



Test Administration Information: Excerpts from the Career and Technical Education (CTE) Testing Manual



2017-2018

Secondary and Postsecondary Schools - Career and Technical Education

Research and Curriculum Unit
Mississippi State University

2017-2018 CTE Testing Manual

PREPARING FOR TESTING DAY

Section 2

ROLES AND RESPONSIBILITIES OF TESTING PERSONNEL

Test Coordinator Role

Online Testing

The test coordinator inputs student information, orders and schedules tests, and administers the testing requirements as outlined in this guide. It is important for all coordinators to understand the responsibilities of everyone involved in the testing process. You need to know the information to answer questions and instruct the test administrators and proctors on administering the test. The test coordinator's responsibilities include the following:

Prior to the Test

- Developing a **District Test Security Plan** that includes secondary and / or postsecondary accountability standards
- Arranging the test schedule within the allowed test window to fit each test location's specific situation
- Submitting student data to the RCU for testing during the allowed data submission window
- Checking all student and class information for accuracy during the verification window using the RCU website verification tools
- Conducting demo testing to ensure that the computers used for testing will work on test day and that students are familiar with the technology
- Identifying the test administrator and proctors for each test administration
- Conducting training to inform test administrators and proctors of the planned testing schedule and their responsibilities associated with the administration of testing
- Ensuring test administrators and proctors read and understand the Mississippi Public School Accountability Standards 2017, Appendix F; test administration information from the CTE Testing Manual; and the District Test Security Plan prior to testing (Test administration information from this manual is available in a separate, printable PDF on the RCU website: <http://www.rcu.msstate.edu/Assessment/MS-CPAS.aspx>)
- Organizing supplementary testing materials by individual testing sites in the district, including formula sheets, scratch paper, calculators, and Testing-in-Progress door signs.
- Delivering testing materials, if applicable, to schools, preferably one day before the testing begins
- Ensuring the appropriate identification of all testers, meaning that the correct students take the correct tests
- Providing the test administrator with accurate student identification numbers and information needed to log in to the testing website by printing the testing ticket report after verification is complete
- Ensuring the provision of appropriate accommodations, meaning that the correct students are given accommodations
- Ensuring that a test administrator and proctor(s) are present in each designated testing area

After the Test

- Collecting and accounting for all supplementary testing materials from each testing site in the district

- Ensuring that appropriate documentation of sign-in sheets, seating charts, and other information required for security purposes is kept on file in the district according to your district policy for retaining records outlined in your District Test Security Plan.

Test Administrator Role

Online Testing

The test administrator safeguards, administers, collects, and returns the test materials to the test coordinator as outlined in this guide. The test administrator's responsibilities include the following:

- Attending training conducted by the test coordinator
- Reading the [Mississippi Public School Accountability Standards 2017, Appendix F](#); test administration information from the CTE Testing Manual; and the District Test Security Plan prior to testing
- Ensuring that participant IDs and passwords have been received from the test coordinator and are assigned to the correct students
- Informing the test coordinator of the need for additional [supplementary testing materials](#), if necessary
- Restricting access of program area teachers to testing websites and testing labs during and after test administration – program area teachers are not allowed in the testing room
- Setting up the testing environment, including arranging for any special testing accommodations, such as untimed or read-to tests
- Distributing supplementary testing materials to test takers
- Ensuring that all test takers have a pencil or pen and other essential materials (may include calculators, formula sheets, and an architect's and engineer's scale for the postsecondary Horticulture Cluster test and the NEC books for the postsecondary Electrical test)
- Receiving and checking supplementary testing materials from the test coordinator
- Ensuring that testing procedures are followed
- Reading the [Test Administration Script](#)
- Maintaining a count of students taking the test and students who were absent and reporting absent students to the test coordinator
- Collecting appropriate documentation that may include sign-in sheets, seating charts, and so forth for security purposes as outlined in the District Test Security Plan
- Collecting and checking supplementary testing materials after test administration and ensuring they are shredded
- Completing the [irregularity report](#), if necessary

Test Proctor Role

Online Testing

The test proctor assists the test administrator and test coordinator in administering the online MS-CPAS assessment as outlined in this guide. The proctor's responsibilities include the following:

- Attending training conducted by the test coordinator
- Reading the [Mississippi Public School Accountability Standards 2017, Appendix F](#); test administration information from the CTE Testing Manual; and the District Test Security Plan prior to testing
- Ensuring that all test takers have a pencil or pen and other essential materials (may include calculators, formula sheets, and an architect's and engineer's scale for the postsecondary Horticulture cluster test and the NEC books for the postsecondary Electrical test)
- Assisting the test administrator in distributing supplementary testing materials to test takers
- Ensuring that testing procedures are followed
- Monitoring students during testing
- Reporting irregularities or concerns to the test administrator
- Ensuring that supplementary testing materials and scratch paper are collected and destroyed after test administration

FAQ:

Can program instructors administer or proctor an MS-CPAS test for their own subject?

No. This would be considered a violation of test security.

Training Test Administrators and Proctors

Test administrators should receive training prior to receiving testing materials. The steps that should be taken to identify and train test administrators include the following:

- Identify test administrators and proctors for each occupational program to be tested.
- Provide test administrators and proctors with the test schedule.
- Inform test administrators of test administration responsibilities as outlined in the section titled Test Administrator Role.
- Inform proctors of test proctor responsibilities as outlined in the section titled Test Proctor Role.
- Confirm that test administrators and proctors have read and understand the sections titled Testing Day, Distributing Testing Materials, Administering the Test, and Collect Supplementary Testing Materials prior to testing.

Preparing Labs

The Mississippi Career Planning and Assessment System utilizes *Questionmark* as the delivery mechanism for the career and technical education assessments delivered to students in the state of Mississippi. To ensure a smooth MS-CPAS testing cycle, there are a few points to consider.

1. Computers that will be utilized for testing should have the following:
 - a. **Operating system:** Microsoft Windows XP, Windows Vista, Windows 7, Windows 8, Windows 10, MacOS
 - b. **Web browser:** Mozilla Firefox 3+, Chrome, Safari
 - c. **JavaScript:** enabled
 - d. **Pop-ups:** unblocked for *.msstate.edu
 - e. **Screen resolution:** 1024 by 768 or higher
 - f. **Network connection:** wired

Note:

Microsoft will be phasing out Internet Explorer with the release of Windows 10. Its replacement will be a browser called [Microsoft Edge](#). The RCU recommends that districts use Chrome or Firefox 3+ for CTE Testing during the 2017-2018 academic year.

2. Computers should also be able to access all websites with the following domain, ***.msstate.edu**.

They should not be blocked by an Internet filter. This point can be tested by going to the following URL with testing computers,

<https://qm.rcu.msstate.edu/perception5/perception.php>

Test your computers ahead of time!

3. Use the [demo testing window](#) (now open all year) to see if your district's technology is ready for live testing.

Managing the Testing Environment

Arrange Testing Schedules

All test sites must follow the [MS-CPAS testing schedule](#) as established by the Mississippi Department of Education (MDE). The Mississippi Office of Student Assessment must approve changes to the established test schedule. Plan the test schedule to fit the test location's specific needs.

Testing Tickets

To help you manage the testing environment, the RCU provides testing ticket reports. Each ticket provides the Questionmark online assessment web address, the student's name and password, the test ID of the assigned MS-CPAS assessment.

MS-CPAS Testing Ticket	MS-CPAS Testing Ticket
<p>For: [REDACTED]</p> <p>Go to: https://qm.rcu.msstate.edu/perception5/perception.php</p> <p>Use the information below to login:</p> <p>Name: [REDACTED]</p> <p>Password: [REDACTED]</p> <p>Assessment: 10168Y1-2010 Concepts of Agriscience</p>	<p>For: [REDACTED]</p> <p>Go to: https://qm.rcu.msstate.edu/perception5/perception.php</p> <p>Use the information below to login:</p> <p>Name: [REDACTED]</p> <p>Password: [REDACTED]</p> <p>Assessment: 10169Y1-2010 Science of Agricultural Animals</p>

Testing tickets will become available after your students are verified. To access the tickets, log in to the RCU website and navigate to the [testing ticket labels](#) report.

Typical Testing Activity

TIME	TESTING ACTIVITIES
5 min	Sign in and seat examinees. Distribute calculators, scratch paper, and any supplementary materials. Read the Test Administration Script to examinees and answer any testing procedural questions.
110 min	The time allowed for testing is 110 min.
5 min	Collect calculators, scratch paper, and any supplementary materials. Sign out and dismiss examinees.
120 min	TOTAL TIME FOR OCCUPATION-SPECIFIC TEST

Special Testing Accommodations

Special accommodations should be provided for any test taker with a special need that prevents the student from taking the test under standard conditions. Testing accommodations for individual students can be found in the IEP. Be prepared to assist the test administrators to arrange for the following modifications to the testing environment:

- Seating accommodations
- Wheelchair accessibility
- Time accommodations
- Verbal accommodations
- Visual accommodations
- Response modifications

Did you know that internet browsers have a zoom feature? This is very helpful in providing visual accommodations to any student with a visual impairment.

Note:

The RCU does not make decisions about testing accommodations. The only accommodations provided by the RCU are untimed tests and reader accounts. Please contact the MDE for questions about testing accommodations.

Supplementary Materials

Some MS-CPAS assessments have supplementary materials to go with them. These materials can be found in the [Supplementary Materials Manual](#).

Calculator Guidance for MS-CPAS

Calculators may be used on any MS-CPAS test. The MDE's guidelines for calculator use on standardized tests state that if using OSA approved graphing calculators, any formulas, applications, and / or programs must be cleared from the calculators before the assessment. Procedures for how to handle this issue should be outlined in the District Test Security Plan as this has been the policy since the 2011-2012 school year.

The RCU recommends that districts not allow students to use the calculators built in to the operating systems on most computers as this is a test security issue. Please contact the MDE for any question about calculator use on state tests.

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ADMINISTERING MS-CPAS ASSESSMENTS

Distributing Testing Materials

Prior to the scheduled test time, test administrators should receive the following from the test coordinator:

1. Online CTE Testing Manual for Test Coordinators, Administrators, and Proctors
 - The manual can be downloaded from the Testing Resources section located at <http://www.rcu.msstate.edu/Assessment/MS-CPAS.aspx>.
 - If you have not already done so, designate a time to read through the manual with test administrators prior to testing to ensure they know their responsibilities.
2. A list of students with corresponding MSIS IDs and test IDs / names
 - It is very important that students use the correct MSIS IDs to test.
 - It is very important that students take the correct test.
3. Monitor Name and Password
 - **(Secondary Instructions)** Each test administrator should receive a monitor name and password to use for the test-administration period.
 - **Monitor name:** proctor + digit "-" your district code
 - The digit is a number from 1 to 10 that is assigned to the proctor by the test coordinator.
 - **Examples:** *** *Don't forget the dash in the proctor name.*
proctor1-9999
proctor2-9999
 - **Monitor Password:** your district number
 - **(Postsecondary Instructions)** Each test administrator should receive a monitor name and password to use for the test-administration period.
 - **Monitor name:** proctor + digit "-" your district code "-" your school code
 - The digit is a number from 1 to 10 that is assigned to the proctor by the test coordinator.
 - **Examples:** *** Don't forget the dash in the proctor name.
proctor1-9999-099
proctor2-9999-099
 - **Monitor Password:** your district number
 - Make sure test administrators are familiar with entering the monitor name and password during testing.

Note:

Do **NOT** give the proctor name / password to the students. This is a violation of test security.

4. Supplementary Testing Materials
 - All students should be provided scratch paper and any reference materials designated for the program.
 - All supplementary materials can be downloaded as part of the Supplementary Materials Manual located at <http://www.rcu.msstate.edu/Assessment/MS-CPAS.aspx>.
5. Instructions for Completing the Student Sign-In/Irregularities Report
 - Test administrators should document any unusual incident and report it in the **Student Sign-In/Irregularities Report**.

Test Administration Directions

No one is allowed in the testing room except the test administrator, proctor(s), and test takers. When multiple testing rooms are required, there must be a test administrator and a proctor in every room. In a large testing room, more proctors are needed. **It is recommended that you have one proctor for every 30 test takers.** Note any irregular occurrence on the [Student Sign-In/Irregularities Report](#).

Seating of Test Takers

Check in test takers one at a time by verifying their identification. After the test taker has been checked in, **assign** the test taker a seat. (Do NOT let the test takers select their own seating.) Seating the test takers in order of sign-in will assist with security documentation. Make sure that any items brought into the room other than approved items are left at a designated area in the room until testing is completed. Once the test takers are checked in, do NOT allow them to leave **unless they are accompanied by an authorized person**. Only one test taker should be allowed to leave the testing area at any time.

Before Beginning the Test

- Make sure that the [log-in screen](#) is up on every computer used for testing.
- Verify that all test takers have been checked in and that all materials (books, notes, or other study articles) have been placed in the designated area. Ensure that all electronic devices are turned off and placed with student materials in a designated area.
- Verify that all test takers are seated as assigned at check-in and with adequate spacing.
- Ensure that all test takers have a pen or pencil and any other essential materials.
- Instruct the proctor to monitor the students during the testing to ensure the test taker does the following:
 - Uses the correct participant ID and password
 - Takes the correct test
 - Reads the nondiscrimination statement and instructions before beginning the test
 - Reviews answers before submitting
 - Exits the testing browser after testing is complete

Reader Tests

1. Once the student(s) to be read to have logged in, use another computer to go to testing website like a normal student: <https://qm.rcu.msstate.edu/perception5/perception.php>.
2. Log in with the reader account. The syntax is the following:
 - a. Username: reader-districtcode-#### (#### - 001, 002 or 003 can be used)
 - b. Password: reader-districtcode-#### (#### - 001, 002 or 003 can be used)
3. Click the **START button** to start the assessment that needs to be read for the student. Readers may have many tests to choose from depending on the district.
4. Use the *same* **Monitor ID and password** you use for normal testing procedures to verify the assessment.
5. Start the test.
6. Read the items to the student(s).
7. At the end of the test, you will not be able to submit the way the student(s) will. Close the browser window to exit the test.

FAQ:

How are readers different from proctors?

Think about reader accounts as being like student accounts. The reader will log in to read a test in the same manner as a student will log in to take a test.

Think about a proctor as being a gatekeeper to the test. Neither the reader nor the student can access the test until the proctor has used the monitor name and password to start the test for the reader and / or the student.

Administering the Test

The test administrator for each assessment brings the CTE Testing Manual and supplementary testing materials to the testing location and ensures all of the following testing procedures are followed:

1. Make sure all students have a pencil or pen and any other required equipment and materials needed to complete the test.
2. Begin administering the test according to directions in the section titled **Test Administration Script**. Record any testing discrepancies to report in the **Student Sign-In/Irregularities Report**.
3. Notify the test coordinator of any students who will participate in makeup testing.

Collecting and Securing Supplementary Testing Materials

1. Immediately after the testing has been completed, the test administrator collects all supplementary testing materials.
2. Dismiss students only after the test administrator has ensured all supplementary testing materials are gathered in full.
3. The test administrator and proctor should shred all scratch paper.

Test Administrator Note

Test takers who complete the test prior to time being called should check over their answers, submit their tests, and stay seated until recognized by the test administrator. The test administrator will collect the supplementary materials and ensure the student has submitted the test.

Timing the Test

There is no need to time the test. The test has a timer that will count down from 55 or 110 minutes depending on the number of test items. The timer is available at the top of the testing page. The timer will not start until the student has accepted the nondiscrimination statement and the testing instructions page.

Contact Information

Toll-Free Customer Service Number:	1.866.901.7433
RCU Website:	http://www.rcu.msstate.edu/Assessment.aspx
Fax:	662.325.3296
Helpdesk:	helpdesk@rcu.msstate.edu

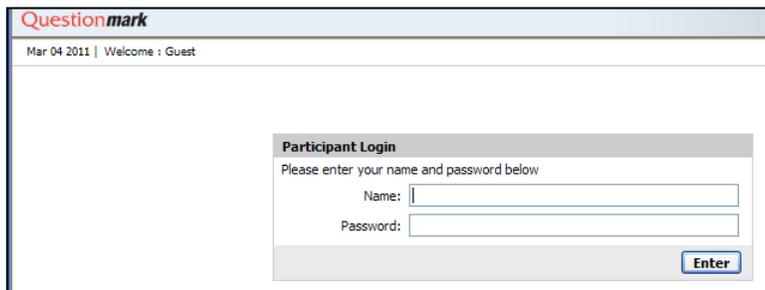
Test Administration Script

All directions in the shaded boxes are to be read aloud verbatim to the test takers. Refer to the [Mississippi Public School Accountability Standards 2016, Appendix F](#) for guidelines regarding cell phone possession during testing.

The following link will take you to the online testing log-in page:

<https://qm.rcu.msstate.edu/perception5/perception.php>

Say	Do
<p>Testing will now begin. Possession of a cell phone during testing is a violation.</p> <p>No talking is allowed after the testing has begun.</p> <p>Are there any questions?</p> <p>During the test, you should follow the directions exactly as read.</p> <p>You may use the scratch paper provided to you to write any test calculations.</p> <p>Does everyone have a pen or pencil to use for calculations?</p> <p>You should have only your pen or pencil, scratch paper, approved reference materials, and calculator on the desk.</p> <p>Your participant ID and password are your student ID number.</p> <p>If you do not know your student ID number, please raise your hand.</p> <p>You may now type your participant ID and password and click the ENTER button.</p>	<ol style="list-style-type: none">1. Give students the opportunity to ask questions.2. Ensure that each test taker has a pencil or pen, a standard or scientific calculator, if needed, and the necessary <u>supplementary materials</u>.3. Have students enter their nine-digit Student ID as the name and password.4. Have students click the ENTER button.



Say

Do

Look at the list of **Available exams**. You should see your test listed there.

Please raise your hand if you do NOT have an assessment listed under **Available exams** OR if you think the test listed for you is not the correct test. Wait quietly until someone can help you.

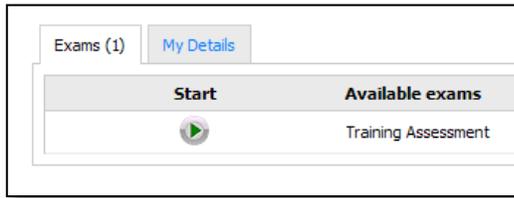
If your assessment is listed under **Available exams**, click that assessment now.

Wait quietly for someone to enter the monitor name and password for you.

Click the **START button ONE TIME**.

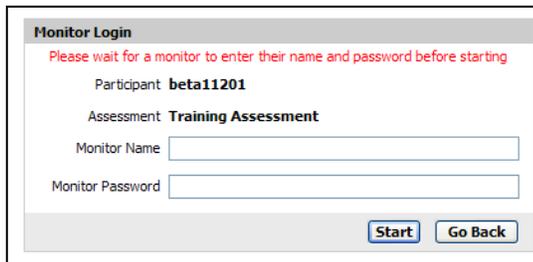
5. Wait until all test takers have entered their participant IDs and passwords properly.

6. Have one person who is helping to administer the assessment tend to any students who are having trouble while the other person instructs the students on how to proceed.



Customer Service Number: 1.866.901.7433

7. Have students click on the assessment listed under **Available exams**. **VERIFY THAT STUDENT IS TAKING CORRECT EXAM.** For each student, type a monitor name and password. **DO NOT ALLOW STUDENTS TO TYPE THE MONITOR NAME AND PASSWORD. This is a test security violation.**



8. Do NOT have all students start the assessment at the same time. Doing so could result in network failure.

9. Click the **START button ONE TIME**. Clicking the start button twice can result in errors.

Say

Secondary Only

Read the instructions carefully. After you have read the instructions, please rank your choice of first, second, and third community college of interest once you graduate high school.

DO NOT click the **CONTINUE** button. It will start the test and the timer. Wait for my signal to start.

Postsecondary Only

Read the Notice of Non-Discrimination carefully. Click the **NEXT QUESTION** button to go to the **MS-CPAS Assessment Instructions** screen. Read the instructions carefully.

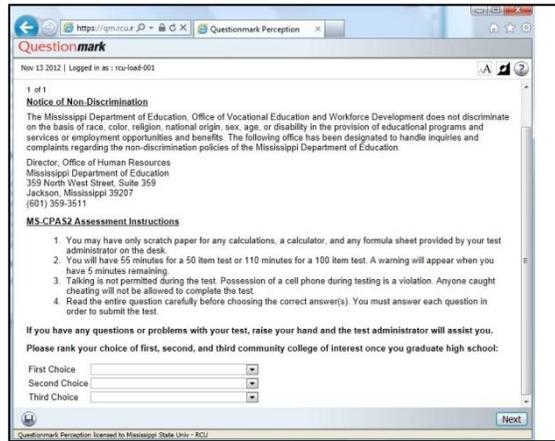
DO NOT click the **CONTINUE** button. It will start the test and the timer. Wait for my signal to start.

Do

Secondary Only

10. Students need to read the instructions on the screen.

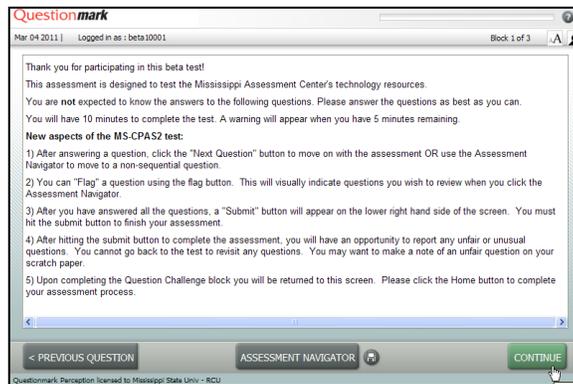
Pre-Assessment Survey for Secondary Only



Postsecondary Only

- 11. After reading the first screen, students need to click the **NEXT QUESTION** button.
- 12. Students should wait until the remainder of the instructions are read before clicking the **CONTINUE** button.

Introduction Block 1



Say

All Students

You will have 110 minutes to complete the test. You will be notified when 5 minutes remain by a popup on your computer screen.

Talking is not permitted during the test. Anyone caught cheating will not be allowed to complete the test.

Each item has four possible answers. Only one answer is correct. Read each question carefully and choose the correct answer.

For each question number, use your mouse to select the radio button next to the answer. A dot will appear inside the radio button when you have selected it correctly. You can also click the **NEXT QUESTION button** to return to an item.

If you would like to return to a question, you can use the **Assessment Navigator** by clicking that button and then the number of the question.

If you want to return to an item, you can click the **PREVIOUS QUESTION button**.

Do

All Students

NOTE: Students' answers will automatically be saved every 10 minutes. However, there is also a **SAVE icon** located at the end of the test. Students can scroll down and click **SAVE** anytime during testing if they wish to save more often.



Students can click the **FLAG icon** to mark an item which they wish to revisit.



Say

Do

Remember, answers must be marked on the computer screen, not on the scratch paper. You may use the scratch paper provided for calculations.

If you wish to change your answer, use your mouse to select a new answer.

Work as quickly as you can. Do not waste time on one item; you may return to it later if time permits.

The total number of items correct determines your score. Wrong answers and omitted answers are counted the same.

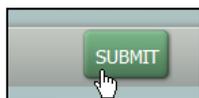
When you complete the test, use the **Assessment Navigator**, **Previous Button**, or **Next Button** to check your answers to make sure you have coded the answers correctly.

Once you have answered all of the items, click the **SUBMIT button**. It will only work properly when all answers are marked.

After you submit the test, you will see a comments box. Use this box to report any comments or concerns.



NOTE: When students click **SUBMIT**, they will complete their test. This button will not function properly unless the student has answered all of the items on the test.



Say

Do

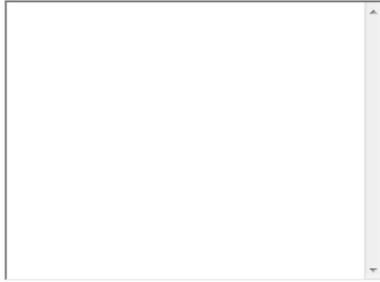
After you complete the comments screen, click the **CONTINUE** button.

If you finish the test before time is called, please submit the test, logout, exit the testing browser, and sit quietly until given further instructions.

If you have any questions or problems with your computer during the test, raise your hand, and I will assist you.

We are now ready to start the test. The timer will begin after you click the **CONTINUE** button. Click the **CONTINUE** button to enter the test.

Please describe any additional comments or concerns using complete sentences.



13. Have students click the **CONTINUE** button to begin the test.



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MS-CPAS - Getting Help

Section 6

RCU HELPDESK

Contact Information

Toll-Free Customer Service Number:	1.866.901.7433
RCU Website:	http://www.rcu.msstate.edu/Assessment.aspx
Fax:	662.325.3296
Helpdesk:	helpdesk@rcu.msstate.edu
Call Center Hours (during testing):	7:30 a.m. – 5:30 p.m. Monday through Friday Note: If later hours are needed, contact the RCU to schedule at least 24 hours in advance.

The purpose of the RCU Helpdesk is to provide career and technical directors, test coordinators, classroom instructors, and staff the opportunity to ask questions about the online testing procedures and review best practices for successful testing environments.

1. To use the Helpdesk you will email us at helpdesk@rcu.msstate.edu.

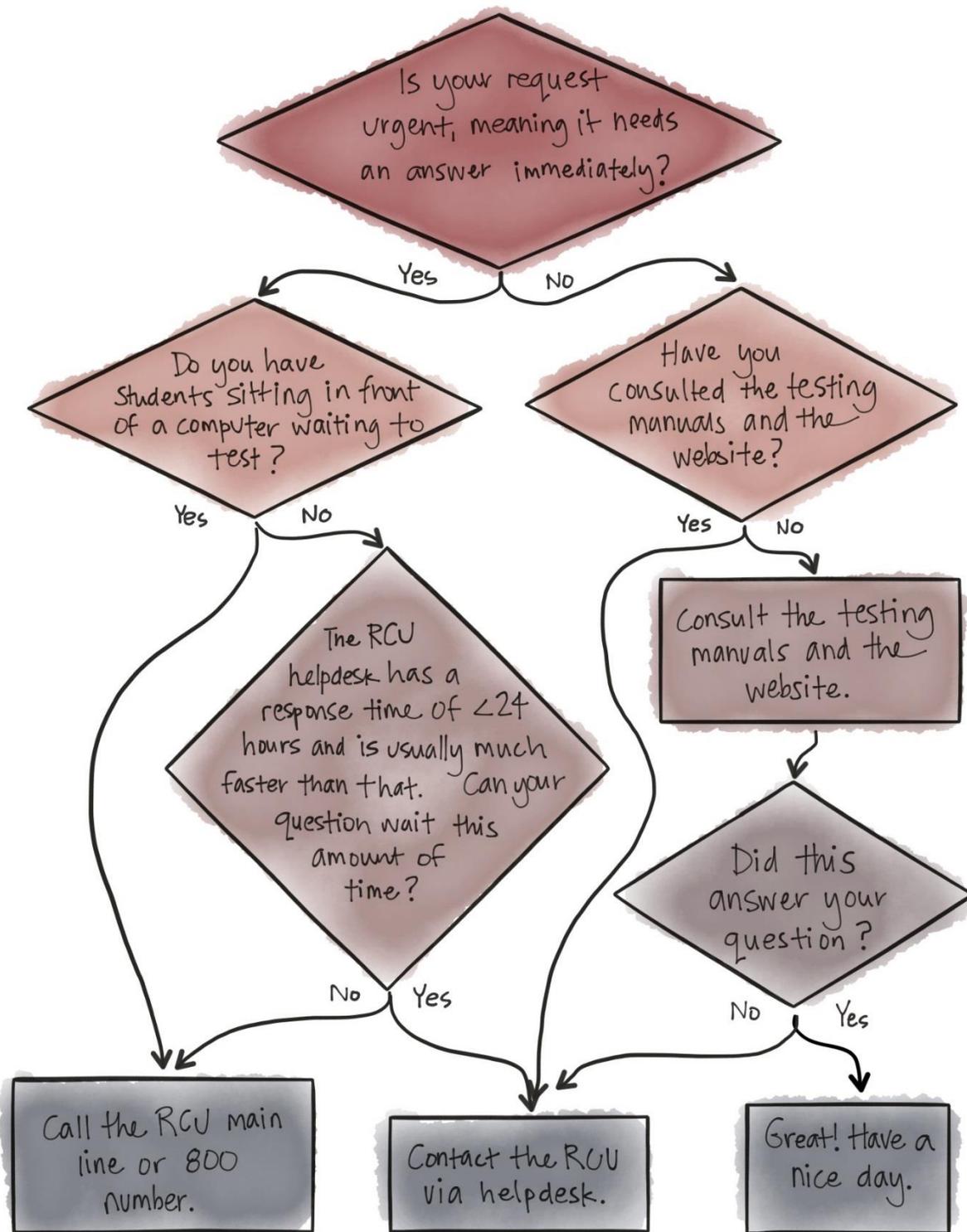
The email will be addressed by an RCU staff member, and you will receive an email to get more information from you or an email will state how your problem has been resolved.

2. When sending your email the subject line should have your specific concern. For example,
 - a. Subject: District 0000 – Student verification not visible
 - b. Subject: District 0000 – Student rosters not visible

**Please use your district code to help us assist you in a timely manner.

GETTING HELP FLOWCHART

Use this flowchart to help you determine whether you need to call the RCU (662.325.2510, 866.901.7433) or send a helpdesk ticket.



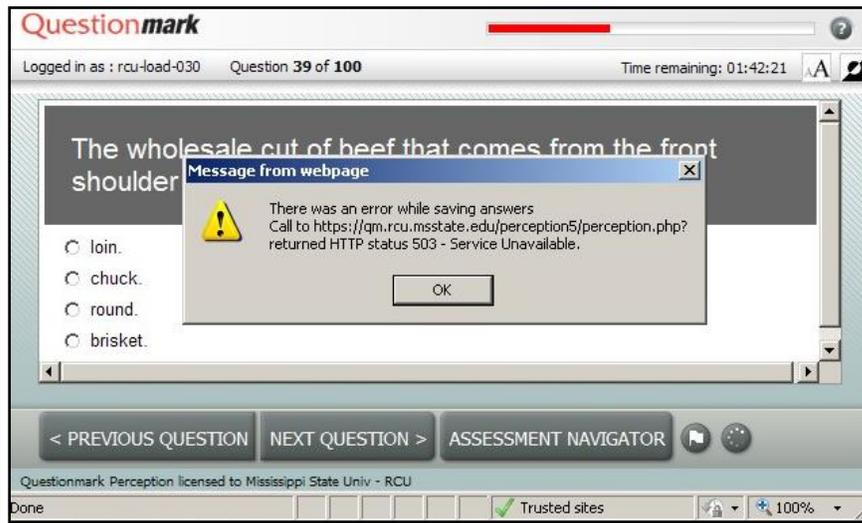
MS-CPAS TESTING ERRORS AND SOLUTIONS

During the MS-CPAS testing cycles, schools may experience times where users experience some latency in the responsiveness of the assessment system. Typically, this may occur when a user attempts to access the testing website or attempts to log in to the system.

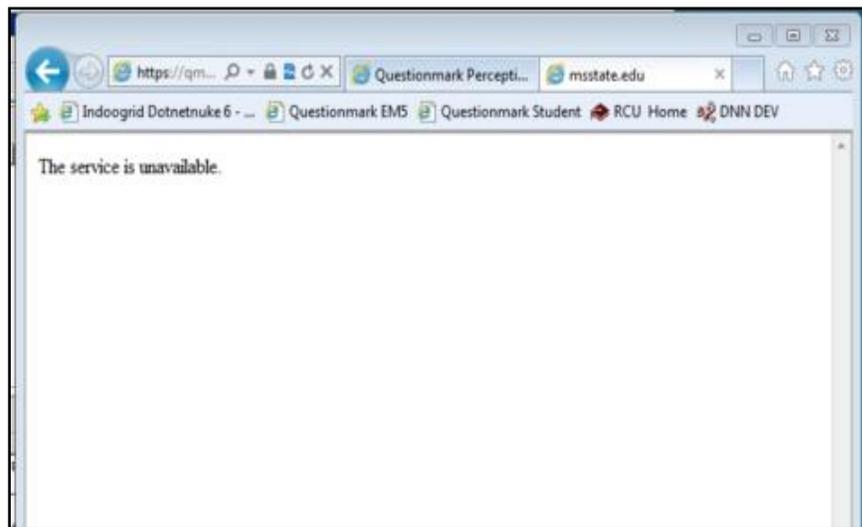
However, it could occur at peak times during the testing process. If that is the case, users could encounter one of two possible error messages. As the test coordinator or proctor, you should reassure the student that no test information is lost and they can resume testing soon. Shown below are screenshots of the errors along with their solutions.

Testing Errors

- If you receive a message similar to the image below, it means that you may have lost the connection to the server. Check your internet connection, then click **OK** and resume the testing process. Alternatively, you may have the student move to another computer to complete the test.



- If you experience a message similar to the image shown below, attempt to refresh the screen by clicking the **REFRESH button** on the browser or pressing the **F5 key**. If that does not work, wait a few minutes to attempt the connecting to the Website again.



Common Test User Issues

- Two students took the test using the same ID
 - Try to avoid this happening in the first place by ensuring that all students are assigned the correct ID.
 - If this does happen, record the times each student finished the test. In order to know which test is which, the RCU needs to know who submitted first.
 - Send a helpdesk ticket with an explanation of the problem and the names and ID numbers of both students.
- A student took a test with the wrong ID
 - Send a helpdesk ticket with an explanation of the problem and the names and ID numbers of both students involved.
- A student finished a test, but the [Test Status Page](#) shows “In Progress” for that student
 - Have the student log in again, click through every item, and make sure all questions are answered. Then, have the student click the **SUBMIT button**.

Web Browser Recommendations

Districts should test using Chrome or Firefox 3+ for the 2017-2018 academic year.

Note:

Microsoft will be phasing out Internet Explorer with the release of Windows 10. Its replacement will be a browser called [Microsoft Edge](#). The RCU recommends that districts use Chrome or Firefox 3+ for CTE Testing during the 2017-2018 academic year.

Appendix D

STUDENT SIGN-IN/IRREGULARITIES REPORT

Test Administrator _____

Program Name _____

Test Code _____

Proctor Name _____

Other Personnel Present: _____

Student Names	Student Names	Student Names
1.	26.	51.
2.	27.	52.
3.	28.	53.
4.	29.	54.
5.	30.	55.
6.	31.	56.
7.	32.	57.
8.	33.	58.
9.	34.	59.
10.	35.	60.
11.	36.	61.
12.	37.	62.
13.	38.	63.
14.	39.	64.
15.	40.	65.
16.	41.	66.
17.	42.	
18.	43.	
19.	44.	
20.	45.	
21.	46.	
22.	47.	
23.	48.	
24.	49.	
25.	50.	

MSIS ID	
Describe what problem occurred in detail.	
Describe the solution for the problem if one was found.	
MSIS ID	
Describe what problem occurred in detail.	
Describe the solution for the problem if one was found.	
MSIS ID	
Describe what problem occurred in detail.	
Describe the solution for the problem if one was found.	