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General FAQ's

Q1: What if a staff member did not complete training?

A1: The following options are available:
1. This staff member can help as a relief proctor or hall monitor if they have completed the DeSSA Security Training Video (available in DTC Schoology group) and have a signed security form. They cannot start, monitor, or complete any test sessions.
2. Additional personnel from another school or district office may assist in the administration of the student assessment if they have completed the required training.
3. A modified schedule may have to be completed to make sure all students have the appropriate accommodations and are testing correctly.

Reminder: No one is allowed in the training if they haven't, at a minimum, completed DeSSA Security Training.

Q2: When would I contact the Vendor Helpdesk versus the DDOE Helpdesk?

A2: Contact the **Vendor Helpdesk** for Technology, Application or specific issues with vendor platform, questions regarding secure browsers for each vendor (KITE Client, Pearson Nav and DeSSA Secure Browser), Specific test delivery issues and/or Student issues with the testing platform.
–CAI–Smarter System (interim, summative, Tools for Teachers)
–DLM -DeSSA Alt
–Pearson -Social Studies and Science
–ACCESS ELL Assessment

Contact the **DOE Helpdesk** for Technology issues regarding policies, login access, training, rosters, student data, security and special accommodations requests.
https://www.doe.k12.de.us/cms/lib/DE01922744/Centricity/Domain/111/DeSSA%20Help%20Desks.pdf

Q3: Who can get access to DDOE Helpdesk System?

A3: DDOE Helpdesk access is limited to District/School Test Coordinators. Additional individuals can get access as requested based on LEA policy regarding access to DOE Help Desk. The user would need to have the DISTRICT ISO give them access to the help desk. If additional individuals have access to the DOE Help Desk, they should *cc* the DTC in each request.

Q4: Which Queue in the DDOE Helpdesk system should I select for assessment group?

A4: For assessment group, select "Statewide Assessment" queue in KACE/DOE Helpdesk.

Q5: Where can I find the Test Security Manual?

A5: The link provided below contains the Universal Test Security and Non-disclosure Agreement. This can be located in Appendix C of the DeSSA Test Security Manual.
https://de.portal.cambiumast.com/core/fileparse.php/2667/urlt/DeSSA_Test_Security_Manual_August_2020.pdf

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Q6: For which assessments is the Embedded STT available?

Q6: Embedded Speech-to-Text is available on the DeSSA ELA and Math summative; interims (IAB and ICA) provided it is selected for the student in TIDE. It is not available on the Practice and Training Tests.

DeSSA ALT/DCPS FAQ'S

Q1: How do I know the first testlet will be suited for my student who is working below grade level

standards?

A1: When teachers log into Educator Portal, you will have rosters for every subject area test. If you click on the student, you are required to complete a First Contact Survey. The system accesses the information in the profile to generate the first Testlet. Once the student completes the first testlet, he/she may be bumped up or down on the next testlet based on performance. It is recommended that you give an ELA and then a Math Testlet so that you will have time in between to print the Tip Sheet and prepare for the next session. This will generally save preparation time.

Access Profiles can be updated during the testing window. But though changes can be made to the First Contact Survey and Personal Needs Profile, once window opens, the first testlet assigned is based on what was in when the window opened. Level 2 supports may take 24 hours before the change is made.

Q2: Is there a Materials List available in advance for each testlet?

A2: The materials lists are located on the Educator Resource tab for Math/ELA on the DLM website. These are common classroom items that you should have available. When you print the Tip Sheet – you can use items in the classroom and make a substitution, unless the Tip Sheet specifically states no substitution allowed. The substitution can be anything that does not change the construct of the test. Remember, the test is adaptive, so it is difficult to state exactly what materials to purchase. It is best to use items you already have and use in your everyday classroom instruction.

- Educator Resource Page: http://www.dynamiclearningmaps.org/erp_ye
- Mathematics List – pay attention to the beginning of the document and the Hints. http://www.dynamiclearningmaps.org/sites/default/files/documents/ERP/YE_Mathematics_Materials_Collections_Spring_2018.pdf
- ELA List – pay attention to the beginning of the document and the Hints. http://www.dynamiclearningmaps.org/sites/default/files/documents/ERP/YE_English_Language_Arts_Materials_Collections_Spring_2018.pdf

Q3: Where can I find information on the Testlet?

A3: https://dynamiclearningmaps.org/sites/default/files/documents/ERP/About_TIPs.pdf

DLM also has a guide to Teacher Activities and Practice Testlets. https://dynamiclearningmaps.org/sites/default/files/documents/ERP/Guide_to_Practice_Activities_and_Released_Testlets_YE.pdf

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Q4: Is it possible to enlarge the questions/answer choices without enlarging the pictures or the entire screen?

A4: This has been submitted to test developers for consideration. Several teachers display the test on a white/smart board. Also, if the font needs to bigger, teachers can certainly write it out or type it in a larger font and present it to the student.

Q5: Can we have increased spacing between the answer choices?

A5: According to DLM, the DeSSA-Alt Test passed Peer Review and looks good on screen but the question has been submitted to test developers for consideration. Teachers who need the increased spacing for answer choices may need to also write the choices on cards to present and then the teacher can click on the correct screen.

Q6: Is it possible to have the answers highlighted when being read aloud or as the teacher is reading?

A6: According to DLM, formal research does not support highlighting but it is in discussion and they are looking at this feature.

Q7: Is it possible to have the answers presented horizontally instead of vertically?

A7: This has been submitted to test developers for consideration. Again teachers can write out the answers on cards and present the in the manner the student needs them.

Q8: Testing relevance – How is the Alt-Assessment relevant for IND/Functional students?

A8: Testing Relevance – Teachers believe IND/functional students should not be tested in these academic subjects. However, it is a USED requirement. The DeSSA-Alt adapts to the levels the students are performing at. Reading and Math are functional life skills and relevant and is a federal requirement.

Q9: How long does it take for changes in accommodations/supports to occur?

A9: **Category 1 Supports • Change immediately •**
    These supports include:
    Magnification
    Overlay color
    Invert color choice
    Contrast color
    Spoken audio
Student receives the same testlet
Category 2 Supports • Do not change immediately - need at least 24 hours.
    These supports include:
     Braille – Alternate form-visual impairment –
    Single-switch system
Student receives the same or different testlet, depending on the availability of the chosen support.

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Category 3 Supports • Changes have no impact on the testlets being delivered

These supports include:

Human read aloud

Sign interpretation of text

Language translation of text

Test administrator entering of responses for the student

Partner-assisted scanning (PAS)

If a testlet is exited for a change in a Category 3 support, the same testlet will be waiting for the student to begin again.

Q10. How long does it take for a test reset?

A10: Resetting testlets is a state decision.

Reset can take up to 3 business days

DeSSA Science/Social Studies FAQ's

Q1: What is the student's username and password for testing?

A1: Student would use their StudentID as username and the password from Session Roster.

Q2: I am a TA, why can't I see any session functions?

A2: Training needs to be completed in order to have access to the session's area. Once training is complete, functions will be available in the live site.

Q3: I have a STC role, why am I unable to create session for Science test in PearsonAccessNext?

A3: User must complete the training to create sessions. Once the Training is submitted, the training flag would need to be updated within IMS to have access to session management activities. If you still do not have access, please have your DTC submit a DOE/DOE help desk ticket to review access

Q4: How can I confirm that the session functions are assigned to me?

A4: TA's must go through training before access to session tasks is given. Once the training is complete, DTC and/or TA user role will be listed on accounts. If the role is listed twice, that is the indication that the session function is assigned.

Q5: I want to create a test session, where can I find the user guide?

A5: Here is the link to the Online TAM for SS and SCI-

PearsonAccessNext userguide is available in the below link:

https://support.assessment.pearson.com/display/PAsup/PearsonAccess+Next+Online+User+Guide

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Q6: One of my student is unable to login to TestNAV. The error message says the username or password is incorrect. Also, what UserID the student would use?

A6: Check to confirm that the student is in correct assessment. Students would be using their unique student ID. Password is set-up for the test session, please make sure the student is provided with the password for the session he/she is rostered.

Q7: Once the student exits the test, what do I need to do to get the student back into the test? Also, if the student exits the test and go back into it, can the student review his answer?

A7: Once the student exits the test, the administrator will have to change the status to resume in PearsonAccess Next for student to log back in. Once the student log back in, the student can review his answer until student submits his final answer.

Q8: Why can't I see the Student ID in the system?

A8: If the student is not registered, the student Id will not show up in the system. A Helpdesk Ticket would need to be submitted to DOE to have the student added to the system.

Q9: I am trying to run Pearson Access Next (PAN). Which Browser should I use?

A9: You would need Firefox browser to run Pearson Access Next application. To create test sessions and other information.

Q10: How do I create Sessions and Add/Delete students?

A10: To creating session and add/delete students follow the navigation as listed below:
Testing<Sessions<Create/Edit Sessions<Add/Remove students to sessions.
Please see link below for Online TAM for SS and SCI-
http://delaware.pearsonaccessnext.com/resources/resources-training/DeSSA_DCAS_Online_TAM.pdf

Q11: Why can't I add Students to a session?

A11: Check and confirm that you are not on the Training Site. In order to add students to a session, you would need to on the live site (PAN Live Site icon on IMS)

Q12: Where is the TestNav configurations stored in PearsonAccessNext?

A12: To view the TestNav configuration, follow the navigation as listed: **setup>TestNAV configurations. Click the dropdown next to search and show all results.**

Q13: How do I add multiple students to a test session?

A13: Please refer the supporting document attached below:

DeSSA Assessment FAQ Doc

PAN Adding
Multiple Students to

DeSSA ELA/Math FAQ's

Q1: It is possible to download a list/spreadsheet of students and their accommodations/supports?

A1: Yes. The View/Edit Students page allows you to search for students, view their information, including test accommodations, supports, and restrictions, export a list of students, or edit a

specific student's information. Refer Pg. (34-37) in TIDE user Guide, link below:

https://de.portal.cambiumast.com/core/fileparse.php/2667/urlt/TIDE_User_Guide_2020-2021.pdf

Q2: Under which instances is TTS not read aloud?

A2: TTS will not read items or text based on the following instances:

1. Grammar type ELA items are not read aloud with TTS -Smarter Balanced made a policy decision to suppress this because speaking the misspelled words or grammar errors would likely give away the correct answer and interferes with the assessment construct.

2. Evidence Based Selected Response (EBSR) items with Part A and Part B. In this item type, the student is required to select the TTS Speak options in three locations: Item Body, Part A, and Part B. They must move the cursor to each of the parts to get the corresponding options.

Q3: Student Test is zoomed too much and screen is grayed out. What are my next steps?

A3: In such situation where the screen is grayed out because of over zoom, user should log out and log back in and check to zoom before beginning the test.

Q4: My student is unable to sign in to take the DeSSA ELA/Math assessments. What should I do?

A4: Confirm that the Student is listed in TIDE and the student information is accurate in TIDE. If the student is not in TIDE, please request your DTC submit a DOE/DOE Help desk ticket that will identify the student to be reviewed and added to DOE.

Q5: Why is Text To Speech (TTS) not audible? Some of the questions won't read the TTS.

A5: Prior to testing, the test administrator must check TTS settings through the diagnostic page. From the student practice test login screen, click the **Run Diagnostics** link, and then click the **Text-to-Speech Check** button.

Before testing, schools must ensure that the Voice Pack being used for TTS is supported by the TDS system. (see Table 6 in the Assistive Technology Manual)

If during testing, TTS is not functioning as expected, pause the test, restart the computer and then restart the test. If the problem still continues, contact the Cambium Helpdesk.

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Q6: Where can I find support documents on how to provide word prediction and Speech-To-Text as accommodations on the DeSSA ELA and Math?

A6: Speech-to-Text (STT) is provided as an embedded support in the TIDE Delivery system. If the student is unable to use the embedded STT, and still needs to use a third party, consult the Assistive Technology Manual for suggested third party tools.

Predictive text assistive technology suggests words to students as they type responses for test items. TDS does not include any embedded predictive text tools, but it supports several third-party tools that use predictive text technology. Delaware approved the use of CoWriter and WordQ5. Consult the Assistive Technology manual for more information.

Q7: I am getting this error message on every computer even though we use the appropriate browser for SBAC testing. How can we help staff and students practice how to navigate the Text-to-Speech on SBAC?

A7: Students using text-to-speech for the practice tests must log in using a supported Secure Browser. The practice site via the portal will not have the Text to Speech functionality. If the computers the students or TAs are using do not have the Secure Browser, please see link below to download the appropriate Secure Browser. https://de.portal.cambiumast.com/secure-browsers.stml

Q8: How do I generate a report of all parent refusals in the Non-Participation Codes section of TIDE?

A8: In TIDE under After Testing, enter the student/parent refusals in Non-Participation Codes.

Q9: Where can I find out the students who have taken assessments?

A9: In TIDE under Monitor Test Progress and run specific queries to identify who/who has not completed assessments. A report named "**Test Status Code Report**" will also identify the percentages complete.

Q10: A Student logged into the session and completed the test. As soon as the student submitted the test, why did the screen say "404-Page not found"?

A10: If the student is still showing as 'Paused' in the Plan and Manage Testing tool in TIDE, then simply start a new session and have the student sign in and submit her test.

Q11: How do I re-enter a test session if the computer locks up?

A11: User can open up the same session but will need to log into the TA interface and it will ask if user wants to reenter the test session code. The user can then close out of the original computer.

Q12: Student took a break from the test and returned, why can't the student access the assessment?

A12: If the break has been longer than 20 minutes, the student will be unable to access the previously completed questions. If the student has submitted the assessment, it will be no longer be available to access.

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Q13: I am a TA and I noticed that the ELA scores for my students are showing up under wrong teacher's name. Why did that happen?

A13: If the roster was a system defined roster assigned to that teacher, the TA can create a new roster but the student will be associated with both teachers. Please refer to the TIDE Users guide for steps on how to create a test session.

Q14: How do I place a paper-pencil order for my Grade ELA and Math?

A14: All paper/pencil orders would need to be placed in TIDE. The student needs to have the accommodation PP specified. Initial order of P/P materials is usually beginning of February. After that, P/P order can still be placed but it takes 2 weeks to receive materials, so be mindful of the time request and student testing window. TIDE order window opened in late March.

Q15: One of the students accidently submitted the test, the other student reported that the test froze up, what is my next step?

A15: Contact your DTC to do an appeal in TIDE. Each student will need a different appeal. For the student who accidently submitted, the DTC can create a re-open that will allow the student to re-access the test. If the student test froze, and the student was not able to get back in, the DTC can do a Grace Period Extension (GPE).

Q16: Where can I find instructions on creating an appeal in TIDE?

A16: The instructions can be found in the link below:

https://de.portal.cambiumast.com/core/fileparse.php/2667/urlt/TIDE_User_Guide_2020-2021.pdf

Instructions are also available under the resources link under the DTC/STC Schoology group in Schoology.

Q17: I have been trying to login to administer a test and there is a lock icon on the box. When I click on the box the screen, why does it go to a blank screen?

A17: To access the TA interface, clear the cache and cookies for your internet browser. Please make sure you are also using a Firefox or Chrome Browser, NOT IE or Microsoft Edge

Q18: I cannot print on the TA Interface. Why is it telling me the browser doesn't support it?

A18: In an event like this, clear cache and cookies of your internet browser and try printing again. . Please make sure you are also using a Firefox or Chrome Browser, NOT IE or Microsoft Edge

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Q19: I administered the IABs/ICAs. Why can't I see the results in ORs and Centralized Reporting System (CRS)?

A19: All interim assessments that have open-ended items needed to be scored must be scored in CRS before they are available in ORS and CRS.

Q20: How do I know which Interim assessments have open-ended items that need to be scored to get scores to share and discuss in PLCs to inform instruction?

A20: Interim assessment items needed to be scored per grade and content are available in Schoology and in this document.
https://de.portal.cambiumast.com/core/fileparse.php/2667/urlt/List_of_Smarter_Interims_to_be_hand_scored_in_2020-21.pdf

Q22: Is the Dictionary available on the ELA tests?

A22: English dictionary (for ELA performance task **full writes only**). An English dictionary is available for the full write portion of an ELA performance task. A full write is the second part of a performance task.

The use of this universal tool may result in the student needing additional overall time to complete the assessment.

Q23: Is Spanish stacked incompatible for Smarter Math and text-to-speech?

A23: Teachers can select both the Spanish language and the Text to Speech (Passage/Stimuli Items) tool for Math in TIDE. If both the Spanish language and the Text to Speech (Passage/Stimuli Items) tool is selected in TIDE, in the student testing interface TTS does not read aloud in Spanish, it is available only in English. Even when the stacked Spanish text is selected, TTS reads aloud in English.

ACCESS2.0

Q1: How do I get a Student's information changed in AMS?

A1: Districts/Schools must open a DDOE Help Desk ticket. Once the ticket is received, the SEA can change the Student's information (Name, DOB, Grade etc.) in AMS.

Q2: How do I transfer students from Districts and Schools?

A2: Districts/Schools must open a DDOE Help Desk ticket. Also, Districts/Schools must complete the transfer form in AMS. Once the ticket is received, the SEA can transfer the student on a case by case basis.

Q3: How do I remove duplicate student record from AMS?

A3: Districts/Schools must open a DDOE Help Desk ticket. Once the ticket is received, the SEA can remove the duplicate record in AMS.

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Q4: How do I order additional test materials in AMS?

A4: If the student was not included in the pre-ID file, Districts/Schools can order additional test materials in AMS in the Material Management tab.

Please note, WIDA normally sends an overage of test materials by school. Please check the material inventory before placing additional orders.

Q5: How do I get System technical issues resolved?

A5: Districts/Schools can reach out to WIDA and open a WIDA Help desk ticket to resolve any system related technical issues e.g. Login, Password Reset, Connection, TSM Setup, System Irregularities, Proxy Error.

Q6: Should I open a DDOE Help Desk ticket to notify the SEA regarding Access-Alt students?

A6: Yes. Districts/Schools must open a DOE help desk ticket and let SEA know the Student ID or Student Name if the student will be testing for Access-Alt.

Q7: Can the student continue a testing domain the next day?

A7: In an event of emergency, e.g. student fell ill, the student/TA may pause and exit the test. The testing domain will remain as "Test In Progress". Once the student returns, he/she can log in and pick up where they left off. With WIDA tests, they do not lock because the student cannot move forward or backward within the test as the test is adaptive.

When the student logs in, he/she will be presented with a Begin Test Button, but that is the default button and once it is clicked, it will take him/her to the question where he/she left off.
Also, if the student did not pause or exit, there is a 15 minute inactivity timer that runs. At the fourteen minute mark, the test will start a one minute countdown and then log the student out of the test. The student will still remain In Progress and they can log in and continue where he/she left off as before. Districts/Schools may provide the incident report via DDOE Help desk ticket.