N	Date	Category	Sub-Category	Issue	Helpdesk Response
1	2/18/11	Data Entry	Administrator	According ot the IEP student is case managed by one teacher "X", but also works with teacher "Y" during the day. Can teacher "Y" enter the kiddo into the state AA system? Another similar illustration, teacher X has 3 kiddos, teacher Y has three kiddos. They share the kids and tag team the testing. Can all 6 kiddos be entered into the state AA system under one of the two teachers rather than one enter 3 and the other enter 3? In other words, do you care which teacher enters the kiddo's data?	There are no rules about who must enter the data except that it is secure test information so the person must sign a test security agreement. Generally, we recommend that the person who gave the assessment and is using the scoring protocol scores/notes to enter the data, be the same person as this ensures better accuracy.

It is a district decision how you assign teacher/assessors to divvy up the students for assessment and entering student scores. We recommend that it be a person who knows the student and is familiar with the student's method of communication, if that is an issue. The assessor/student link is just that the way the online system is structured: the person who enters the student demographic information is tied to the student and is the only one who can sign in, see that student, and enter student scores. The system has tied an assessor to a student. It has nothing to do with the case manager on the IEP unless the district decides to make those connections. |
| 1 | 3/23/11 | Data Entry | Entering scores | An assessor is having difficulty with the data entry. She says when she clicks on the scores in the data entry, they are not highlighting in blue so she is not sure if the data is saving or not. | The issue seems to be with your browser not displaying or interacting with the page correctly. It looks like you have been using Internet Explorer 7, however there are several other users that used the same web browser and had no trouble saving all of their students' test information (maybe you have some extra programs, or maybe even viruses, running on the computer you are using). I suggest that you try to use either Explorer 8 or Firefox, or try using a different computer to input your data. Let me know if either of these options work for you. |
| 1 | 2/16/11 | Data Entry | Entering students | I have refreshed my assessor status. I need to enter a student who will be taking the Alternate Assessment. Where do I enter her information. Or do I give that to you? Let me know ASAP as I know I am behind schedule. | You will first need to contact your district mentor to upgrade your status online. Then once you are a QA, go to the 'Data Entry' tab, click on 'Student Setup' and enter all information for your student. All student information needs to be entered by Feb. 20th at the latest. Please let me know if you have any questions. |

N	Date	Category	Sub-Category	Issue	Helpdesk Response
3	2/17/11	Data Entry	Entering students	I have refreshed my assessor status. I need to enter a student who will be taking the Alternate Assessment. Where do I enter her information. Or do I give that to you? Let me know ASAP as I know I am behind schedule.	Go to the 'Data Entry' tab, click on 'Student Setup' and enter all information for your student.
3	11/3/10	Data Entry	Practice Window	Last year we had an open window of time before the system was erased and opened for testing for new assessors to practice entering demographic data and scoring entry. Is that option available this year?	Yes, the site is available for assessors to practice fictitious student demographic and fictitious test data. All data will be wiped clean on January 31 before the site opens for the testing window. It is important that your folks know that the data will be wiped on January 31, and that they should NOT input real student data. Between January 31 and February 14, assessors will input the demographic data for their caseload.
2	3/4/11	Data Entry	Re-entering scores	All assessor entered scores for all AKAA student. After he submitted them, he realized it was the scores for a different student. I suggested that he just correct the scoring and resubmit, but then he apparently had more problems involving scoring of ELOS ,as one student did move to ELOS and one did not. Now it sounds like the scores entered are in even a worse mess for him. So, to make a long story short….. Can you clear all scores entered/submitted from your end so the assessor can just start from scratch?	In situations like this, a teacher should be able to just re-click every option that has been selected to make it be unselected, as if none of the answer options have been clicked. If they do this for every question (both regular and ELOS), it should take the test back to it's original state for the student - they'd then just fill in the correct options that the student did answer, and then click save. Anyway, since that was already kind of suggested to the teacher, but they still had issues, I thought it'd be simpler for me to just reset this student's tests.

N	Date	Category	Sub-Category	Issue	Helpdesk Response
1	3/30/11	Data Entry	Scoring/ Recording	Helpdesk call: A mentor was having trouble finding completed student records after assessor had sent him web generated print out. Also email correspondance: Can you contact the mentor about these double entries. Every child in the district is double entry. This was due to the fact that the secretary entered the students for the assessors to get them loaded into the system to meet the February deadline. However, it then became clear that the assessors could not access their students, so they had to enter the students again. (This might be something to discuss for changing in the future depending on programming issues). The issue now is that they cannot delete the students because they are submitted. Can you check and see if perhaps the student is still showing when the record complete says No. Perhaps the secretary still has access to them	You can go in and delete this student from Pat Engen's "caseload" under the Data Entry > Student Setup page. Unfortunately, this will delete all of the Alternate Assessment score records for this student. You will need to go in and enter the scores again. I suggest printing the Unofficial Student Report from Pat Engen's account for this student as a back up. If the test documents have already been destroyed, then I would suggest leaving the student with Pat Engen and deleting the student record on your account.

N	Date	Category	Sub-Category	Issue	Helpdesk Response
1	4/1/11	Data Entry	Scoring/ Recording	QAs are running into problems in which a student has been given part of the test, it goes slowly because the student communicates via eye gaze. They were not able to finish the testing. The system is not allowing partial scores, and the 3x3 rule is not in effect yet meaning the student is earning scores not zeros. They want to be able to show the student's work on a student report (unofficial and official), but the system is not allowing them to submit. They cannot complete because the student is in the hospital for surgery now.	It seems that won't be the case, though. At this point, technically, the student would earn zeros on the remaining Standard Administration items. I've just gone into the system to try this on a fictitious student and was able to enter scores and then the last half or so as zeros. After entering scores or zeros in all of the student's required tests, I was able to view the unofficial report. I was not required to enter ELOS scores. The only time I got an error message is when I left an item blank (rather than entering a zero). If this solution works for you, I would print the unofficial report and attach a memo explaining the student's hospitalization, and that the scores of items completed is a more accurate assessment of the student's abilities (rather than the overall picture of the assessment). I spoke with Jerry Tindal about this issue. He agrees that the solution I suggest works best in this situation. In this way, the student's participation in the assessment is recorded, and there is a record of the skills the student has in the areas in which
1	2/1/11	Data Entry	Testing Date	The current dates only gave options up to 2010	The DRA programmer fixed this error adding 2011 to the drop down menu.
1	2/2/11	ELOS	Large Print	An assessor called asking which pages of the ELOS will need to be enlarged to meet the large print requirements.	DRA emailed the ELOS large print memo to the assessor. Appropriate pages can be enlarged on a copy machine to 129% to fit on on 11" x 17" paper.
1	12/8/10	ELOS 3 x 3 Rule	3 x 3 Rule	If, within a task, they get 2 correct, then 3 in a row incorrect, do you stop the task even if you think they might get 1 or 2 more correct?	It would be unusual for a student to miss the first 3 items in a task and be able to pass later items. Unusual, but not impossible. If I were the assessor in that example, I would administer items from the Standard admistration because I would want my student to show what she could do. But if I felt that the three zeros were an accurate reflection, I wouldn't frustrate the student with harder items, and would move to ELOS

N	Date	Category	Sub-Category	Issue	Helpdesk Response
2	2/25/11	ELOS 3 x 3 Rule	ELOS	We got an question regarding moving to ELOS and the 3-task/ 3 item rule that we should get clarified from you and Dillard. What happens when some tasks do not have three items? For example in math 7-8, it is structured as follows: Task Number of Items 1 4 2 2 3 5 4 1 If a student were to get 3 zeros on Task 1, 2 zeros on Task 2, 3 zeros on Task 3 and 1 zero on Task 4, do they need to move on to task 5 because Tasks 2 and 4 do not have 3 items? Or, would they stop because the student had received 9 consecutive zeros? (Three Tasks	Here is the determination regarding your question; in addition, Aran and I will revise a guidance document and post that to the Materials Tab, as well as to the Updates Log. 3 X 3 rule, when a Task has fewer than three items When a Task or Tasks have fewer than three items, interpret the 3 X 3 rule to mean "nine consecutive zeros across a minimum of three Tasks." In the next few days, Aran and Kim will develop a guidance paper and post on the Materials Tab. We will also post on the Updates Log, and email the QTs.
1	3/7/11	ELOS Data Entry	ELOS 3 x 3 Rule	Helpdesk call: An assessor was having trouble saving student data in the data entry. Each time she woul click save she would receive an error message.	The assessor must begin by administering the standard assessment. The 3 x 3 error rule must be followed before moving on to the ELOS. So this means the student has to receive 3 consecutive zeros in 3 consecutive tasks before moving on to the ELOS portion. If the assessor does not have 3 consecutive zeros in 3 consecutive tasks on the standard administration, an error message will appear that they did not adhere to the 3 x 3 error rule, and won't save the data. Is this where the problem is occurring?
1	2/1/11	Login	Having trouble logging in	Helpdesk call: An assessor was having trouble logging onto the website	She had forgotten she had changed her password and was using the old password. She remembered the new password change and was able to login.

N	Date	Category	Sub-Category	Issue	Helpdesk Response
2	3/1/11	Login	Password	I can not get online to get a copy of the test-- HELP ME please -need sign in and password I get no response when I try to get in	The assessor was using a previous email address. EED directed her to the correct email, when DRA looked into the account and it shows the assessor was able to successfully login.
1	1/12/11	Online training	How to complete training	I have been trying to find my window of time to complete the online training review. At this time, I am reading questions addressing a need to update my e-mail and password. I am not in a position to waste my time with actions that do not work for me. I re-entered my present information and was told that this e-mail address was already in use. Of course it is. It is mine. I am donating my time to complete the requirements of this assessment process. Please advise.	On my end it shows that you have been able to successfully login 2 different times today. The system is most likely asking you to update all demographic information, if you scroll farther down on the page that asks for your email and password you should see fields to fill-in such as school and district. Please try logging back in and filling in all information on the update page.

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1	1/15/11	Online training	Where to find refresher/training pages	What happens when I used my two attempts but did not pass? I didn't see any training pages. I must have missed something with the new refresher tests. I am the mentor for the district. So you want me to take all the tests on line or paper? How do I set that up?	Unfortunately you'll have to take the whole set of proficiency tests. I looked on the tracking system, and it appears that you did not review any of the training pages on the ak.k12test.com site. Returning assessors were asked to review a reduced number of the training pages in order to prepare for the refresher tests. The reports also seem to indicate that you are the only assessor in Alaska Gateway district -- who serves as your Mentor? That person will need to reset your proficiency tests. Before taking the proficiency tests, please review the training site pages. I've attached the list of refresher training pages. Please refresh your knowledge on the Alternate Assessment by reading these training pages (at a minimum) -- you might also refresher your skills on other topics you may have missed in the refresher tests. When you have completed training, please contact Kristine Gaffaney. She'll verify your training and reset your tests to allow you to try the Refresher tests again. The training and tests are all online at

N	Date	Category	Sub-Category	Issue	Helpdesk Response
1	12/2/10	Practice Tests	Grade levels	Today I anticipate that we'll retake the math proficiency test and then do the last component, writing. After that, we plan to use the practice test materials to evaluate her scoring abilities. On Friday, we were going to go over to her classroom and do a practice test on one of her students so I could watch her give it. I thought I would find a practice test labeled 3/4 or something so that I was downloading just that practice test. All I found was the materials I printed off yesterday that isn't for a specific grade. Are we just supposed to pick out some pages to try that are appropriate for a grade level or	You are correct, there aren't specific grade level practice tests. The task number (1.34C, 1.56...) reflect the grade level the examples reflect. If you will be testing a student in grade 3/4 I would suggest using the .34 and .56 practice test examples. Also, the main point is that you will be assessing how the teacher administers and scores the items, so the student product is not the focus of the practice tests.
1	10/21/10	**Proficiency Test Materials**	**Errata**	I am in the middle of taking my Proficiency test and there is a huge error. Math Questions 11-15 do not match the scoring protocol. The protocol that is attached is 5.78 and the questions need math 1.56 Also Writing Questions 16-20 the scoring protocol that is attached is 1.56 and what is needed is the protocol for writing 5.78. The problem here is the questions do not match the scoring and I do not want to risk failing from errors on the test. If I fail on my own accord that is my fault. Please check this out and let me know if I can proceed or	I tracked down the issue with the Refresher Proficiency tests... it was an error in organizing the questions file vs the online layout. Online, the questions were in the order of Admin, Reading, Math, Writing and Science. The questions file was in the order of Admin, Reading, Math, and Science. This layout issue caused the online questions to be switched between Math and Writing. This issue was true for both Refresher trial 1 and trial 2. I've fixed the questions file, and our programmer is working to upload the corrected file now. I will let you know when the online layout has been repaired. I will also post an Errata. For now, I suggest not resetting returning QTs and QAs to take the entire proficiency testing if they need to be reset to a trial 3 on the refresher. Let's just reset them to the corrected questions for a trial 3

N	Date	Category	Sub-Category	Issue	Helpdesk Response
1	1/11/11	**Proficiency Tests**	**Errata**	On the Writing Proficiency Attempt 1, Item 7 Answer key, a point is given for "Will" even though it was given to the student as per the instructions. A point was not given for "write?" at the end of the sentence. The score remains the same (2); however, we were wondering why the points were given as described	Yes, you are right. Writing Proficiency Attempt 1, Item 7 is not explained correctly in the Explanation of Answers. Item 7 earned 2 points, but should be explained in this way:
1	1/11/11	**Proficiency Tests**	**Errata**	The student earned 2 points for: help ^ me - you - write. ^	I will post a notice in the Updates section of the ak.k12test site, and ask QTs to email me for the corrected explanation.
1	1/11/11	**Proficiency Tests**	**Errata**	On the Reading Proficiency Attempt 1, Item One. The test item is "cat". The transcript says the student said, "cat". According to the video and the secure answers to the proficiency exam, the student says "ken", not "cat". The correct answer is "1", but assessors in training gave the this item two points because we told them to follow the transcript. Should the transcript read, "ken" instead of "cat"?	Yes, you are correct. In the proficiency test, reading attempt 1, the girl reads "Ken" and not "Cat." I have updated the proficiency transcript and attached it here. I will post a notice in the Updates page, and our programmers will repost the corrected transcript as soon as possible.
1	12/8/10	Proficiency Tests	Refresher	For those who only have to do the refresher do they also have to give the practice tests and be scored by me?	No, the assessors who only have to do the refresher do not have to complete a practice test. They are only required to do the refresher proficiency tests.
1	1/18/11	Proficiency Tests	Refresher	Helpdesk phone call: A returning mentor wanted to make sure all she needed to complete was the refresher proficiency test	All returning assessors only need to complete the refresher proficiency test. They do not need to take all subject area proficiency tests. After completing the refresher, contact Aran Felix to upgrade online status to Mentor.
2	12/2/10	Proficiency Tests	Resetting trials	An assessor has failed all attempts on the writing proficiency tests. Can I reset her account?	Yes you can reset her account. Under the 'Admin' tab, select 'Upgrade User Accounts' and find the assessor by last name. At the top of the screen you should see Proficiency tests. Where she has failed 2 attempts, there will be a link to 'reset.'

N	Date	Category	Sub-Category	Issue	Helpdesk Response
2	1/10/11	Proficiency Tests	Resetting trials	What are the steps for me to take when a QA in training fails 2 attempts and I need to "reset" them for additional trials? I assume a button will show up that is not there now once the individual has failed the proficiency...yes/no?	Under the 'Admin' tab, you can look up users by last name. Click on the users account, and you will see at the top their proficiency trials. For users who have failed 2 trails, there will be a link to 'reset' their proficiency
1	1/5/11	Proficiency Tests	Submission	question, when taking the refresher proficiency test of 25 questions can a person go in and out of it, i.e. can they do the reading training and then go to the proficiency refresher test and answer the reading questions, then can they go out and go into the math training and then go back into the refresher test and answer the math questions without losing any of the previous answers entered......I did not need to do this when I "refreshed" but I know someone will ask if they can go back and forth without losing their answers	Yes, assessors can go back and forth between the proficiency tests and training pages. After an assessor begins to take the proficiency tests you will see under "Attempts Status" it will indicate "1 in progress." To submit the proficiency tests, assessors have to click the "Sumbit" link at the bottom of the test.
1	**1/12/11**	**Proficiency Tests**	**Errata**	Also in the Secure Test Documents Answers to Proficiency Exams on the Attempt 2 packet for Administration, Attempt 2 items #8 and #9 say that the official secure assessments can be downloaded 3 weeks prior to the testing window....but on the Training-Alternate Assessment Test Window it says they are not available until January 31st (I remember this one 'cause it was the only one I got wrong when I refreshed).....seems confusing.....	Questions 8 and 9, Administration Attempt 2 have been changed. The correct Explanations are: 8. Answer B is correct: Qualified Assessors must use the official secure assessments that are downloaded on the first day of the testing window (January 31, 2011). The practice tests are available all year for practice with students and in training with assessors-in-training. 9. Answer A is correct: Only Qualified Assessors or Qualified Mentor-Trainers may administer the Alternate Assessment, so answer C is incorrect. NA-I is coding used in the standard administration of the Alternate, and not in the ELOS administration.

N	Date	Category	Sub-Category	Issue	Helpdesk Response
2	1/5/11	Registration	How to register	I can't find my way old stuff to remember this but is there somewhere you can refer meas to what a new teacher needs to do to initally register on the website so they can get up and running????? They go to the register link on the website, enter their email address, and then do they receive an email with a "bogus" password to use initially to enter the site and then they can change their password from there?????? And is it Firefox or Safari that is the preferred method? Sorry forgot!	Yes, they need to click on the 'register' link and enter their email address. They will then get a confirmation email with a link to complete the registration process where they will create their own password. Firefox works best, but Safari should work also.
2	1/7/11	Registration	How to register	I have been unable to add her as a protegee. I thought perhaps it was because I hadn't finished mine. I still need to get her in the system.	Your protégé needs to go online and register herself. Once she is registered she can then start the online training. You cannot register for her.
1	10/27/10	Registration	Protégé registration	Phone message inquiring how protégé's register online	Sev walked mentor trainer through the registration process (beginning on the 'register' link on the main page).
1	1/13/11	Registration	Returning Login	I thought my teachers who are refreshing could just login as they did last year. Is that not correct? I have a teacher that is complaining to my boss that I have not given him any training. I don't have a teachers' tab on my account for the new people that are training. Will I be getting that back now since I have finally completed my own training. Is that the list you are speaking of?	Yes, teachers who are refreshing can login using their existing account information. They will need to use the email address and password that they have previously registered with. There is an 'Admin' tab that can be accessed by Qualified Mentor Trainer's. I see that you are a Qualified Mentor, so you should have access to all accounts within your district. You can look assessors up by last name under the 'Upgrade User Accounts' link. Please let me know if you are able to find the information you are looking for.

N	Date	Category	Sub-Category	Issue	Helpdesk Response
1	2/24/11	Scoring	Writing	If a student uses a recorder to document responses to SBA writing tests and scribed word for word later, how does the scribe indicate punctuation, spelling etc.? Would the student review the scribes work and indicate any punctuation changes or spelling errors just as if they were scribing at the time?	The first place to go is the Participation Guidelines, Table 2, pages 11 through 14. http://www.eed.state.ak.us/tls/assessment/participation_guidelines/ParticipationGuidelinesSept2007.pdf, Table 2, page 14, category of Response, Use of Assistive Devices/Supports. The first one is · Allowing student to tape response for later verbatim transcriptions. Under the table 2 box is Suggested scribe procedures, and this explains punctuation.

N	Date	Category	Sub-Category	Issue	Helpdesk Response
1	10/17/10	**Scoring Writing**	**Errata**	We have received some requests for clarification around the writing rules. The questions and our responses are detailed in the document <writing scoring guide questions_v4>. Attached are corrected documents. A corrected Correct Letter Sequence (CLS) Score Guide is the document <AKAA_2011_WrtgCLS_VF> A corrected Correct Word Sequence (CWS) Score Guide is the document <AKAA_2011_WrtgCWS_VF> A training tool that captures all aspects of scoring student writing is the document <AKAA_2009-2010_WritingScoringDirections_VF-2> All of these documents will be posted to the Materials Tab within the hour. The CLS and CWS scoring guides serve as support documents throughout the ak.k12test website. These will be updated by noon Friday, 11/19/2010. A notice will be placed in the	
1	2/14/11	Student Demographic information	District ID	Helpdesk call: An assessor was having difficulty entering the District ID. Each time she would enter the information, a pop-up window would appear indicating only numerical values were allowed in the District ID field.	After working through what the assessor was inputting, it was discovered she was copy and pasting the number. This was causing a blank space before the numbers. As only numerical values are allowed for the District ID field, the numbers may need to be input manually rather than copy and pasting to avoid adding a space before the numbers.

N	Date	Category	Sub-Category	Issue	Helpdesk Response
2	3/14/11	Student Demographic information	Student moved to different assessor	We have a student who moved from one teacher and school to another. How do we switch his registration to his new school/teacher? Is this something you can do or do I need to do it? If I need to do it, how do I do it?	The student will need to be deleted under the previous assessors account and then added to the new assessors account. So each assessor will need to do this for their own account. Let me know if you have any questions.
1	1/11/11	**Test Administration**	**Errata**	On page one of the Alaska Alternate Assessment Directions for Writing Document the example of the scoring for a 5/6 grade student on writing her name(-k-i^m -s---r^-n^). The sample student earns a score of 4/12 for 33% and receives 3 points. When looking this item up on the 5/6 CLS chart (page 7)a percentage score of 20-39% receives 5 points. We wanted to have clarification on how many points this would receive.	Yes, you are correct. The example should earn 5 converted points. I will change the document and repost.

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1	1/14/11	Test Administration	How to reach all students	Question about how to assess students located in remote areas	I was the district test coordinator of the state's correspondence school, (Alyeska Central School), before it was closed. We certainly had to think outside the box to get tests administered to students located all over the state. I am not going to approve a community member/parent to be trained as a Qualified Assessor. Proctoring an SBA is definitely not the same as administering the Alternate Assessments. If the community member was a retired special education teacher who had previously worked with this population, that would be a consideration. The reason that we encourage assessors to be special educators is that they need to be knowledgeable about accommodations, assistive technology, and how a student communicates (which is sometimes non-verbally or with assistive technology). Examples of the exceptions we have made in training protégés are: · For a district level administrative staff who is a year-round employee and who works directly under the supervision of a special education director. She functions as a mentor-trainer and assists the DTC and lead mentor in getting students assessed, but she does not administer the assessments, although she is trained to do so. · For paraprofessionals who know the students very well and are working under the direct supervision of the special education teacher. · For special educators who have worked with this student population previously, and who are now retired and working on contract for a district. Another consideration is to have Galena contract with one of the southeast mentors and have them administer the assessment. Or, you could fly down to the student. Where is the student located?

N	Date	Category	Sub-Category	Issue	Helpdesk Response
1	1/10/11	Test Administration	Practice Test	I am just double checking 'cause I don't remember this from our Fall meet. The AA Practice Test that new proteges are to complete this year does not reflect each and every task for all grades as it has in years past. Is this correct, meaning this year it is an abbreviated version, i.e. the only 3/4 grade task in the Practice Test is 1.34B	Yes this is correct. The practice tests reflect a sample of items across all subject areas as the secure tests are now bundled by grade band.
1	1/7/11	Test Administration	Scoring Recording	In reviewing the "Scoring Directions for Writing" packet under Materials/Support Documents I see on pg. 11 the Ideas and Organization Scoring Guide for the sentence writing task but there is no Ideas and Organization Scoring Guide for the story writing task...where would this be found? The ones found in the packet given to us on pgs. 134 and 281 are not the up to date ones......the practice test materials/scoring protocol only contains the sentence rubric and not the story writing rubric	The last few pages of the writing practice test you should find the CLS, CWS, and Ideas and Organization scoring rubrics. I'm not sure which document you are referring to with the page numbers. On the website in the training section, Writing Scoring, you will also find further writing scoring instructions including multiple sentences in a paragraph.The current scoring rubrics have been posted in the 'Materials' section of the website.
1	12/8/10	Test Administration	Scoring/ Recording	I have some questions: 1) where do I go to reset the writing test for one of my teachers (she took it 2 times) 2) do we need to record the correct response or just the incorrect one 3) if they point to correct but say incorrect OR point to incorrect and say correct - how is it scored	I got your email that you found the reset for the writing proficiency. Just the incorrect response needs to be recorded (I think the SP suggests putting a √ or a + for correct responses). In scoring student responses, it is really up to the assessor to decide if they feel the student really knew the correct response or not. So if they point to the correct response but say incorrect, or vice versa, the assessor judges whether or not they feel the student really knew the correct response or was just guessing. I hope this helps.
1	12/8/10	Test Administration	Scoring/ Recording	if they segment/sound out a word but don't put it together, does it count as reading the word? We're thinking not	You are correct. Segmenting/sounding out the word is a different task than reading. So if the student sounds out the word on a reading task but does not blend it, this doesn't count as reading the word.
1	12/9/10	Test Administration	Scoring/ Recording	In writing: task 1.34B, if they spell the word correctly, but reverse a letter - correct or not?	No reverse letters are counted as incorrect.

N	Date	Category	Sub-Category	Issue	Helpdesk Response
1	1/6/11	Test Administration	Scoring/ Recording	I was looking through my notes from last year and just wanted to double check since we did not touch on this this year in our training and I forgot to ask....in Reading/Decoding-if additional sounds are added that does not count against the student if the get the other sounds correct? In Writing-reversing a letter is incorrect? In Math-reversing numbers is allowable?	Reading/Decoding is scored for correct sounds, as long as the student reads all correct sounds they may receive full credit. You are right, Writing, reversing a letter is counted as incorrect, but in Math reversing a number is allowable.
1	2/25/11	Training and Proficiency	Deadlines	We have need to get a new Qualified Assessor on board. Is there a deadline for training Qualified Assessors? Can we do a training now and get him into the system?	Sure. Do it before the window shuts down and the assessment system goes off-line. I'm cc'ing Sev and Kim so they will know there is a new person being trained. Is this person going to be giving assessments to students this year? Or just training/proficiencies/practice tests?
1	1/20/11	Training and Proficiency	Where to find refresher/traini ng pages	Helpdesk call: An assessor was confused on where to locate the trianing and proficiency tests	After a few minutes, the helpdesk realized the assessor was on the EED web page, and not the AK Alternate web page. The assessor was redirected to the right web site and given step-by-step instructions on how to navigate to the training, proficiency, and materials pages.
1	11/1/10	Upgrade Status	Updating accounts	Assessor needed to be updated to mentor status	EED is in charge of mentor upgrades. Helpdesk forwarded request on to EED.
2	1/22/11	Upgrading Protégé's	Can't find protégé names	Two of our teachers has completed online training & proficiency, but she is not in our list!	The assessors were found, they input their first name in the last name field so were listed in alphabetical order by first name. The assessors may want to go under the 'Help/Settings' tab and update their names in the appropriate fields so their names appear in correct order on the official reports.
1	1/11/11	Upgrading Protégé's	How to upgrade	Question about how to reset proficiency trials	As a mentor you have the ability to reset your protégés. Go into upgrade user accounts, click on her name, and then you will see the prompt to reset. Sounds like she needs to retake her refresher training again. You can find that list under Training/Updates.
1	2/9/11	Upgrading status	Deleting those no longer in the district	Helpdesk call: A mentor asked about how to delete user accounts who are no longer with their district.	Email the names and email addresses of assessors that are no longer in your district and DRA will delete the accounts.

N	Date	Category	Sub-Category	Issue	Helpdesk Response
2	1/22/11	Upgrading status	Upgrading to Mentor	I completed the required refresher training tasks and passed the proficiency/refresher test today, but I am still listed as an Assessor in Training and not a Qualified Mentor.	You will need to contact Aran Felix to update your status online.
6	10/25/10	Web login	Duplicate accounts	I could not long in using my old e-mail account. I tried my new e-mail address and am now in training. I have been giving the Alternate Assessment since it was first started. How do I change my account from being in raining to qualified assessor? Thanks for your help. My old e-mail was ***@********	I show you as having 2 accounts. The account that shows you only need to complete the refresher test is under the login of: ***@********* You will need to login using the above email address, then go to the Help/Settings tab and update your email address to your current email. I will need to delete the new account you signed up for so the system won't have duplicate email accounts. Please let me know when you have logged in using your old account (I can reset your password if necessary), and I will delete the other account.
5	11/1/10	Web login	Password	Forgot password	Helpdesk can reset passwords for users
1	1/3/11	Web login	Updating account information	Phone call asking how to update email address and password for login.	Under the Help/Settings tab users can update all account information.