group data.

To view reports in an Excel format and/or download reports:

1. Log in to the admin site (digitalliteracyassessment.org/admin).
2. Click on “Transport Data to CSV” to download data into a spreadsheet.



3. Select a module and download the data.

How do I use and interpret the data?

People will use data for different purposes according to their needs and roles at a testing site. Collective data for your site and individual data are available.

- Teachers can look at specific modules by question and design teaching instruction based on the data from a class.
- Curriculum designers can compare collective data by module to see where to dedicate more time or resources as a school.
- Testing coordinators can use the data to schedule testing times (based on the median duration of test-taking time for specific modules), to write reports, or even to advertise success rates at the testing site.
- Site managers may use data to compare pre- and post-test results if they want to assess the effectiveness of instruction provided.

Module 2 Statistics

Total Records:	149
Average Number Correct:	24
Median Number Correct:	29
Average Percent:	72.7%
Median Percent:	87.9%
Number of Passing Scores:	76
Percent Passed:	51%
Avg Duration:	16 min 55 sec
Median Duration:	23 min 0 sec

- Each module has compiled data that shows the top five questions learners get wrong and the top five questions learners get correct at your site.

Top 5 Questions Users Got Wrong

1. Question 14 (96 correct – 64.4%)
2. Question 08 (100 correct – 67.1%)
3. Question 22 (102 correct – 68.5%)
4. Question 20 (103 correct – 69.1%)
5. Question 06 (105 correct – 70.5%)

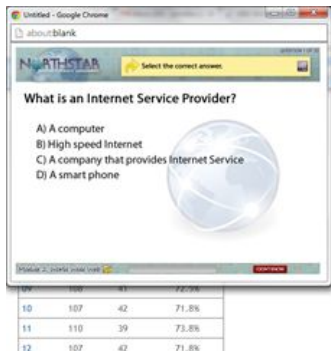
Top 5 Questions Users Got Right

1. Question 23 (118 correct – 79.2%)
2. Question 19 (115 correct – 77.2%)
3. Question 28 (115 correct – 77.2%)
4. Question 29 (115 correct – 77.2%)
5. Question 21 (114 correct – 76.5%)

- Each module offers the statistical breakdown question by question.

Question	# Correct	# Incorrect	% Correct
01	109	40	73.2%
02	110	39	73.8%
03	106	43	71.1%
04	109	40	73.2%
05	105	44	70.5%
06	105	44	70.5%
07	108	41	72.5%
08	100	49	67.1%
09	108	41	72.5%
10	107	42	71.8%
11	110	39	73.8%
12	107	42	71.8%

- You can also click on the question number to view the actual test question.



What are Northstar best practices?

1. Using the assessment as a pre-test

- If a learner says they have never used a computer, he/she shouldn't take the assessment.
- Instead, printable paper screeners are available on the admin page (digitalliteracyassessment.org/admin).
- These screeners are provided as a quick and easy way to determine whether low-literacy individuals have a level of computer skills needed to take the Northstar assessments in a meaningful manner. If individuals have very low skills, it is best to provide some instruction prior to having them take the assessments so they do not become overly frustrated by attempting to complete assessments far above their skill level.

Resources for Sponsoring Sites

- Northstar Pre-Assessment Screeners - These screeners are provided to help determine if a learner has the computer skills needed to take the Northstar assessments in a meaningful manner. If assessments so they do not become overly frustrated by attempting one for large group screening and one for one-to-one screening. The

- Make sure the learner is focused on learning, and isn't just fixated on getting a certificate for the sake of getting a certificate.

2. Taking the assessment multiple times

- If a learner does not pass the assessment, they should not take the assessment again until they have studied the areas he/she missed.

3. Asking for help while taking the assessment

- Proctors can only help learners with mechanical requests for help during the assessment, such as help adjusting the volume for headphones or if there is a problem with Northstar loading or working properly.
- Proctors cannot assist learners in any way with the content of the assessment.

4. Adjusting course content based on learner results.

- Teachers can use aggregated data to design or adjust course content. User Statistics show the top five questions learners get correct and incorrect. Teachers can focus course content on the common difficulties.
- Teachers can also look at individual data to see where specific learners are struggling and where they can add more material or practice to the curriculum in that area.

5. Giving learners hands-on practice with the standards

- Many resources exist to give learners practice with the content of the standards. Here is a resource that gives very specific practice tied directly to each standard: <http://guides.sppl.org/Northstar/Home>.

How do I change a misspelled name on the certificate?

1. Go to digitalliteracyassessment.org/admin
2. Sign in, and click “Generate a Certificate”
3. Enter the name the original way you entered it (the “incorrect” way)
4. Enter the date the learner took the assessment
5. Enter the Verification Code (found under Recent Proctored Results)
6. Click “check”
7. When the box turns green, you can click “Override with Corrected Spelling” in the lower right corner
8. Enter the correct information, then click “Generate a Certificate”

How do I include unique user ID’s when generating a user code?

Sponsor sites have the ability to use unique user IDs when generating user codes through the admin interface. This can be useful for differentiating John Doe #1 from John Doe #2.

To use this: When you go to the *Generate User Code(s)* page, input the custom user identifier you would like inside parentheses, e.g. 'John Doe (25928)' Note that since this is the username that the user logs into the proctored assessment with, they will need to input the entirety of value, i.e. not simply 'John Doe', but rather 'John Doe (25928)'. After the user completes the assessment(s), you can then find their results simply by searching by the user ID (25928) if you would like. Since most people would not like their user ID to show up on their certificates, we automatically remove any parentheses content prior to generating a certificate. In the current example, 'John Doe' is what would show up on the certificate.

How do I add or remove a proctor?

To add a new proctor, direct them to the admin page at: digitalliteracyassessment.org/admin. You'll need to give them the username and password for your admin account. Once they login, they will get to the screen with a drop down menu, asking them to select their name. Because they are not yet a proctor, they will need to click the link below that menu to take the 20 minute proctor training. Once the training is complete, they will have a chance to add their name to your site.

To remove a proctor, you'll need to submit a helpdesk ticket so we can delete them from the database entirely.

If the proctor needs to be moved to another site, but they've already taken the proctor training, let us know!

