

# DeSSA Assessment FAQ Doc

## 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 to contact Vendor Helpdesk and when to contact DOE Helpdesk?

A2: Contact **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.

- AIR –Smarter System (interim, summative, Digital Library) and DCAS Science (2017-18)
- DLM -DeSSA Alt
- Pearson -Social Studies
- ACCESS(WIDA) –ELL Assessment

Contact **DOE Helpdesk** for Technology issues regarding policies, login access, training, rosters, student data, security and special accommodations requests.

### Q3: Who can get access to KACE/Helpdesk System?

A3: Helpdesk access is limited to District/School Test Coordinators. Additional individuals can get access as requested (Special Ed Coordinators, etc) Someone who already has access to KACE/ DOE help desk must be requested via KACE ticket to Assessment group.

### Q4: Which Queue in KACE/Helpdesk system should I select for assessment group?

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

### Q5: Is Spanish stacked incompatible for Smarter Math and text-to-speech?

A5: They are INCOMPATIBLE ON SMARTER MATH. You can either use TTS or Spanish, but not both. If you choose Spanish Stacked Math, you cannot use any TTS in any language. There is a spring 2015 memo that addresses the alternatives.

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Q6. Students are experiencing the following issues while testing on iPad Air 2 running iOS 11-11.3. What are the workarounds?

- Students are seeing a spinning circle and not be able to access the test.
- Experiencing the spinning circle before they begin test, during, and when attempting to save answers
- Students experiencing a white screen with no error message
- Students experiencing white screen after being approved by TA

A6: Workaround: Change iPad Air 2 settings:

1. Tap on Settings icon
2. Tap on Safari
3. Scroll down under 'Privacy & Security'
4. Uncheck 'Prevent Cross-Site Tracking'

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## 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, 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\\_je](http://www.dynamiclearningmaps.org/erp_je)
- 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](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](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](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](https://dynamiclearningmaps.org/sites/default/files/documents/ERP/Guide_to_Practice_Activities_and_Released_Testlets_YE.pdf)

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

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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 be 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 them 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 –

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Single-switch system

Student receives the same or different testlet, depending on the availability of the chosen support.

## **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

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## DeSSA Science/Social Studies FAQ's

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

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

Q2: I am a TA and I cannot see any session functions?

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

Q3: I have a STC role and I am 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 KACE/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-

[http://delaware.pearsonaccessnext.com/resources/resources-training/DeSSA\\_DCAS\\_Online\\_TAM.pdf](http://delaware.pearsonaccessnext.com/resources/resources-training/DeSSA_DCAS_Online_TAM.pdf)

PearsonAccessNext userguide is available in the below link:

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

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.

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## 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: Are all students required to take field tests?

A9: Some students may not be required to take the Field Tests because of the unique accommodations afforded by their IEP or 504 plan. These students fall into specific categories, such as students who:

- participate in the DCPS;
- have a human interpreter;
- participate in the DLM Alternate Assessment;
- receive the EL exemption for Smarter ELA testing;
- have ASL, Braille, or a large-print paper version of the test provided.

**Requests for Field Tests exemptions and designated supports should be made by DTCs through the KACE Help Desk ticket system. Please use the exemption form located on the DTC Schoology group. These requests should have been submitted by April 9**

## Q10: I am trying to run TestNav. Which Browser should I use?

A10: You would need Firefox browser to run TestNav or TestNav application can be downloaded off [download.testnav.com](http://download.testnav.com)

## Q11: How do I create Sessions and Add/Delete students?

A11: 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](http://delaware.pearsonaccessnext.com/resources/resources-training/DeSSA_DCAS_Online_TAM.pdf)

## Q12: Why can't I add Students to a session?

A10: 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)

## Q13: Should I prepare the session before pre-caching?

A13: It is strongly recommend the user wait until the Pre-caching computer has been set up and input into the session before preparing the session. However, it can be added at a later time, but DOE is recommending that Proctorcaching will not be used in Delaware.

## Q14: Where is the TestNav configurations stored in PearsonAccessNext?

A14: To view the TestNav configuration, follow the navigation as listed: **setup>TestNAV configurations. Click the dropdown next to search and show all results.**

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Q15: How to add multiple students to a test session?

A15: Please refer the supporting document attached below:



PAN Adding  
Multiple Students to

Q16: Where can I find Test Security Manual?

A16: 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.airast.org/core/fileparse.php/2667/urlt/DeSSA-Test-Security-Manual\\_1718.pdf](https://de.portal.airast.org/core/fileparse.php/2667/urlt/DeSSA-Test-Security-Manual_1718.pdf)



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## DeSSA ELA/Math FAQ's

**Q1: Can we get a comparison of which accommodations are available this year vs. last year?**

A1: There are two presentations in PDMS. 24483, a longer presentation aimed at Accessibility Coordinators, and 24251, a shorter presentation on TIDE For those doing Accommodations Data Entry. For your convenience, we have extracted all PPTs from the trainings and will post them on Schoology.

**Q2: It is possible to download a list/spreadsheet of students and their accommodations/supports?**

A2: 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. (29-33) in TIDE user Guide, link below:

[https://de.portal.airast.org/core/fileparse.php/2667/urlt/TIDE\\_Product\\_Guide\\_2017-2018.pdf](https://de.portal.airast.org/core/fileparse.php/2667/urlt/TIDE_Product_Guide_2017-2018.pdf)

**Q3: Under which instances DeSSA TTS is not read aloud?**

A3: 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, Part B. They must move the cursor to each of the parts to get the corresponding options.

**Q4: Student Test is zoomed too much and screen is grayed out. What are my next steps?**

A4: 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.

**Q5: My student is unable to sign in to take Smarter assessment? What should I do?**

A5: 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 KACE/DOE Help desk ticket that will identify the student to be reviewed and added to DOE.

**Q6: Why is the Text To Speech (TTS) not audible, some of the questions won't read the TTS?**

A6: In such even when TTS is not functioning as expected, try to shut down the computer and bring back up. If the problem still continues, contact AIR Helpdesk. Please Q5 answer.

**Q7: Where can I find support documents on how to provide word prediction and Speech To Text as accommodations on the DeSSA ELA and Math?**

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A7: The following links include support document son how to provide word predictions and STT as accommodations:

<https://www.specialedtechcenter.org/information/technical-assistance-papers/at-accommodations-for-sbac/>

<https://www.specialedtechcenter.org/images/PDF/Overview%20of%20Speech%20to%20Text%20on%20the%20SBAC.pdf>

Q8: One of my Students cannot get her Speech to Text to function in the secure browser, what can I do?

A8: Speech-to-text is not compatible with Smarter in chrome books and AIR recommends the user to use Dragon software on an iOS or Windows device.

Permissive mode is required for any Speech to text software on other devices, but that applies to other devices and not Chromebooks. This information does not appear in our technical resources documentation, so we will need to update it for next year.

Q9: I am getting this error message on every computer I try even though we have the appropriate browser for SBAC testing. We are trying to practice with staff and students on how to navigate the text to speech on SBAC?

A9: 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.

Q10: Where can I find supporting document for DeSSA ELA/Math Zoom Issue?

A10: For Zoom issue, see attached below for document:



2018 DeSSA  
ELA-Math - Zoom Ite

Q11: How to generate a report of all parent refusals in the Non-Participation Codes section of TIDE?

A11: In TIDE under After Testing, enter the student/parent refusals in Non-Participation Codes.

Q12: Where can I find out the students who have taken assessments?

A12: 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.

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Q13: A Student logged into the session and completed the test. As soon as the student submitted the test, the screen changed to say “404-Page not found”

A13: 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.

Q14: How do I re-enter a test session if the computer locks up?

A14: 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. User can then close out of the original computer.

Q15: Student took a break from test and when she came back she found out that she cannot access her assessment

A15: If it 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.

Q16: I am a TA and I noticed that the ELA scores for my students are showing up under wrong teacher’s name, why?

A16: 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.

Q17: Where can I find Test Security Manual?

A17: The link provided below contains the DeSSA Test Security and Non-disclosure Agreement. This can be located in Appendix C of the DeSSA Test Security Manual.

[https://de.portal.airast.org/core/fileparse.php/2667/urlt/DeSSA-Test-Security-Manual\\_1718.pdf](https://de.portal.airast.org/core/fileparse.php/2667/urlt/DeSSA-Test-Security-Manual_1718.pdf)

Q18: How do I place an order for my Grade ELA and Math?

A18: All orders would need to be placed in TIDE. TIDE order window opened on April 18<sup>th</sup>.

Q19: One of the students accidentally submitted the test, the other student reported that the test froze up, what is my next step?

A19: Contact your DTC to do an appeal in TIDE. Each student will need a different appeal. For the student who accidentally 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).

Q20: Where can I find instructions on creating an appeal in TIDE?

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A20: The instructions start on page: 63.

[https://de.portal.airast.org/core/fileparse.php/2667/urlt/TIDE\\_Product\\_Guide\\_2017-2018.pdf](https://de.portal.airast.org/core/fileparse.php/2667/urlt/TIDE_Product_Guide_2017-2018.pdf).  
Instructions are also available under the resources link under the DTC/STC schoology group in Schoology.

Q21: 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 it goes to is blank.

A21: 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

Q22: I cannot print on the TA Interface, it's telling me the browser doesn't support it?

A22: 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

Q23: I administered the IABs/ICAs but cannot see the results in ORs and AIRWays.

A23: All interim assessments that have open-ended items needed to be scored must be scored and submitted in THSS before they are available in ORS and AIRWays.

Q24: 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?

A24: Download the [IAB Item count Document](#) on the DeSSA Portal <https://de.portal.airast.org/resources/math-resources-smarter/> to guide you on which IABs need to be scored by teachers. This document contains both ELA and Math information.

Q25: When the Dictionary available on the ELA tests?

A25: 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. See [Accessibility Guidelines](#) - Appendix A for more information.