North Dakota State Assessment

# Test Information and Distribution Engine

## User Guide

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# Introduction to This User Guide

This section describes the contents of this user guide.

## Organization of This User Guide

This guide contains the following sections:

- Section I, Overview of the Test Information Distribution Engine, lists TIDE's features, system requirements, and provides an overview of user roles and permissions.
- Section II, Accessing TIDE, describes how to activate your TIDE account, how to log in and log out, and how to change your password.
- Section III, Understanding the TIDE Interface, describes what appears in the TIDE interface, how to sort columns, how to switch between other assessment applications, and how to change your user role and test administration.
- Section IV, Managing TIDE Users, describes how to view, add, and modify TIDE user accounts.
- Section V, Working with Student Information, describes how to view, add, and modify information pertaining to students, their demographics, test eligibilities, and test accommodations.
- Section VI, Working with Appeals (Test Improprieties), describes how to view, add, and approve testing test improprieties.
- Section VII, Working with Rosters of Students, describes how to create, modify, and delete rosters of students associated with teachers and schools.
- Section VIII, Documenting Non-Participation with Special Codes, describes how to apply special codes when a student does not take an assigned test.
- Section IX, Downloading and Installing Voice Packs, describes how to download the available voice packs.
- Appendix A, Exporting Retrieved Records, describes how to export retrievals into a variety of file formats.
- Appendix B, Processing File Uploads, describes how TIDE processes file uploads and how to resolve associated error messages.
- Appendix C, Opening CSV Files in Excel 2007 or Later, describes how to open CSV files in recent versions of Microsoft Excel.

- Appendix D, User Support, explains how to contact the help desk.

# Document Conventions

Table 1 describes the conventions appearing in this user guide.

Table 1. Document Conventions

| Icon | Description |
|---|---|
| | **Warning:** This symbol accompanies information regarding actions that may cause loss of data. |
| | **Caution:** This symbol accompanies information regarding actions that may result in incorrect data. |
| | **Note:** This symbol accompanies helpful information or reminders. |
| ***bold italic*** | Boldface italic indicates a page name. |
| **bold** | Boldface indicates an item you click or a drop-down list selection. |
| `mono` | Monospace indicates a file name or text you enter from the keyboard. |
| *italic* | Italic indicates a field name. |

# Intended Audience

This user guide is intended for state-, district-, and school-level test administrators and coordinators who manage the assessment effort. You should be familiar with the concepts of test eligibility, test settings, accommodations, and general management of user accounts for an enterprise-wide system.

To use TIDE, you need to be familiar with using a web browser to retrieve data and with filling out web forms. If you want to use the file upload and download features, you also need to be familiar with using a spreadsheet application and working with comma-separated value (CSV) files.

# Section I. Overview of the Test Information Distribution Engine

## Description of TIDE

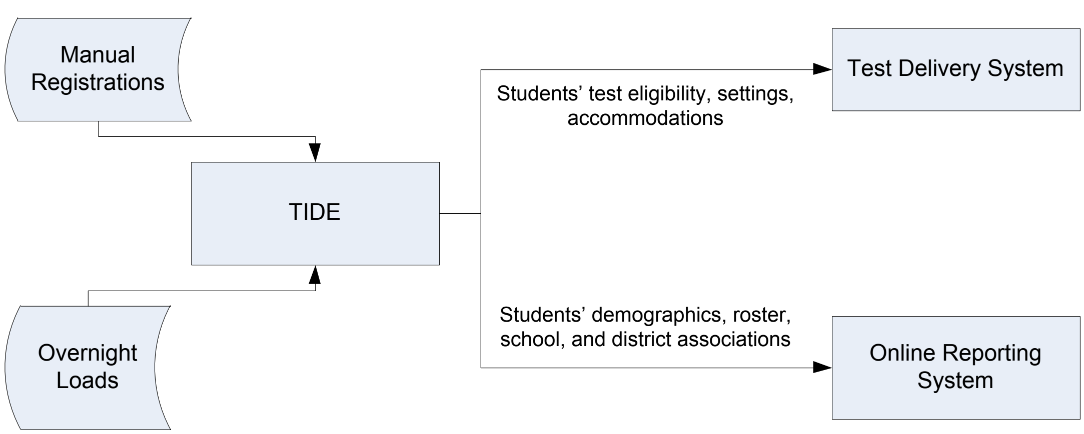
Test Information Distribution Engine (TIDE) performs the following functions:

- Registering students for assessments
- Establishing test settings and accommodations
- Associating students with districts, schools, and rosters
- Delivering voice packs for testing computers
- Managing orders for testing materials
- Managing users accounts
- Delivering forms to teachers, parents, and students

Depending on your state and user role, you may not have access to all these functions.

Figure 1 illustrates TIDE's operational functions and their place in the assessment process. At its core, TIDE contains a list of students enrolled in your schools. TIDE receives the vast majority of this student information from uploads from external systems, although TIDE has features for adding students manually. TIDE then distributes this information to the appropriate system. TIDE sends to Test Delivery System (TDS) students' eligibilities, settings, and accommodations; this enables TDS to deliver the appropriate test to any given student in the required format. TIDE sends to Online Reporting System (ORS) students' institutional associations; this enables ORS to aggregate scores at the classroom, school, district, and state levels.

Figure 1. TIDE's position in the assessment process



# System Requirements

To use TIDE, you need a recent version of a web browser, such as Firefox, Chrome, or Internet Explorer. For a detailed list of system requirements, which includes the supported operating systems and web browsers, see the *Online System Requirements*. This publication is available in the Resources section of the North Dakota Portal, http://ndsa.portal.airast.org.

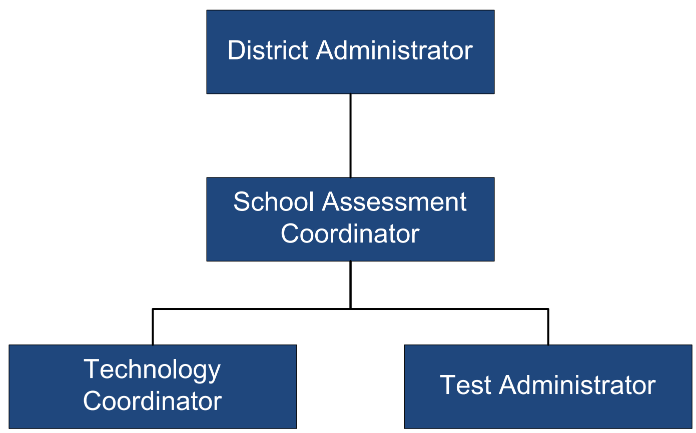
# Understanding User Roles and Permissions

Each user in TIDE has a role, such as a district-level user or a test administrator-level user. Each role has an associated list of permissions to access certain features within TIDE. For example, a district-level user can perform activities related to districts. This can include adding or deleting TIDE users. A test administrator-level user can perform different activities. This can include downloading screen readers but not re-opening a test.

For a list of user roles and the tasks they can perform, see the document *User Roles and Access for NDSA Systems*, available in the Resources section of the NDSA portal, http://ndsa.portal.airast.org.

There is a hierarchy to user roles. As indicated in Figure 2, the district administrator is at the top of the hierarchy, followed by school assessment coordinator, then the technology coordinator and test administrator. Generally, user roles that are higher in the hierarchy have access to more sensitive or critical data and tasks within TIDE.

Figure 2. Hierarchy of User Roles



# Section II. Accessing TIDE

This section explains how to activate your TIDE account, log in to TIDE, reset a forgotten password, change account information, and how to log out.

## Activating Your TIDE Account

Your TIDE administrator creates your account, and then TIDE sends you an activation email. This email contains the following information:

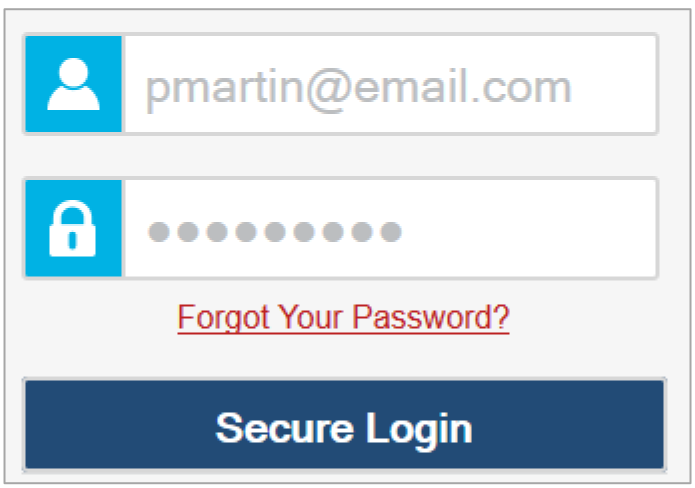
- A link for logging in to TIDE. This link expires 30 days after the email was sent. If you don't activate your account within 30 days, you need to reset your password as described in Resetting Your Password.
- Your temporary password.

If you do not receive an activation email, check your spam folder. Emails are sent from Smarter-DoNotReply@airast.org, so you may need to add this address to your contact list.

*To activate your account:*

1. Click the link in the activation email. The ***Login*** page appears (see Figure 3).

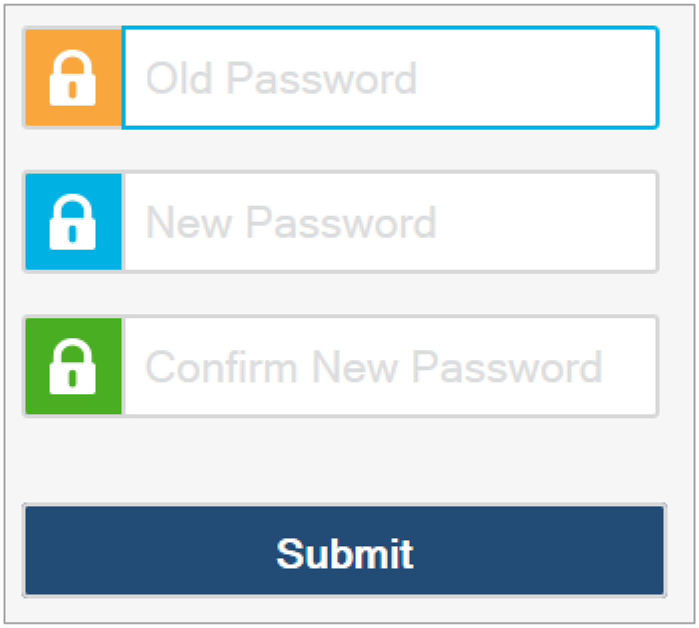
Figure 3. Fields in the Login page




2. Enter your email address and temporary password.

3. Click **Secure Login**. The ***Reset Password*** page appears (see Figure 4).

Figure 4. Fields in the Reset Password Page

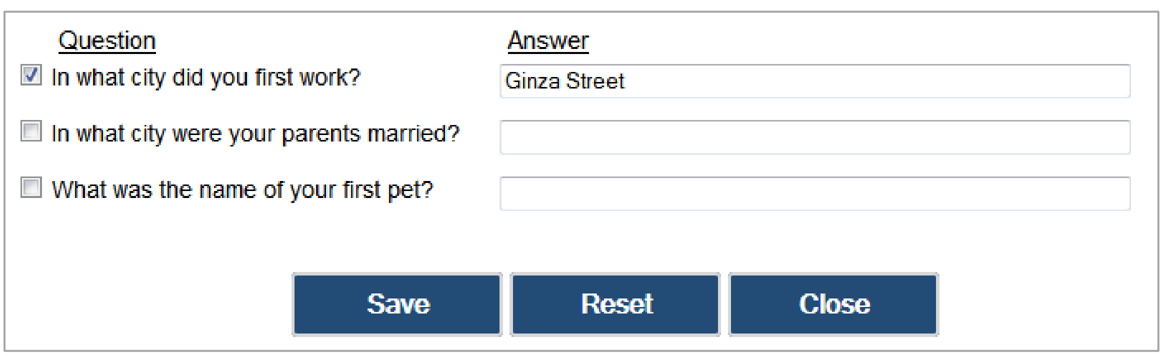



4. In the *Old Password* field, enter the password in the activation email.

5. In the other password fields, enter a new password. The password must be eight characters long and have at least three of the following: one lowercase alphabetic character, one uppercase alphabetic character, one number, and one special character %, #, or !.

6. Click **Submit**. The ***Select a Security Question*** page appears (see Figure 5).

Figure 5. Fields in the Select a Security Question Page




7. Mark the checkbox next to a question, and enter an answer.

8. Click **Save**. The NDSA portal page appears.

Account activation is complete. You can proceed to TIDE by clicking the TIDE card (see Figure 6) in the portal page.

# Logging in to TIDE

*To log in to TIDE:*

1. Open your web browser and navigate to the NDSA portal at http://ndsa.portal.airast.org.
2. Click the **Assessment Coordinators** or **Test Administrators** card.

Figure 6. User Role Cards


3. Click the **TIDE** card. The ***Login*** page appears (see Figure 3).
4. Enter your email address and password.
5. Click **Secure Login**. The ***Home*** page appears (see Figure 10).

Depending on your user role, TIDE may prompt you to select a role, client, state, district, or school to complete the login.

Figure 7. TIDE Card

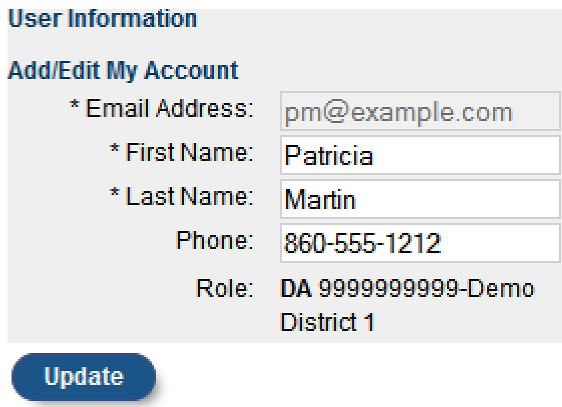
# Changing Your Account Information

You can modify your name, phone number, and other account information.

*To modify account information:*

1. In the banner (see Figure 10), click **My Account**. The ***My Account*** page appears (see Figure 8).

Figure 8. Fields in the My Account Page




2. To modify your user information, in the *User Information* section, enter updates as necessary. (To change your email address, contact your TIDE administrator).

3. Click **Update**. TIDE saves your changes, and a confirmation message appears.

# Resetting Your Password

You need to reset your password if any of the following occurs:

- You forgot your password.
- You didn’t activate your account within 30 days of receiving the activation email.
- The TIDE administrator locked your account.

*To reset your password:*

1. Display the ***Login*** page by following steps 1–3 in the section Logging in to TIDE.

2. If you did not yet activate your account, do the following (otherwise go to step 3):

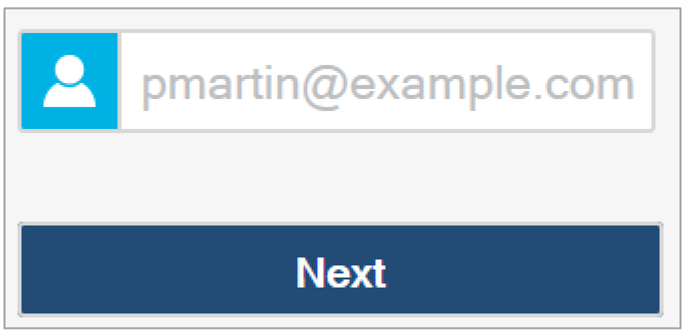
    a. In the ***Login*** page, enter your email address and the temporary password. A password expiration page appears.

    b. Enter your TIDE email address, and click **OK**. TIDE sends you an activation email with a new temporary password.

    c. Go to step 6.

3. In the ***Login*** page (see Figure 3), click **Forgot Your Password?**. The ***Password Reset*** page appears (see Figure 9).

Figure 9. Fields in the Password Reset Page




4. Enter your TIDE email address, and click **Next**. Your security question appears.

5. Enter the response to the security question, and click **OK**. TIDE sends you an activation email with a new temporary password.

6. Return to the login page, enter your username and the temporary password from step 5, and click **Secure Login**. The ***Reset Password*** page appears (see Figure 3).

7. In the *Old Password* field, enter the temporary password from step 5.

8. In the other password fields, enter a new password. The password must be eight characters long and have at least three of the following: one lowercase alphabetic character, one uppercase alphabetic character, one number, and one special character %, #, or !. Your password cannot be the same as your current or previous password.

9. Click **Submit**. TIDE resets your password. The ***Select a Security Question*** page appears.

10. Review and modify your answers to the security question as necessary, and click **Save**.

The TIDE home page appears.

## Logging out of TIDE

*To log out of TIDE:*

- In the TIDE banner (see Figure 10), click **Logout**

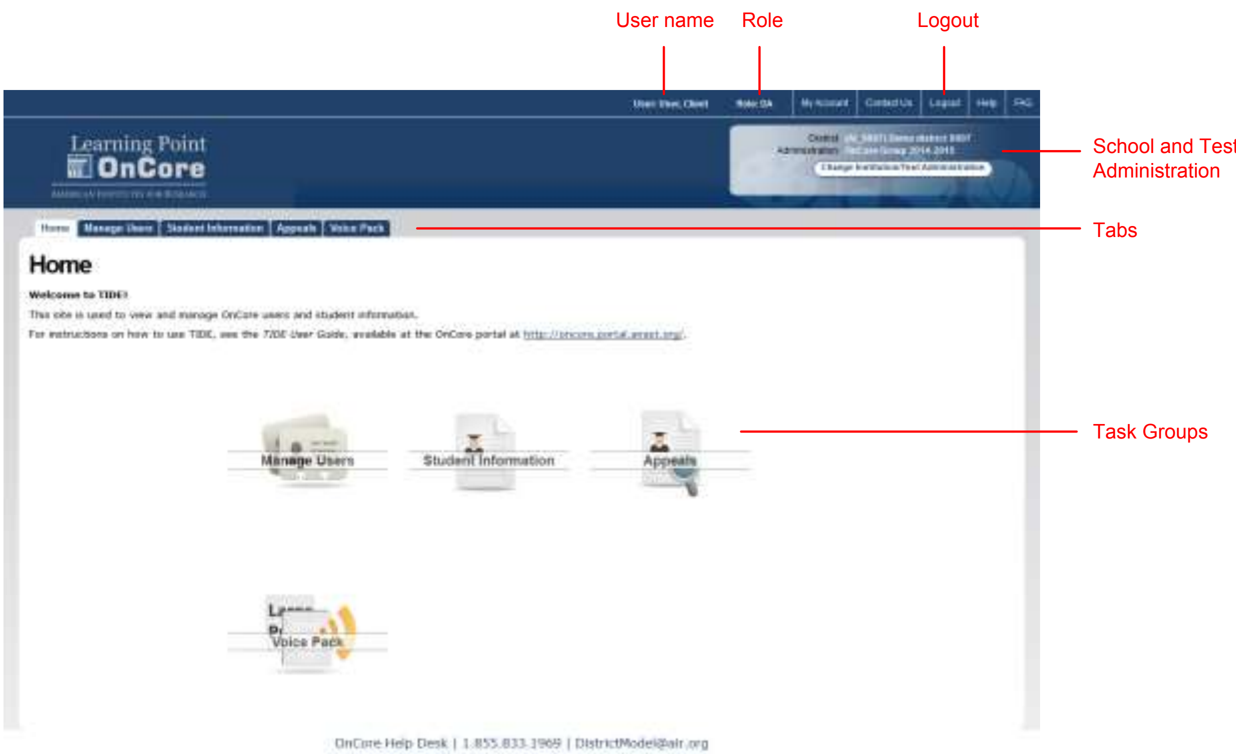
# Section III. Understanding the TIDE Interface

This section describes TIDE's ***Home*** page and some common tasks such as sorting retrieved records.

## TIDE's Home Page

The first page you see after logging in to TIDE is the ***Home*** page (see Figure 10). This page's appearance differs depending on your role. Some roles, such as those for schools, have just a few tabs and tasks; other roles, such as those for the district level, have several tabs and tasks.

Figure 10. TIDE Home Page for the District Administrator Role

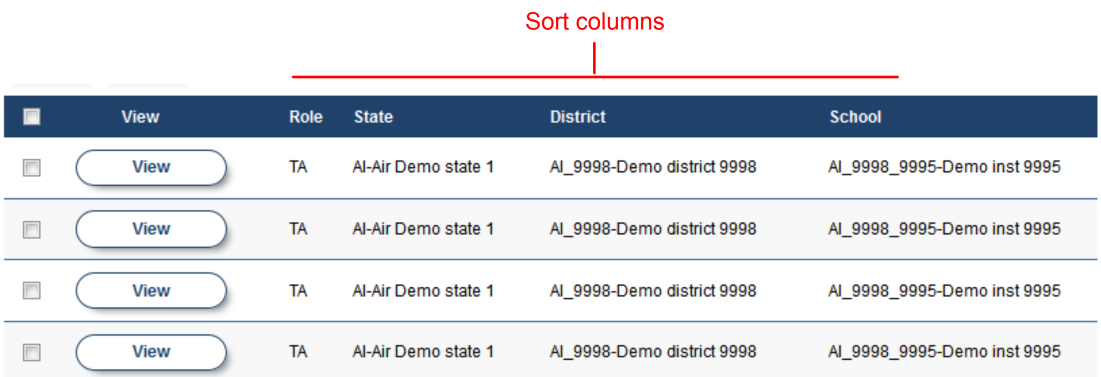



**CAUTION: Loss of Data** Working with TIDE in more than one tab or browser window may result in changes in one tab overwriting changes made in another tab. Do not have more than one TIDE browser tab or window open at one time.

## Sorting Retrieved Records

Many tasks in TIDE involve retrieving data from a database. You can sort the retrieved records by clicking any of the column headings in the retrieval table. For example, Figure 11 is a portion of the ***View/Edit Users*** page. You can sort the records by clicking Role, State, District, or School. (In the complete ***View/Edit Users*** page, there are many more columns by which you can sort.)

Figure 11. Sort Columns

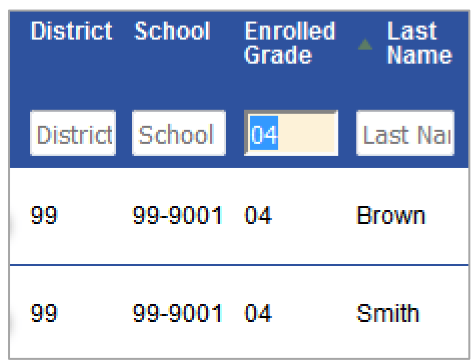



| | View | Role | State | District | School |
|---|---|---|---|---|---|
| | View | TA | AI-Air Demo state 1 | AI_9998-Demo district 9998 | AI_9998_9995-Demo inst 9995 |
| | View | TA | AI-Air Demo state 1 | AI_9998-Demo district 9998 | AI_9998_9995-Demo inst 9995 |
| | View | TA | AI-Air Demo state 1 | AI_9998-Demo district 9998 | AI_9998_9995-Demo inst 9995 |
| | View | TA | AI-Air Demo state 1 | AI_9998-Demo district 9998 | AI_9998_9995-Demo inst 9995 |

## Filtering Retrieved Records

A search can retrieve hundreds or thousands of records. You can quickly filter the retrieved records by typing in any of the text boxes under the column headings. As you type, TIDE displays only those records containing the value anywhere in the field. For example, Figure 12 shows a portion of the ***View/Edit Students*** page. After typing `04` in the text box under Enrolled Grade, TIDE displays only those records containing `04` anywhere in the Enrolled Grade field.

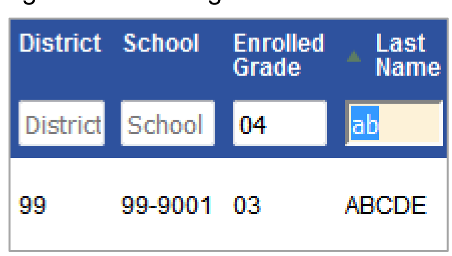
Figure 12. Filtering Retrieved Records



| District | School | Enrolled Grade | Last Name |
|---|---|---|---|
| District | School | 04 | Last Nai |
| 99 | 99-9001 | 04 | Brown |
| 99 | 99-9001 | 04 | Smith |

TIDE filters only on the text box containing the cursor, and ignores other text boxes. Referring to Figure 13, TIDE filters only on the value `ab` in the Last Name column.

Figure 13. Filtering Retrieved Records



| District | School | Enrolled Grade | Last Name |
|---|---|---|---|
| District | School | 04 | ab |
| 99 | 99-9001 | 03 | ABCDE |

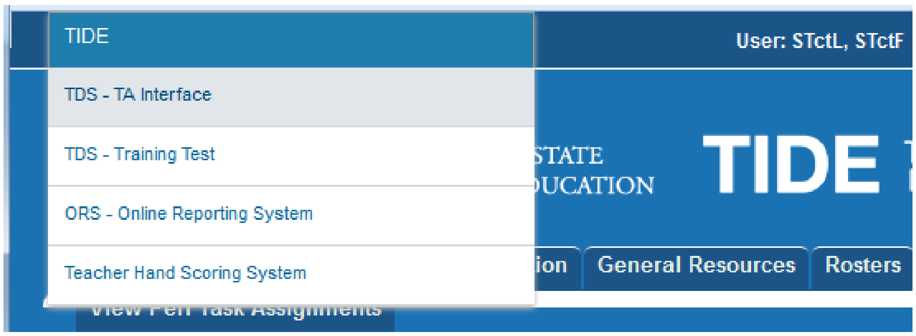
## Switching Between NDSA Systems

Depending on your role, when you log in to TIDE you also switch to other NDSA systems.

*To switch to another NDSA system:*

- In the banner, click **TIDE**, and then select the other system you want to use.

Figure 14. Switching Between NDSA Systems

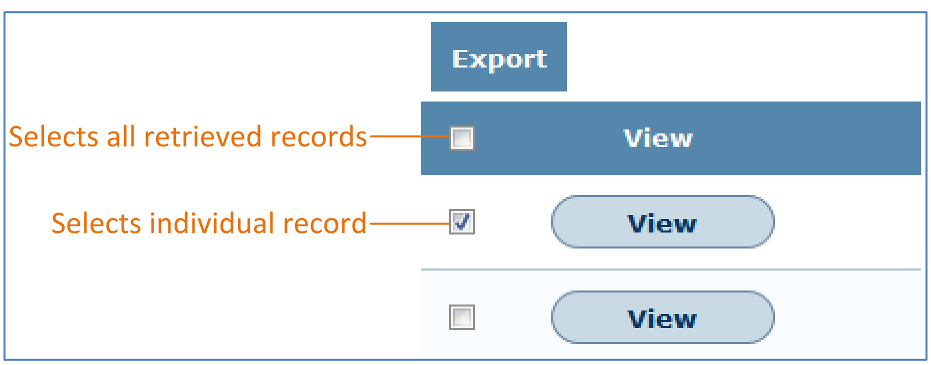



## Selecting Records for an Action

In some retrieval pages, you can perform an action on the retrieved records. For example, in the View Users page, you can export and download the retrieved records as an Excel file.

You can select all the retrieved records for a given action, or you can select some of them. Referring to Figure 15, if you mark the checkbox in the header row, TIDE selects all the records. If you mark a checkbox in an individual row, TIDE selects that record—and any other individual records you mark.

Figure 15. Options for Selecting Retrieved Records



## Navigating Back to Retrieved Records

When you retrieve records, such as a listing of students or users, you can click on a **View** button that provides a page to view or modify an individual record. (See, for example, Figure 18.) If you want to return to the retrieved records, you must click **Go Back To Search Results**, not your browser's Back button. See Figure 16.

Figure 16. Button to use to return to a listing of retrieved records

# Section IV. Managing TIDE Users

This section describes how to manage user accounts.

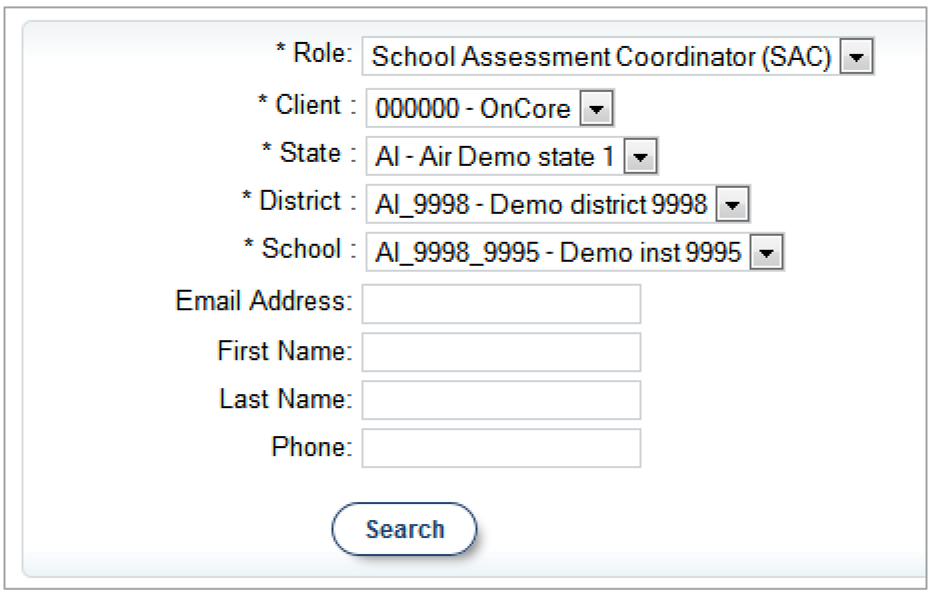
## Retrieving User Accounts

You can retrieve up to 1,000 user accounts that satisfy given criteria.

*To retrieve user accounts:*

1. Click the **Manage Users** tab, then click **View/Edit Users**. The ***View/Edit Users*** page appears (see Figure 17).

Figure 17. Selection Fields in the View/Edit Users Page




2. From the drop-down lists, select search criteria.

3. *Optional:* Refine your search by specifying an email address, first name, last name, or phone number.

4. Click **Search**. TIDE displays the found users at the bottom of the ***View/Edit Users*** page (see Figure 18).

Figure 18. Retrieved Users


From the listing of retrieved users, you can do the following:

- View detailed information about a user; see Viewing and Editing User Details.
- Delete user accounts; see Deleting User Accounts.
- Sort the listing; see Sorting Retrieved Records.
- Filter the listing; see Filtering Retrieved Records.
- Export the listing; see Appendix A, Exporting Retrieved Records.

## Viewing and Editing User Details

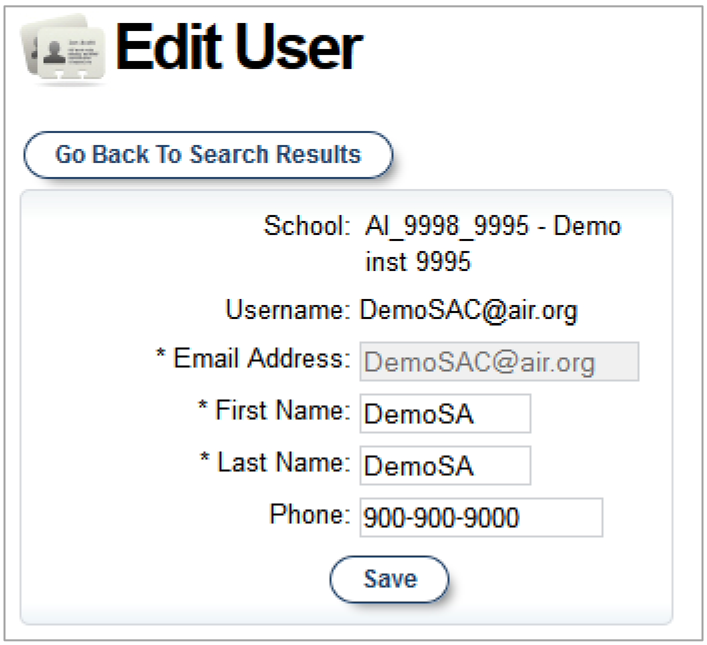
You can view and modify detailed information about a user's TIDE account—as long as the user is below your role in the hierarchy and the user is in your district or school. For example, referring to Figure 2, a school assessment coordinator (SC) can view and modify the detailed information for all technology coordinators and test administrators within the SC's school.

*To view and edit user details:*

1. Retrieve the user account you want to view or edit by following the procedure in the section Retrieving User Accounts.

2. In the listing of retrieved users, click **View** corresponding to the user whose account you want to view (see Figure 18). The ***Edit User*** page appears (see Figure 19).

Figure 19. Edit User Details Page (top portion)




3. If your user role allows it, modify the user's details as required. Use Table 2 as a reference.

4. Click **Save**.

5. To return to the listing of user accounts, click **Go Back to Search Results**. (Do not use your browser's Back button to return to the listing.)

Table 2 describes the fields in the ***Edit User*** page.

Table 2. Fields in the Edit User Page

| Field | Description |
|---|---|
| District | District associated with the user. To modify the district associated with a user, you must delete and add the user using file uploads. For details, see Adding, Editing, or Deleting Users through File Uploads. |
| School | School associated with the user. To modify the school associated with a user, you must delete and add the user using file uploads. For details, see Adding, Editing, or Deleting Users through File Uploads. |
| Username | Email address for logging in to TIDE. |
| First Name | User’s first name. |
| Last Name | User’s last name. |
| Phone | User’s phone number. |

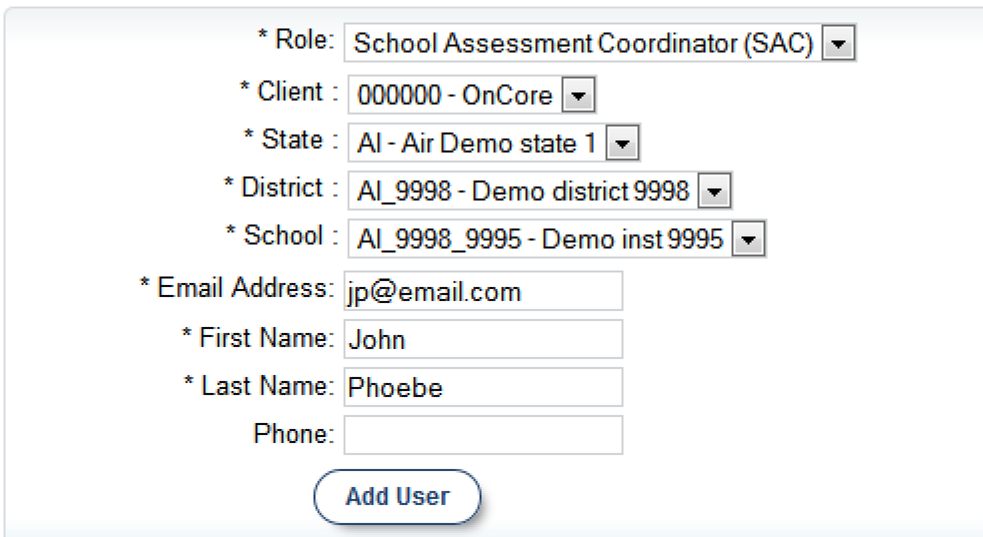
# Adding User Accounts

When you add a user account, its role must be lower in the hierarchy than your role. (For an explanation of the user role hierarchy, see Understanding User Roles and Permissions.) Referring to Figure 2, school assessment coordinators can add technology coordinators and test administrators, and district administrators can add all user roles. Furthermore, you can add only those users that fall within your institution. For example, district-level users can create school-level accounts only for schools within their district.

*To add a user account:*

1. Click the **Manage Users** tab, then click **Add Users**. The ***Add Users*** page appears.

Figure 20. Fields in the Add Users Page




2. Select the role, state, district, and school associated with the new user.

3. Using Table 2 as a reference, enter the user's first name, last name, email address, and other details in the optional fields.

4. Click **Add User**.

TIDE adds the account and sends the new user an activation email from Smarter-DoNotReply@airast.org.

# Deleting User Accounts

You can delete a user's account as long as the user is below your role in the hierarchy and the user is in your district or school. For example, referring to Figure 2, a school assessment coordinator (SC) can delete user accounts for technology coordinators and test administrators within the SC's school.

*To delete user accounts:*

1. Retrieve the user accounts you want to delete by following the procedure in the section Retrieving User Accounts.
2. In the ***View/Edit Users*** page, do one of the following (see Figure 15):
   - Mark the checkbox for the accounts you want to delete.
   - Mark the checkbox at the top of the table to delete all retrieved user accounts.
3. Click **Delete**.
4. In the confirmation dialog box, click **OK**.

TIDE deletes the user accounts.

# Adding, Editing, or Deleting Users through File Uploads

If you have many users to add, edit, or delete, it may be easier to perform those transactions through file uploads. This task requires familiarity with composing comma-separated value (CSV) files or working with Microsoft Excel. The following sections describe how to compose the files and then upload them to TIDE.

## Understanding the User Upload File Format

The upload file is an Excel or CSV file with a heading row and data rows. Table 3 describes the columns in the upload file and associated valid values.

Table 3: Columns in the User Upload File

| Column | Description | Valid Values |
|---|---|---|
| StateAbbreviation | State abbreviation. | Any standard two-letter state abbreviation. |
| DISTRICTID* | District associated with the user. | District ID that exists in TIDE, and must be associated with the user uploading the file. Up to 20 characters. |

| Column | Description | Valid Values |
|---|---|---|
| SCHOOLID | School associated with the user. | School ID that exists in TIDE, and must be associated with the user uploading the file. Up to 20 characters. Must be associated with the district ID.<br>Can be blank when adding district-level users. |
| FirstName* | User's first name. | Up to 35 characters. |
| LastorSurname* | User's last name. | Up to 35 characters. |
| ElectronicMailAddress* | User's email address. | Any standard email address. Up to 128 characters that are valid for an email address. This is the user's username for logging in to TIDE. |
| TelephoneNumber | User's phone number. | Phone number in xxx-xxx-xxxx format. Extensions allowed. |
| Role* | User's role. For an explanation of user roles, see Understanding User Roles and Permissions. | One of the following:<br>`DA`—District administrator.<br>`SC`—School administrator.<br>`TC`—Test coordinator.<br>`TA`—Test administrator.<br>Must be lower in the hierarchy than the user uploading the file; see Figure 2. |
| Action* | Indicates if this is an add, modify, or delete transaction. | One of the following:<br>`Add`—Add new user or edit existing user record.<br>`Delete`—Remove existing user record. |

*Required field.

Figure 21 is an example of a simple upload file with the following transactions:

- The first row adds Thomas Walker as a TIDE user, specifying all fields except phone number.
- The second row modifies Thomas Walker's account, changing his role and adding the phone number. In this case you must list values in all other columns, even if you do not change them.
- The third row deletes Thomas Walker's account.
- The fourth row adds Patricia Martin as a test administrator for school 9000.
- The fifth row adds Patricia Martin as a school administrator for a different school—9001.

Figure 21. Sample User Upload File

| | A | B | C | D | E | F | G | H |
|---|---|---|---|---|---|---|---|---|
| 1 | DISTRICTID | SCHOOLID | FIRSTNAME | LASTNAME | EMAIL | PHONE | ROLE | ACTION |
| 2 | 99 | 9000 | Thomas | Walker | tw@air.org | | TA | ADD |
| 3 | 99 | 9000 | Thomas | Walker | tw@air.org | 305-555-1212 | SA | ADD |
| 4 | 99 | 9000 | Thomas | Walker | tw@air.org | 305-555-1212 | SA | DELETE |
| 5 | 99 | 9000 | Patricia | Martin | pm@air.org | | TA | ADD |
| 6 | 99 | 9001 | Patricia | Martin | pm@air.org | | SA | ADD |

## Submitting a User Upload File

This section describes how to upload a file for adding, modifying, or deleting users.

*To submit a user upload file:*

1. Click the **Manage Users** tab, then click **Upload Users**. The ***Upload Users*** page appears.
2. Download one of the file templates by clicking **Download Excel Template** or **Download CSV Template**.
3. Open the file in a spreadsheet application or text editor, and add a row for each user you want to add, modify, or delete. Be sure to follow the guidelines in Table 3. Save the file on your computer.
4. In the ***Upload Users*** page, click **Browse**, and navigate to the file you created in step 3.

5. Click **Upload File**. TIDE displays a preview of the uploaded file (see Figure 22). Use this preview to verify you uploaded the correct file.

Figure 22. User Upload File Preview

| StateAbbreviation | ResponsibleDistrictIdentifier | ResponsibleSchoolIdentifier | FirstName | LastorSurname | ElectronicMailAddress | TelephoneNumber | Role | Action |
|---|---|---|---|---|---|---|---|---|
| OR | 999 | 9999 | John | Doe | jdoe@air.org | | SAC | ADD |
| OR | 999 | 9999 | John | Doe | jdoe@air.org | 503-555-1212 | TC | ADD |
| OR | 999 | 9999 | John | Doe | jdoe@air.org | 503-555-1212 | TC | DELETE |
| OR | 999 | 9999 | John | Doe | johnd@air.org | 503-555-1212 | TC | ADD |

6. Click **Next**. TIDE validates the file and displays error messages, if any. For information about resolving error messages, see Resolving File Upload Errors.

**NOTE: Validation and commitment of large files** If your file contains a large number of records, TIDE processes it offline and sends you a confirmation email when complete. While TIDE is validating the file, do not press **Cancel** as TIDE may have already started processing some of the records. For more information, see How TIDE Processes Large Files.

7. Click **Commit**. TIDE commits those records that do not have errors.

You can view a history of file uploads; see the section Reviewing Upload History for details.

# Section V. Working with Student Information

This section describes how to add, modify, and delete students' records, and how those records affect testing and reporting.

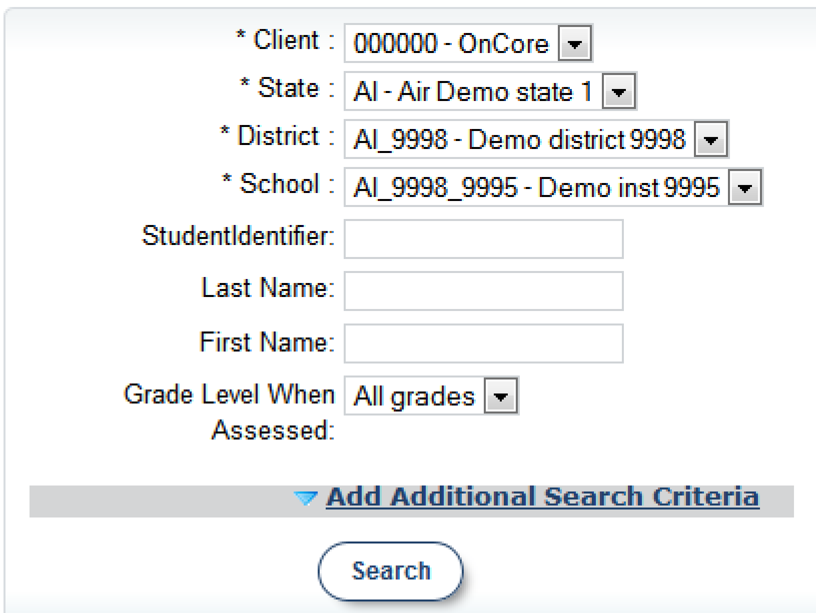
## Retrieving Student Records

You can retrieve up to 5,000 student records that satisfy given criteria.

*To retrieve student records:*

1. Click the **Student Information** tab, then click **View/Edit Students**. The ***View/Edit Students*** page appears (see Figure 23).

Figure 23. Fields in the View/Edit Students Page

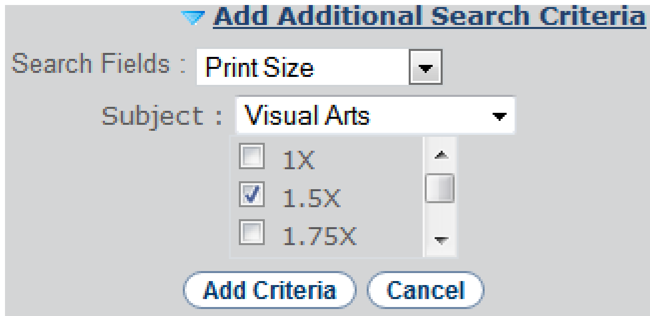



2. From the drop-down lists, select search criteria.

3. *Optional:* To refine your search, do the following:

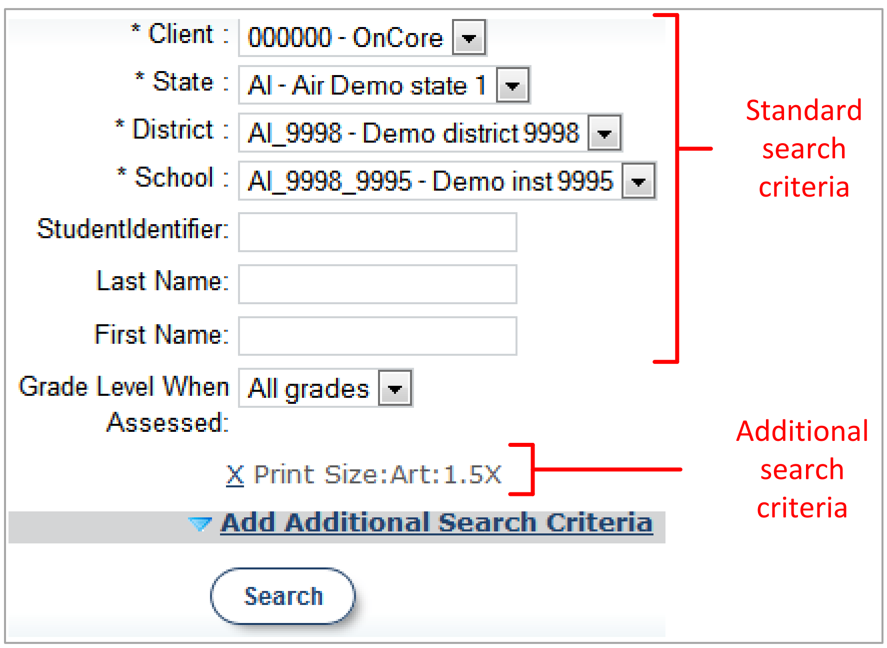
   a. Click **Add Additional Search Criteria**. Additional search fields appear (see Figure 24).

Figure 24. Additional Student Search Criteria (Form Fields)




   b. Make selections for the additional search criterion, and then click **Add Criteria**. TIDE displays the criterion in the ***View/Edit Students*** page (see Figure 25).

Figure 25. Additional Student Search Criteria (Displayed)

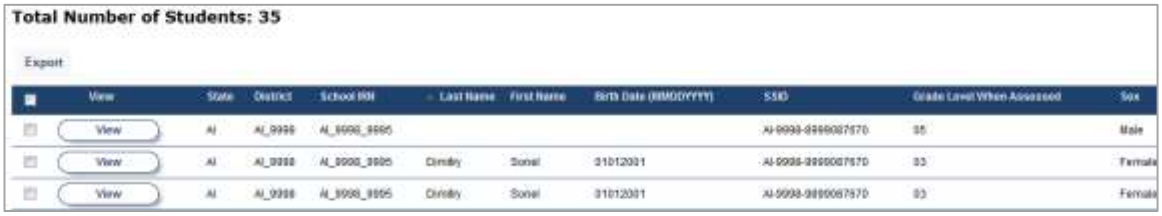



   c. Repeat steps 3.a–3.b to add additional search criteria.

   d. To delete an additional search criterion, click **X** next to it.

4. Click **Search**. TIDE displays the retrieved students at the bottom of the ***View/Edit Students*** page (see Figure 26).

Figure 26. Retrieved Students




From the listing of retrieved students, you can do the following:

- View and edit detailed information about a student; see Viewing and Editing Students.
- Print test tickets; see Printing Test Tickets.
- Sort the listing; see Sorting Retrieved Records.
- Filter the listing; see Filtering Retrieved Records.
- Export the listing; see Appendix A, Exporting Retrieved Records.

# Viewing and Editing Students

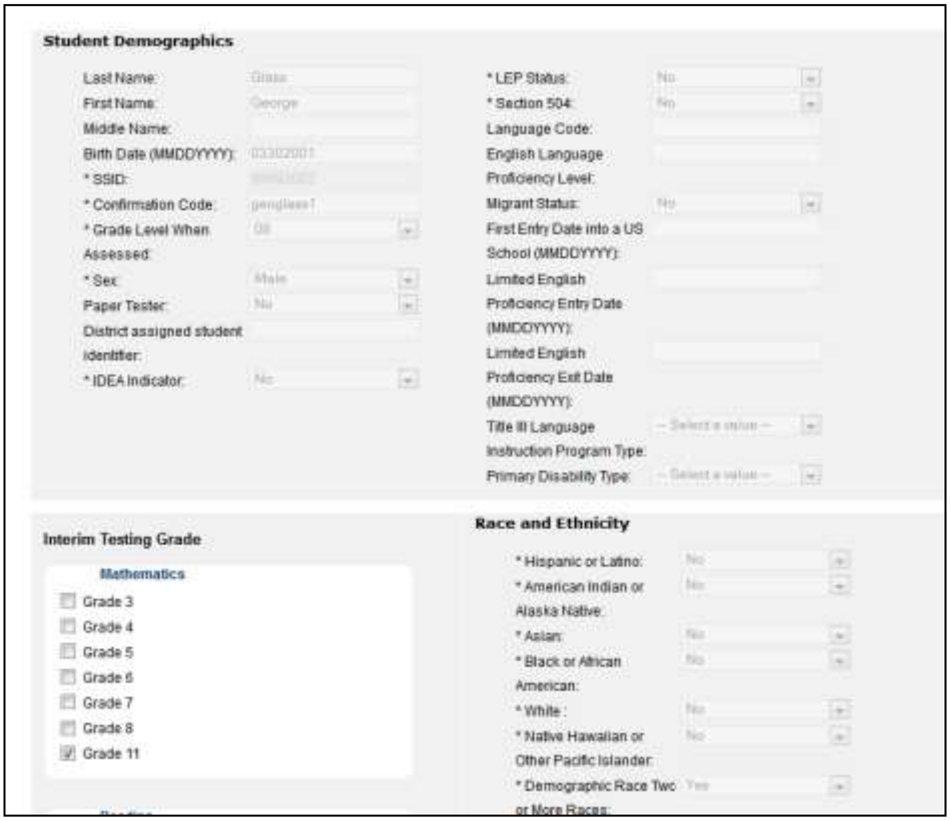
You can view and edit detailed information about a student's record.

*To view and edit student details:*

1. Retrieve the student record you want to view or edit by following the procedure in the section Retrieving Student Records.

2. In the listing of retrieved records, click **View** corresponding to the student whose record you want to view (see Figure 26). The ***View Student Details*** page appears (see Figure 27).

Figure 27. View Student Details Page (Top Portion)




3. If your user role allows it, modify the student's record as required. Use Table 4 as a reference.

**CAUTION: Test settings in the** TA Interface Changing a test setting in TIDE after the test starts does not update the student's test setting if the same test setting is available in the TA Interface. In this case, you must change the test setting in the TA Interface.

4. Click **Save**.

5. To return to the listing of student accounts, click **Go Back to Search Results**. (Do not use your browser's Back button to return to the listing.)

Table 4 describes the fields in the ***View Student Details*** page.

Table 4. Fields in the View Student Details Page

| Field | Description |
|---|---|
| School IRN | Internal Retrieval Number (IRN) of school where student is enrolled. |
| **Student Demographics** | |
| Student Identifier | Student's identifier within North Dakota State Assessment. |
| Last Name | Student's last name. |
| First Name | Student's first name. |
| Birth Date (MMDDYYYY) | Student's date of birth. |
| SSID | Student's State Student Identifier (SSID) within the enrolled district. |
| Grade Level When Assessed | Grade in which student is enrolled during the test administration. |
| Primary Disability Type | Student's primary disability. |
| Ethnicity | Student's ethnicity. |
| **Interim Testing Grade** | |
| <subject> | Grade at which the student is tested during the upcoming interim test. For example, marking the Grade 4 checkbox under the Mathematics subject indicates the student receives the fourth-grade mathematics interim test. |
| **Test Settings** | |
| Color Contrast | List of subjects and the color in which the associated tests appear. |
| Permissive Mode | List of subjects and indicators if the student's tests are administered in permissive mode.<br>`Enabled`—Student can use accessibility software during tests, such as screen readers or magnifiers, in addition to the secure browser.<br>`Disabled`—Student can use only the secure browser during tests. |
| Print Size | List of subjects and the type size in which the associated tests appear. |
| Text-To-Speech | List of subjects and indicators of which items, if any, are administered with the text-to-speech accommodation. |
| **Performance Tasks** | |
| ELA, Mathematics | Performance Task randomly assigned to the student. |

# Printing Test Tickets

A test ticket is a hard-copy form that includes a student's username for logging in to a test. Referring to the example in Figure 28, the student's username for testing is 5S400.

Figure 28. Sample Test Ticket

**Winter 2014 FSA ELA Writing Field Test**

DEMO DIST 99 (99)

DEMO SCHOOL 9000 (99-9000)

| | |
|---|---|
| LASTNAME : Lastname3 | USERNAME : 5S4OO |
| FIRSTNAME : Firstname3 | GRADE : 04 |

TIDE generates the test tickets as PDF files that you download with your browser.

*To print test ticket labels:*

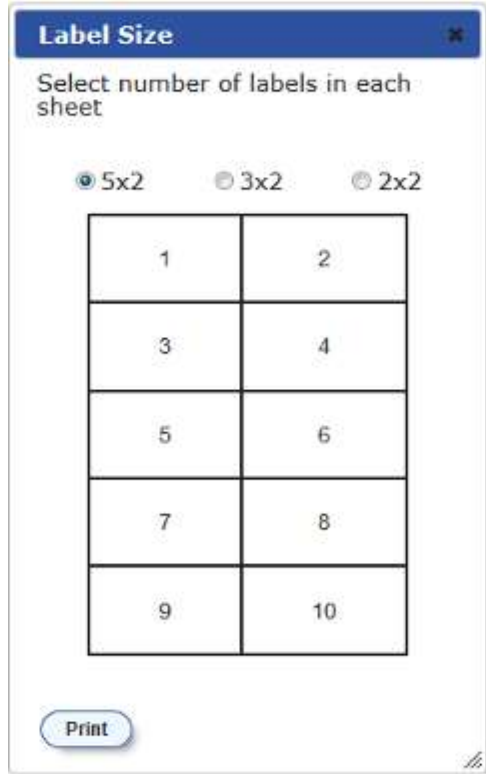
1. Retrieve the students for whom you want to print test tickets by following the procedure in the section Retrieving Student Records.
2. Click the column headings to sort the retrieved students in the order you want the test tickets printed. (For information about sorting, see Sorting Retrieved Records.)
3. Do one of the following (see Figure 15):
    - Mark the checkboxes for the students you want to print.
    - Mark the checkbox at the top of the table to print tickets for all retrieved students.

4. Click **Print Test Tickets**. A model appears for selecting the printed layout (see Figure 29).

5. Click the layout you require, and then click **Print**.

Your browser downloads the generated PDF.

Figure 29. Layout Model for Test Tickets




## Adding, Editing, or Deleting Students through File Uploads (State-Only Role)

If you have many students to add, edit, or delete, it may be easier to perform those transactions through file uploads. This task requires familiarity with composing comma-separated value (CSV) files or working with Microsoft Excel. The following sections describe how to compose the files and then upload them to TIDE.

### Understanding the Student Upload File Format

The upload file is an Excel or CSV file with a heading row and data rows. Table 5 describes the columns in the upload file and associated valid values.

Table 5: Columns in the Student Upload file.

| Column Name | Description | Valid Values |
|---|---|---|
| StateAbbreviation* | State abbreviation. | Two-character state identifier. |
| DistrictID* | District responsible for specific educational services or instruction of the student. | Up to 20 alphanumeric characters. Must exist in TIDE. |

| Column Name | Description | Valid Values |
|---|---|---|
| SchoolID* | School responsible for specific education services and/or instruction of the student. | Up to 20 alphanumeric characters. Must exist in TIDE and be associated with the DistrictID |
| LastOrSurname* | Student’s last name. | Up to 35 alphanumeric characters. |
| FirstName* | Student’s first name. | Up to 35 alphanumeric characters. |
| MiddleName* | Student’s middle name. | Up to 35 alphanumeric characters. |
| Birthdate* | Day on which student was born. | Date in format YYYY-MM-DD. Add leading zero for single-digit numbers. |
| StudentIdentifier* | Student's statewide identification number. | Up to 30 alphanumeric characters. If adding students with identifiers that are already associated with students of a different name, TIDE displays a corresponding error message during the validation process. |
| GradeLevelWhenAssessed | Student’s enrolled grade. | Two-character grade in the range 03–12. Add leading zero for single-digit numbers. |
| Sex* | Student’s gender. | One of the following:<br>M—Male<br>F—Female |
| Ethnicity | Student’s ethnicity code. | One of the following:<br>1—American Indian<br>2—Asian/Pacific Islander<br>3—Black/African American<br>4—Hispanic<br>5—White<br>6—Multi-racial<br>7—Other/Unknown |

| Column Name | Description | Valid Values |
|---|---|---|
| PrimaryDisabilityType | Major or overriding disability condition that best describes a student's impairment. | One of the following:<br>AUT—Autism<br>DB—Deaf-blindness<br>DD—Developmental delay<br>EMN—Emotional disturbance<br>HI—Hearing impairment<br>ID—Intellectual Disability<br>MD—Multiple disabilities<br>OI—Orthopedic impairment<br>OHI—Other health impairment<br>SLD—Specific learning disability<br>SLI—Speech or language impairment<br>TBI—Traumatic brain injury<br>VI—Visual impairment |
| Delete | Indicates if record is a deletion. | Y—Delete the record.<br>If blank, indicates the record is an add or modify. |

*Required field.

Figure 30 is an example of a simple upload file with the following transactions:

- The first row adds José Gonzales as a student to the school whose ID is 123456.
- The second row deletes Jennifer Martin from TIDE.
- The third and fourth rows change Hoang Nguyen's student ID from 123456987 to 987123456. This change requires two transactions: a delete (row 3) and an add (row 4).

Figure 30. Sample Student Upload File

| StateAbbreviation | DistrictID | SchoolID | LastOrSurname | FirstName | MiddleName | Birthdate | StudentIdentifier | GradeLevelWhenAssessed | Sex | Ethnicity | PrimaryDisabilityType | Delete |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| CA | 1234 | 123456 | Gonzales | José | C | 2004-01-01 | 123456789 | 04 | M | 4 | | |
| CA | 1234 | 123456 | Martin | Jennifer | H | 2004-02-02 | 987654321 | 04 | F | 5 | | Y |
| CA | 1234 | 123456 | Nguyen | Hoang | H | 2004-02-02 | 123456987 | 04 | M | 2 | | Y |
| CA | 1234 | 123456 | Nguyen | Hoang | H | 2004-02-02 | 987123456 | 04 | M | 2 | | |

## Submitting a Student Upload File

This section describes how to upload a file for adding, modifying, or deleting students.

*To submit a student upload file:*

1. Click the **Student Information** tab, then **Upload Student File**. The ***Upload Students*** page appears.

2. Download one of the file templates by clicking **Download Excel Template** or **Download CSV Template**.

3. Open the file in a spreadsheet application or text editor, and add a row for each student you want to add, modify, or delete. Be sure to follow the guidelines in Table 5. Save the file on your computer.

4. In the ***Upload Students*** page, click **Browse**, and navigate to your upload file you created in step 3.

5. Click **Upload File**. TIDE displays a preview of the uploaded file (see Figure 31). Use this preview to verify you uploaded the correct file.

Figure 31. Student Upload File Preview

| StateAbbreviation | ResponsibleDistrictIdentifier | ResponsibleSchoolIdentifier | Last Or Surname | First Name | Middle Name | Birth Date (MMDDYYYY) | Statewide Student Identifier (SSID) | Enrolled Grade | Sex | Primary Disability Type |
|---|---|---|---|---|---|---|---|---|---|---|
| OR | 9999 | 99999 | Martin | Patricia | H | 12042004 | 9999999999 | 5 | F | |

6. Click **Next**. TIDE validates the file and displays error messages, if any. For information about resolving error messages, see Resolving File Upload Errors.

> **NOTE: Validation and commitment of large files** If your file contains a large number of records, TIDE processes it offline and sends you a confirmation email when complete. While TIDE is validating the file, do not press **Cancel** as TIDE may have already started processing some of the records. For more information, see How TIDE Processes Large Files.

7. Click **Commit**. TIDE commits those records that do not have errors, and sends a confirmation email.

You can view a history of file uploads; see the section Reviewing Upload History for details.

# Uploading Test Settings

If you have many students for whom you need to apply test settings, it may be easier to perform those transactions through file uploads. This task requires familiarity with composing comma-separated value (CSV) files or working with Microsoft Excel. The following sections describe how to compose the files and then upload them to TIDE.

## Understanding the Test Settings Upload File Format

The upload file is an Excel or CSV file with a heading row and data rows. Table 6 describes the columns in the upload file and associated valid values.

Table 6: Columns in the Test Settings Upload file.

| Column Name | Description | Valid Values |
|---|---|---|
| DistrictID* | District responsible for specific educational services or instruction of the student. | Up to 20 alphanumeric characters. Must exist in TIDE. |
| StudentIdentifier* | Student's statewide identification number. | Up to 30 alphanumeric characters. Must exist in TIDE. |
| ColorContrast:<subject> | Color of text and background for all tests in the indicated subject. For example, the column ColorContrast:ELA indicates the color for all tests in ELA. | One of the following:<br>`TDS_CC0`—Black on White.<br>`TDS_CCInvert`—White on black.<br>`TDS_CCMagenta`—Black on rose.<br>`TDS_CCBlue`—Blue on white.<br>`TDS_CCBlue2`—Light blue on white.<br>`TDS_CCYellowB`—Yellow on Blue.<br>If blank, test appears as black text on white background. |
| PrintSize:<subject> | Student's print-size accommodation for all tests in the indicated subject. For example, the column PrintSize:ELA indicates the print size for all tests in ELA. | One of the following:<br>`TDS_PS_L0`—No magnification, 14 pt.<br>`TDS_PS_L1`—1.5 magnification, 21 pt.<br>`TDS_PS_L2`—1.75 magnification, 24.5 pt.<br>`TDS_PS_L3`—2.5 magnification, 35 pt.<br>`TDS_PS_L4`—3.0 magnification, 42 pt.<br>If blank, text appears as 14 point. |
| TexttoSpeech:<subject> | Student's text-to-speech accommodation for all tests in the indicated subject. For example, the column TexttoSpeech:ELA indicates the text-to-speech accommodation for all tests in ELA. | One of the following:<br>`TDS_TTS0`—TTS not available.<br>`TDS_TTS_Item`—Enable TTS for test items.<br>`TDS_TTS_Stim`—Enable TTS for test stimuli.<br>`TDS_TTS_Stim&TDS_TTS_Item`—Enable TTS for test items and stimuli.<br>If blank, TTS is not available. |

| Column Name | Description | Valid Values |
|---|---|---|
| Language:<subject> | Language in which the tests in the indicated subject appear. For example, the column Language:ELA indicates the language setting for all tests in ELA. Not all tests are available in Spanish. | One of the following:<br>ENU—English<br>ESN—Spanish<br>If blank, tests appear in English. |
| Permissive Mode:<subject> | Permissive mode setting for tests in the indicated subject. For example, the column Permissive Mode:ELA indicates the permissive mode setting for all tests in ELA. | One of the following:<br>TDS_PM1—Students can use accessibility software during tests, such as screen readers or magnifiers.<br>TDS_PM0—Students can use only the secure browser during tests.<br>If blank, permissive mode is off. |

*Required field.

Figure 32 is an example of a simple upload file that sets print size and color contrast for the student with ID 999999999. For English-language arts/literacy, the print size is the default; for mathematics, the print size is the default; for Science, the print size is 150% magnification; for English-language arts/literacy performance tasks, the color contrast is inverted (white on black background).

Figure 32. Sample Test Settings Upload File

| | A | B | C | D | E |
|---|---|---|---|---|---|
| 1 | SSID | Print Size:ELA | Print Size:Mathematics | Print Size: Science | Color Contrast:ELA-PT |
| 2 | 999999999 | TDS_PS_L0 | TDS_PS_L0 | TDS_PS_L1 | TDS_CCInvert |

## Submitting a Test Settings Upload File

This section describes how to upload a file for adding, modifying, or deleting test settings.

**CAUTION: Test settings in the** TA Interface Changing a test setting in TIDE after the test starts does not update the student's test setting if the same test setting is available in the TA Interface. In this case, you must change the test setting in the TA Interface.

*To submit a test setting upload file:*

1. Click the **Student Information** tab, then **Upload Student Settings**. The ***Upload Student Settings*** page appears.

2. Download one of the file templates by clicking **Download Excel Template** or **Download CSV Template**.

3. Open the file in a spreadsheet application or text editor, and add a row for each test setting you want to add, modify, or delete. Be sure to follow the guidelines in Table 6. Save the file on your computer.

4. In the ***Upload Student Settings*** page, click **Browse**, and navigate to the upload file you created in step 3.

5. Click **Upload File**. TIDE displays a preview of the uploaded file (see Figure 33). Use this preview to verify you uploaded the correct file.

Figure 33. Test Settings Upload File Preview

| Student SSID | Print Size:ELA | Print Size:ELA-PT | Print Size:Mathematics | Color Choices:ELA | Color Choices:ELA-PT | Color Choices:Mathematics |
|---|---|---|---|---|---|---|
| 9999999999 | TDS_PS_L0 | TDS_PS_L0 | TDS_PS_L1 | TDS_CCInvert | | |

6. Click **Next**. TIDE validates the file and displays error messages, if any. For information about resolving error messages, see Resolving File Upload Errors.

**NOTE: Validation and commitment of large files** If your file contains a large number of records, TIDE processes it offline and sends you a confirmation email when complete. While TIDE is validating the file, do not press **Cancel** as TIDE may have already started processing some of the records. For more information, see How TIDE Processes Large Files.

7. Click **Commit**. TIDE commits those records that do not have errors, and sends a confirmation email.

You can view a history of file uploads; see the section Reviewing Upload History for details.

# Section VI. Working with Appeals (Test Improprieties)

In the normal flow of a test opportunity, a student takes the test in TDS and then submits it. Next, TDS forwards the test for scoring, and then ORS reports the tests scores.

Test improprieties are a way of interrupting this normal flow. A student may want to re-take a test or have another test opportunity. A test administrator may want to invalidate a test because of a hardware malfunction or an impropriety. This section describes how you view, create, and approve test improprieties.

## Understanding Test Improprieties

This section describes two aspects of test improprieties: the types of test improprieties and the statuses of test improprieties.

### Types of Test Improprieties

Table 7 lists the available types of test improprieties.

Table 7. Types of Test Improprieties

| Type | Description |
|---|---|
| Invalidation | Eliminates the test opportunity, and the student has no further opportunities for the test. You can submit these test improprieties until the end of the test window. |
| Reset | Allows the student to restart a test opportunity (removing all responses on the test), or allows the data entry operator to restart the data entry process. You can submit these test improprieties until the end of the test window. |
| Re-open | Re-opens a test that was completed, invalidated, or expired. |
| Re-open Test Segment | Re-opens a test segment. This appeal is useful when a student inadvertently or accidently leaves a test segment incomplete and starts a new test segment. |
| Reverts | Reverses a reset, restoring the student's responses on the test when the reset was processed. |
| Grace Period Extension (GPE) | Allows the student to review previously answered questions upon resuming a test after expiration of the pause timer. For example, a student pauses a test, and a 20-minute pause timer starts running.<br>• If the student resumes the test within 20 minutes, student can review previously answered questions.<br>• Without a GPE, if the student resumes the test after 20 minutes, student cannot review previously answered questions—student can only work on unanswered questions.<br>• Upon receiving a GPE, the student can review previously answered questions the next time student resumes the test. The normal pause rules apply to this opportunity. |

**WARNING: Timing of resets and reverts** Submit reset and reverts at least one day prior to the end of a test window so that students can complete their test opportunity or so that data entry can be completed for paper-based tests.

## Status of Test Improprieties

An test impropriety's status can change throughout its life cycle. Table 8 lists the available statuses. Many of the statuses have a corresponding reason or description that you can view in the Comments column of the ***View Test Impropriety*** page (see Figure 35).

Table 8. Statuses of Test Improprieties

| Test impropriety Status | Description of Status |
|---|---|
| Error Occurred | An error occurred while the test impropriety was being processed. |
| Pending Approval | Test impropriety is pending approval. |
| Processed | Test impropriety was successfully processed and the test opportunity has been updated. |
| Rejected | Another user rejected the test impropriety. |
| Rejected by System | Test Delivery System was unable to process the test impropriety. |
| Requires Resubmission | Test impropriety must be resubmitted. |
| Retracted | Originator retracted the test impropriety. |
| Submitted for Processing | Test impropriety submitted to Test Delivery System for processing. |

## Available Test Improprieties by Test Result Status

Table 9 lists the valid combinations of test improprieties and test statuses. For example, you can invalidate a test that is in one of the following statuses: approved, completed, denied, expired, paused, reported, scored, or submitted.

Table 9. Available Test Improprieties by Test Result Status

| Test Result Status | Invalidations | Resets | Re-opens | Re-open Test Segment | Reverts | Grace Period Extension |
|---|---|---|---|---|---|---|
| Approved | | ✓ | | | ✓ | |
| Completed | ✓ | ✓ | ✓ | | ✓ | |
| Denied | ✓ | ✓ | | ✓ | ✓ | ✓ |
| Expired | ✓ | ✓ | ✓ | | ✓ | |
| Paused | ✓ | ✓ | | ✓ | ✓ | ✓ |

| Test Result Status | Invalidations | Resets | Re-opens | Re-open Test Segment | Reverts | Grace Period Extension |
|---|---|---|---|---|---|---|
| Pending | | ✓ | | | ✓ | |
| Processing | | ✓ | | | ✓ | |
| Reported | ✓ | ✓ | ✓ | | ✓ | |
| Review | | ✓ | | | ✓ | |
| Scored | ✓ | ✓ | ✓ | | ✓ | |
| Started | | ✓ | | | ✓ | |
| Submitted | ✓ | ✓ | ✓ | | ✓ | |
| Suspended | | ✓ | | | ✓ | |
| Invalidated | | ✓ | ✓ | | ✓ | |

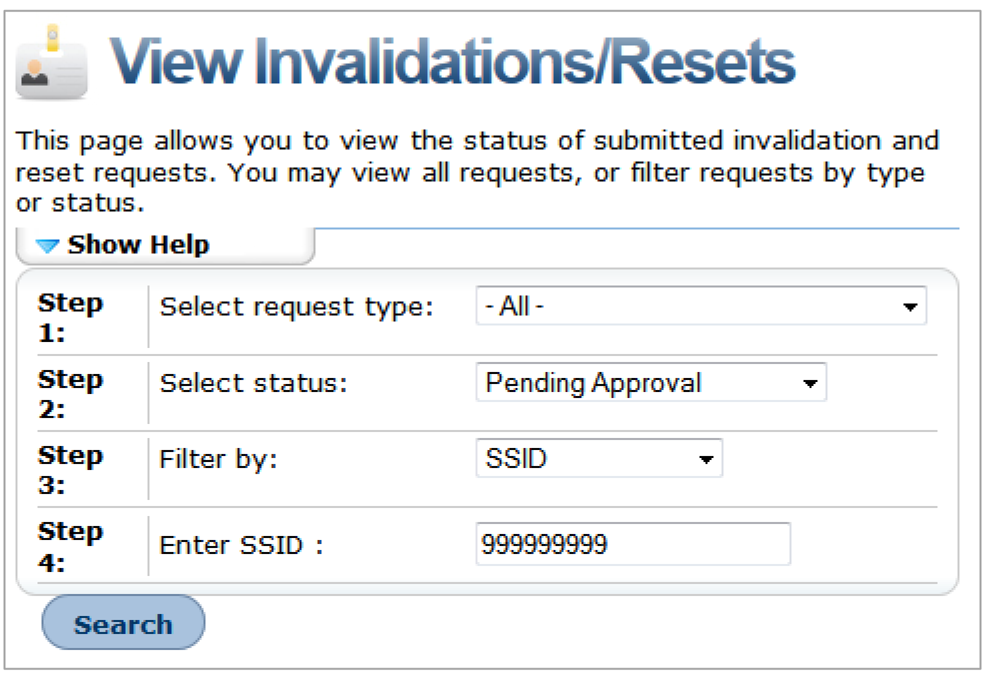
## Retrieving Test Improprieties

You can retrieve test improprieties that satisfy given criteria.

*To retrieve test improprieties:*

1. Click the **Test Impropriety** tab, then click **View Test Impropriety**. The ***View Test Impropriety*** page appears (see Figure 34).

Figure 34. Selection Fields in the View Test Impropriety Page



2. From the *Select Request Type* drop-down list, select the type of test impropriety you want to retrieve. For a listing of available types, see Table 7.

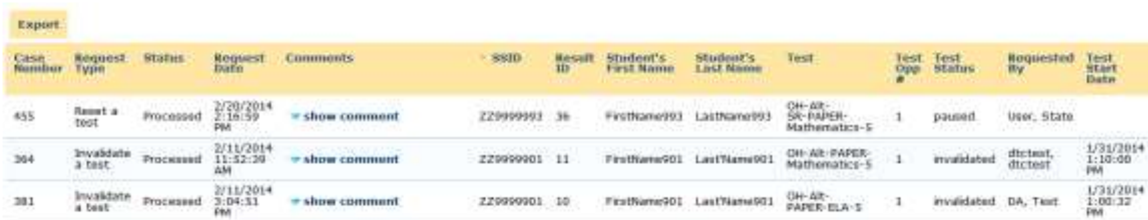
3. From the *Select Status* drop-down list, select the status of the test improprieties you want to retrieve. For a listing of statuses, see Table 8.

4. From the *Filter By* drop-down list, select a field by which you want to search.

5. If you selected something other than **-All-** in step 4, enter a value for the search field you selected.

6. Click **Search**. TIDE displays the found test improprieties at the bottom of the ***View Test Impropriety*** page (see Figure 35).

Figure 35. Retrieved Test Improprieties



Export

| Case Number | Request Type | Status | Request Date | Comments | SSID | Result ID | Student's First Name | Student's Last Name | Test | Test Opp # | Test Status | Requested By | Test Start Date |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 455 | Reset a test | Processed | 2/20/2014 2:16:59 PM | show comment | ZZ9999993 | 36 | FirstName993 | LastName993 | OH-Alt-SR-PAPER-Mathematics-5 | 1 | paused | User, State | |
| 364 | Invalidate a test | Processed | 2/11/2014 11:52:39 AM | show comment | ZZ9999901 | 11 | FirstName901 | LastName901 | OH-Alt-PAPER-Mathematics-5 | 1 | invalidated | dtctest, dtctest | 1/31/2014 1:10:00 PM |
| 381 | Invalidate a test | Processed | 2/11/2014 3:04:31 PM | show comment | ZZ9999901 | 10 | FirstName901 | LastName901 | OH-Alt-PAPER-ELA-5 | 1 | invalidated | DA, Test | 1/31/2014 1:00:32 PM |

7. *Optional:* To review additional information about an test impropriety, click **show comment**.

Table 10 describes the fields in the ***View Test Impropriety*** page.

Table 10. Fields in the View Test Impropriety Page

| Field | Description |
|---|---|
| Case Number | ID number associated with the test impropriety. |
| Request Type | One of the test impropriety types listed in Table 7. |
| Reason | Reason test impropriety was submitted. |
| Status | One of the status codes listed in Table 8. |
| Request Date | Date test impropriety was created. |
| Comments | Comment or explanation added by user who created the test impropriety. |
| SSID | Student's SSID associated with the result. |
| Result ID | Result ID associated with a test opportunity. A test can have more than one opportunity. |
| Student's First Name | Student's first name. |
| Student's Last Name | Student's last name. |
| Test | Name of the test associated with the test impropriety. |

| Field | Description |
|---|---|
| Test Opp # | Test opportunity associated with the result ID. |
| Test Status | `Approved`—TA approved the student for the session, but the student has not yet started or resumed the test.<br>`Completed`—Student submitted the test for scoring.<br>`Denied`—TA denied the student entry into the session. If the student attempts to enter the session again, this status changes to `Pending` until the TA approves or denies the student.<br>`Expired`—Student did not complete the opportunity, and cannot resume the test because the test opportunity expired.<br>`Invalidated`—The test result was invalidated.<br>`Paused`—The test is currently paused as a result of one of the following:<br>• Student or TA clicked the Pause button on the test.<br>• Student or TA idled for too long and the test automatically paused.<br>• Test Administrator stopped the student's session.<br>• Test Administrator paused the individual student's test.<br>• Student's browser or computer shut down or crashed.<br>`Pending`—Student is awaiting TA approval for a new test opportunity.<br>`Reported`—Student's score for the completed test has been submitted to the reporting system.<br>`Review`—Student answered all test items and is currently reviewing answers before submission for scoring.<br>`Scored`—Test Delivery System processed the student's answers on the test.<br>`Started`—Student started or resumed the test and is actively testing.<br>`Submitted`—Test was submitted for quality assurance review and scoring before it is sent to the Online Reporting System.<br>`Suspended`—Student is awaiting TA approval to resume a test opportunity. |
| Requested by | User who created the test impropriety. |
| Test Start Date | Date student started the test opportunity. |

From the listing of retrieved test improprieties, you can do the following:

- Sort the listing; see Sorting Retrieved Records.
- Filter the listing; see Filtering Retrieved Records.
- Export the listing; see Appendix A, Exporting Retrieved Records.
- Approve or deny the test improprieties; see Approving, Rejecting, or Retracting Test Improprieties.

# Creating Test Improprieties

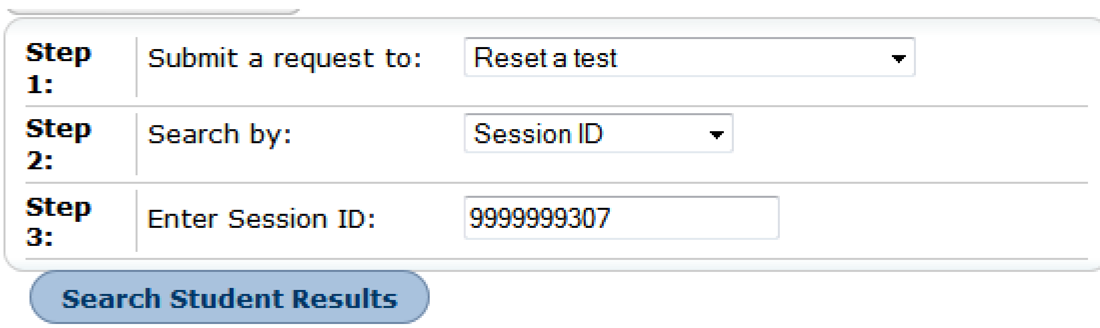
You can create an test impropriety for a given test result.

*To create test improprieties:*

1. Retrieve the result for which you want to create an test impropriety by doing the following:

    a. Click the **Test Impropriety** tab, then click **Create Test Impropriety**. The ***Create Test Impropriety*** page appears (see Figure 36).

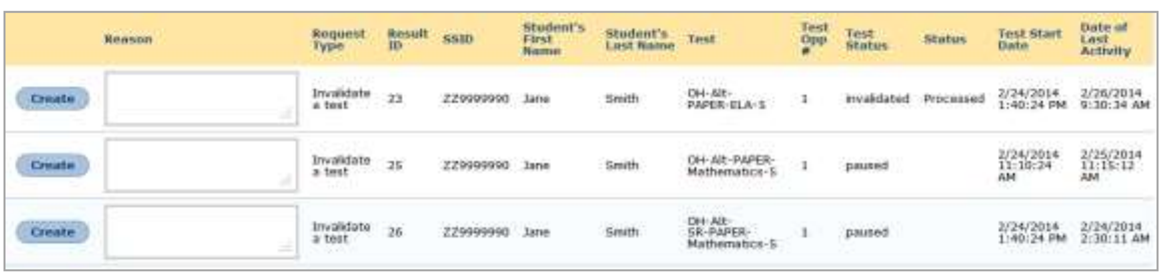
Figure 36. Selection Fields in the Create Test Impropriety Page




    b. From the drop-down lists and in the text field, enter search criteria.

    c. Click **Search Student Results**. TIDE displays the found results at the bottom of the ***Create Test Impropriety*** page (see Figure 37).

Figure 37. Retrieved Test Results



| | Reason | Request Type | Result ID | SSID | Student's First Name | Student's Last Name | Test | Test Opp # | Test Status | Status | Test Start Date | Date of Last Activity |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Create | | Invalidate a test | 23 | ZZ9999990 | Jane | Smith | OH-Alt-PAPER-ELA-5 | 1 | invalidated | Processed | 2/24/2014 1:40:24 PM | 2/26/2014 9:30:34 AM |
| Create | | Invalidate a test | 25 | ZZ9999990 | Jane | Smith | OH-Alt-PAPER-Mathematics-5 | 1 | paused | | 2/24/2014 11:10:24 AM | 2/25/2014 11:15:12 AM |
| Create | | Invalidate a test | 26 | ZZ9999990 | Jane | Smith | OH-Alt-SR-PAPER-Mathematics-5 | 1 | paused | | 2/24/2014 1:40:24 PM | 2/24/2014 2:30:11 AM |

2. For each result for which you want to create an test impropriety, enter the reason in the text box, and then click **Create**. TIDE displays a confirmation message.

You can retract an test impropriety; see Approving, Rejecting, or Retracting Test Improprieties for details.

# Approving, Rejecting, or Retracting Test Improprieties

Some test impropriety types require you to approve or reject them before TDS can process them. You can also retract test improprieties you created.

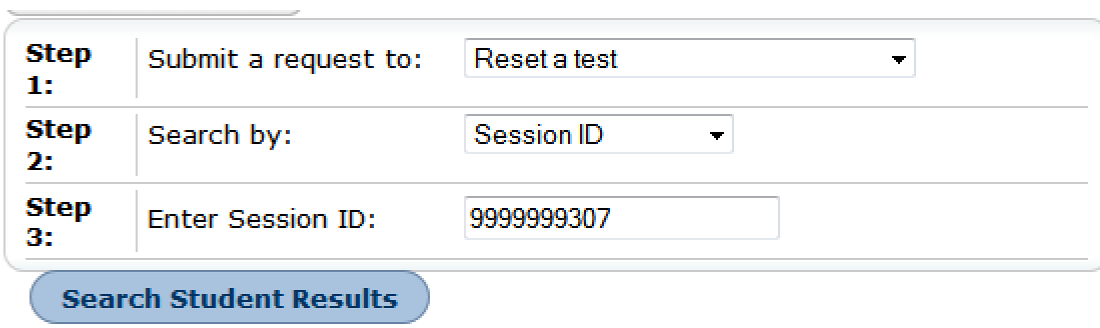
**CAUTION: Persistence of Test Improprieties** You cannot delete an approved or rejected test impropriety. To delete such test improprieties, contact the help desk. For contact information, see Appendix D, User Support.

*To approve, reject, or retract test improprieties:*

1. Retrieve the required test improprieties by doing the following:

    a. Click the **Test Impropriety** tab, then click . The  page appears (see Figure 38).

    Figure 38. Selection Fields in the Approve Test Impropriety Page

    b. From the drop-down lists and in the text field, create search criteria.

    c. Click **Search**. TIDE displays the found test improprieties at the bottom of the  page (see Figure 39).

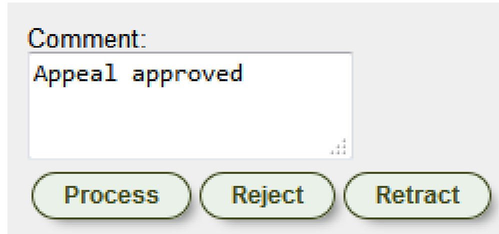
    Figure 39. Retrieved Approve Test Impropriety Page

2. *Optional:* Review the initiator's reason for the test impropriety by clicking **show comment**.

3. *Optional:* Export the retrieved test improprieties; see Appendix A, Exporting Retrieved Records for details.

4. Mark the checkbox for the test improprieties you want to disposition. A comment box and approval buttons appear.




5. In the **Action** column, click the action you want to take for the test impropriety.

TIDE removes the test impropriety from the list of retrieved test improprieties.

# Creating Test Improprieties Through File Uploads

If you have many test improprieties to create, it may be easier to perform those transactions through file uploads. This task requires familiarity with composing comma-separated value (CSV) files or working with Microsoft Excel. The following sections describe how to compose the files and then upload them to TIDE.

## Understanding the Test Improprieties Upload File Format

The upload file is an Excel or CSV file with a heading row and data rows. Table 11 describes the columns in the upload file and associated valid values.

Table 11: Columns in the Test Improprieties Upload File

| Column Name | Description | Valid Values |
|---|---|---|
| Type* | Type of test impropriety. | One of the following:<br>`Invalidate a test`<br>`Reset a test`<br>`Re-open a test`<br>`Revert a test that's been reset` |
| Search Type* | Student field to perform a search on. | One of the following:<br>`Result ID`<br>`Session ID`<br>`SSID` |
| Search Value* | Search value corresponding to the search type. | Up to 1,000 alphanumeric characters. The value must exist in TDS or TIDE. For example, specifying a result ID of 123456 requires that this result ID exist in TDS. |
| Reason* | Reason for creating test impropriety. | Up to 1,000 alphanumeric characters. |

*Required field.

Figure 40 is an example of an upload file that restores all tests associated with session ID `UAT-9444-1`.

Figure 40. Sample Test Improprieties Upload File

| | A | B | C | D |
|---|---|---|---|---|
| 1 | TYPE | SEARCHTYPE | SEARCHVALUE | REASON |
| 2 | Restore a test that has been reset | Session ID | UAT-9444-1 | Inadvertently reset the test |

## Submitting an Test Improprieties Upload File

This section describes how to upload a file for adding test improprieties.

*To submit an test improprieties upload file:*

1. Click the **Test Impropriety** tab, then **Upload Test Impropriety**. The ***Upload Test Impropriety*** page appears.

2. Download one of the file templates by clicking **Download Excel Template** or **Download CSV Template**.

3. Open the file in a spreadsheet application or text editor, and add a row for each test impropriety you want to add. Be sure to follow the guidelines in Table 11. Save the file on your computer.

4. In the ***Upload Test Impropriety*** page, click **Browse**, and navigate to the upload file you created in step 3.

5. Click **Upload File**. TIDE displays a preview of the uploaded file (see Figure 41). Use this preview to verify you uploaded the correct file.

Figure 41. Test Improprieties Upload File Preview

| Type | Search Type | Value | Reason |
|---|---|---|---|
| Restore a test that has been reset | Session ID | UAT-9444-1 | Inadvertently reset the test |

6. Click **Next**. TIDE validates the file and displays error messages, if any. For information about resolving error messages, see Resolving File Upload Errors.

> **NOTE: Validation and commitment of large files** If your file contains a large number of records, TIDE processes it offline and sends you a confirmation email when complete. While TIDE is validating the file, do not press **Cancel** as TIDE may have already started processing some of the records. For more information, see How TIDE Processes Large Files.

7. Click **Commit**. TIDE displays a list of result IDs that match the criteria in your upload file. (For example, referring to Figure 40, TIDE displays all the result IDs associated test session `UAT-9444-1`.) See Figure 42.

Figure 42. Result IDs Matching Test impropriety Upload File (partial view)

| ☐ | Request Type | School | SID | Result ID | First Name | Last Name |
|---|---|---|---|---|---|---|
| ☐ | Restore a test that has been reset | 77-9005 | 7701234556 | 2002222 | AGGDemo77 | AGGStudent557 |
| ☐ | Restore a test that has been reset | 77-9007 | 7701234779 | 2002221 | AGGDemo77 | AGGStudent780 |
| ☐ | Restore a test that has been reset | 77-9008 | 7701234890 | 2002218 | AGGDemo77 | AGGStudent891 |

8. Do one of the following:
    - Mark the test improprieties you want to commit.
    - Mark the checkbox at the top of the table to commit all the test improprieties.
9. Click **Commit Selected Records**. TIDE commits the selected test improprieties.

You can view a history of file uploads; see the section Reviewing Upload History for details.

# Section VII. Working with Rosters of Students

Rosters are groups of students associated with a teacher in a particular school. Rosters typically represent entire classrooms in lower grades, or individual classroom periods in upper grades. Rosters can also represent special courses offered to groups of students.

The rosters you create in TIDE are available in the Online Reporting System. ORS can aggregate test scores at these roster levels.

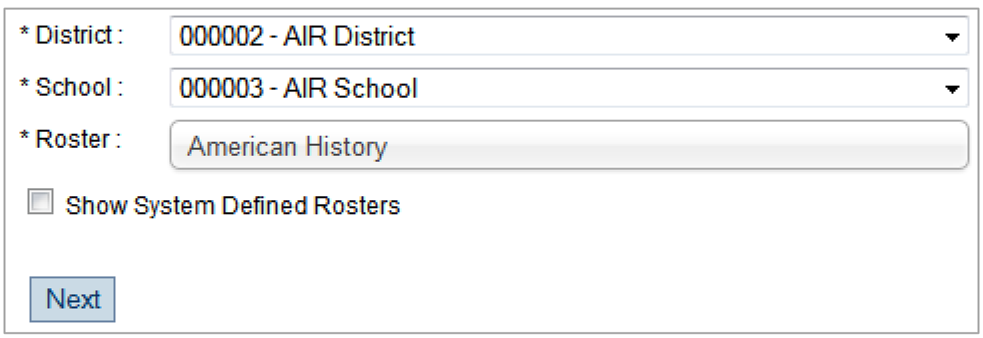
## Viewing Rosters

You can view rosters associated with your district or school.

*To view a roster:*

1. Click the **Rosters** tab, then **Manage Rosters**. The ***Manage Rosters*** page appears (see Figure 43).

Figure 43. Manage Rosters Page—selection fields




2. From the *District* and *School* drop-down lists (as available), make selections for the district and school associated with the roster you want to view.

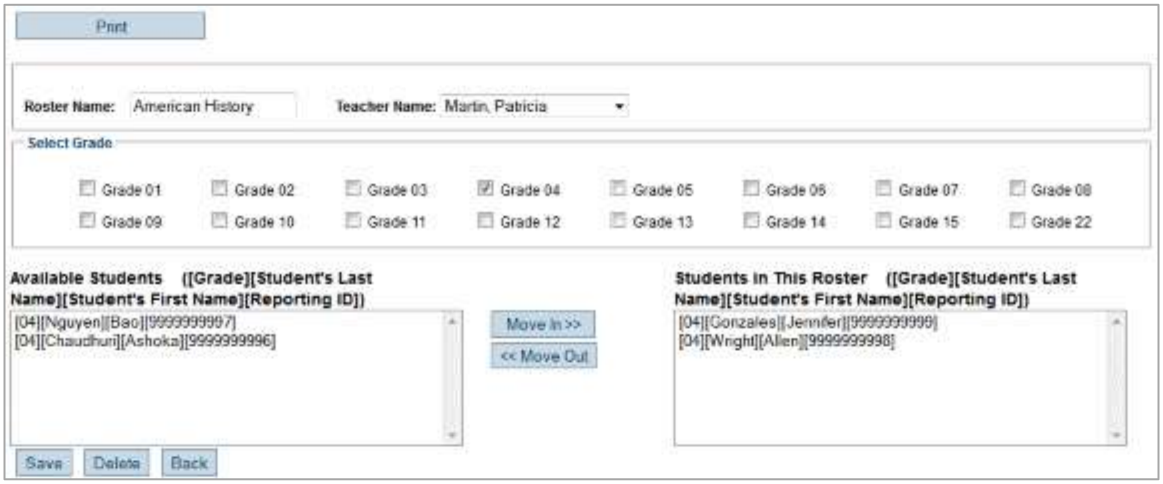
   If system-defined rosters are available for the school, TIDE displays the *Show System Defined Rosters* checkbox.

3. Mark the **Show System Defined Rosters** checkbox if you want to select from system-defined rosters.

4. From the **Roster** drop-down list, select the roster you want to view.

5. Click **Next**. The ***Manage Rosters*** page appears, showing a list of students in the selected roster and the associated teacher (see Figure 44).

Figure 44. Manage Rosters Page—Viewing a Roster's Students




## Adding a New Roster

You can create rosters from students associated with your school or district.

*To add a roster:*

1. Click the **Rosters** tab, then **Manage Rosters**. The ***Manage Rosters*** page appears (see Figure 43).
2. From the *District* and *School* drop-down lists, make selections for the district and school containing the roster you want to add.
3. From the **Roster** drop-down list, select **– Add New Roster**.
4. Click **Next**. The ***Manage Rosters*** page appears (see Figure 44).
5. In the *Roster Name* field, enter a name for the roster.
6. From the *Teacher Name* drop-down list, select the roster's teacher.
7. Mark the checkboxes for all the grades from which you wish to build the roster. The names of all the available students in the selected grades appear in the Available Students list.
8. Select each student you want to add to the roster, then click **Move In >>**. The students you selected move from the Available Students list to the Students in This Roster list.
9. Click **Save**.

# Modifying an Existing Roster

You can modify rosters by adding students or removing students. (This feature is not available for system-generated rosters.)

*To modify a roster:*

1. Click the **Rosters** tab, then **Manage Rosters**. The ***Manage Rosters*** page appears (see Figure 43).
2. From the *District*, *School*, and *Roster* drop-down lists, make selections for the roster you want to modify.
3. Click **Next**. The ***Manage Rosters*** page appears (see Figure 44).
4. Change the roster's name and associated teacher as required.
5. To add students to the roster, do the following:
   a. Mark the checkbox for the appropriate grade. The students associated with the grade appear in the Available Students list.
   b. From the **Available Students** list, select the students you want to add to the roster, then click **Move In >>**.
6. To remove students from the roster, do the following:
   a. From the Students in this Roster list, select the students you want to remove.
   b. Click **<< Move Out**.
7. Click **Save**.

# Deleting a Roster

You can delete rosters created in TIDE or the Online Reporting System. (This feature is not available for system-generated rosters.)

1. Click the **Rosters** tab, then **Manage Rosters**. The ***Manage Rosters*** page appears (see Figure 43).
2. From the *District*, *School*, and *Roster* drop-down lists, make selections for the roster you want to delete.
3. Click **Next**. The ***Manage Rosters*** page appears (see Figure 44).
4. Click **Delete**.

# Printing a Roster

You can print a roster. This feature is useful when you want to print test tickets.

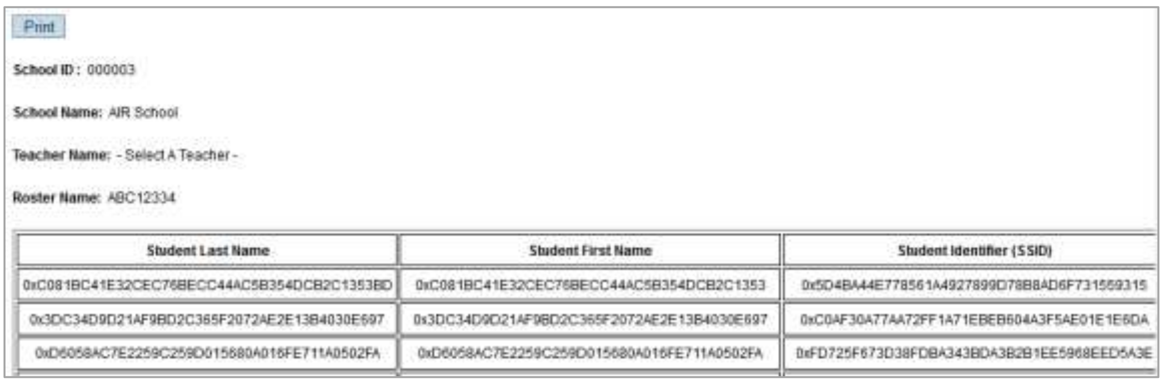
1. Click the **Rosters** tab, then **Manage Rosters**. The ***Manage Rosters*** page appears (see Figure 43).

2. From the *District*, *School*, and *Roster* drop-down lists, make selections for the roster you want to print.

3. Click **Next**. The ***Manage Rosters*** page appears (see Figure 44).

4. Click **Print**. A printer-friendly version of the roster appears in your browser.

Figure 45. Printer-Friendly Version of a Roster


Print

**School ID:** 000003

**School Name:** AIR School

**Teacher Name:** - Select A Teacher -

**Roster Name:** ABC12334

| Student Last Name | Student First Name | Student Identifier (SSID) |
|---|---|---|
| 0xC081BC41E32CEC76BECC44AC5B354DCB2C1353BD | 0xC081BC41E32CEC76BECC44AC5B354DCB2C1353 | 0x5D4BA44E778561A4927899D78B8AD6F731569315 |
| 0x3DC34D9D21AF9BD2C365F2072AE2E13B4030E697 | 0x3DC34D9D21AF9BD2C365F2072AE2E13B4030E697 | 0xC0AF30A77AA72FF1A71EBEB604A3F5AE01E1E6DA |
| 0xD6058AC7E2259C259D015680A016FE711A0502FA | 0xD6058AC7E2259C259D015680A016FE711A0502FA | 0xFD725F673D38FDBA343BDA3B2B1EE5968EED5A3E |

# Creating Rosters Through File Uploads

If you have many rosters to create, it may be easier to perform those transactions through file uploads. This task requires familiarity with composing comma-separated value (CSV) files or working with Microsoft Excel. The following sections describe how to compose the files and then upload them to TIDE.

## Understanding the Roster Upload File Format

The upload file is an Excel or CSV file with a heading row and data rows. Table 12 describes the columns in the upload file and associated valid values.

Table 12: Columns in the Rosters Upload File

| Column Name | Description | Valid Values |
|---|---|---|
| District ID* | District associated with the roster. | District ID that exists in TIDE. Up to 20 characters. |

| Column Name | Description | Valid Values |
|---|---|---|
| School ID | School associated with the roster. | School ID that exists in TIDE. Up to 20 characters. Must be associated with the district ID.<br>Can be blank when adding district-level rosters. |
| User Email ID* | Email address of the teacher associated with the roster. | Email address of a teacher existing in ORS. |
| Roster Name* | Name of the roster. | Up to 20 characters. |
| SSID* | Student's statewide identification number. | Up to 30 alphanumeric characters. |

*Required field.

Figure 46 is an example of a simple upload file that creates a roster with two students.

Figure 46. Sample Roster Upload File

| | A | B | C | D | E |
|---|---|---|---|---|---|
| 1 | **District ID** | **School ID** | **Email** | **Roster Name** | **SSID** |
| 2 | 99 | 9999 | me@email.com | American History | 9999999999 |
| 3 | 99 | 9999 | me@email.com | American History | 9999999998 |

- The first row does the following:
  - If the roster `American History` does not exist in school `9999`, TIDE does the following:
    - Creates the roster `American History`.
    - Associates the teacher whose email address is `me@email.com` with the roster.
  - Adds the student ID `9999999999` to the roster `American History`.
- The second row adds the student ID `9999999998` to the roster `American History`.

## Submitting a Roster Upload File

This section describes how to upload a file for creating rosters.

*To submit a roster upload file:*

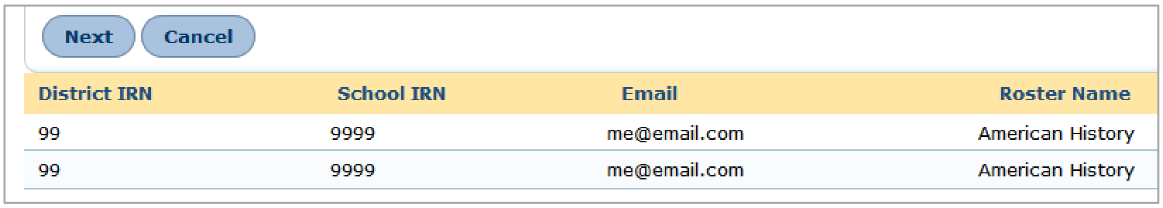
1. Click the **Rosters** tab, then **Upload Rosters**. The ***Upload Rosters*** page appears.
2. Download one of the file templates by clicking **Download Excel Template** or **Download CSV Template**.

3. Open the file in a spreadsheet application or text editor, and add a row for each student-roster pair you want to add. Be sure to follow the guidelines in Table 12. Save the file on your computer.

4. In the ***Upload Rosters*** page, click **Browse**, and navigate to your upload file you created in step 3.

5. Click **Upload File**. TIDE displays a preview of the uploaded file (see Figure 47). Use this preview to verify you uploaded the correct file.

Figure 47. Roster Upload File Preview




| District IRN | School IRN | Email | Roster Name |
|---|---|---|---|
| 99 | 9999 | me@email.com | American History |
| 99 | 9999 | me@email.com | American History |

6. Click **Next**. TIDE validates the file and displays error messages, if any. For information about resolving error messages, see Resolving File Upload Errors.

**NOTE: Validation and commitment of large files** If your file contains a large number of records, TIDE processes it offline and sends you a confirmation email when complete. While TIDE is validating the file, do not press **Cancel** as TIDE may have already started processing some of the records. For more information, see How TIDE Processes Large Files.

7. Click **Commit**. TIDE commits those records that do not have errors, and sends a confirmation email.

You can view a history of file uploads; see the section Reviewing Upload History for details.

# Section VIII. Documenting Non-Participation with Special Codes

This section describes how to document non-participation in an assigned test.

## Relationship Between Non-Participation and Special Codes

There are circumstances in which a student did not participate in an expected test or participated in a test but in a non-standard way. Examples include a student inadvertently taking an incorrect test, a parent opt-out, or the student not receiving appropriate instruction prior to the test. In such instances, you need to assign a special code to the student's test so that the Online Reporting System can accurately explain the non-participation.

There are two types of special codes: non-participation and participation. A student is considered to have participated in a test after answering six questions or after responding with any text to both writing prompts.

Table 13 lists the special codes and their descriptions.

Table 13. Special Codes and Their Descriptions

| Special Code | Code Type | Description |
|---|---|---|
| No Special Code | | Student took the test under standard testing conditions. |
| Absent | Non-participation | Student was not present during any part of the test administration period and was not able to make up the test. |
| ELL First Year in U.S. April 15 or later (NP for ELA, Math, Science) | Non-participation | Student is an English language learner (ELL) student and was first enrolled in the United States after April 15 of the current school year. |
| ELL First Year in U.S. Before April 15 (NP for ELA only; not an option for math or science tests) | Non-participation | Student is an ELL student and was first enrolled in the United States before April 15 of the current school year but on or after April 15 of the previous school year. This code should be marked for all applicable tests whether taken (Math and Science) or not (ELA). |
| UAA | Non-standard participation | Student's Individualized Education Program (IEP) team has decided the student should take the UAA or DLM instead of the NDSA assessments. |
| Student refuses to test | Non-participation | Student chose to give up during testing or refused to start the test. |
| Excused—Medical Emergency | Non-participation | Student is unable to test during the testing window due to an unanticipated medical circumstance. |

| Special Code | Code Type | Description |
|---|---|---|
| Course Instruction Incomplete | Non-participation | Student will not complete course instruction during the current academic year. For example, a student only takes the first semester of Physics this year. Upon completing the course in a later academic year, the student will be tested at that time. |
| Course Instruction Not Provided | Non-participation | The district used a core code that assigns a test to a student without that student receiving any instruction. All uses of this special code will be audited by both the Assessment and the Teaching and Learning departments at the North Dakota Department of Public Instruction (DPI). |
| Test has already been taken | Non-participation | Student has already taken this NDSA test during a previous test administration year and therefore is not required to retake the test. |
| Unfixable UTREx Error | Non-participation | Student was mistakenly assigned a test that should not have been generated by any district's UTREx submission. DPI approval is required prior to using this special code. |
| Accommodated | Non-standard participation | Student took the test with an allowed accommodation. |
| Modified | Non-standard participation | Student took the test in a manner that violated the test's construct. For example, due to language in a student's IEP plan, the student was given a calculator for the non-calculator portion of a math test. |
| Parent Opt Out | Non-participation | A parent or legal guardian has requested that the student not take the test. |

If you assign a non-participation special code prior to testing, TIDE removes the student's eligibility and the student will not be able to start that test. In order for a student to take the test, you must change the special code in TIDE to `No Special Code`. For details, see the procedure in the section Viewing and Editing a Student's Special Codes.

Once you apply a special code, that special code persists until it is changed. For example, if you apply a special code for an interim assessment, that special code also applies to a summative assessment unless you explicitly change it.

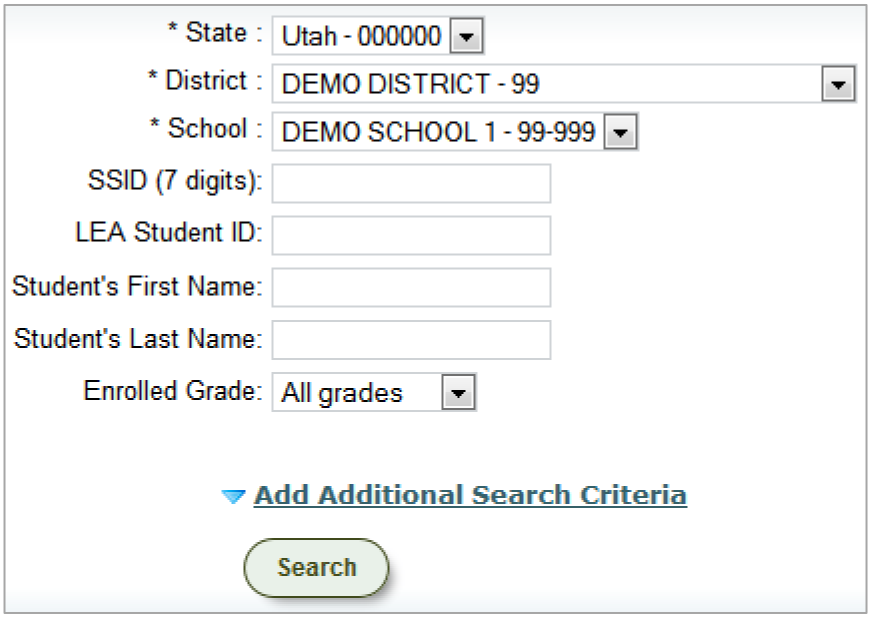
# Viewing and Editing a Student's Special Codes

You can view or edit a student's special codes.

*To view or edit a student's special codes:*

1. Click the **Special Code Assignments** tab. The ***View/Edit Special Code Assignments*** page opens (see Figure 48).

Figure 48. Fields in the View/Edit Special Code Assignments Page



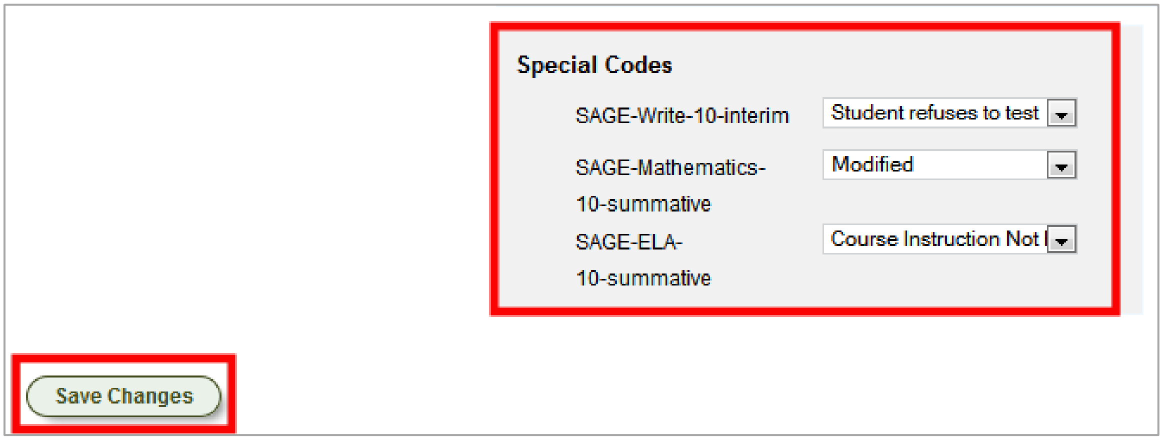

2. From the drop-down lists and text fields, enter selections to retrieve the students whose special code assignments you want to view.

3. Click **Search**. A list of matching student records appears, along with associated special codes (see Figure 49).

Figure 49. Retrieved Students with Special Code Assignments

4. Click **View** for the student whose special codes you want to view or edit. The ***Edit Special Code Assignments*** page opens (see Figure 50).

Figure 50. Assigning Special Codes to Tests




5. From the drop-down lists, select the special code for each test as required. For a listing of special codes, see Table 13.

6. Click **Save Changes**.

# Section IX. Downloading and Installing Voice Packs

TIDE provides the NeoSpeech™ Juliet and Violeta Voice Packs, screen readers students with a text-to-speech accommodation can use during a test opportunity. You can download the voice packs from TIDE and install them on testing computers. These voice packs are compatible with Windows, not Mac OS X or Linux.

*To download the voice packs:*

1. Click the **Download Voice Pack** tab. The ***Download Voice Pack*** page appears.

2. Click **Download** for the voice pack you want to install. Your browser downloads the installation file onto your computer. If you have an option to run or save the file, save it.

3. Read the installation instructions available from the ***Download Voice Pack*** page, and then proceed with installation.

# Appendix A. Exporting Retrieved Records

When you retrieve a group of records, such as students or users, only a few records are visible on the page at a time. You can export all the records as a file, which may be more convenient for viewing and analysis. TIDE exports up to 1,000 user records and up to 5,000 student records; there is no limit on exports of other records, such as orders or test improprieties.

*To export retrieved records:*

1. *Optional:* In the list of retrieved records (see, for example, Figure 26), mark the checkboxes next to the records you want to export. You can select all the records by clicking the checkbox in the header next to **View**.

2. Above the list of retrieved records, hover the mouse over **Export**. A list of export options appears (see Figure 51).

Figure 51. Export Options


3. Referring to Table 14, click the desired export option.

4. Depending on your browser's configuration, you can save the file to disk or open it directly in a spreadsheet application.

Table 14. Export Options

| Option | Description |
|---|---|
| Export all to Excel | Exports all retrieved records in xlsx format. Use this format if you have Excel 2007 or later. |
| Export selected to Excel | Exports selected records in xlsx format. Use this format if you have Excel 2007 or later. |
| Export all to CSV | Exports all retrieved records in CSV format. Use this format if you have Excel 2003 or earlier. |
| Export selected to CSV | Exports selected records in CSV format. Use this format if you have Excel 2003 or earlier. |

# Appendix B. Processing File Uploads

This appendix describes how TIDE processes file uploads.

## How TIDE Processes Large Files

If your file contains a large number of records, TIDE displays the validation results for a portion of those records, and then completes the processing offline. As part of the processing, TIDE displays a page with your name and default email address, and prompts you to provide a phone number and optional alternate email. TIDE sends you an email when it completes the validation, and a second email after it commits the records to its databases.

Figure 52 describes the entire processing flow for file uploads.

Figure 52. Upload Processing Flow

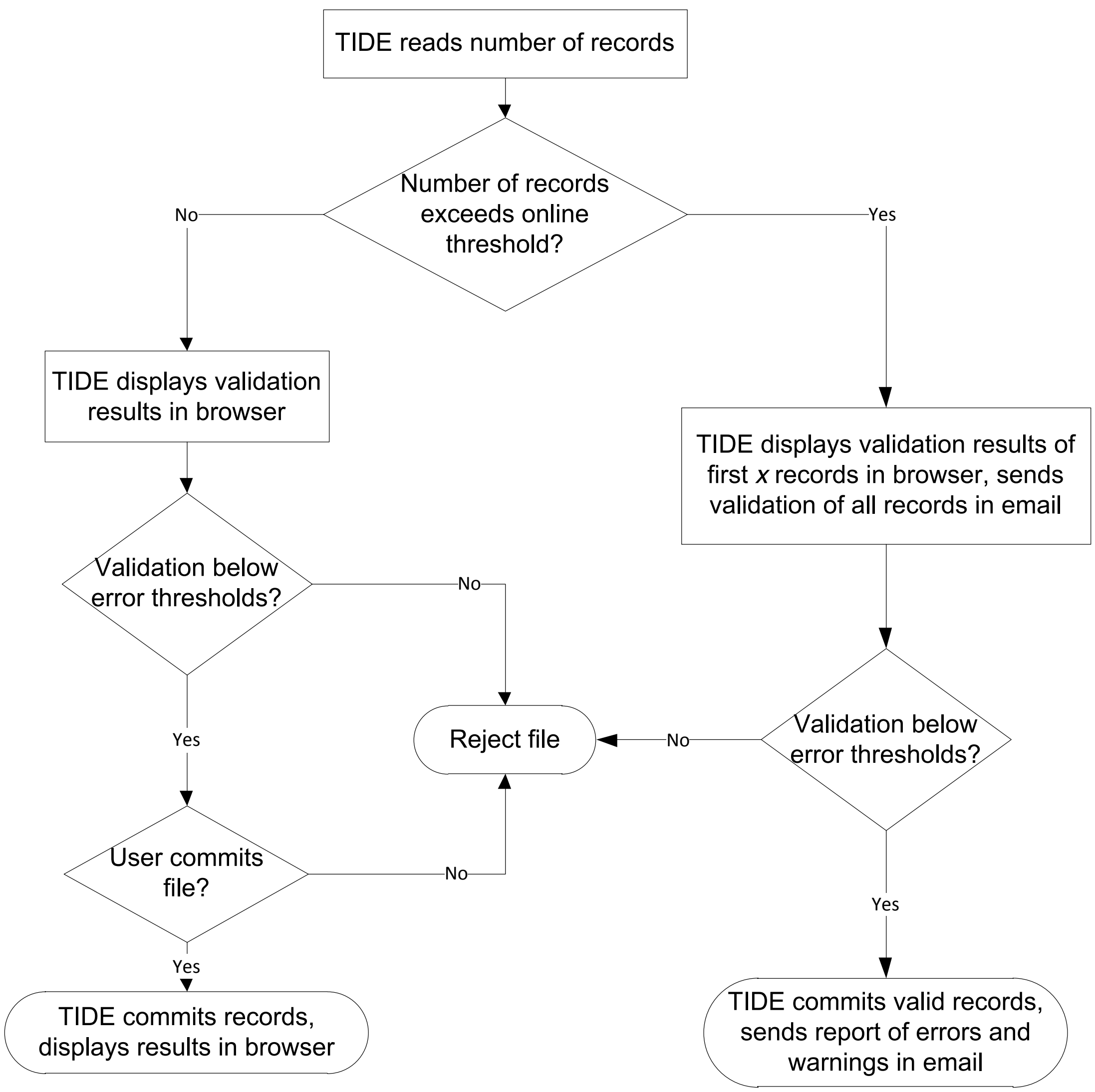


Table 15 lists the various upload files and the number of records in those files that triggers offline processing. The column Number of Validated Records is the number *x* in Figure 52. For example, if your users upload file contains 1,000 records or more:

1. TIDE displays the validation results for the first 200 records.

2. If you commit the file:

   a. TIDE validates the remaining records offline, and sends a validation report via email.

   b. TIDE then commits the error-free records, and sends a report listing all errors and warnings via email.

Table 15. Record Thresholds for Offline Processing

| Upload File | Offline Processing Threshold | Number of Validated Records |
|---|---|---|
| Users | 1,000 | 200 |
| Students | N/A | N/A |
| Test Settings | 2,000 | 200 |
| Test Improprieties | 1,000 | 1,000 |
| Rosters | 1,000 | 1,000 |

## How TIDE Validates File Uploads

After you submit an upload file, TIDE applies two validations: layout and data.

- *Layout validation* determines if the records have proper format. This includes checks for alphanumeric or numeric-only values and record length. For example, if the SSID field in the student upload file is numeric only, and a record has a letter in that field, the record does not pass layout validation.

- *Data validation* determines if the fields contain valid data. For example, if a record in the student upload file contains a school ID that does not exist in TIDE, the record does not pass data validation.

If TIDE displays validation errors, you can resolve them by following the recommendations in Resolving File Upload Errors.

# Resolving File Upload Errors

During validation, TIDE displays messages for the errors it detects, as in the example in Figure 53.

Figure 53. Sample Error Messages

| Record Number | Field Name | Field Value | Validation Message |
|---|---|---|---|
| 1 | DISTRICTIRN | 000002 | User is not authorized to upload students for district |
| 2 | DISTRICTIRN | 009999 | A valid attending district IRN is required |

The first column in the table of error messages shows an icon that indicates the error's severity. Table 16 describes those icons and associated resolutions.

Table 16. File Upload Error Icons and Resolutions

| Icon | Description | Resolution |
|---|---|---|
|  | Indicates the record causes the entire upload file to fail. | Click **Cancel** to abort the file upload. Make the indicated correction, and upload the file again. |
|  | Indicates TIDE ignores the record due to an error. | One of the following:<br>• Click **Commit** to submit all records that have no errors. Repair those records that have errors and submit them in a separate file.<br>• Click **Cancel** to abort the file upload. Make the indicated corrections, and upload the file again. |
|  | Warning that the record has an error; TIDE accepts it anyway. | One of the following:<br>• Click **Commit** to submit all records that have warnings. Review the warning messages, repair the records as necessary, and upload them again in a separate file.<br>• Click **Cancel** to abort the file upload. Make the indicated correction, and upload the file again. |

Table 17 describes the columns appearing in the error messages report.

Table 17. Columns in the Error Messages report

| Column Name | Description |
|---|---|
| Record Number | Line in the upload file where the error occurred. |
| Field Name | Name of the column in which the error occurred. |
| Field Value | Value that caused the error. |
| Validation Message | Message describing the error. |

If you are unable to resolve file upload errors, contact user support; see Appendix D, User Support for contact information.

# Reviewing Upload History

You can review the log file that TIDE retains of your file uploads.

*To display file upload history:*

- In the upload file page, click **show history**. Table 18 describes the columns appearing in the upload history.

Table 18. Columns in Upload History

| Column Name | Description |
|---|---|
| File Name | Name of uploaded file. Clicking this field downloads the .txt file that was originally uploaded by the district. |
| Date Uploaded | Date and time file was uploaded. |

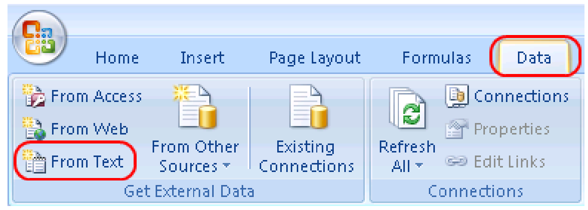
| Column Name | Description |
|---|---|
| Status | Upload file's processing status. One of the following:<br>`Error`—TIDE rejected the entire file before processing it.<br>`Started`—TIDE successfully received uploaded the file.<br>`In Process`—TIDE recorded an entry in the database that the file was received; the file is in queue awaiting processing.<br>`UI Validated`—There were up to *n* records in the file, and TIDE displayed the validation results for those *n* records in the file upload page. The value for *n* depends on the type of file uploaded; see Table 15 for details.<br>`Offline Validated`—There were more than *n* records in the file; TIDE displayed validation results for the first *n* records in the file upload page, and displayed results for the remaining records in an email to the user who uploaded the file. The value for *n* depends on the type of file uploaded; see Table 15 for details.<br>`Rejected`—TIDE rejected the file due to too many validation errors.<br>`Processed`—TIDE processed the file, reporting errors as necessary. |
| Record Processed | Number of records in the upload file. For quality control purposes, you can compare this number with the actual number of records in the file you created. Clicking the link in this field downloads a CSV file containing the processed records. |
| Record Rejected | Number of records that TIDE rejected. Clicking the link in this field downloads a .txt file containing the rejected records. |
| Validation Log | Link to a copy of the validation log. The log contains informational and error messages. Each error message includes a severity code, offending line number in the upload file, error text, offending field, and offending value. |

# Appendix C. Opening CSV Files in Excel 2007 or Later

This appendix explains how to open comma-separated value (CSV) files in Microsoft Excel 2007 or later.

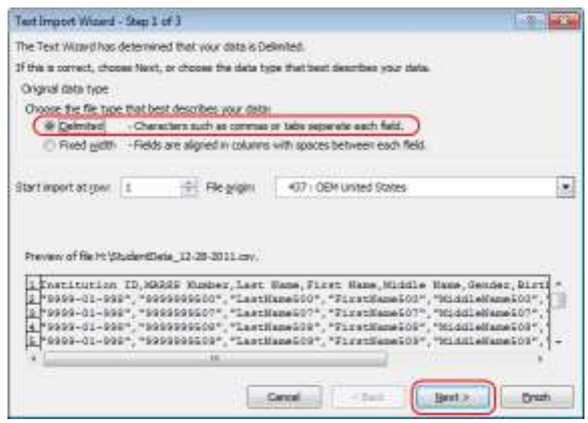
1. Open Microsoft Excel.

2. On the **Data** tab, in the **Get External Data** group, click **From Text**. The Import Text File dialog box appears.




3. Navigate to the CSV file, and click **Import**. The Text Import Wizard appears.


4. In Step 1 of the wizard, mark **Delimited**, and click **Next**.




5. In Step 2 of the wizard, mark **Comma**, and then click **Next**.

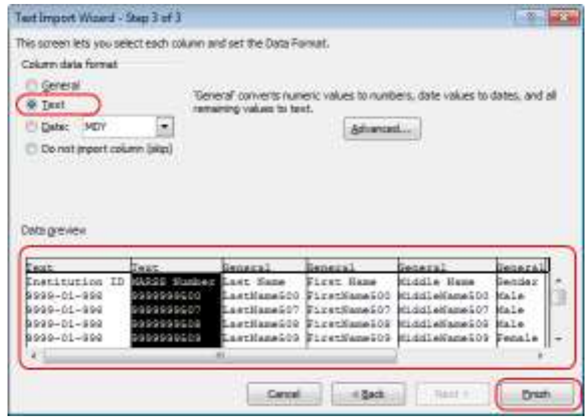
6. In Step 3 of the wizard, do the following:

   a. In the *Data Preview* section, click a column. Excel shades the column with a black background.

   b. In the *Column Data Format* section, mark the **Text** radio button. This setting preserves leading zeros that can appear in fields such as SSID or District ID.

   c. Repeat steps 6.a–6.b for all columns in the CSV file.

   d. Click **Finish**.




Excel imports and displays the CSV file.

# Appendix D. User Support

The North Dakota State Assessment Service Desk will be open during the following hours:

The Service Desk is open Monday–Friday from 7:00 a.m. to 4:00 p.m. Central Time (except holidays or as otherwise indicated on the NDSA portal).

**NDSA Service Desk**

Toll-Free Phone Support: 1.800.929.3757

Email Support:
NDSAservicedesk@measuredprogress.org

Emails to the Service Desk will be automatically logged and answered within one working day (typically sooner). Urgent requests will be given priority.

If you contact the Service Desk, you will be asked to provide as much detail as possible about the issue(s) you encountered. These details may include the following:

- If the issue pertains to a student, provide the SSID and associated district or school for that student. Do not provide the student’s name.
- If the issue pertains to a TIDE user, provide the user’s full name and email address.
- Any error messages that appeared.
- Operating system and browser information, including version numbers (e.g., Windows 7 and Firefox 13 or Mac OS 10.7 and Safari 5).