

# iTEP Administration Manual



## Welcome to the Administration Manual for the iTEP exams

Within this manual you will find the following:

- Technical Requirements in order to administer the iTEP exams properly
- Instructions on how to set up for the iTEP exams
- Detailed steps on how to administer the iTEP exams
- The procedure for how to recover an exam
- Troubleshooting and Technical FAQs

This manual also includes computer setting information for Windows XP, Windows Vista, Windows 7, and for MAC systems.

*Thank you for choosing iTEP to fit your English Proficiency testing needs!*

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## Instructions for Set Up and Administration of iTEP Exams

### Setting up iTEP

1. iTEP must be taken on a computer using Internet Explorer 7 or higher, Google Chrome, or Mozilla Firefox. You will need to connect a headset and microphone to the computer. Please refer to the detailed instructions for **Microphone Settings** beginning on page 20 of this document. Those instructions are given for Windows **XP, Vista, and 7**.
2. Set your monitor's screen resolution to at least 800 x 600. For Windows **XP**, do this from: **Start | Settings | Control Panel | Display | Screen Resolution**. For Windows **Vista**, do this from: **Start | Settings | Control Panel | Personalization | Display Settings | Monitor | Resolution**. For Windows **7**, do this from: **Start | Control Panel | Appearance and Personalization | Display | Adjust Resolution**.

NOTE: If you notice that text on the test screens is not displayed clearly, you will need to disable ClearType in Windows. Consult the Windows help menu for how to do this for your computer.

3. Download the iTEP desktop icon on each computer that will be used for the test (this only needs to be done once.) To download the icon, navigate to the following URL in your browser's address bar: <http://www.besitep.com/download.php>. Open the web page and follow the on-screen instructions to download the icon.

NOTE: You will receive a "security warning" asking if you want to run this program. Click "Run." If you receive any additional alerts or warnings while installing this program, please click "Approve" or "Yes." If you receive an alert that your version of Java is too old, or that you do not have the Java plug-in, ignore the alert(s) if you know that you have an updated version of Java installed.

4. Once you have downloaded Java to your computer, please make the following adjustment to your settings:
  - In Windows, click on "Start". Then click on "Control Panel".
  - Click on "Programs". Then click on "Java".
  - A window will appear, called "Java Control Panel".
  - Click on the "Advanced" tab, and scroll down until you see "Mixed code".
  - Change the setting to "Disable verification (not recommended)" and apply the change.
  - The computer does not need to be restarted, but Internet Explorer needs to be restarted for the change to take effect.
5. If the font on the screen of the test is too small or too large for your test-takers, please follow the steps below:  
Font too small: Press CTRL and +  
Font too large: Press CTRL and -

## **Administering iTEP**

1. After downloading is complete, you will find the icon on your computer's desktop labeled **Begin iTEP**. Double click the iTEP desktop icon to launch the test.



2. Follow the on-screen instructions for the “Technical Checklist” on your computer to make sure your computer has the required versions of the free software - Java and Flash Player - essential for iTEP to function properly. If it is necessary to install or upgrade Java or Flash Player, you will be given directions on the screen. Once you have successfully completed the “Technical Checklist”, click “Next” to view the Login screen where you can input your **Test ID Number** and **Password**.

**IMPORTANT:** If you are taking this test simply to become acquainted with iTEP (i.e., not an actual test administration), it is not necessary to complete all of the information on the registration screen. Please include your first and last name and your e-mail address, and you can put random letters or numbers in the other fields. However, there must be some data in each field.

3. **When you reach the “End of Test” screen, exit by clicking CTRL+ALT+W**

\*Please note that only Test Center Administrators or Proctors should have this code. Students should not be given the code, as they should not be the ones exiting the test.

## **Removing iTEP:**

You can remove the iTEP software from **Start | Programs | iTEP | Uninstall iTEP**.

## **Technical Issues:**

Please review the **Technical FAQs and Troubleshooting** on pages 12 and 13. If you still have questions, please send an email to:

Katie Orosz: [korosz@bostoneducational.com](mailto:korosz@bostoneducational.com) with a copy to

Michael Salenko: [msalenko@bostoneducational.com](mailto:msalenko@bostoneducational.com)

## Test Security Protocol

1. Prior to taking the iTEP exam, the Candidate must present the test Proctor with a government-issued picture ID. The Proctor will confirm that the ID presented coincides with the identification information provided by the Candidate on his/her registration form and indicates this by completing the certification statement on the registration form.
2. Reference materials/tools and other personal effects (e.g. dictionaries, mobile phones, audio recording devices, PDAs, notebooks, etc.) are not permitted in the room during the test.
3. Smoking, eating, or drinking is not permitted during the test.
4. During the testing process, Candidates should be seated so that they are not able to view the work of other Candidates. Computer stations should be separated by partitions.
5. During the testing process, Candidates may only have two items on their desk: a pen or pencil, and one sheet of paper for note-taking in the listening and speaking sections. It should be explained that all notepaper will be collected at the end of the test, and that a Candidate's notes will not be graded.
6. During the testing process, one or more test Proctors will be in the room with test Candidates at all times. The Proctor(s) should move about the room and make sure that Candidates are not violating security policies.
7. The test Proctor reserves the right to dismiss a Candidate from the test or declare a Candidate's test results void if the Candidate violates any of the above conditions or fails to follow the Proctor's instructions during the test.

## Pre-Test Instructions to Candidates

Prior to beginning the exam, it is strongly recommended that you review the following important points with the Candidates:

1. Give a brief outline of the test contents, including the Test Preliminaries section and the five test content sections. Tell them how long each individual section will take. Make sure Candidates understand that each section has some easier questions and some more difficult questions, and that Candidates should try to answer all questions to the best of their ability – there is no added penalty for a wrong answer.
2. Explain that, in the Preliminaries section, it is very important that Candidates can hear the audio on the “Audio Check” screen and that they can record and clearly hear their voice played back on the “Recording Check” screen. These preliminary checks are essential in making sure that Candidates will not experience any technical difficulties in the listening and speaking sections. It is recommended that the Administrator monitor Candidates’ compliance with these checks.
3. Explain that, in two sections – reading and grammar – Candidates may review and change any of their answers as long as there is time remaining in the section.
4. Explain that, while there should be plenty of time to read the directions before each section, the “Help” button allows Candidates to take another look at the Directions at any point during the exam.
5. Tell Candidates that they may take notes in the listening and speaking sections, and arrange for a secure method for distributing and recovering all note paper. Each sheet of notepaper should have the Candidate's name and test ID number printed on it. You can tell Candidates that their notes will not be read or graded. For purposes of test security, the only objects Candidates may have on their desktops are the supplied notepaper and a pen or pencil. Test Administrators should closely monitor Candidates to prevent use of cell phones, digital cameras, or any other devices that could compromise test security.
6. Explain to Candidates that the multiple-choice sections of the test will be graded by the computer, and that the writing and speaking sections will be evaluated by native English speakers. Tell Candidates they will receive a level score for each section, as well as an overall level score between 0 (Beginning) and 6 (Mastery). Let them know when their scores will be available.
7. Explain that in each of the two speaking sections, Candidates will have 30 and 45 seconds respectively to prepare their responses prior to speaking. (Sometimes, Candidates who have not paid attention to the directions will begin speaking during the time allocated for preparation). Also, explain that it is best for Candidates to speak for the full “speak” time available. Candidates sometimes give a short answer, and thus fail to demonstrate their full speaking capabilities.

8. Before starting the exam, allow several minutes for Candidates to ask any questions they may have regarding the test. If Candidates have technical difficulties during the test, you may assist them; however, test Administrators may not answer questions regarding test directions or content once the Test Preliminaries section is completed and the test itself begins.

## Using the Recovery Function

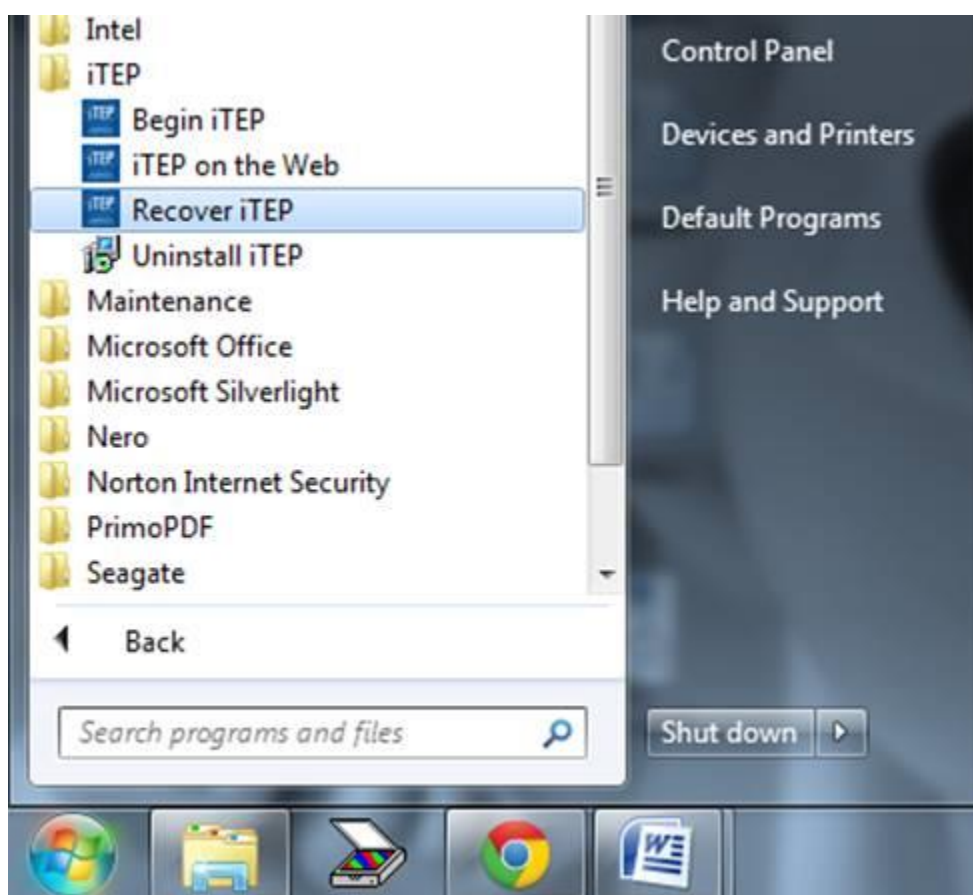
The iTEP is equipped with a **Recovery** function for use in the event of an interruption to an individual Candidate's computer during a test administration.

Use of the "Test Recovery" function must be supervised by the test Administrator.

iTEP Recovery allows an individual test to be reset to the test section that was in progress at the time of the interruption. Candidate responses from all sections prior to the interrupted section will be retained by the server's database. It will be necessary, however, to launch the interrupted section from its beginning point, since any Candidate responses from that section may have been lost.

Following are instructions for recovering from an interruption:

1. Click on **Start, Programs, iTEP, and Recover iTEP.**



- On the first Recovery screen, ask the Candidate to input his/her **Test ID Number** and **Password**. Then click the **Next** button.

**iTEP** Academic • Business • SLEP  
International Test of English Proficiency

## Test Recovery 1 of 3

Test ID Number:

Password:

To use the test recovery function,  
please enter your Test ID Number and Password in the  
text areas above, then click on the "Next" button.

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- On the screen that follows, click **NO** if the ID information is incorrect, or **YES** if the ID information is correct. (Clicking **NO** allows the Candidate to re-input his/her information; clicking **YES** opens a third Recovery screen.)

**iTEP** Academic • Business • SLEP  
International Test of English Proficiency

## Test Recovery 2 of 3

Rich Collier

Test ID Number: 44880501AC

Is all of the above information correct?

< Back    Next >

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4. On the third Recovery screen, click on the link to the **test section** the Candidate was in at the time of the interruption. The Candidate will be returned to the "General Directions" screen for that section, and may proceed normally from that point through the remainder of the test.

**iTEP** Academic • Business • Student  
International Test of English Proficiency

## Test Recovery 3 of 3

Click on the test section during which you experienced a problem.  
This will take you to the beginning of that section and allow you to resume taking the test.

- Reading
- Listening 1
- Listening 2
- Listening 3
- Grammar

< Back      Next >

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5. If the section that needs to be recovered is not available, contact BES immediately to have the section reset.

## Technical FAQ's and Troubleshooting

### **1. I am in the middle of taking my exam and the power goes out. What do I do?**

iTEP tests are designed in a way that every time you finish a section, this section will be saved automatically. So, if you experience any power outages and your computer shuts down, you can restart your computer, launch the iTEP application again, and enter the same Test ID and Password. It will then take you to a screen that shows the name of the test-taker, along with the test ID number. Click Yes if the information listed is correct. You will then need to follow the Test Recovery procedure, as detailed in the previous pages.

### **2. I recovered my test after a power outage but the section I was working on during the power outage was skipped. How can I go back to this section?**

It can happen that test may skip a section and/or may run into other technical errors. If you experience any errors, please let us know and we can RESET various sections of the test for a retake.

### **3. My system becomes unresponsive, the application freezes. What can I do?**

If your system locks up, freezes, or shuts down, you will need to follow the Test Recovery procedure as detailed in the previous pages. In order to RESET any sections of the test that need to be retaken, please contact BES.

### **4. I can't hear anything. What may be the problem?**

The key to having a great testing experience relies on successfully executing the Technical Checklist. If you cannot hear anything, please make sure your soundcard is properly installed and turned on and the volume turned up. The iTEP application will only use the general settings on your system. If you are able to run iTunes or other sound-related applications or websites, iTEP will work as well.

### **5. The iTEP exam just crashed. What should I do?**

iTEP relies on two applications to run in order to be executed: Java and Adobe Flash. Please make sure both programs are installed and active on your system. If you do not have one or both of those applications installed on your system, the Technical Checklist will already show that error. In case iTEP crashes, please contact BES immediately.

### **6. The speaking section won't record. What should I do?**

The speaking section relies on Java software in order to properly record test-taker responses. If a problem occurs where the speaking section is not recording, please follow these steps: Open Internet Explorer, go to settings, select Internet Options, go to the Security Tab, select Custom Level, scroll to the section "Scripting of Java Applets" (near the bottom) and click Enable. If this does not work, please contact BES immediately.

**Furthermore you could uninstall and install Java and Flash again before restarting iTEP. Make sure to restart your computer after every final install in order to refresh the configuration files of your Operating System.**

If the Technical FAQs have not solved the issues you are encountering, please follow the steps below to send a troubleshooting report to BES:

In an email, **please send the following information:**

**Describe what happened:**

- What steps have you taken so far in the administration of the exam?
- What is the **test ID** and test-takers name?
- What are the **browser, flash, and java versions** that you are using?
- What page were you on when the problem occurred?
- What happened on that page? (**A screenshot of the problem is very helpful.**)

**What have you done since the problem occurred?**

- Have you restarted the iTEP program?
- Have you **restarted** your computer?
- Have you uninstalled and reinstalled **Flash** and **Java**, and then restarted your computer?
- Have you uninstalled and reinstalled the iTEP software?
- Have you tried to recover the exam using the **Test Recovery** procedure?

Please email the information above to [korosz@bostoneducational.com](mailto:korosz@bostoneducational.com) and [msalenko@bostoneducational.com](mailto:msalenko@bostoneducational.com).

## Appendix 1

### iTEP Exams Overview

**Introduction:** The primary function of iTEP (International Test of English Proficiency) is to assess the English language proficiency of learners of English as a Second Language. There are three iTEP exams available: iTEP Academic, iTEP Business, and the high school English proficiency exam, iTEP SLATE (Secondary Level Assessment Test of English). All three exams have the same basic structure, standardized rubric scoring, and administration procedures.

Typical Uses of the **iTEP Academic** exam for academic institutions:

- Making admissions decisions
- Placing students within language programs
- Guiding course instruction and curriculum development
- Evaluating pre- and post-course progress
- Assessing proficiency of English language teachers
- Determining eligibility for scholarships

Typical uses of the **iTEP Business** exam for businesses and government agencies:

- Screening new hires for English language ability
- Qualifying employees for assignments requiring English proficiency
- Assisting in making job promotion decisions
- Evaluating return on investment of English teaching and training program

Typical uses of the **iTEP SLATE** exam for high schools, academies, and language institutes:

- Making high school admissions decisions
- Placing students within language programs
- Guiding course instruction and curriculum development
- Evaluating pre- and post-course progress
- Assessing proficiency of English language teachers
- Determining eligibility for exchange programs

There are two versions of each of these three exams:

#### **iTEP Academic:**

- **iTEP Academic-Core** assesses reading, listening, and grammar and is 50 minutes in length, with an additional 10 minutes for pre-test preparation.
- **iTEP Academic-Plus** assesses reading, listening, grammar, writing, and speaking and is 80 minutes in length, with an additional 10 minutes for pre-test preparation.

**iTEP Business:**

- **iTEP Business-Core** assesses reading, listening, and grammar and is 50 minutes in length, with an additional 10 minutes for pre-test preparation.
- **iTEP Business-Plus** assesses reading, listening, grammar, writing, and speaking and is 80 minutes in length, with an additional 10 minutes for pre-test preparation.

**iTEP SLATE:**

- **iTEP SLATE-Core** assesses reading, listening, and grammar and is 50 minutes in length, with an additional 10 minutes for pre-test preparation.
- **iTEP SLATE-Plus** assesses reading, listening, grammar, writing, and speaking and is 80 minutes in length, with an additional 10 minutes for pre-test preparation.

**Test Structure:** The exam consists of a short "preliminary" section and the test content itself. The preliminary section guides the examinee through a series of steps to ensure technical compatibility and examinee readiness. This includes the complete technical checklist of the software required for test administration, as well as examinee identification items such as log in and registration.

**Test Content:**

- The iTEP Academic-Core, iTEP Business-Core, and iTEP SLATE-Core each have three components – reading, listening, grammar – presented in the order listed below.
- The iTEP Academic-Plus, iTEP Business-Plus, and iTEP SLATE-Plus each have five components – reading, listening, grammar, writing, speaking – presented in the order listed below.

Please note that in each section, examinees will encounter content and questions targeted at varying levels of proficiency.

**A. Reading – 20 minutes/2 parts**

*Part 1:* One intermediate-level passage about 250 words in length followed by 4 multiple-choice questions

*Part 2:* One upper-level paragraph about 450 words in length followed by 6 multiple-choice questions

*(Note: The iTEP SLATE exam has one extra reading part, with two passages, geared towards lower level high school test-takers.)*

**B. Listening – 20 minutes/3 parts**

*Part 1:* Four high-beginning to low-intermediate-level short conversations of 2-3 sentences, each followed by 1 multiple-choice question

*Part 2:* One 2-3-minute intermediate-level conversation followed by 4 multiple-choice questions

*Part 3:* One 4-minute upper-level lecture followed by 6 multiple-choice questions

**C. Grammar (Structure) – 10 minutes/1 part**

This section is comprised of twenty-five multiple-choice questions, each of which tests the examinee's familiarity with a key feature of English structure. This section includes a range of structures from simple to more complex, as well as a range of vocabulary from beginning to mastery. There are two question types, each with on-screen examples.

**D. Writing – 25 minutes/2 parts**

*Part 1:* Examinee is asked to write a short note, geared at the low-intermediate level, on a supplied topic in response to instructions (5 minutes/50-75 words).

*Part 2:* Examinee is presented with a brief, upper-level written topic and is asked to express and support his/her opinion on the topic (20 minutes / 175-225 words).

**E. Speaking – 5 minutes/2 parts**

*Part 1:* Examinee hears and reads a short question geared at low-intermediate level. Examinee has 30 seconds to prepare spoken response, and 45 seconds to speak.

*Part 2:* Examinee hears a brief upper-level statement presenting two sides of an issue. Examinee is then asked to express his/her thoughts on the topic, with 45 seconds to prepare, and 60 seconds to speak.

**Delivery Method:** All iTEP exams are delivered via the Internet and must be administered at a secure location or a Certified iTEP Test Center. In some cases, the exams are also available in paper-based format.

- Reading, listening, and grammar sections: Examinee clicks on one of four answer choices for each question.
- Writing samples are keyboarded directly into a text entry field.
- Speaking samples are recorded with a headset/microphone at the examinee's computer.

**Timing Mechanism:** Each section has a fixed time allotted to it. If an examinee completes a section with time left, s/he may advance to the next section.

- *Reading and grammar sections:* Examinees are free to use any extra time to review, and if they wish, revise their answers.
- *Listening section:* Review is not possible since the listening selections play only once.
- *Writing section:* There are fixed time limits for each part, but examinees may advance to the next section before time expires.
- *Speaking section:* There are fixed time limits for each part.

The directions for each section are displayed for a set amount of time. This amount varies

according to the amount of text to be read and should be adequate for most examinees. If an examinee needs more time to read a particular section's directions, s/he can always access them by clicking the "Help" button. This displays a complete menu of directions for all test sections.

**Transition Screens:** Following the reading, listening, grammar, and writing sections, examinees see a screen titled, "Beginning Next Section. . ." These "transition screens" give the examinees a 15-second break between sections, and display completed test sections and remaining test sections. After the last test section (speaking) is completed, examinees see an "End of Test" screen, which tells them to wait for further directions from the iTEP administrator.

### **Scoring/Grading:**

The test will determine an overall proficiency level from 0 (Beginner) to 6 (Mastery), as well as individual proficiency levels from 0 to 6 for each of the skills tested. For greater accuracy, scores are also expressed in tenth-levels (2.1, 2.2, etc.). The test is graded as follows:

- The reading, listening, and grammar sections are scored automatically by the computer
- The writing and speaking samples are evaluated by native English-speaking, ESL-trained professionals, according to a standardized scoring rubric
- The Official Score Report presents an individual's scoring information in both tabular and graphical formats - the graphical format, or skill profile, is particularly useful for displaying an examinee's strengths and weaknesses in each of the skills evaluated by the test.

### **Levels:**

The seven proficiency levels identified by the test may be expressed briefly as follows:

- A. Level 0.0 – 2.4: Beginner
- B. Level 2.5 – 3.4: Elementary
- C. Level 3.5 – 3.9: Intermediate
- D. Level 4.0 – 4.9: Upper Intermediate
- E. Level 5.0 – 5.9: Advanced
- F. Level 6.0: Mastery

## Appendix 2

### iTEP Technical Requirements

In order to administer the Internet-based iTEP® exam successfully, your system's Internet connectivity, hardware, and software must conform to the following minimum specifications:

#### Internet

- Broadband Internet connection:
  - Download speed – 750 kbps minimum
  - Upload speed – 250 kbps minimum

#### Hardware

- Operating System: Windows XP or newer
- CPU: 700 MHz Pentium II-class processor or newer
- Memory: 512 MB
- Video – Monitor and standard VGA card, capable of 800 x 600 resolution or greater, and able to display a minimum of 256 colors (16 bit color or better is recommended).
- Sound Card – 16-bit sound card
- **Headset and microphone**, keyboard, mouse

#### Software

- Adobe Flash Player version 8.0 or higher  
Verify your Flash installation here: <http://www.adobe.com/products/flash/about/>  
Download Flash Player here: <http://www.adobe.com/go/getflash/>
- Sun Java version 1.5 or higher and Internet Explorer Java Plug-in support  
Verify your Java installation here: <http://www.java.com/en/download/help/testvm.xml>  
Download Java here: <http://www.java.com/en/download/manual.jsp>

#### Any of the following browsers:

- Microsoft Internet Explorer browser version 7 or higher (PC ONLY)  
Download IE here: <http://www.microsoft.com/windows/products/winfamily/ie/>
- Google Chrome browser (no specific version needed) (PC ONLY)  
Download Chrome here: <https://www.google.com/intl/en/chrome/browser/>
- Mozilla Firefox browser (no specific version needed) (PC or Mac Compatible)  
Download Firefox here: <http://www.mozilla.org/en-US/firefox/new/>

## Appendix 3

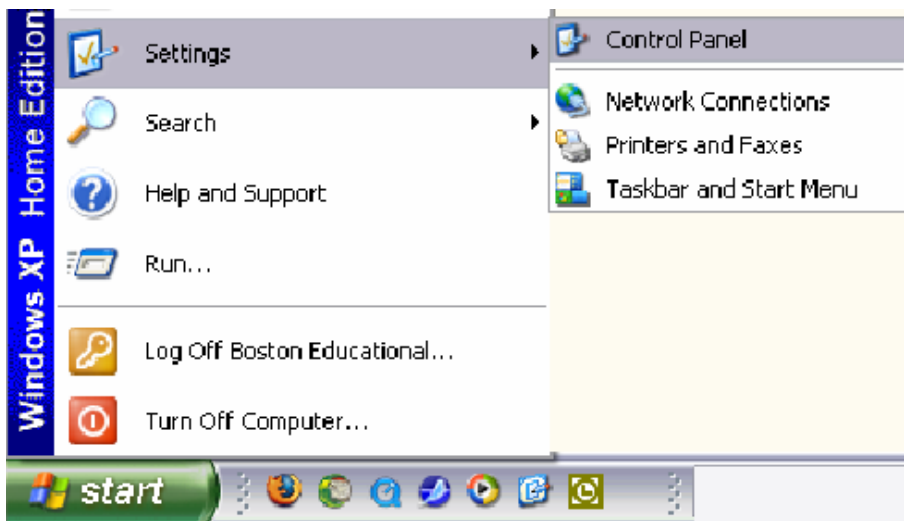
### **iTEP Microphone Settings**

#### Windows XP

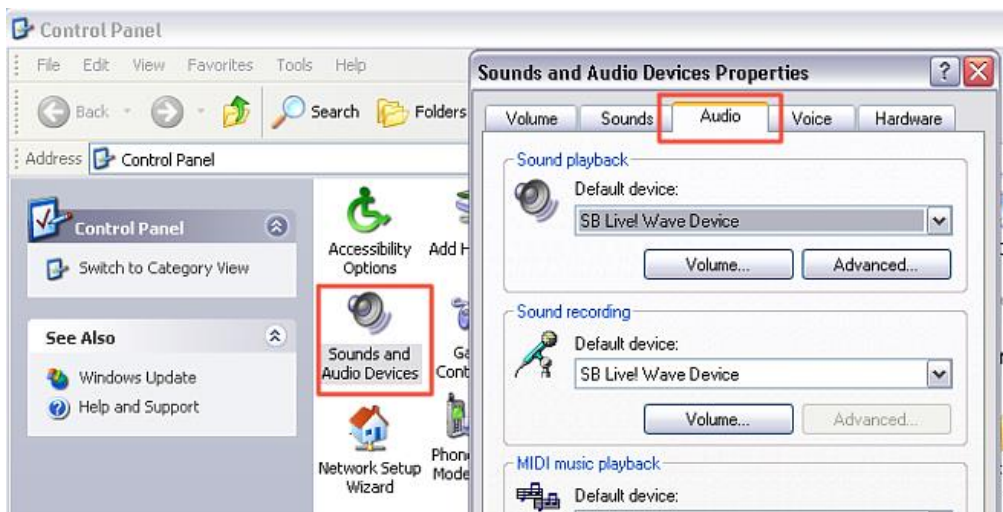
To ensure that the recorded samples in the Speaking section of the iTEP exam have optimum audio quality, please follow the microphone settings instructions detailed below and apply the same settings to all computers used for iTEP administration.

Note: We have provided versions of these instructions for Windows XP, Windows Vista, and Windows 7. Please use the appropriate version for your operating system.

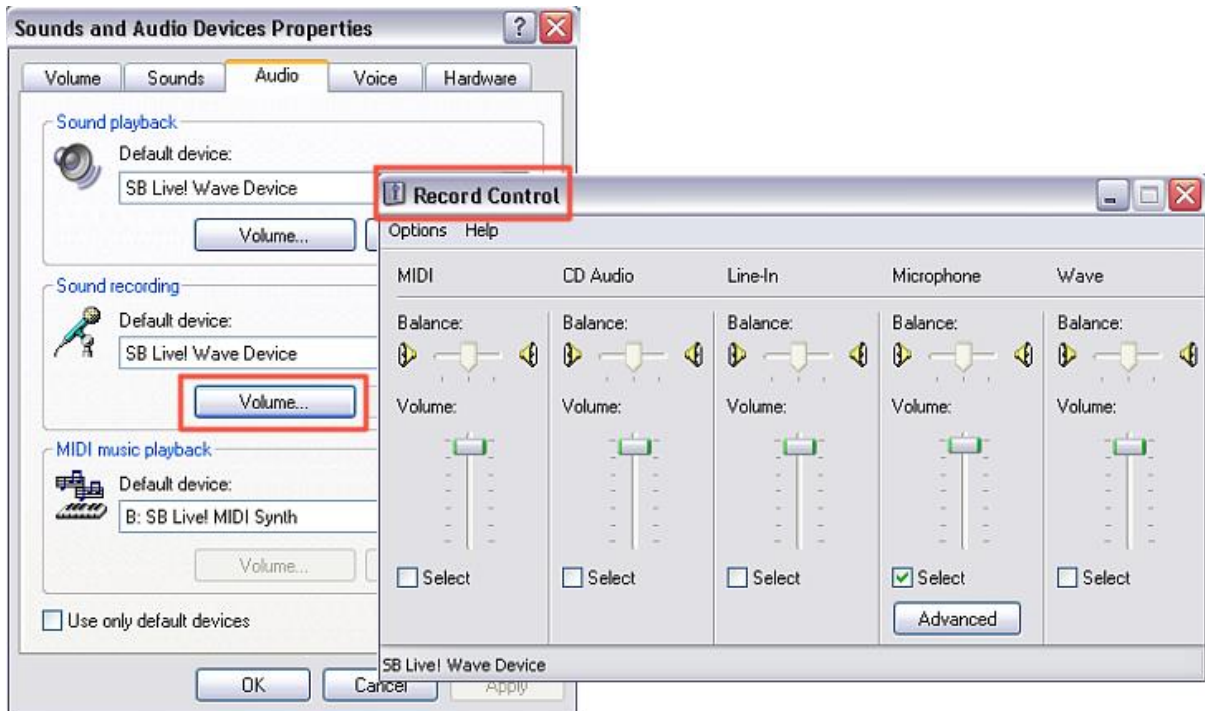
1. Click **Start**, then select **Settings** and **Control Panel**.



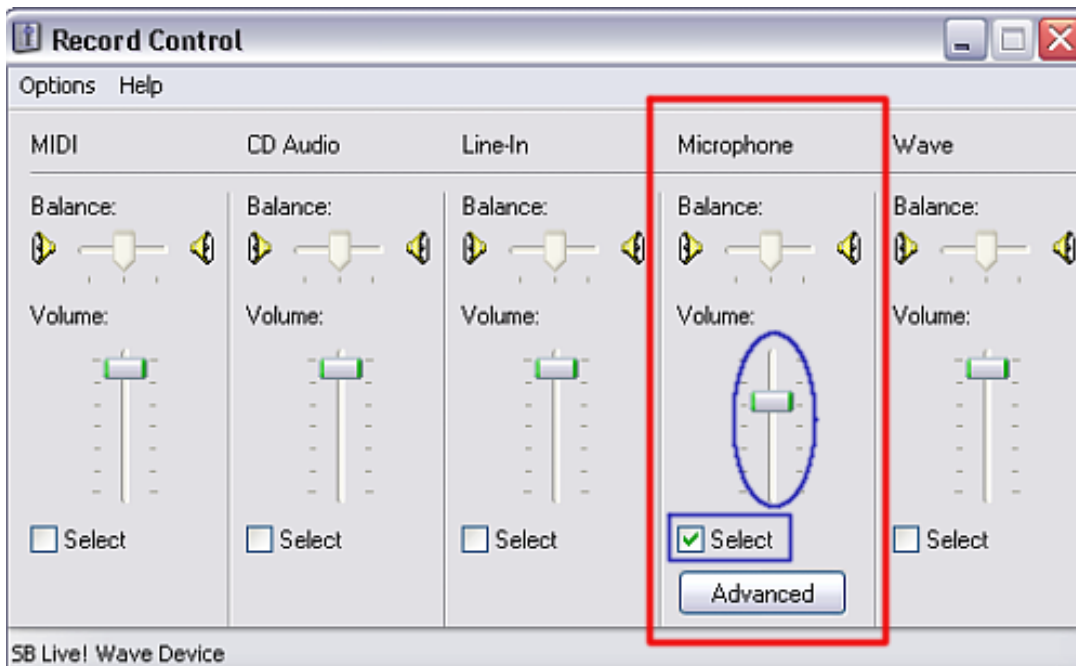
2. On the **Control Panel**, double click **Sounds and Audio Devices**. On the **Sounds and Audio Devices Properties** panel, click on the **Audio** tab.



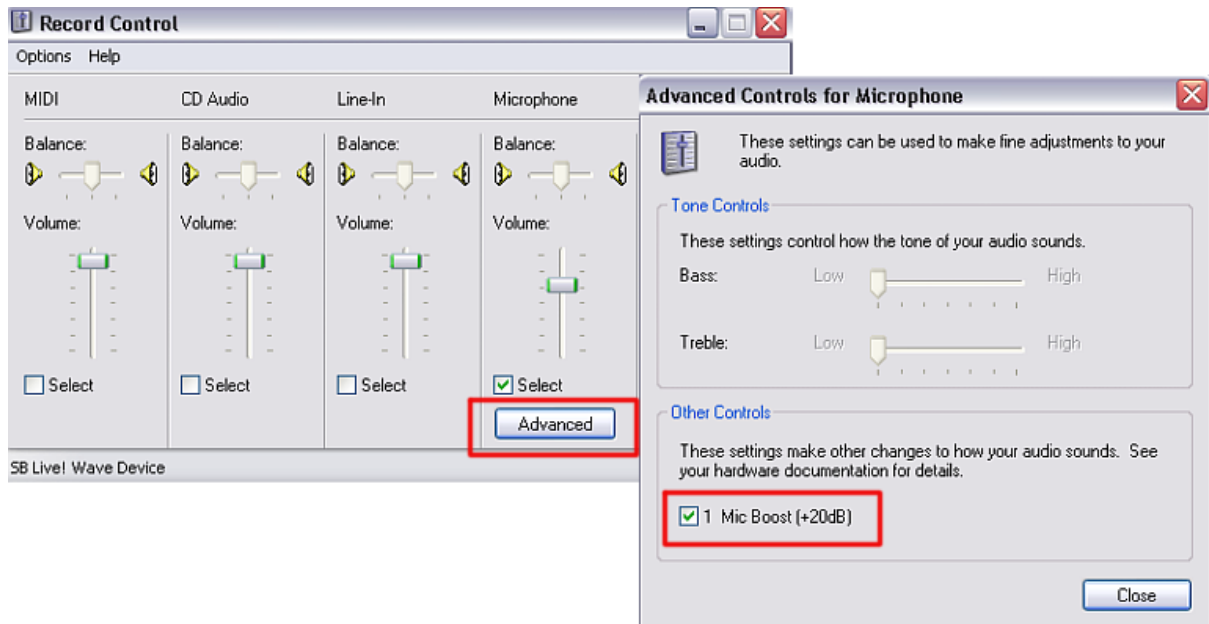
3. In the **Sound Recording** section of the **Sounds and Audio Devices Properties** panel, click the **Volume...** button. This will open the **Record Control** panel shown below.



4. In the **Microphone** column of the **Record Control** panel, please make sure that the **Select** check box is checked. Adjust the **Volume** slider so that it is between halfway and three-quarters to the top.



- Next, click the **Advanced** button at the bottom of the Microphone column. This will open the **Advanced Controls for Microphone** panel. In the **Other Controls** section of the **Advanced Controls for Microphone** panel, make sure that the **Mic Boost** checkbox is checked.



- Please close all windows and verify that you can successfully record and play back at a suitable volume. You can do this from **Start | Programs | Accessories | Entertainment | Sound Recording**.

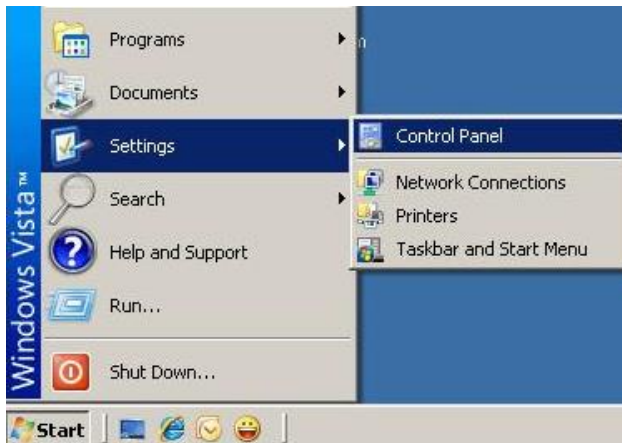
Thank you for optimizing your microphone settings for  
Windows XP

## Windows Vista

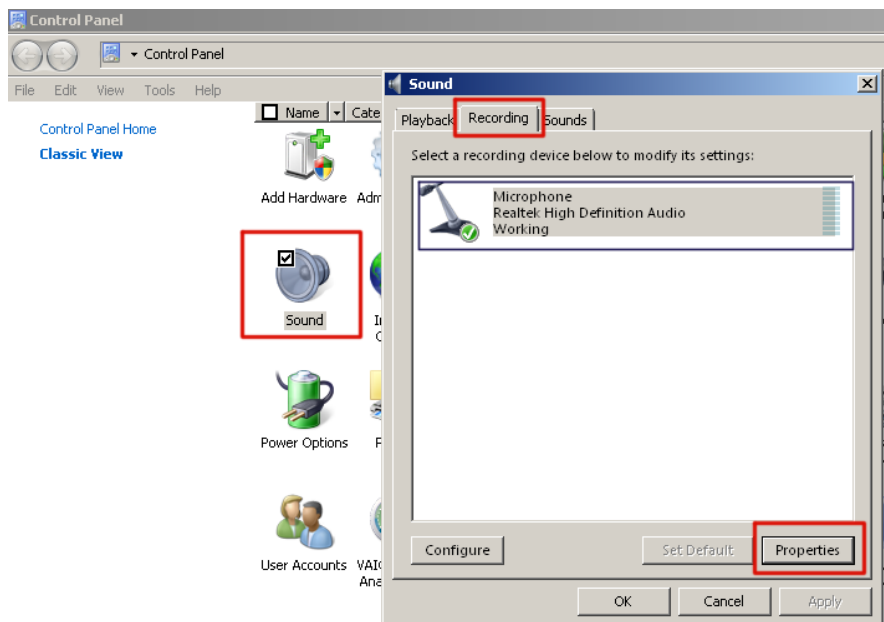
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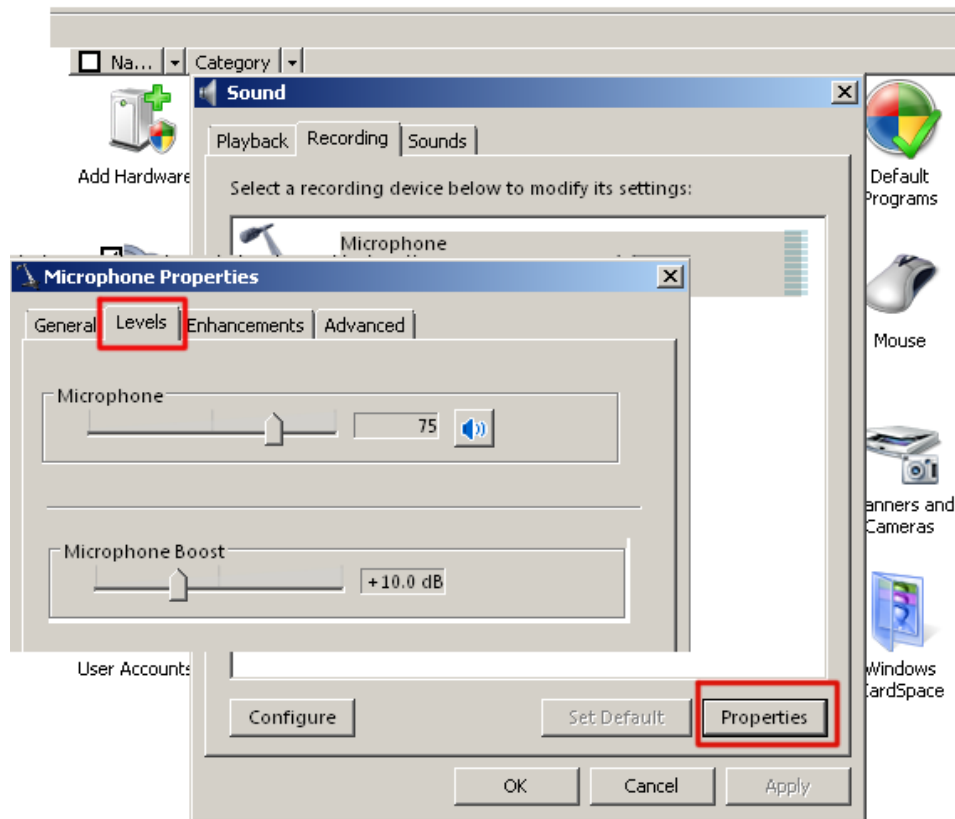
1. Click **Start**, then select **Settings** and **Control Panel**.



2. On the **Control Panel**, double click the **Sound** icon, then select the **Recording** tab on the **Sound** panel. Select **Microphone** so that it's highlighted. Then, click on the **Properties** button. This opens the **Microphone Properties** panel.



3. On the **Microphone Properties** panel, click the Levels tab. Adjust the **Microphone** slider control to 75, and adjust the **Microphone Boost** control to +10.0 dB.



4. Please close all windows and verify that you can successfully record and play back at a suitable volume. First, make sure you have a microphone plugged in to your computer. Then, access Windows "Sound Recorder" from **Start | Programs | Accessories | Entertainment | Sound Recording**.

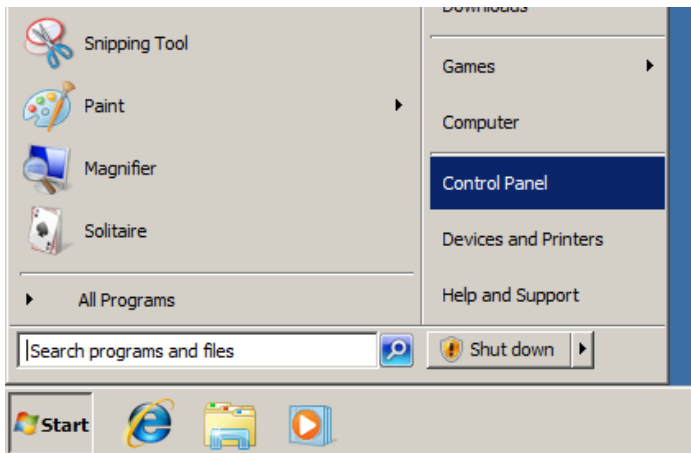
Thank you for optimizing your microphone settings for  
Windows Vista

## Windows 7

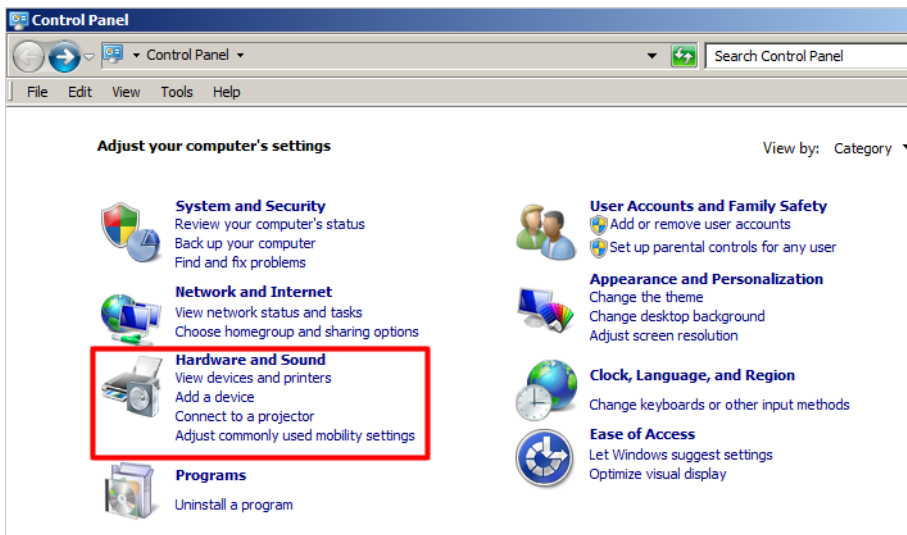
To ensure that the recorded samples in the Speaking section of the iTEP exam have optimum audio quality, please follow the microphone settings instructions detailed below and apply the same settings to all computers used for iTEP administration.

Note: We have provided versions of these instructions for Windows XP, Windows Vista, and Windows 7. Please use the appropriate version for your operating system.

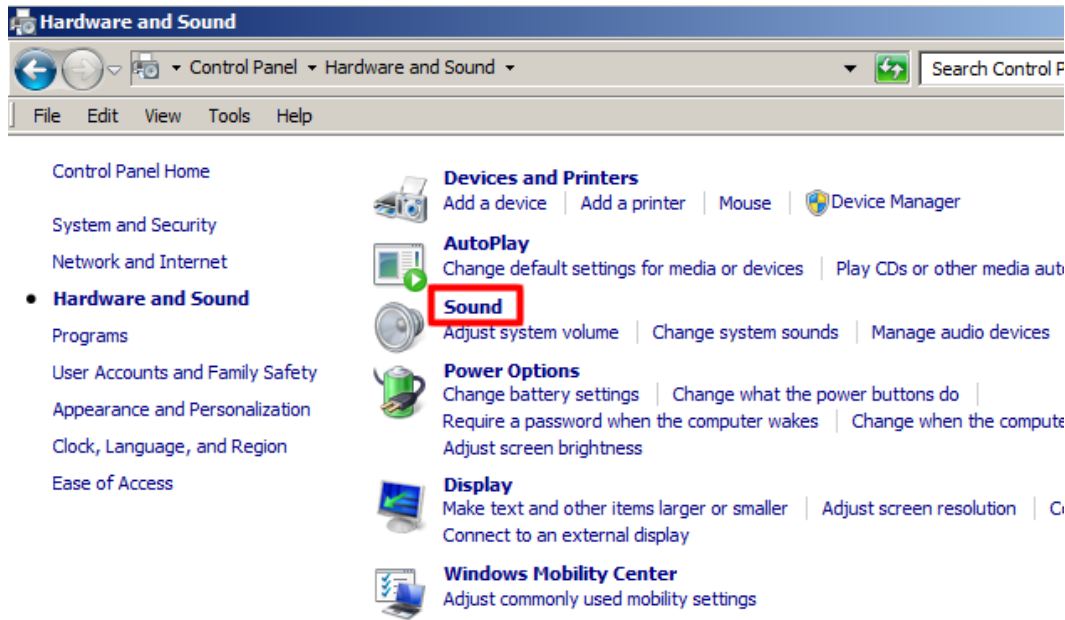
1. Click **Start**, then select **Settings** and **Control Panel**.



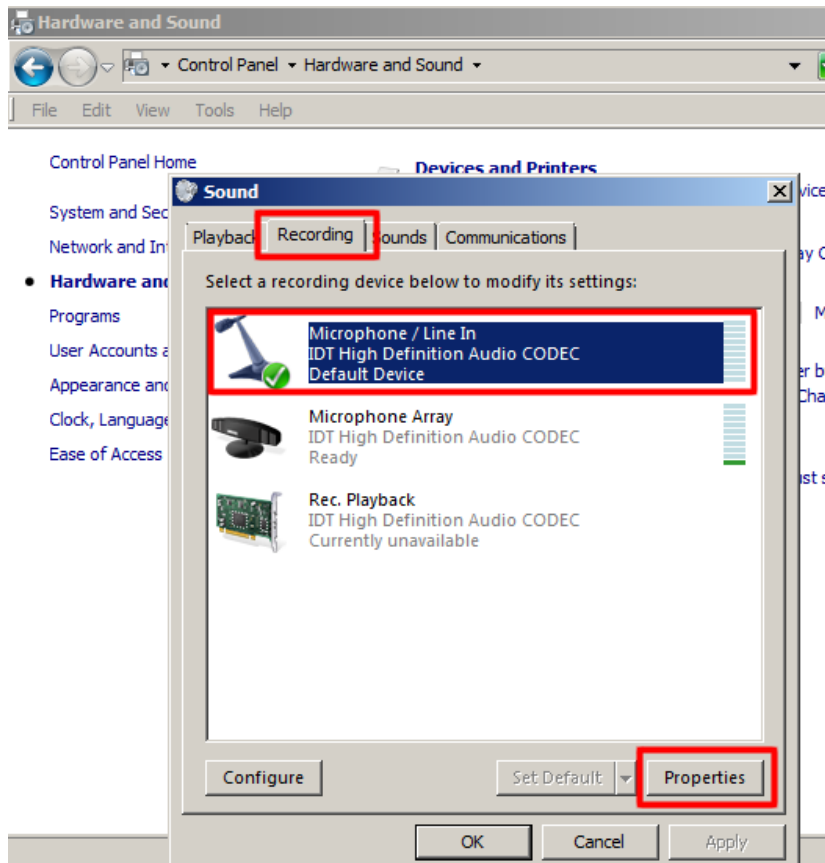
2. On the **Control Panel**, click the **Hardware and Sound** link.



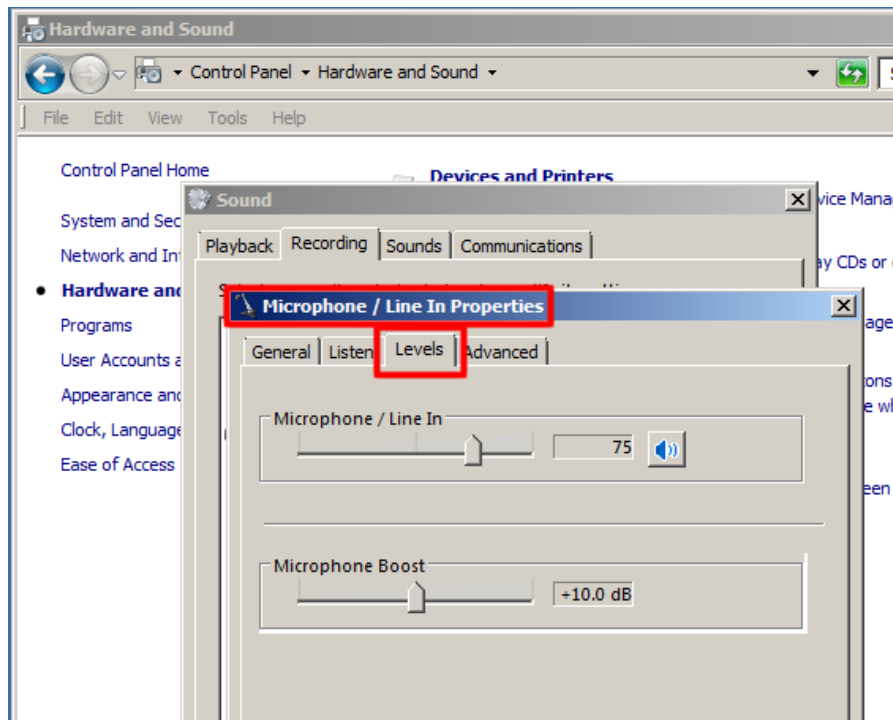
3. On the **Hardware and Sound** panel, click the **Sound** link.



4. From the **Sound** panel, select the **Recording** tab. Highlight **Microphone / Line In**, and click the **Properties** button.



5. On the **Microphone / Line In Properties** panel, select the **Levels** tab, and adjust the **Microphone / Line In** slider control to 75, and adjust the **Microphone Boost** control to +10.0 dB.



6. Please close all windows and verify that you can successfully record and play back at a suitable volume. First, make sure you have a microphone plugged in to your computer. Then, access Windows “Sound Recorder” from **Start | Programs | Accessories | Sound Recorder**.

Thank you for optimizing your microphone settings for  
Windows 7

## Appendix 4

### Exporting Test-Taker Data

#### Exporting Test-Taker data from the Admin Panel:

1. Log in to the admin panel at <http://www.besitep.com/login.php> (you will be given your login data when you do the training call).
2. Go to the “View Graded Tests” page.
3. Click the checkboxes in the “View Grade and Profile” for all the students you want to export data for.
4. Click on the words “View Grade and Profile.”
5. Towards the center on the page (just below View/Print Score Report/Certificate) you will see a button that says “Download Scores.” A message will come up saying “Your CSV has been created.” **Right click** on the word “here” in the sentence “Download your file here”.
6. Select “Save link as.”
7. Enter the file name you wish to save the data under.
8. For “Save as type” select “Microsoft Excel Comma Separated Values File.”
9. Open the file and you will be able to arrange the data in whatever way is easiest for you to view.

#### Formatting Test-Taker data:

1. Once the file from above downloads, open the file
2. The column titles may appear shortened, so if this is the case, click on the box between Column A and Row 1, which will highlight the entire page (you can also hit CTRL + A instead)
3. Once the page is highlighted, go to Format, Auto Fit Column Width, and this will widen your columns to the width that is needed to properly display the data

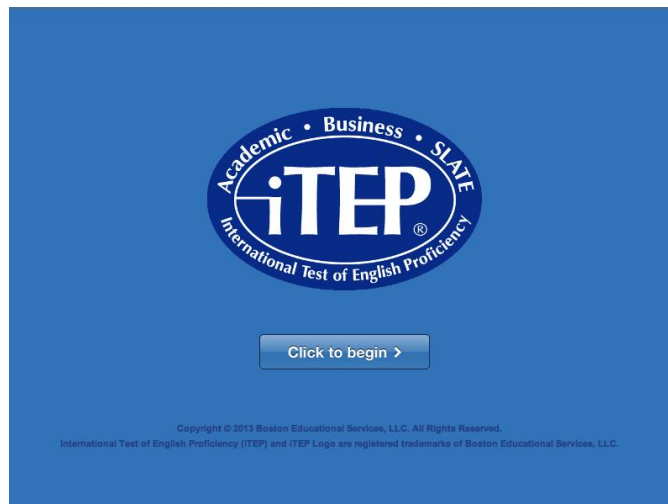
# Instructions for Set Up and Administration of iTEP Exams on Macs

## Setting up iTEP

1. iTEP must be taken on a computer using **Mozilla Firefox** or **Safari 5.1.9**. You will need to connect a headset and microphone to the computer.
2. Set your monitor's screen resolution. You will do this from: **System Preferences | Displays | Select Best for built-in display or Scaled** and select a screen size of at least 800 x 600.
3. Once you have downloaded **Java** to your computer, **please make the following adjustment to your settings:**
  - Check Software Updates for Mac to see if it recommends updating Java (if so, update and then continue below, if not directly continue below)
  - Go to Applications, Utilities, Java Preferences application
  - Next select the Advanced tab and set the "Verify mixed security code" setting to "Disable"
  - When on the Recording page when it installs the voice recorder, a prompt will come up asking if you want to allow Java to run. Select Yes or Allow.

## Administering iTEP

1. Go to the following website to access the test: <http://www.besitep.com/test> Click on "Click to Begin" to begin going through the Technical Checklist.



2. Follow the on-screen instructions for the "Technical Checklist" on your computer to make sure your computer has the required versions of the free software - Java and Flash Player - essential for iTEP to function properly. If it is necessary to install or upgrade Java or Flash Player, you will be given directions on the screen.

3. Once you have successfully completed the “Technical Checklist”, click “Next” to view the Login screen where you can input your **Test ID Number** and **Password**.

**IMPORTANT:** If you are taking this test simply to become acquainted with iTEP (i.e., not an actual test administration), it is not necessary to complete all of the information on the registration screen. Please include your first and last name and your e-mail address, and you can put random letters or numbers in the other fields. However, there must be some data in each field.

### **Technical Issues:**

Please review the **Technical FAQs and Troubleshooting** on pages 36 and 37. If you still have questions, please send an email to:

Katie Orosz: [korosz@bostoneducational.com](mailto:korosz@bostoneducational.com) with a copy to  
Michael Salenko: [msalenko@bostoneducational.com](mailto:msalenko@bostoneducational.com)

## Test Security Protocol

1. Prior to taking the iTEP exam, the Candidate must present the test Proctor with a government-issued picture ID. The Proctor will confirm that the ID presented coincides with the identification information provided by the Candidate on his/her registration form and indicates this by completing the certification statement on the registration form.
2. Reference materials/tools and other personal effects (e.g. dictionaries, mobile phones, audio recording devices, PDAs, notebooks, etc.) are not permitted in the room during the test.
3. Smoking, eating, or drinking is not permitted during the test.
4. During the testing process, Candidates should be seated so that they are not able to view the work of other Candidates. Computer stations should be separated by partitions.
5. During the testing process, Candidates may only have two items on their desk: a pen or pencil, and one sheet of paper for note-taking in the listening and speaking sections. It should be explained that all notepaper will be collected at the end of the test, and that a Candidate's notes will not be graded.
6. During the testing process, one or more test Proctors will be in the room with test Candidates at all times. The Proctor(s) should move about the room and make sure that Candidates are not violating security policies.
7. The test Proctor reserves the right to dismiss a Candidate from the test or declare a Candidate's test results void if the Candidate violates any of the above conditions or fails to follow the Proctor's instructions during the test.

## Pre-Test Instructions to Candidates

Prior to beginning the exam, it is strongly recommended that you review the following important points with the Candidates:

1. Give a brief outline of the test contents, including the Test Preliminaries section and the five test content sections. Tell them how long each individual section will take. Make sure Candidates understand that each section has some easier questions and some more difficult questions, and that Candidates should try to answer all questions to the best of their ability – there is no added penalty for a wrong answer.
2. Explain that, in the Preliminaries section, it is very important that Candidates can hear the audio on the “Audio Check” screen and that they can record and clearly hear their voice played back on the “Recording Check” screen. These preliminary checks are essential in making sure that Candidates will not experience any technical difficulties in the listening and speaking sections. It is recommended that the Administrator monitor Candidates’ compliance with these checks.
3. Explain that, in two sections – reading and grammar – Candidates may review and change any of their answers as long as there is time remaining in the section.
4. Explain that, while there should be plenty of time to read the directions before each section, the “Help” button allows Candidates to take another look at the Directions at any point during the exam.
5. Tell Candidates that they may take notes in the listening and speaking sections, and arrange for a secure method for distributing and recovering all note paper. Each sheet of notepaper should have the Candidate's name and test ID number printed on it. You can tell Candidates that their notes will not be read or graded. For purposes of test security, the only objects Candidates may have on their desktops are the supplied notepaper and a pen or pencil. Test Administrators should closely monitor Candidates to prevent use of cell phones, digital cameras, or any other devices that could compromise test security.
6. Explain to Candidates that the multiple-choice sections of the test will be graded by the computer, and that the writing and speaking sections will be evaluated by native English speakers. Tell Candidates they will receive a level score for each section, as well as an overall level score between 0 (Beginning) and 6 (Mastery). Let them know when their scores will be available.
7. Explain that in each of the two speaking sections, Candidates will have 30 and 45 seconds respectively to prepare their responses prior to speaking. (Sometimes, Candidates who have not paid attention to the directions will begin speaking during the time allocated for preparation). Also, explain that it is best for Candidates to speak for the full “speak” time available. Candidates sometimes give a short answer, and thus fail to demonstrate their full speaking capabilities.

8. Before starting the exam, allow several minutes for Candidates to ask any questions they may have regarding the test. If Candidates have technical difficulties during the test, you may assist them; however, test Administrators may not answer questions regarding test directions or content once the Test Preliminaries section is completed and the test itself begins.

## Using the Recovery Function

The iTEP is equipped with a **Recovery** function for use in the event of an interruption to an individual Candidate's computer during a test administration.

iTEP Recovery allows an individual test to be reset to the test section that was in progress at the time of the interruption. Candidate responses from all sections prior to the interrupted section will be retained by the server's database. It will be necessary, however, to launch the interrupted section from its beginning point, since any Candidate responses from that section may have been lost.

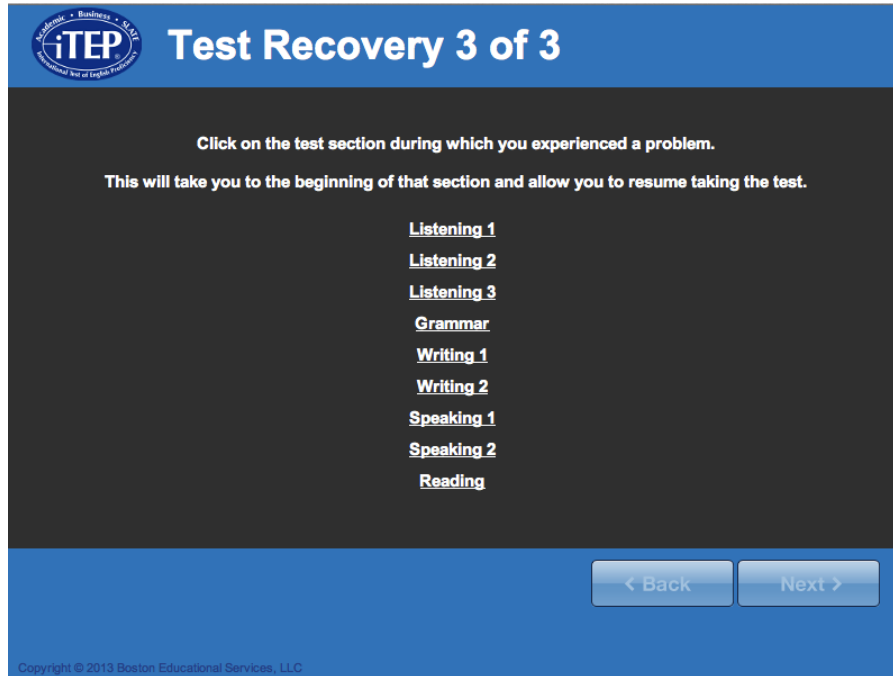
Following are instructions for recovering from an interruption:

1. Go to <http://www.besitep.com/test>. Click on "Click to Begin" to begin going through the Technical Checklist. (Since you have already done the technical checklist, you can just press the next button until you arrive on the Test ID and Password page.)
2. Once the Candidate enters their Test ID Number and Password and clicks the next button, the following screen will appear:

The screenshot shows a web interface for iTEP. At the top left is the iTEP logo with the text 'iTEP' and 'International Test of English Proficiency'. To the right of the logo is the text 'Test Recovery 2 of 3'. Below the header, the candidate's name 'Sally Graham' is displayed, followed by 'Test ID Number: 66416455CU'. A question is posed: 'Is all of the above information correct?' with two buttons: 'Yes' and 'No'. At the bottom of the screen, there are two buttons: '< Back' and 'Next >'. The footer of the page reads 'Copyright © 2013 Boston Educational Services, LLC'.

3. Have the Candidate click **NO** if the ID information is incorrect, or **YES** if the ID information is correct. (Clicking **NO** allows the Candidate to re-input his/her information; clicking **YES** opens a third Recovery screen.)

4. On the third Recovery screen, click on the link to the **test section** the Candidate was in at the time of the interruption. The Candidate will be returned to the "General Directions" screen for that section, and may proceed normally from that point through the remainder of the test.



5. If the section that needs to be recovered is not available, contact BES immediately to have the section reset.

## Technical FAQ's and Troubleshooting

### **1. I am in the middle of taking my exam and the power goes out. What do I do?**

iTEP tests are designed in a way that every time you finish a section, this section will be saved automatically. So, if you experience any power outages and your computer shuts down, you can restart your computer, launch the iTEP application again, and enter the same Test ID and Password. It will then take you to a screen that shows the name of the test-taker, along with the test ID number. Click Yes if the information listed is correct. You will then need to follow the Test Recovery procedure, as detailed in the previous pages.

### **2. I recovered my test after a power outage but the section I was working on during the power outage was skipped. How can I go back to this section?**

It can happen that test may skip a section and/or may run into other technical errors. If you experience any errors, [please let us know](#) and we can RESET various sections of the test for a retake.

### **3. My system becomes unresponsive, the application freezes. What can I do?**

If your system locks up, freezes, or shuts down, you will need to follow the Test Recovery procedure as detailed in the previous pages. In order to RESET any sections of the test that need to be retaken, please contact BES.

### **4. I can't hear anything. What may be the problem?**

The key to having a great testing experience relies on successfully executing the Technical Checklist. If you cannot hear anything, please make sure your soundcard is properly installed and turned on and the volume turned up. The iTEP application will only use the general settings on your system. If you are able to run iTunes or other sound-related applications or websites, iTEP will work as well.

### **5. The iTEP exam just crashed. What should I do?**

iTEP relies on two applications to run in order to be executed: Java and Adobe Flash. Please make sure both programs are installed and active on your system. If you do not have one or both of those applications installed on your system, the Technical Checklist will already show that error. In case iTEP crashes, [please contact BES immediately](#).

### **6. The speaking section won't record. What should I do?**

The speaking section relies on Java software in order to properly record test-taker responses. If a problem occurs where the speaking section is not recording, please follow these steps: ring up Safari Preferences, and on the Security screen, make sure "Allow Java" is checked and on the "Manage Website Settings..." screen, see that [www.besitep.com](http://www.besitep.com) is listed and is set to "Allow" or "Allow Always" the use of the Java plug-in. The other setting to double check would be in the Java Control Panel (from System Preferences), on the Advanced tab, near the bottom, set the Mixed code security verification to "Disable verification (not recommended)". If this does not work, [please contact BES immediately](#).

**Furthermore you could uninstall and install Java and Flash again before restarting iTEP. Make sure to restart your computer after every final install in order to refresh the configuration files of your Operating System.**

If the Technical FAQs have not solved the issues you are encountering, please follow the steps below to send a troubleshooting report to BES:

In an email, **please send the following information:**

**Describe what happened:**

- What steps have you taken so far in the administration of the exam?
- What is the **test ID** and test-takers name?
- What are the **browser, flash, and java versions** that you are using?
- What page were you on when the problem occurred?
- What happened on that page? (**A screenshot of the problem is very helpful.**)

**What have you done since the problem occurred?**

- Have you **restarted** the browser?
- Have you **restarted** your computer?
- Have you uninstalled and reinstalled **Flash** and **Java**, and then restarted your computer?
- Have you tried to recover the exam using the **Test Recovery** procedure?

Please email the information above to [korosz@bostoneducational.com](mailto:korosz@bostoneducational.com) and [msalenko@bostoneducational.com](mailto:msalenko@bostoneducational.com).

## Appendix 1

### iTEP Exams Overview

**Introduction:** The primary function of iTEP (International Test of English Proficiency) is to assess the English language proficiency of learners of English as a Second Language. There are three iTEP exams available: iTEP Academic, iTEP Business, and the high school English proficiency exam, iTEP SLATE (Secondary Level Assessment Test of English). All three exams have the same basic structure, standardized rubric scoring, and administration procedures.

Typical Uses of the **iTEP Academic** exam for academic institutions:

- Making admissions decisions
- Placing students within language programs
- Guiding course instruction and curriculum development
- Evaluating pre- and post-course progress
- Assessing proficiency of English language teachers
- Determining eligibility for scholarships

Typical uses of the **iTEP Business** exam for businesses and government agencies:

- Screening new hires for English language ability
- Qualifying employees for assignments requiring English proficiency
- Assisting in making job promotion decisions
- Evaluating return on investment of English teaching and training program

Typical uses of the **iTEP SLATE** exam for high schools, academies, and language institutes:

- Making high school admissions decisions
- Placing students within language programs
- Guiding course instruction and curriculum development
- Evaluating pre- and post-course progress
- Assessing proficiency of English language teachers
- Determining eligibility for exchange programs

There are two versions of each of these three exams:

#### **iTEP Academic:**

- **iTEP Academic-Core** assesses reading, listening, and grammar and is 50 minutes in length, with an additional 10 minutes for pre-test preparation.
- **iTEP Academic-Plus** assesses reading, listening, grammar, writing, and speaking and is 80 minutes in length, with an additional 10 minutes for pre-test preparation.

**iTEP Business:**

- **iTEP Business-Core** assesses reading, listening, and grammar and is 50 minutes in length, with an additional 10 minutes for pre-test preparation.
- **iTEP Business-Plus** assesses reading, listening, grammar, writing, and speaking and is 80 minutes in length, with an additional 10 minutes for pre-test preparation.

**iTEP SLATE:**

- **iTEP SLATE-Core** assesses reading, listening, and grammar and is 50 minutes in length, with an additional 10 minutes for pre-test preparation.
- **iTEP SLATE-Plus** assesses reading, listening, grammar, writing, and speaking and is 80 minutes in length, with an additional 10 minutes for pre-test preparation.

**Test Structure:** The exam consists of a short "preliminary" section and the test content itself. The preliminary section guides the examinee through a series of steps to ensure technical compatibility and examinee readiness. This includes the complete technical checklist of the software required for test administration, as well as examinee identification items such as log in and registration.

**Test Content:**

- The iTEP Academic-Core, iTEP Business-Core, and iTEP SLATE-Core each have three components – reading, listening, grammar – presented in the order listed below.
- The iTEP Academic-Plus, iTEP Business-Plus, and iTEP SLATE-Plus each have five components – reading, listening, grammar, writing, speaking – presented in the order listed below.

Please note that in each section, examinees will encounter content and questions targeted at varying levels of proficiency.

**A. Reading – 20 minutes/2 parts**

*Part 1:* One intermediate-level passage about 250 words in length followed by 4 multiple-choice questions

*Part 2:* One upper-level paragraph about 450 words in length followed by 6 multiple-choice questions

*(Note: The iTEP SLATE exam has one extra reading part, with two passages, geared towards lower level high school test-takers.)*

**B. Listening – 20 minutes/3 parts**

*Part 1:* Four high-beginning to low-intermediate-level short conversations of 2-3 sentences, each followed by 1 multiple-choice question

*Part 2:* One 2-3-minute intermediate-level conversation followed by 4 multiple-choice questions

*Part 3:* One 4-minute upper-level lecture followed by 6 multiple-choice questions

**C. Grammar (Structure) – 10 minutes/1 part**

This section is comprised of twenty-five multiple-choice questions, each of which tests the examinee's familiarity with a key feature of English structure. This section includes a range of structures from simple to more complex, as well as a range of vocabulary from beginning to mastery. There are two question types, each with on-screen examples.

**D. Writing – 25 minutes/2 parts**

*Part 1:* Examinee is asked to write a short note, geared at the low-intermediate level, on a supplied topic in response to instructions (5 minutes/50-75 words).

*Part 2:* Examinee is presented with a brief, upper-level written topic and is asked to express and support his/her opinion on the topic (20 minutes / 175-225 words).

**E. Speaking – 5 minutes/2 parts**

*Part 1:* Examinee hears and reads a short question geared at low-intermediate level. Examinee has 30 seconds to prepare spoken response, and 45 seconds to speak.

*Part 2:* Examinee hears a brief upper-level statement presenting two sides of an issue. Examinee is then asked to express his/her thoughts on the topic, with 45 seconds to prepare, and 60 seconds to speak.

**Delivery Method:** All iTEP exams are delivered via the Internet and must be administered at a secure location or a Certified iTEP Test Center. In some cases, the exams are also available in paper-based format.

- Reading, listening, and grammar sections: Examinee clicks on one of four answer choices for each question.
- Writing samples are keyboarded directly into a text entry field.
- Speaking samples are recorded with a headset/microphone at the examinee's computer.

**Timing Mechanism:** Each section has a fixed time allotted to it. If an examinee completes a section with time left, s/he may advance to the next section.

- *Reading and grammar sections:* Examinees are free to use any extra time to review, and if they wish, revise their answers.
- *Listening section:* Review is not possible since the listening selections play only once.
- *Writing section:* There are fixed time limits for each part, but examinees may advance to the next section before time expires.
- *Speaking section:* There are fixed time limits for each part.

The directions for each section are displayed for a set amount of time. This amount varies

according to the amount of text to be read and should be adequate for most examinees. If an examinee needs more time to read a particular section's directions, s/he can always access them by clicking the "Help" button. This displays a complete menu of directions for all test sections.

**Transition Screens:** Following the reading, listening, grammar, and writing sections, examinees see a screen titled, "Beginning Next Section. . ." These "transition screens" give the examinees a 15-second break between sections, and display completed test sections and remaining test sections. After the last test section (speaking) is completed, examinees see an "End of Test" screen, which tells them to wait for further directions from the iTEP administrator.

### **Scoring/Grading:**

The test will determine an overall proficiency level from 0 (Beginner) to 6 (Mastery), as well as individual proficiency levels from 0 to 6 for each of the skills tested. For greater accuracy, scores are also expressed in tenth-levels (2.1, 2.2, etc.). The test is graded as follows:

- The reading, listening, and grammar sections are scored automatically by the computer
- The writing and speaking samples are evaluated by native English-speaking, ESL-trained professionals, according to a standardized scoring rubric
- The Official Score Report presents an individual's scoring information in both tabular and graphical formats - the graphical format, or skill profile, is particularly useful for displaying an examinee's strengths and weaknesses in each of the skills evaluated by the test.

### **Levels:**

The seven proficiency levels identified by the test may be expressed briefly as follows:

- A. Level 0.0 – 2.4: Beginner
- B. Level 2.5 – 3.4: Elementary
- C. Level 3.5 – 3.9: Intermediate
- D. Level 4.0 – 4.9: Upper Intermediate
- E. Level 5.0 – 5.9: Advanced
- F. Level 6.0: Mastery

## Appendix 2

### iTEP Technical Requirements

In order to administer the Internet-based iTEP® exam successfully, your system's Internet connectivity, hardware, and software must conform to the following minimum specifications:

#### Internet

- Broadband Internet connection:
  - Download speed – 750 kbps minimum
  - Upload speed – 250 kbps minimum

#### Hardware

- Operating System: Mac OS X or newer
- CPU: 700 MHz Pentium II-class processor or newer
- Memory: 512 MB
- Video – Monitor and standard VGA card, capable of 800 x 600 resolution or greater, and able to display a minimum of 256 colors (16 bit color or better is recommended).
- Sound Card – 16-bit sound card
- **Headset and microphone**, keyboard, mouse

#### Software

- Adobe Flash Player version 8.0 or higher  
Verify your Flash installation here: <http://www.adobe.com/products/flash/about/>  
Download Flash Player here: <http://www.adobe.com/go/getflash/>
- Sun Java version 1.5 or higher and Internet Explorer Java Plug-in support  
Verify your Java installation here: <http://www.java.com/en/download/help/testvm.xml>  
Download Java here: <http://www.java.com/en/download/manual.jsp>

#### Any of the following browsers:

- Mozilla Firefox browser (no specific version needed) (PC or Mac Compatible)  
Download Firefox here: <http://www.mozilla.org/en-US/firefox/new/>
- Safari browser version 5.1.9 (Mac ONLY)  
Run the App Store, select Updates, double check your version with the updated version

## Appendix 3

### Exporting Test-Taker Data

#### Exporting Test-Taker data from the Admin Panel:

1. Log in to the admin panel at <http://www.besitep.com/login.php> (you will be given your login data when you do the training call).
2. Go to the “View Graded Tests” page.
3. Click the checkboxes in the “View Grade and Profile” for all the students you want to export data for.
4. Click on the words “View Grade and Profile.”
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6. Select “Save link as.”
7. Enter the file name you wish to save the data under.
8. For “Save as type” select “Microsoft Excel Comma Separated Values File.”
9. Open the file and you will be able to arrange the data in whatever way is easiest for you to view.

#### Formatting Test-Taker data:

1. Once the file from above downloads, open the file
2. The column titles may appear shortened, so if this is the case, click on the box between Column A and Row 1, which will highlight the entire page (you can also hit CTRL + A instead)
3. Once the page is highlighted, go to Format, Auto Fit Column Width, and this will widen your columns to the width that is needed to properly display the data