Hawai'i Statewide Assessment Program

Test Information and Distribution Engine

User Guide

2017–2018

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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, includes a description of Test Information Distribution Engine (TIDE) features, system requirements information, and provides an overview of user roles and permissions.

- Section II, Accessing TIDE, describes how to activate your account for TIDE (and other AIR systems you are authorized to access), how to log in, and log out.

- Section III, Understanding the TIDE User Interface, describes the main design of the TIDE interface, navigation within the system, main user interface elements, and global features available throughout the system.

- Section IV, Preparing for Testing, describes the activities you can perform in preparation for testing, including registering users, associating test settings and tools for students, printing test tickets for students, and uploading rosters

- Section V, Administering Tests, describes the activities you can perform while testing is underway, including requesting testing incidents (if necessary), and monitoring test progress.

- Section VI, After Testing, describes the activities you can perform post-testing, including resolving test discrepancies and setting Reasons for Non-Participation.

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, Complex Area, and Complex users, and School-level Test Coordinators (TC) and Test Administrators (TA) 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

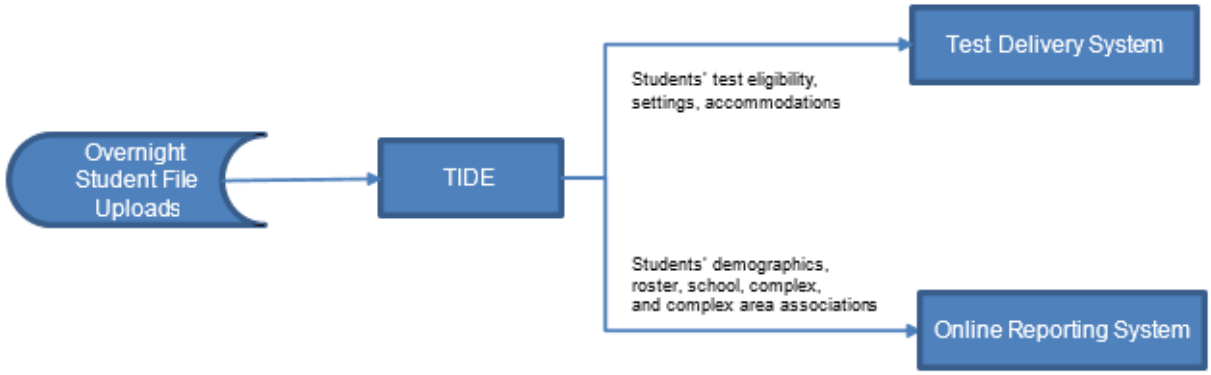
This section provides a description of the Test Information Distribution Engine (TIDE) system, system requirements for TIDE, and an overview of user roles and permissions.

Description of TIDE

AIR's TIDE system supports State, Complex Area, and Complex users, and School-level Test Coordinators and Test Administrators throughout the testing process, from test preparation, to test administration, to post-administration. TIDE includes features to manage user and student information, monitor test progress, and request administrative functions such as test resets or reopens.

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 this student information from uploads from external systems and then distributes this information to the appropriate system. TIDE sends to the Test Delivery System (TDS) students' eligibilities, settings, and accommodations; this enables TDS to deliver the appropriate test to a student in the required format. TIDE sends to the Online Reporting System (ORS) and AIR Ways Reporting (AIR Ways) students' institutional associations; this enables ORS to aggregate scores at the classroom, school, complex, complex area, 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 Hawaii Statewide Assessment Program Portal, https://www.alohahsap.org.

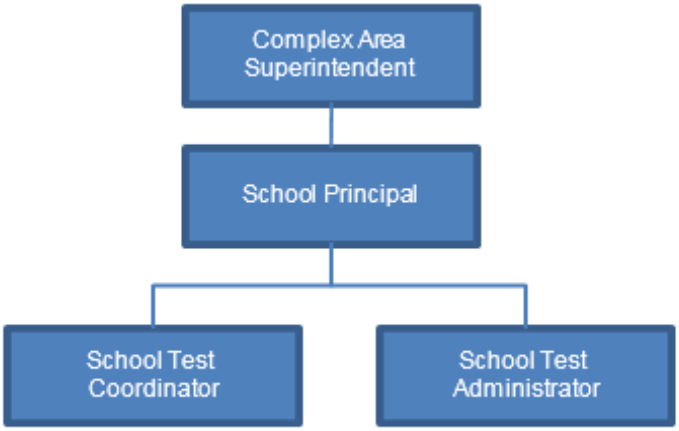
Understanding User Roles and Permissions

Each user in TIDE has a role, such as a State-level user or a Test Coordinator-level user. Each role has an associated list of permissions to access certain features within TIDE.

For a list of user roles and the tasks they can perform, see the document *User Roles and Access to HSAP Systems*, available in the Resources section of the Hawai‘i Statewide Assessment Program (HSAP) portal, https://www.alohahsap.org.

There is a hierarchy to user roles. As indicated in Figure 2, the Complex Area Superintendent is at the top of the hierarchy, followed by school Principal, then Test 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 log out.

Activating Your TIDE Account

Your TIDE administrator (a Principal if you are a Test Coordinator, or a Test Coordinator if you are a Test Administrator or Teacher) creates your account, and then TIDE sends you an activation email. This email contains:

A link that takes you to the ***Reset Your Password*** page in TIDE where you can set up your password for logging in to TIDE and other applicable AIR systems. This link expires 15 minutes after the email was sent. If you do not set up your password within 15 minutes, you need to request for a new link as described in Resetting Your Password.

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

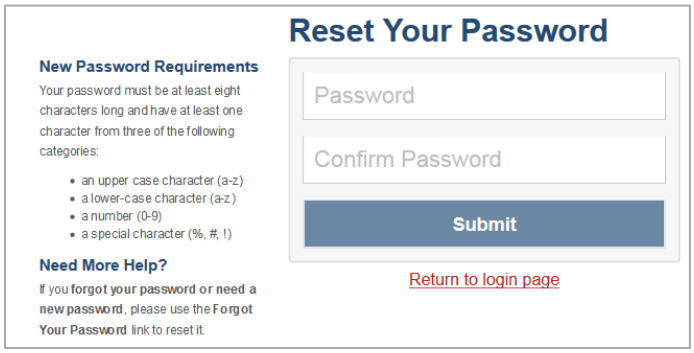
Note: All users will be required to do a one-time reset password update at the beginning of every school year. AIR automatically resets all user accounts at the beginning of the school year, for security purposes. Refer to Reactivating Your TIDE Account at the Beginning of the School-Year for more information.

Note: If you require assistance with activation, or a new password, please call the Help Desk at (866) 648-3712 or email the Help Desk at hsaphelpdesk@air.org.

To activate your account:

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

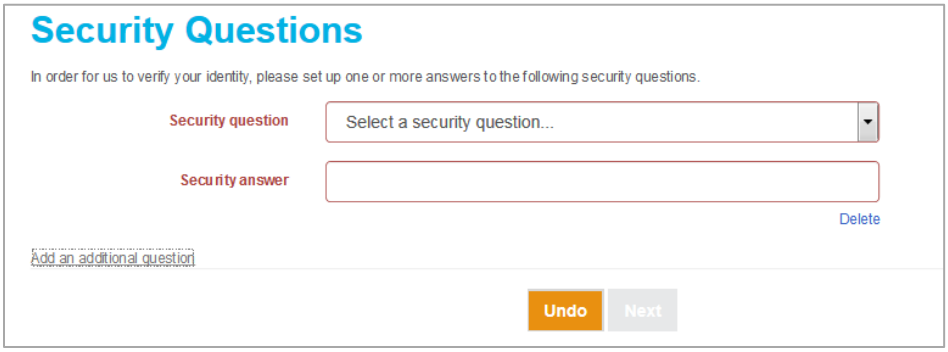
Figure 3. Fields in the Reset Your Password page



2. In the *Password* and *Confirm Password* fields, enter a new password. The password must be at least eight characters long and must include at least three of the following: one lowercase alphabetic character, one uppercase alphabetic character, one number, and one special character (e.g., %, #, or !).

3. Click **Submit**. The ***Select a Security Question*** page appears (see Figure 4).

Figure 4. Fields in the Select a Security Question Page



4. From the *Security Question* drop-down list, select a security question, and enter an answer.

5. *Optional*: To add an additional security question, click **Add an additional question**, select a security question and enter your answer. You can add multiple security questions, if desired.

6. Click **Next**. The HSAP 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 HSAP portal at alohahsap.org.

2. Click on the assessment or exam you will be administering.

3. Click the **Teachers** or **Test Coordinators / Administrators** card (see Figure 5).

Figure 5. User Role Cards

4. Click the **TIDE** card. The ***Login*** page appears (see Figure 7).

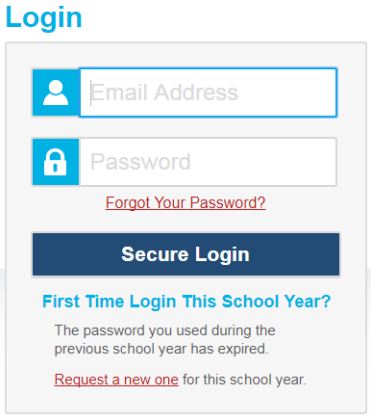
Figure 6. TIDE Card

5. Enter your email address and password.

6. Click **Secure Login**. The TIDE dashboard appears (see Figure 9).

Depending on your user role, TIDE may prompt you to select a specific user role to complete the login process.

Figure 7. Login Page



Caution: Loss of Data: Working with TIDE in more than one browser tab or 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 the same time.

Resetting Your Password

You need to request a password reset in any of the following situations:

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

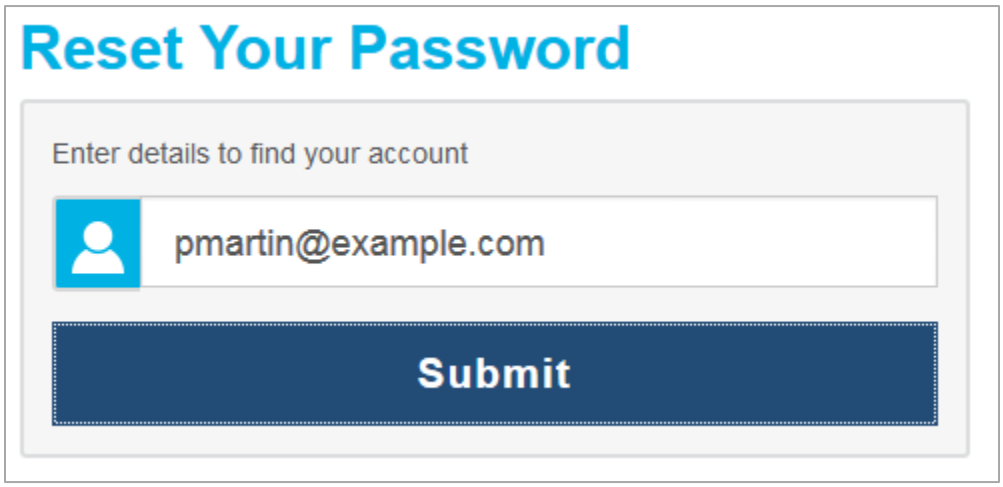
To reset your password:

1. Click either of the links included in the activation email.

2. Alternatively, display the ***Login*** page by following steps 1–4 in the section Logging in to TIDE.

3. In the ***Login*** page (see Figure 7), click **Forgot Your Password?** The ***Reset Your Password*** page appears (see Figure 8).

Figure 8. Fields in the Reset Your Password



4. Enter the email address your account was set up under and click **Submit**.

   - If you have already activated your account, your security question appears. Enter the response to the security question, and click **Submit**. TIDE sends you an email containing a link to reset your password.

   - If you have not yet activated your account, TIDE sends you an email containing a link to reset your password.

Note: The link must be accessed within 15 minutes or you will need to restart the password reset process.

5. Click the link in the email to go to the ***Reset Your Password*** page (see Figure 3) in TIDE.

6. In the *Password* and *Confirm Password* fields, enter a new password. The password must be at least eight characters long and must include at least three of the following: one lowercase alphabetic character, one uppercase alphabetic character, one number, and one special character (e.g., %, #, or !). Your new password cannot be the same as your current or previous password.

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

    a. If you have already activated your account, review and modify your answers to the security question as necessary.

    b. If you have not yet activated your account, set up your security question and answer as described in Activating Your TIDE Account.

8. Click **Next**. The TIDE home page appears.

Reactivating Your TIDE Account at the Beginning of the School-Year

At the beginning of a new school year, your TIDE password and security details will be automatically reset. You will receive an email from AIRAST-DoNotReply@airast.org to notify you of this occurrence and to alert you that you will not be able to log in to TIDE or any other system until you reactivate your account for the new school year.

To reactivate your account:

1. Display the ***Login*** page (see Figure 7) by following steps 1–4 in the section Logging in to TIDE and click **Request a new one for this school year**. The ***Reset Your Password: Find Account*** page appears (see Figure 8).

2. Enter your TIDE email address, and click **Submit**. TIDE sends you an email containing a link to reset your password.

3. Follow steps 1–8 in the section Resetting Your Password to reactivate your account.

Logging out of TIDE

To log out of TIDE:

- In the TIDE banner (see Figure 11), click **Log Out**.

Warning: Logging out of TIDE logs you out of all HSAP systems.

For example, if you log out of TIDE while administering a test using the TA Interface, your test session will stop and all students in the session will be logged out of their tests. You cannot resume the session. You will have to create a new session, and your students will have to log in to the new session to resume testing.

Section III. Understanding the TIDE User Interface

This section includes a description of the organization of TIDE's user interface, a description of the TIDE dashboard, instructions for navigating within TIDE, an overview of basic elements in the user interface, and information about global features.

Organization of the TIDE User Interface

The TIDE user interface is designed to reflect the stages of the testing process as directly and simply as possible. The tasks available in TIDE are organized into three categories based on when each task should be performed in the testing process:

- **Preparing for Testing**: Tasks in this category could be performed before testing begins. This category includes tasks for managing records for users, students, test settings, rosters, and within View/Edit Students and View/Edit Roster, printing test tickets. For more information about this category, see the section Preparing for Testing.

- **Administering Tests**: Tasks in this category could be performed while testing is underway. This category includes tasks for reporting testing incidents and monitoring testing progress. For more information about this category, see the section Administering Tests.

The TIDE user interface utilizes a consistent design that allows users to follow a similar workflow for various tasks. For example, the basic process of retrieving, modifying, exporting, and uploading records in the Preparing for Testing category is the same from one record type to another.

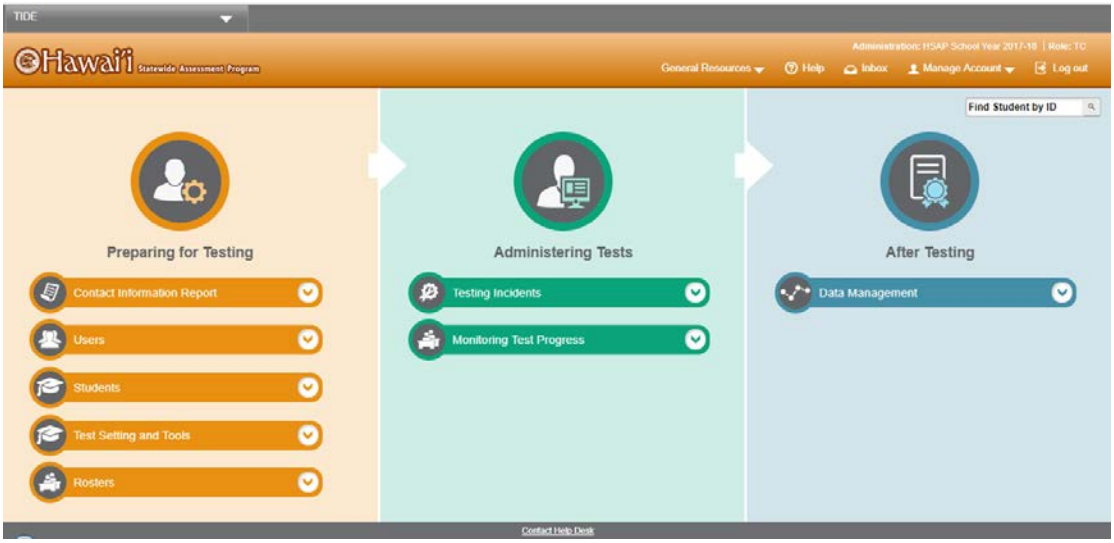
About the TIDE Dashboard

The TIDE dashboard appears when you first log in to TIDE (see Figure 9). Every task you can perform in TIDE is available on this page.

The dashboard displays a section for each of the three task categories in TIDE (Preparing for Testing, Administering Tests, and After Testing). Each section lists menus for the tasks available in that category.

Note: The task menus displayed on the TIDE dashboard depend on your user role.

Figure 9. TIDE Dashboard



Each task menu contains a set of related tasks. For example, the **Users** menu contains options for adding users, viewing/editing/exporting users, and uploading users.

To expand a task menu and view its set of related tasks, click on the end of that menu. To perform a task, click the name of that task listed in this menu. To collapse a menu, click .

Navigating in TIDE

When you navigate away from the TIDE dashboard, a navigation toolbar appears at the top of the page (see Figure 10). This toolbar allows you to access each task and action that was available on the dashboard. The toolbar only lists the task menus for one category at a time.

Figure 10. Navigation Toolbar

- To access the dashboard, click in the upper-left corner.
- To view the task menus for a particular TIDE category, click the icon for that category above the toolbar.
- To access a particular task, click that task menu in the toolbar (such as **Users**) and select the required task from the list of options that appears.

About the Banner

A banner appears at the top of every page in TIDE (see Figure 11).

Figure 11. TIDE Banner

The banner displays the current test administration and your current user role. The banner also includes the following features:

- **TIDE**: This drop-down list allows you to switch to other AIR systems.
- **General Resources**: This drop-down list allows you to access various resources needed for testing, such as voice pack files and hand-scoring materials.
- **Help**: This button opens the online TIDE User Guide.
- **Inbox**: This button allows you to open the Inbox and access the student data files you exported in TIDE as well as any secure documents, if available.
- **Manage Account**: This drop-down list allows you to change your user role, set up your contact information, and reset your password.
- **Log Out**: This button logs you out of TIDE and related AIR systems.

Accessing Global Features

Regardless of where you are in TIDE, there are features that appear globally. This section explains how to change test administrations, search for students by student ID (SSID), and switch to other AIR systems.

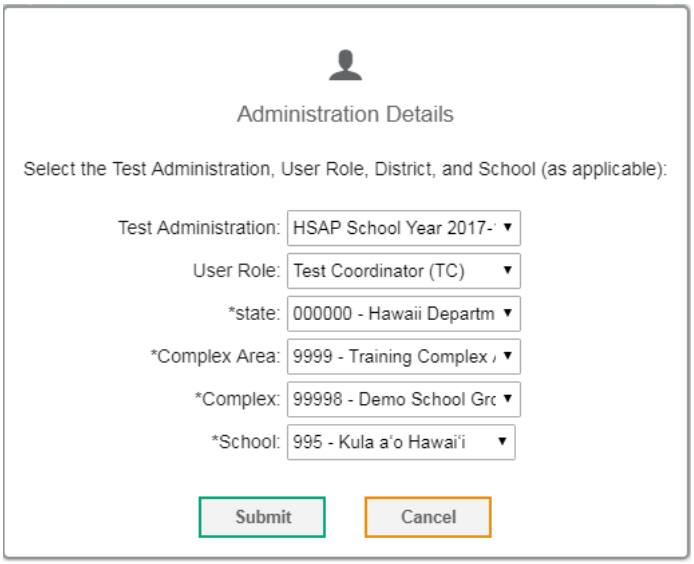
Changing Test Administration, Institution, or Role

Depending on your permissions, you can switch to different test administrations, schools, complex areas, complexes, and user roles in TIDE.

To change test administration or institution:

1. In the TIDE banner (see Figure 11), select **Change Role** from the **Manage Account** drop-down menu. The ***Administration Details*** window appears (see Figure 12).

Figure 12. Change Role



2. Update the information as necessary.

3. Click **Submit**. A new home page appears that is associated with your selections.

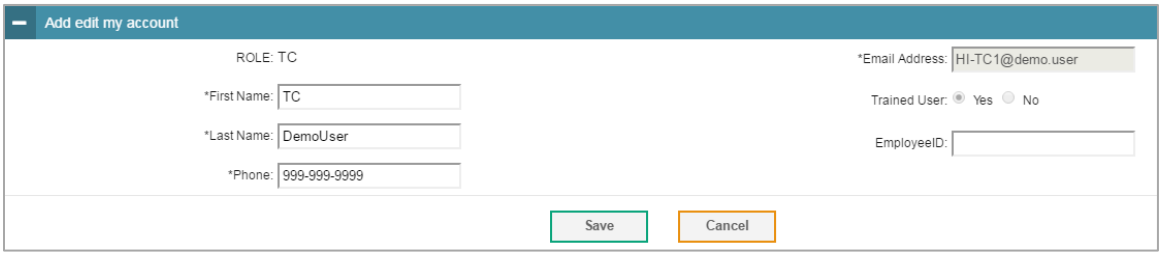
Changing Your Account Information

You can modify your name, phone number, and other account information in TIDE. (To change your email address, your TIDE administrator, i.e., your school Principal or Test Coordinator, must create a new account with the updated email address.)

To modify account information:

1. In the TIDE banner (see Figure 11), from the *Manage Account* drop-down list, select **My Contact**. The ***My Contact Information*** page appears (see Figure 13).

Figure 13. Fields in the My Contact Information Page



2. Enter updates as necessary.

3. Click **Save**.

TIDE saves your changes, and a confirmation message appears.

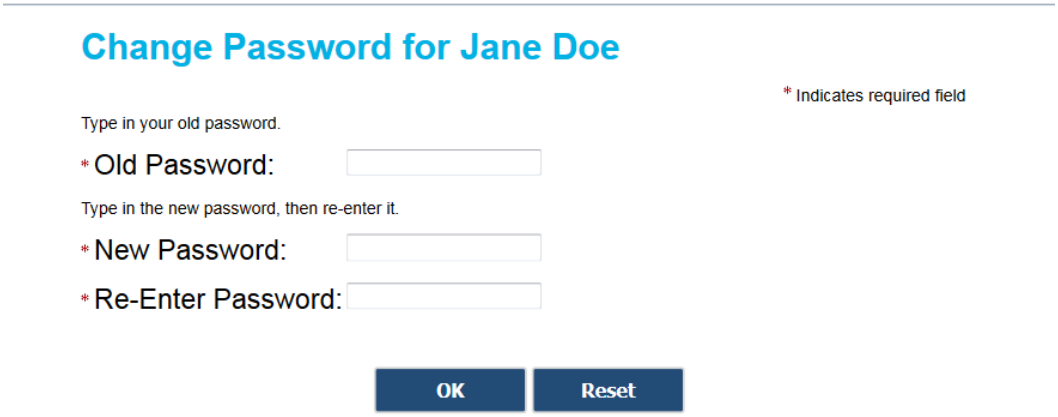
Resetting Your Password

You can change your login password as necessary.

To change your password:

1. In the TIDE banner (see Figure 11), from the *Manage Account* drop-down list, select **Reset Password**. A new browser window opens with the ***Change Password*** page on display (see Figure 13).

Figure 14. Fields in the Change Password Page



2. In the *Old Password* field, enter your current password.

3. In the *New Password* and *Re-enter 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 !.

4. Click **OK**.

TIDE saves your changes, and a confirmation message appears.

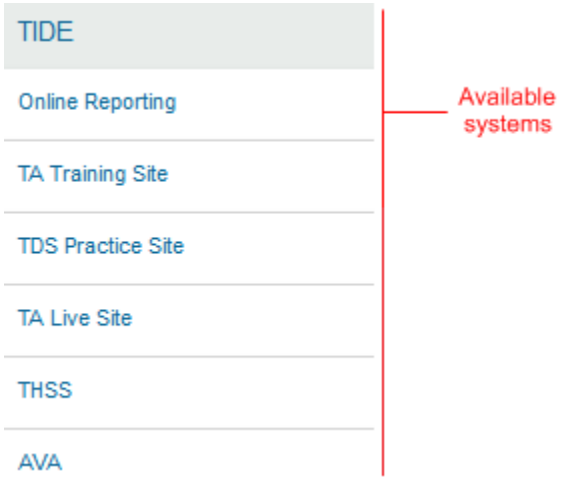
Switching Between AIR Systems

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

To switch to another AIR system:

- In the banner at the top left of the page, hover over **TIDE**, and click the other system name you wish to access. (see Figure 15).

Figure 15. Switching Between AIR Systems



Finding Students by ID

A *Find Student by ID* field (Find Student by ID) appears in the upper-right corner of every page in TIDE. You can use this field to navigate to the ***View and Edit Student*** form for a specified student.

To search for a student:

1. In the *Find Student by ID* field, enter a student's SSID. The SSID must be an exact match; TIDE does not search by partial SSID.

2. Click . The ***View and Edit Student*** form for that student appears.

Downloading and Installing Voice Packs

The NeoSpeech™ Julie Voice Pack and Violeta Voice Packs are software applications used on Windows computers for students testing with a text-to-speech accommodation. You can download and install Julie (for English) and Violeta (for Spanish) from TIDE and install it on a student's computer. (The voice packs are not compatible with OS X or Linux.)

To download voice packs:

1. From the **General Resources** drop-down list in the banner (see Figure 11), select **Download Voice Pack**. The ***Voice Pack*** page appears.

2. Click 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 ***Voice Pack*** page and then proceed with installation.

Note: About NeoSpeech™ Voice Pack License Files

The licenses for the NeoSpeech™ Voice Packs expired on May 3, 2017. If your voice pack was installed prior to that date and you have not yet renewed your license, you will need to renew your license before administering tests with the voice packs. Voice packs installed after May 3, 2017 have the new license and no further actions are needed.

To renew your license, from the ***Voice Pack*** page click the required license link. Read the instructions for updating the license available from the ***Voice Pack*** page and proceed with updating your license.

Downloading Hand-Scoring Resources

TIDE provides resources you can use to prepare for scoring tests by hand.

To download hand-scoring resources:

1. From the **General Resources** drop-down list in the banner (see Figure 11), select **Download Forms**. The ***Download Forms*** page appears.

2. Click the download link for the required resource.

Downloading Files from the Inbox

When searching for users, students, students' test settings, and testing incidents, you can choose to export the search results to the Inbox. The Inbox (see Figure 16) serves as a secure repository that lists files containing the data that you have exported in TIDE. When you choose to export search results to the Inbox, TIDE sends you an email when the export task is completed and the file is available in the Inbox for download.

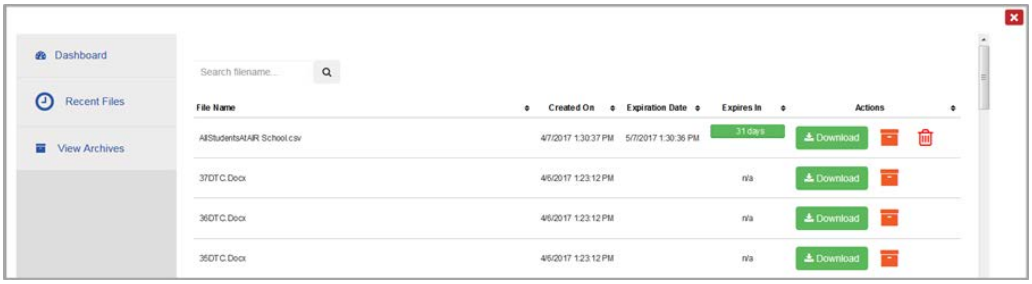
The Inbox also lists any secure documents that have been externally uploaded to the Inbox and that you have privileges to view.

The files in the Inbox are listed in the order in which they were generated, uploaded, or archived. The file creation and file expiration dates appear, if applicable. The number of days remaining until a file expires is also displayed next to a file. By default, exported files are available for 30 days. You can access the Inbox from any page in TIDE to either download the file or archive the file for future reference. You can also delete the files you have exported, provided you have not archived them.

To access files in the Inbox:

1. From the TIDE banner (see Figure 11), select **Inbox**. The ***Inbox*** page appears.

Figure 16. Inbox



2. *Optional*: Select the file view from the available tabs:
   - Dashboard: This is the default view and it displays all the files except for the ones that you have archived.
   - Recent Files: Displays the files that have been recently created.
   - View Archives: Displays the files that you have archived.
3. *Optional*: To filter the files by keyword, enter a search term in the text box above the list of files and click . TIDE displays only those files containing the entered file name.
4. Do one of the following:
   - To download a file, click **Download**.
   - To archive a file, click .
   - To delete a file, click .

Note: About File Deletion

- The button is only displayed when you are viewing files from the *Dashboard* file view. Hence, archived files cannot be deleted.
- You can delete files that you have exported, but you cannot delete secure documents uploaded to the Inbox by admin users.

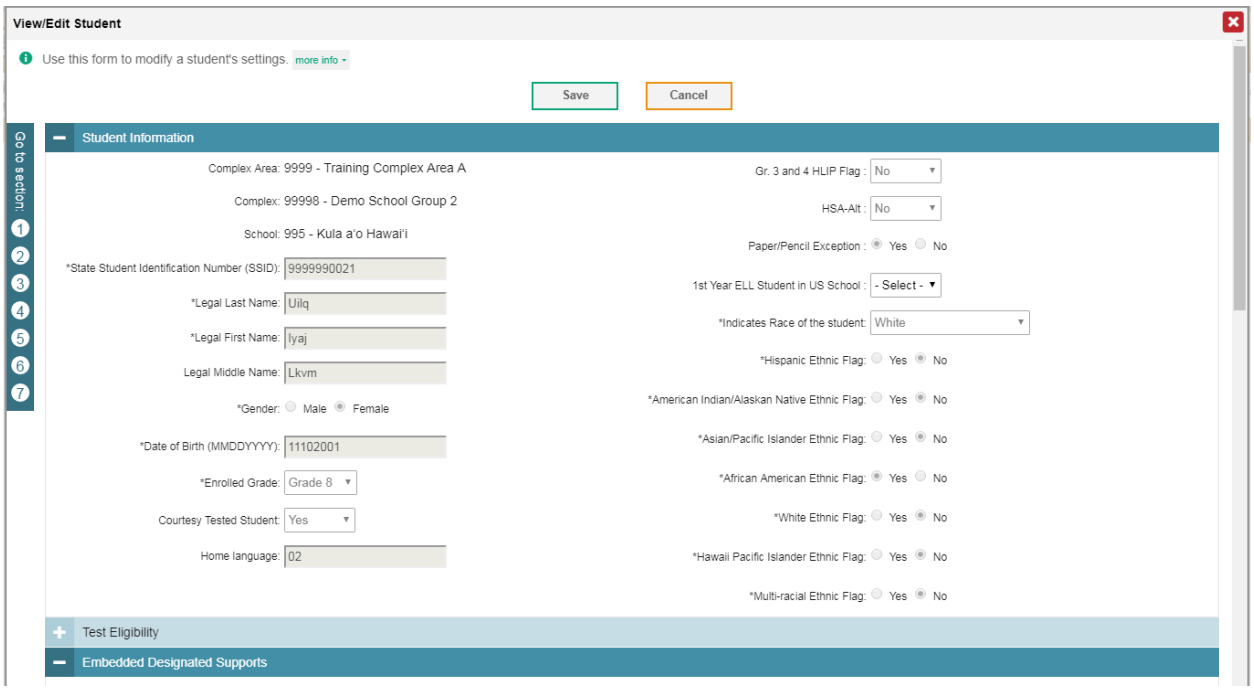
Overview of Task Page Elements

When you select a particular task from the dashboard or navigation toolbar, the corresponding task page appears. Task pages include adding, viewing, editing, exporting and uploading information. Although the specific fields and options on a task page vary from one task to another, the page elements are consistent across all task categories. This section provides an overview of the pages and elements used when editing, uploading, and searching for records.

Navigating Record Forms

Certain tasks in TIDE require you to add or edit records via specialized record forms (see Figure 17). This section explains how to navigate these forms.

Figure 17. Sample Record Form



Record forms are usually divided into multiple panels. Each panel contains a group of related settings and fields that you can edit. You can click − in the upper-left corner of a panel to collapse it, or click + in a collapsed panel to expand it.

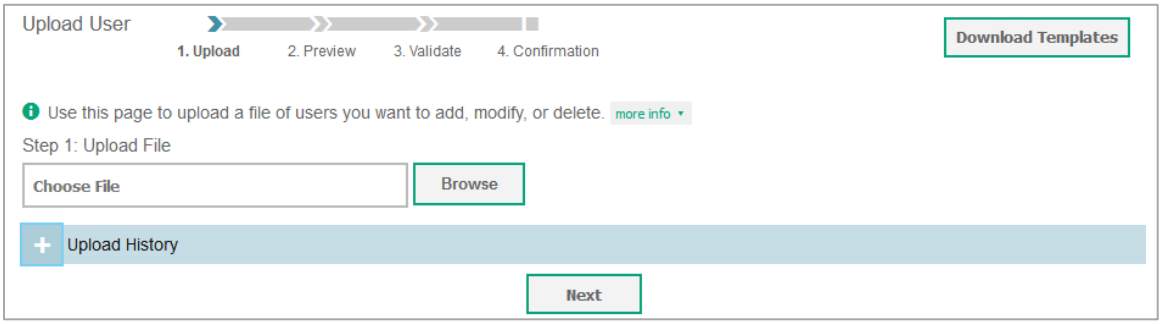
If there are multiple panels in a form, a floating *Go To section* toolbar appears on the left side of the record form. This toolbar includes a numbered button for each panel in the form. You can hover over a button to display the label of the associated panel and click the button to jump to that panel.

Note: The number of panels and the content of those panels in a record form depend on the record type.

Uploading Records

Some TIDE tasks include a tool which allows you to add a large number of records via a file upload. This section provides an overview of the basic steps for using and navigating the file upload pages (see Figure 18).

Figure 18. Sample File Upload Page



When uploading a file to TIDE, you must first download a file template which is located at the upper-right corner of the page and fill it out in a spreadsheet application. The guidelines for a template depend on the record type. Guidelines for each record type are provided throughout the section Preparing for Testing.

You can click + next to the *Upload History* panel on the ***File Upload*** page to view a log of the files that have previously been uploaded for the selected record type.

For more information about how TIDE processes uploads, see Processing File Uploads in Appendix A.

To upload a file:

1. On the file upload page, click **Download Templates** and select the appropriate file type (CSV or Excel).

2. Open the file in a spreadsheet application, fill it out, and save it.

3. On the file upload page, click **Browse** and select the file you created in the previous step.

4. Click **Next**. The ***Preview*** page appears (see Figure 19). Use the file preview on this page to verify you uploaded the correct file.

Figure 19. File Upload Preview (partial view)

Row Number	Complex Area Code	complex code	School code	First Name	Last Name	Emailaddress	Role	Phone Number	Employee ID	Action
1	999	999	999	Thomas	Walker	tw@air.org	TC	808-555-1111	11111111	ADD
2	999	999	999	Thomas	Walker	tw@air.org	TA	808-555-1111	11111111	ADD
3	999	999	999	Thomas	Walker	tw@air.org	TA	808-555-1111	11111111	DELETE
4	999	999	998	Patricia	Martin	pm@air.org	TE	808-555-1111	11111112	ADD

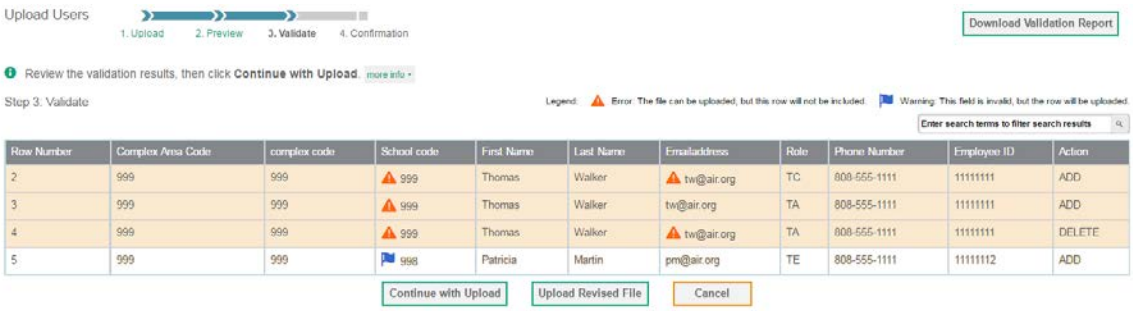
5. Click **Next**. TIDE validates the file and displays any errors (⚠) or warnings (⚑) on the ***Validate*** page (see Figure 20).

> **Note:** If a record (usually a row in the Excel or CSV file) contains an error, that record will not be included in the upload. If a record contains a warning, that record will be uploaded, but the field with the warning will be invalid.

- *Optional*: Click the error and warning icons in the validation results to view the reason a field is invalid.

- *Optional*: Click **Download Validation Report** in the upper-right corner to view a PDF file listing the validation results for the upload file.

Figure 20. Sample Validation Page



> **Note:** 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.

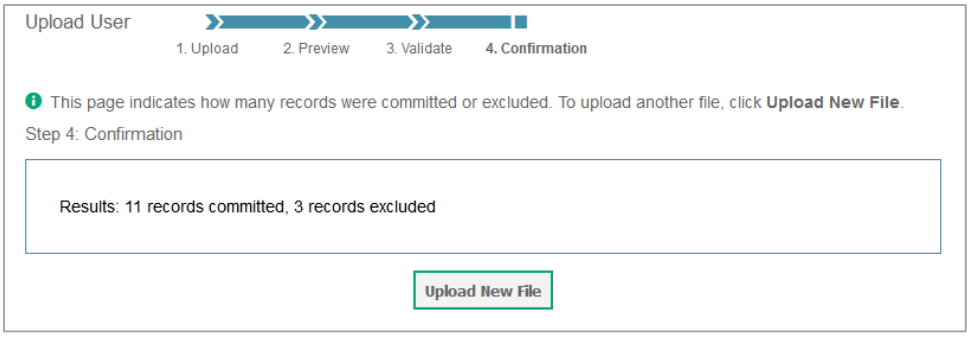
6. Do one of the following:

   - Click **Continue with Upload**. TIDE commits those records that do not have errors.

   - Click **Upload Revised File** to upload a different file. Follow the prompts on the ***Upload Revised File*** page to submit, validate, and commit the file.

   The ***Confirmation*** page appears, displaying a message that summarizes how many records were committed and excluded (see Figure 21).

Figure 21. Confirmation Page

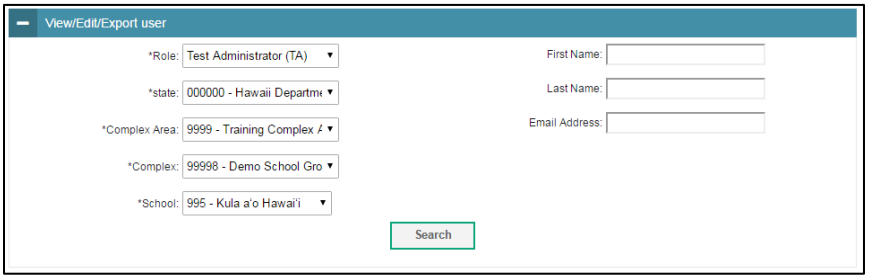


7. *Optional*: To upload another file of the same record type, click **Upload New File**.

Searching for Records

Many tasks in TIDE require you to retrieve a record or group of records (for example, locating a set of users to work with when performing the **View/Edit/Export Users** task). For such tasks, a search panel appears when you first access the task page (see Figure 22). This section explains how to use this search panel and navigate search results.

Figure 22. Sample Search Panel



To search for records:

1. In the search panel, enter search terms and select values from the available search parameters, as required.

> **Note:** The search parameters available in the search panel depend on the record type. Required search parameters are marked with an asterisk.

2. *Optional*: If the task page includes an additional search panel, select values to further refine the search results:

   a. To include an additional search criterion in the search, select it and click **Add** or **Add Selected** as available.

   b. *Optional*: To delete an additional search criterion, select it and click **Remove Selected**. To delete all additional search criteria, click **Remove All**.

   c. For information about how TIDE evaluates additional search criteria, see Evaluating Advanced Search Criteria.

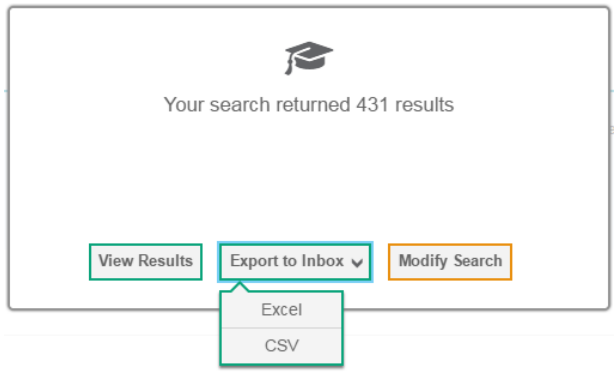
3. Click **Search**.

   - If searching for users, students, students' test settings, and testing incidents, proceed to the next step.

   - If searching for other types of records, such as rosters, skip to Step 5.

4. In the search results pop-up window (see Figure 23) that indicates the number of records that matched your search criteria and provides you with options to view or export the records or modify your search parameters, do one of the following:

Figure 23. Search Results Pop-up Window



   a. To view the retrieved records on the page, click **View Results**. Continue to Step 5.

> **Note:** This option is not available if TIDE detects that this action might adversely affect its performance.

   b. To export the retrieved results to the Inbox, click **Export to Inbox** and select the file format (CSV or Excel) in which the data should be exported. You can navigate away from the page and perform other tasks if required. When your file is available for download, you will receive an email to the email account registered in TIDE. After receiving the email, you can download the exported file from the Inbox (see Downloading Files from the Inbox).

   c. To return to the page and modify your search criteria, click **Modify Search**. Repeat Steps 1–4.

5. The list of retrieved records appears below the search panel.

6. *Optional*: To filter the retrieved records by keyword, enter a search term in the text box above the search results and click . TIDE displays only those records containing the entered value.

7. *Optional*: To sort the search results by a given column, click its column header.

   - To sort the column in descending order, click the column header again.

8. *Optional*: If the table of retrieved records is too wide for your browser window, you can click and at the sides of the table to scroll left and right, respectively.

Evaluating Advanced Search Criteria

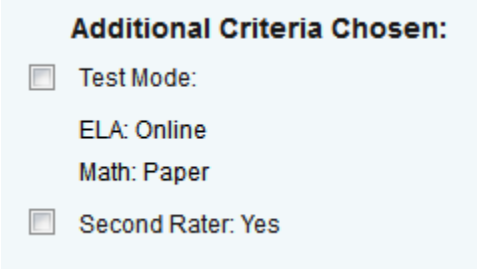
Some search pages have an advanced search panel where you can enter complex criteria. TIDE evaluates the advanced search criteria as follows:

- If you specify multiple values for a given search field, TIDE retrieves records matching *any* of the values.
- If you specify multiple search fields, TIDE retrieves records matching *all* of the fields' criteria.

Figure 24 shows an example of how TIDE retrieves student records that match both of the following:

- Test mode for ELA is online *or* test mode for Math is paper.
- A second rater is allowed.

Figure 24. Additional Search Criteria



Performing Actions on Records

After searching for records, you can perform actions on the retrieved records, such as printing or exporting them. The number and type of action buttons available depend on the record type.

To perform actions on records:

1. Search for the required records by following the procedure in the section Searching for Records.
2. To select records for an action (such as printing or exporting), do one of the following:
   - Mark the checkbox next to each record you wish to select.
   - To select all records, mark the checkbox in the header row.

Note: Performing actions on records retrieved on student listing pages, such as the *View/Edit Students* and ***View/Edit Test Settings and Tools*** pages.

- For printing or exporting student records from the ***View/Edit Students*** and ***View/Edit Test Settings and Tools*** pages, it is not necessary to mark the checkbox in the header row to select all records. The options to print all retrieved records is available by default.
- By default, 50 records are displayed at a time. You can use the navigation arrows on the top or bottom of the list of retrieved records to navigate through the records. You can also enter a page number in the text box between the navigation arrows and press ENTER on the keyboard to directly jump to the specified page.
- When selecting records to print or export, you can select records from multiple pages.

3. Click the required action button above the table of retrieved records and select the desired option, if applicable:
   - : Prints the selected records, or displays options for printing all or selected records.
   - : Exports the selected records to a PDF, Excel, or CSV file or displays options for exporting all or selected records.
   - : Deletes the selected records.

Note: About the action buttons

- When you scroll down in the table, these action buttons appear in a floating toolbar on the left side of the page. You can click the buttons in this toolbar to perform actions on the selected records.
- For the print and export action buttons, the counts of records are displayed next to each option available for the button. If an option is not available, it is grayed out. For example, if 150 records have been retrieved, the count next to the option for printing all records will show 150. If you have not selected any records, the option for printing selected records will be disabled and will show a count of 0 records.

Section IV. Preparing for Testing

This section provides instructions for performing the tasks in the Preparing for Testing category. These tasks should be performed before testing begins.

This section covers the following topics:

- Managing TIDE Users
- Managing Student Information
- Managing Student Test Settings and Tools
- Managing Rosters
- Establishing Contact and Shipping Info

Managing TIDE Users

This section includes instructions for adding, editing, and uploading records for user accounts in TIDE.

Adding User Accounts

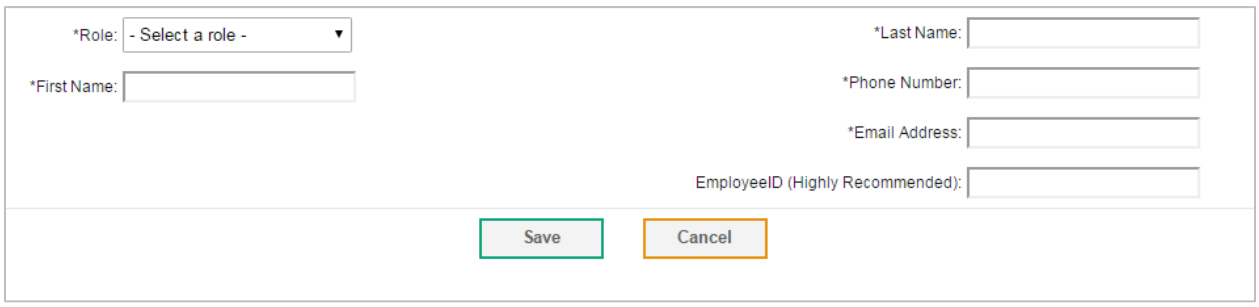
This section explains how to add a new user account to TIDE.

Note: When you add a user account, its role must be lower in the hierarchy than your role. Furthermore, you can add only those users that fall within your institution. For example, Principals can create Test Coordinator accounts only for their school.

To add a user account:

1. From the **Users** task menu on the TIDE dashboard, select **Add Users**. The ***Add Users*** page appears (see Figure 25).

Figure 25. Fields in the Add User Page



2. Select the Role, Complex Area, Complex, and School associated with the new user.

3. Using Table 2 as a reference, enter the user's First Name, Last Name, Phone Number, Email Address, and other details in the optional fields. The * indicates the required fields.

4. Click **Save**.

5. In the affirmation dialog box, click **Continue**. TIDE adds the account and sends the new user an activation email from AIRAST-DoNotReply@airast.org. New users should check their junk mail folder if they do not receive an activation email.

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 is in your school.

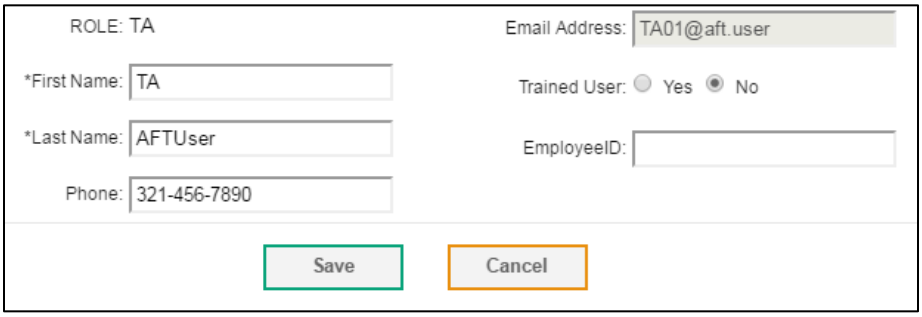
To view and edit user details:

1. From the **Users** task menu on the TIDE dashboard, select **View/Edit/Export Users**. The ***View/Edit User: [User's Name]*** page appears.

2. Retrieve the user account you want to view or edit by following the procedure in the section Searching for Records.

3. In the list of retrieved users, click for the user whose account you want to view. The ***View/Edit User: [User's Name]*** form appears (see Figure 26).

Figure 26. Fields in the View/Edit User: [User's Name] Form



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

5. Click **Save**.

6. In the affirmation dialog box, click **Continue** to return to the list of user accounts.

Table 2 describes the fields in the ***View/Edit User: [User's Name]*** page.

Table 2. Fields in the View/Edit User: [User's Name] Page

Field	Description
Role	User's role. For an explanation of user roles, see Understanding User Roles and Permissions.
Complex Area	Complex Area associated with the user. To modify the Complex Area 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.
Complex	Complex associated with the user. To modify the Complex 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.
Email Address	Email address for logging in to TIDE.
First Name	User's first name.
Last Name	User's last name.
Phone	User's phone number.
Trained User	Indicates whether user has completed the online TA Certification course to use online assessment systems.
HSA-Alt Certification Complete	Indicates whether user has completed an in-person or online TA Certification for the HSA-Alt Assessments.
Employee ID	User's HIDOE employee ID.

Deleting User Accounts

You can delete a user's account as long as the user is at or below your role in the hierarchy and the user is in your school. Test Coordinators should review the list of users at their school at the beginning of the school year, and delete all non-active accounts (i.e, teachers or TAs no longer at the school, or who are no longer going to administer the tests).

To delete user accounts:

1. Retrieve the user accounts you want to delete by following the procedure in the section Searching for Records.

2. Do one of the following:

   - Mark the checkboxes for the users you want to delete.

   - Mark the checkbox at the top of the table to delete all retrieved users.

3. Click 🗑, and in the affirmation dialog box click **Yes**.

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.

To upload user accounts:

1. From the **Users** task menu on the TIDE dashboard, select **Upload User**. The ***Upload User*** page appears.

2. Following the instructions in the section Uploading Records and using Table 3 as a reference, fill out the User template and upload it to TIDE.

Table 3 provides the guidelines for filling out the User template that you can download from the ***Upload User*** page.

Table 3. Columns in the User Upload File

Column	Description	Valid Values
Complex Area ID*	Complex Area associated with the user.	Complex Area ID that exists in TIDE, and must be associated with the user uploading the file.
Complex ID*	Complex associated with the user.	Complex ID that exists in TIDE, and must be associated with the user uploading the file. Must be associated with the Complex Area ID.
School ID*	School associated with the user.	School ID that exists in TIDE, and must be associated with the user uploading the file. Must be associated with the Complex ID. Can be blank when adding complex-level users.
First Name*	User's first name.	Up to 50 characters.
Last Name*	User's last name.	Up to 50 characters.
Email*	User's email address.	Any standard email address. Up to 75 characters that are valid for an email address. This is the user's username for logging in to TIDE.

Column	Description	Valid Values
Role*	User's role. For an explanation of user roles, see Understanding User Roles and Permissions.	One of the following: `CAS`—Complex Area Superintendent. `CS`—Complex Staff. `PR`—Principal `TC`—Test Coordinator. `TA`—Test Administrator. `TA-ALT`—Test Administrator for Paper/Pencil Alternate Assessments. `TE`—Teacher. `DATA`—Data Assessment Team Advisor. `IS`—Interim Scorer for Smarter Balanced Interim Assessments in the Teacher Hand-Scoring System. Must be lower in the hierarchy than the user uploading the file; see Figure 2.
Phone*	User's phone number.	Phone number in xxx-xxx-xxxx format. Extensions allowed.
Action*	Indicates if this is an add or delete transaction.	One of the following: `Add`—Add new user or edit existing user record. `Delete`—Remove existing user record.

*Required field.

Figure 27 is an example of a simple upload file with the following transactions:

- The second row would add Thomas Walker as a Test Coordinator (TC) in TIDE specifying all fields.
- The third row would change Thomas Walker's role from Test Coordinator to Test Administrator (TA). In this case you must list values in all other columns, even if you do not change them.
- The fourth row would delete Thomas Walker's TA TIDE account.
- The fifth row would add Patricia Martin to TIDE as a Teacher (TE) for school 999.
- The sixth row would add Patricia Martin as a Test Administrator (TA) for the same school—999.

Note: A single user may have multiple roles in TIDE depending on their responsibilities with their school, Complex, or Complex Area. For an explanation of user roles, see Understanding User Roles and Permissions.

Figure 27. Sample User Upload File

	A	B	C	D	E	F	G	H	I	J
1	Complex Area ID	Complex ID	School ID	FirstName	LastName	Email	Role	Phone	EmployeeID	Action
2	999	999	999	Thomas	Walker	tw@air.org	TC	808-555-1111	00000000	ADD
3	999	999	999	Thomas	Walker	tw@air.org	TA	808-555-1111	00000000	ADD
4	999	999	999	Thomas	Walker	tw@air.org	TA	808-555-1111	00000000	DELETE
5	999	999	999	Patricia	Martin	pm@air.org	TE	808-555-1111	00000001	ADD
6	999	999	999	Patricia	Martin	pm@air.org	TA	808-555-1111	00000001	ADD

Managing Student Information

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

Table 4 describes the fields in the *Demographics* panel on the Student form.

Table 4. Fields in the Demographics Panel

Field	Description
SSID	Student's 10 Digit State Student Identifier (SSID).
Legal Last Name	Student's last name.
Legal First Name	Student's first name.
Legal Middle Initial	Initial of student's middle name.
Gender	Student's gender.

Field	Description
Date of Birth (MMDDYYYY)	Student's date of birth.
Enrolled Grade	Grade in which student is enrolled during the test administration.
Courtesy Tested Student Flag	Courtesy testing status for home-schooled students.
Home Language	Two-digit code denoting student's home language.
Gr. 3 and 4 HLIP Flag	Student's Hawaiian Language Immersion Program (HLIP) status.
HSA-Alt Flag	Student's HSA-Alt eligibility **NOTE**: Students with the HSA-Alt flag set to "Yes" are not eligible to take the Smarter Balanced Assessments, HSA Science Assessments, or the Biology I EOC Exam.
Paper/Pencil Exception	Indicates whether student has been approved for the HSA-Alt paper/pencil test kit exception.
1st Year ELL Student in US School	ELL students who have been in a US School for less than 1 year are exempt from participation in the Smarter Balanced English Language Arts/Literacy (ELA) Assessment.
Indicates Race of the student	Student's ethnicity.
Hispanic Ethnic Flag	Indicates student traces origin or descent to Mexico, Puerto Rico, Cuba, Central and South America, and other Spanish cultures, regardless of race.
American Indian/Alaskan Native Ethnic Flag	Indicates student has origins in any of the original peoples of North and South America (including Central America), and who maintains cultural identification through tribal affiliation or community attachment.
Asian/Pacific Islander Ethnic Flag	Indicates student has origins in any of the original peoples of the Far East, Southeast Asia, or the Indian Subcontinent. This area includes, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
African American Ethnic Flag	Indicates student has origins in any of the black racial groups of Africa.
White Ethnic Flag	Indicates student has origins in any of the original peoples of Europe, Middle East, or North Africa.
Hawaii Pacific Islander Ethnic Flag	Indicates student has origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.
Multi-racial Ethnic Flag	Indicates student has origins in any of more than one of the racial groups.

Table 5 describes the fields in the *Test Settings and Tools* panel on the Student form.

Table 5. Fields in the Test Settings and Tools Panel

Field	Description
Test Eligibility	
Interim Testing Grade	Grade at which the student is tested during an upcoming Interim test. For example, marking the Grade 4 checkbox under the Mathematics subject indicates the student receives the fourth-grade mathematics Interim test. Students are permitted to test out of their enrolled grade only for the Interim tests.
Tested Grade	Student's tested grade (for Courtesy Tested and Grade 31, 32, 33, 34 students ONLY). One of the available grades from the drop-down list.
EOC Exam Eligibility	Student's eligibility for each End-of-Course Exam. TIDE will load EOC Exam-eligible students prior to the beginning of each test administration window (fall and spring windows only). Refer to the EOC Exams portal for dates (https://eoc.alohahsap.org/) Test Coordinators can update students' EOC Exam eligibility prior to and during the testing window to ensure they are currently enrolled in the corresponding course.
Embedded Universal Tools	
Expandable Passages	Allows students to "expand" reading passages and other stimuli across the full width of the computer screen.
Digital Notepad	Allows students to make notes, computations, or responses about an item or performance task.
Global Notes (for ELA Performance Tasks)	Global notes is a notepad that is available specifically for ELA performance tasks in which students complete a full write. A full write is the second part of a performance task. During the ELA performance tasks, **the notes are retained from segment to segment and saved from one testing session to another** so that the student may go back to the notes even though the student is not able to go back to specific items in the previous segment.
Highlighter	Allows students to highlight text in passages, stimuli, and items.
Line Reader	Allows students to use an onscreen universal tool to assist in reading by raising and lowering the tool for each line of text on the screen.
Mark for Review	Allows students to mark items for additional review. Items marked for review are flagged on the "Review My Answer" page prior to final test submission.
Strikethrough	Allows students to strikethrough answer options.

Field	Description
Suppress Score	By default, students see their HSA Science Assessment or End-of-Course Exam test score when they complete and submit their tests for scoring. Students will not see their Smarter Balanced ELA/Literacy or Mathematics Assessment score because their typed answers must be hand scored before their scores can be posted in the Online Reporting System. A student's score may be suppressed by the Test Coordinator or Test Administrator if the staff members who provide services for the student think that displaying the score will be upsetting.
Zoom	List of available zoom levels.
Embedded Designated Supports	
Color Contrast	Allows another color choice combination to be selected. If a student requires a color choice, this must be set for **each subject test** the student will take.
Masking	Toggles the Masking tool on or off, allowing student to cover distracting regions of the test page.
Mouse Pointer	Allows the mouse pointer to be set to a larger size and also for the color to be changed.
Permissive Mode	Toggles Permissive Mode setting on or off, allowing student to use pre-approved hardware or software with secure browser.
Text-to-Speech (TTS) – Designated Support	TTS is a **designated support** for Smarter Balanced ELA CAT items, ELA PT items and stimuli, and Mathematics items and stimuli. • A Test Coordinator is **not** required to submit an *Accommodations Verification Form* for a student who will use the Smarter Balanced TTS **designated support** for the ELA CAT items, ELA PT items and/or stimuli, and Mathematics items and/or stimuli. TTS is a **designated support** for HSA Science, as well as EOC Algebra 1, Algebra 2, and Biology I, for Instructions, Stimuli, and Items, and is NOT enabled for all students by default. If a student should have TTS for two opportunities of HSA Science Bridge or one opportunity of EOC Algebra 1, Algebra 2, or Biology 1 , then a Test Coordinator must change the TTS setting from "None" to "Instructions, Stimuli, and Items" before a student begins an HSA Science Bridge or an EOC Exam. See below for information about the TTS Accommodation for ELA Passages.
Translation (Glossary)	Allows students to open a translated glossary to view terms presented on the test that may be unfamiliar to them.
Embedded Accommodations	
American Sign Language	Allows students to view test content translated into ASL by a human signer.

Field	Description
Audio Transcriptions	Indicates if Audio Transcriptions are available for the subject. This tool provides students who are using closed captioning with the text for an audio stimulus.
Braille Type	Indicates the type of Braille file used for students testing with the Braille language setting (Uncontracted or Contracted).
Closed Captioning	Indicates if closed captioning is available for the subject.
Emboss	Indicates the test subjects enabled for embossing for students testing with the Braille language setting.
Emboss Request Type	Indicates the type of emboss request for students testing with the Braille language setting (On-Request or Auto-Request).
Language/Presentation (Designated Support or Accommodation)	The default language for all assessments is English, unless a student requires the Braille accommodation. Braille is available for the following assessments: Smarter Balanced, HSA Science, and EOC Biology I. Smarter Balanced Mathematics Assessments are offered in Spanish (Designated Support).
Offline Tester	Indicates a student will be tested using paper/pencil test materials.
Streamlined Mode	By default, all tests use the standard mode. This interface is compatible with all supported desktops and tablets. The streamlined mode presents the test in an alternate, simplified format in which the items are displayed below the stimuli. All tool and navigation buttons are on the bottom of the screen. The streamlined mode is not intended to be tablet compatible.
Text-to-Speech (TTS) – Passages for ELA	TTS is an **accommodation** for Smarter Balanced ELA CAT reading passages and must be set in TIDE by the Assessment Section before a student begins testing. • A Test Coordinator **must** submit a student's *Accommodations Verification Form* for the Smarter Balanced TTS **accommodation** for the ELA CAT reading passages to the Department of Education's Assessment Section for review and approval or disapproval. If the request is approved, the Test Coordinator will be informed when the student's access to this accommodation has been activated in TIDE. • **Note:** TTS is available for the Grades 3-8 and 11 Smarter Balanced ELA CAT reading passages during the spring 2018 administration.
Non-Embedded Designated Supports and Accommodations	
Non-embedded Designated Supports	List of non-embedded designated supports that may be provided for identified students. • Test Administrators must verify that the non-embedded designated supports are being provided before approving students for operational testing. Information about non-embedded designated supports is available in the *Test Administration Manual*.

Field	Description
Non-embedded Accommodations	List of non-embedded accommodations that may be provided for identified students. • Test Administrators must verify that the non-embedded accommodations are being provided before approving students for operational testing. Information about accommodations is available in the *Test Administration Manual*. The *Accommodations Verification Form* must be submitted to Assessment Section for approval. Upon verification, the non-embedded accommodation option that is requested for each subject test will be set by the Assessment Section staff. This process must be completed before a student begins testing.
Print on Demand	This accommodation allows a student to request printing of test items or stimuli (passages) or both, depending on what option is selected. The *Accommodations Verification Form* must be submitted to the Assessment Section for approval so the option selected can be set by their staff for each subject test before a student begins testing.

Viewing and Editing Students

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

To view and edit student details:

1. From the **Students** task menu on the TIDE dashboard, select **View/Edit Students**. The ***View/Edit Students*** page appears.

2. Retrieve the student records you want to view or edit by following the procedure in the section Searching for Records.

3. In the list of retrieved students, click for the student whose account you want to view. The ***View/Edit Student: [Student's Name]*** form appears.

4. If your user role allows it, you can modify the student's record as required.

   - In the available student test settings and tools panels, enter the student's settings for each test. The test settings are grouped into categories, such as embedded accommodations, non-embedded accommodations, and embedded designated supports. Furthermore, the options available for a test setting are also grouped to indicate if an option is an accommodation, designated support, or universal tool. The panels display a column for each of the student's tests. You can select different settings for each test, if necessary. Table 5 lists the user roles with access to edit individual fields in the test setting and tools panels.

   - In the *Test Eligibility* panel, select values or mark or clear checkboxes as required to modify the student's eligible tests.

Caution: Test settings in the TA Interface: In order to modify a student's test setting after the test has started, you must change the test setting in the TA Interface not in TIDE**.**

5. Click **Save**.

6. In the affirmation dialog box, click **Continue** to return to the list of student records.

7. Table 6 lists the user roles with access to edit individual fields in the *Test Setting and Tools* panel.

Table 6. User Access to Edit Test Settings and Tools

	Principal (PR)	**Test Coordinator (TC)**	**Test Administrator (TA)**	**Teacher (TE)**
Student Information				
Paper/Pencil Exception Flag*				
Test Eligibility				
EOC Exam Eligibility		✓		
Tested Grade (for Courtesy Tested and Grade 31, 32, 33, 34 students ONLY)*				
Interim Testing Grade Eligibility	✓	✓	✓	✓
Embedded Accommodations				
American Sign Language		✓		
Audio Transcriptions		✓		
Braille Type		✓	✓	
Closed Captioning		✓		
Emboss		✓	✓	
Emboss Request Type		✓	✓	
Language/Presentation*				
Offline Tester*				
Streamlined Mode		✓		
Text to Speech (Accommodation) – Passages for ELA*				
Embedded Designated Supports				
Color Contrast		✓	✓	✓
Masking		✓	✓	✓

	Principal (PR)	Test Coordinator (TC)	Test Administrator (TA)	Teacher (TE)
Mouse Pointer		✓	✓	✓
Permissive Mode		✓		
Text to Speech (Designated Support)		✓	✓	✓
Translation (Glossary)		✓	✓	✓
Embedded Universal Tools				
Digital Notepad		✓	✓	✓
Expandable Passages		✓	✓	✓
Global Notes		✓	✓	✓
Highlighter		✓	✓	✓
Line Reader		✓	✓	✓
Mark for Review		✓	✓	✓
Strikethrough		✓	✓	✓
Suppress Score		✓		
Zoom		✓	✓	✓
Non-Embedded Test Settings and Tools				
Non-Embedded Designated Supports		✓	✓	✓
Non-Embedded Accommodations*				
Print on Demand*				

***Special Test Setting and Tools:** State-level access is required to edit the Paper/Pencil Exception Flag and Tested Grade, and the following test settings and tools: Language/Presentation, Offline Tester, TTS Accommodation – Passages for ELA, and Non-Embedded Accommodations (including Print On Demand).

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 `demofirst`.

Figure 28. Sample Test Ticket

```
                    TEST TICKET

DEMO SCHOOL GROUP 2 (99998)

TRAINING SCHOOL A (998)

LASTNAME: last

FIRSTNAME: demofirst      GRADE: 06

DOB: 12/12/2004           ID: 1234567890
```

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

Printing Test Tickets from Student List

This section explains how to print test tickets from a list of students.

To print test ticket labels:

1. Retrieve the students for whom you want to print test tickets by following the procedure in the section Viewing and Editing Students.

2. Click the column headings to sort the retrieved students in the order you want the test tickets printed.

3. Specify the students for whom test tickets need to be printed:

   - To print test tickets for specific students, mark the checkboxes for the students you want to print.

   - To print test tickets for all students listed on the page, mark the checkbox at the top of the table.

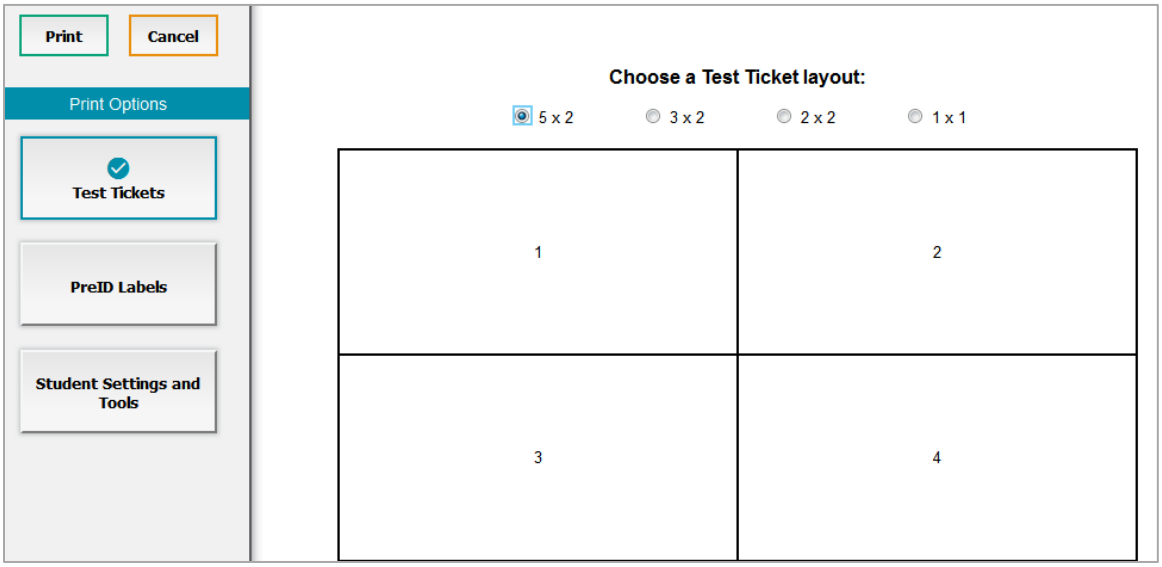
   - To print test tickets for all retrieved students, no additional action is necessary. The option to print all retrieved records is available by default.

4. Click  and then select the appropriate action:

- To print test tickets for selected students, click **My Selected Test Tickets**.
- To print test tickets for all retrieved students, click **All Test Tickets**.

5. In the new browser window that opens displaying a layout for selecting the printed layout (see Figure 29), verify **Test Tickets** is selected in the *Print Options* section.

Figure 29. Layout Model for Test Tickets



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

Your browser downloads the generated PDF.

Alert: The Family Educational Rights and Privacy Act (FERPA) prohibits the release of any personally identifiable information. Printed reports and exported reports that contain personally identifiable student data must be securely stored or destroyed.

Printing Test Tickets from Roster List

You can print test tickets for all the students in a roster.

To print test tickets from rosters:

1. Retrieve the rosters for which you want to print test tickets by following the procedure in the section Searching for Records.
2. Click the column headings to sort the retrieved rosters in the order you want the test tickets printed.
3. Do one of the following:
   - Mark the checkboxes for the rosters you want to print.

- Mark the checkbox at the top of the table to print tickets for all retrieved rosters.

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

5. Verify **Test Tickets** is selected in the *Print Options* section.

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

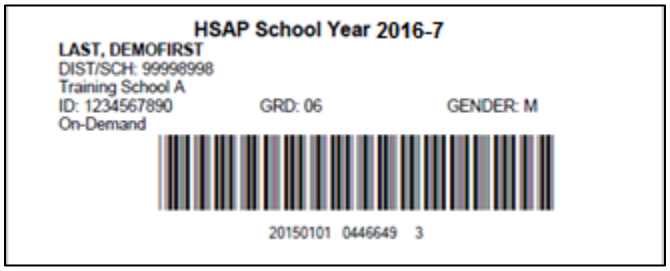
Your browser downloads the generated PDF.

Alert: The Family Educational Rights and Privacy Act (FERPA) prohibits the release of any personally identifiable information. Printed reports and exported reports that contain personally identifiable student data must be securely stored or destroyed.

Printing PreID Labels (For Paper/Pencil Tests Only)

A PreID label (see Figure 30) is a label that you affix to a student's testing materials, such as an answer booklet.

Figure 30. Sample PreID Label



Schools can print labels for students not included in the original PreID upload for a given administration, such as students who transferred to a school after the PreID upload.

This task requires the 5" × 2" label stock provided in your test materials shipment. You can print on partially used label sheets. TIDE generates the labels as a PDF file that you download and print with your browser.

To print PreID Labels:

1. Retrieve the students for whom you want to print labels by following the procedure in the section Viewing and Editing Students.

2. Click the column headings to sort the retrieved students in the order you want the labels printed.

3. Specify the students for whom labels need to be printed:
   - To print labels for specific students, mark the checkboxes for the students you want to print.
   - To print labels for all students listed on the page, mark the checkbox at the top of the table.
   - To print labels for all retrieved students, no additional action is necessary. The option to print all retrieved records is available by default.
4. Click and then select the appropriate action:
   - To print labels for selected students, click **My Selected PreID Labels**.
   - To print labels for all retrieved students, click **All PreID Labels**.
5. In the new browser window that opens, verify **PreID Labels** is selected in the *Print Options* section and a model appears for selecting the start position for printing on the first page (see Figure 31).
6. Click the start position you require.

   The start position applies only to the first page of labels. For all subsequent pages, the printing starts in position 1, the upper-left corner.
7. Click **Print**.

Your browser downloads the generated PDF.

Figure 31. Layout Model for PreID Labels

Alert: The Family Educational Rights and Privacy Act (FERPA) prohibits the release of any personally identifiable information. Printed reports and exported reports that contain personally identifiable student data must be securely stored or destroyed.

Printing Students' Test Settings

A student's test settings include the various accommodations and tools available during a test. You can generate a report of test settings from the list of retrieved students.

To print students' test settings:

1. Retrieve the student records you want to print by following the procedure in the section Viewing and Editing Students.

2. Click the column headings to sort the retrieved students in the order you want the records printed.

3. Specify the students for whom test settings need to be printed:

   - To print test settings for specific students, mark the checkboxes for the students you want to print.

   - To print test settings for all students listed on the page, mark the checkbox at the top of the table.

   - To print test settings for all retrieved students, no additional action is necessary. The option to print all retrieved records is available by default.

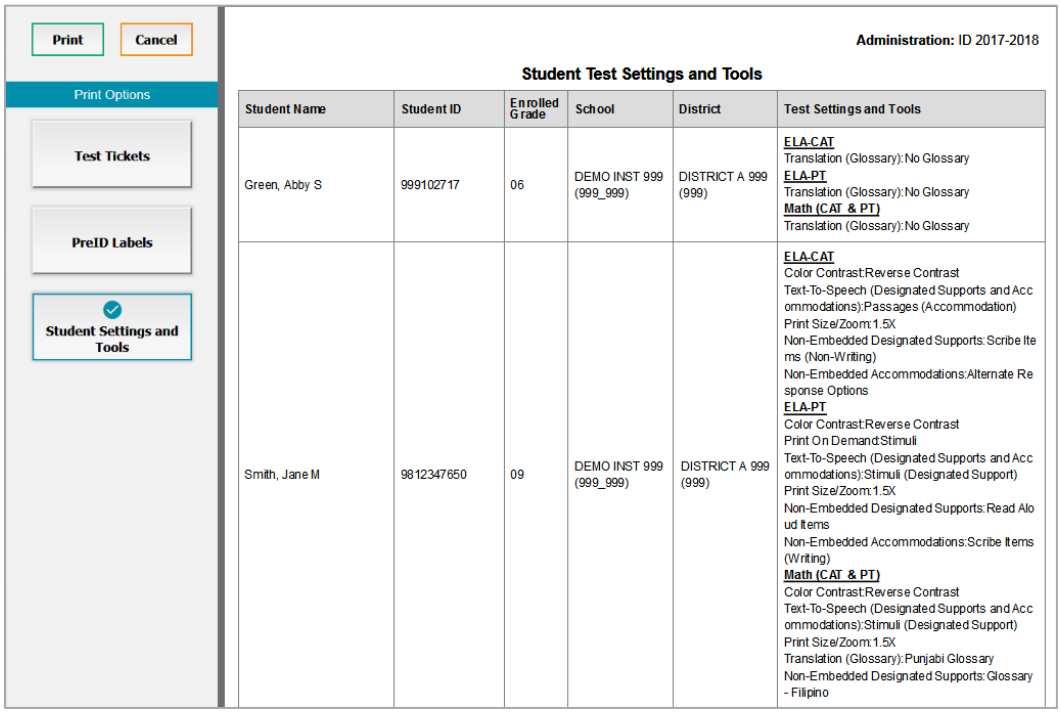
4. Click  and then select the appropriate action:

   - To print test settings for selected students, click **My Selected Student Settings and Tools**.

   - To print test settings for all retrieved students, click **All Student Settings and Tools**.

5. In the new browser window that opens, verify **Student Settings and Tools** is selected in the *Print Options* section (see Figure 32).

Figure 32. Layout Model for Student Test Settings and Tools



Student Name	Student ID	Enrolled Grade	School	District	Test Settings and Tools
Green, Abby S	999102717	06	DEMO INST 999 (999_999)	DISTRICT A 999 (999)	ELA-CAT Translation (Glossary):No Glossary ELA-PT Translation (Glossary):No Glossary Math (CAT & PT) Translation (Glossary):No Glossary
Smith, Jane M	9812347650	09	DEMO INST 999 (999_999)	DISTRICT A 999 (999)	ELA-CAT Color Contrast:Reverse Contrast Text-To-Speech (Designated Supports and Accommodations):Passages (Accommodation) Print Size/Zoom:1.5X Non-Embedded Designated Supports:Scribe Items (Non-Writing) Non-Embedded Accommodations:Alternate Response Options ELA-PT Color Contrast:Reverse Contrast Print On Demand:Stimuli Text-To-Speech (Designated Supports and Accommodations):Stimuli (Designated Support) Print Size/Zoom:1.5X Non-Embedded Designated Supports:Read Aloud Items Non-Embedded Accommodations:Scribe Items (Writing) Math (CAT & PT) Color Contrast:Reverse Contrast Text-To-Speech (Designated Supports and Accommodations):Stimuli (Designated Support) Print Size/Zoom:1.5X Translation (Glossary):Punjabi Glossary Non-Embedded Designated Supports:Glossary - Filipino

6. Click **Print**.

Your browser downloads the generated PDF.

Generating Frequency-Distribution Reports

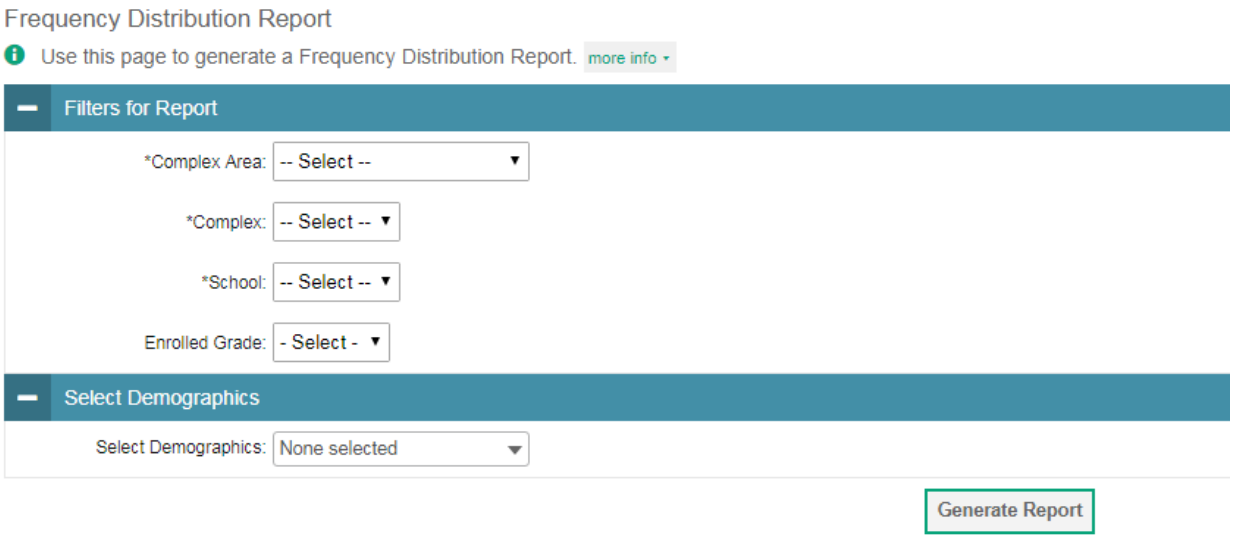
A frequency-distribution report (FDR) shows the number of occurrences of a particular category, such as the number of male and female students.

You can generate FDRs for the students in your complex area, complex, or school by a variety of demographics and accommodations.

To generate frequency-distribution reports:

1. From the **Students** task menu on the TIDE dashboard, select **Frequency Distribution Report**. The ***Frequency Distribution Report*** page appears (see Figure 33).

Figure 33. Fields in the Frequency Distribution Report Page



2. In the *Filters for Report* panel, select the report filters:

   a. From the *Complex Area* drop-down list, select a Complex Area.

   b. From the *Complex* drop-down list, select a Complex.

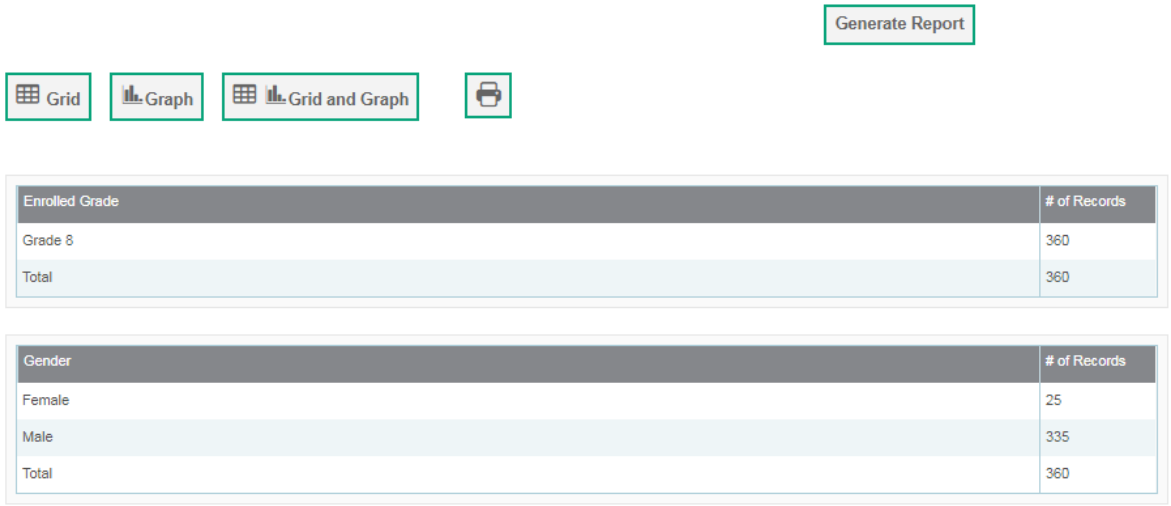
   c. From the *School* drop-down list (if available), select a school. Complex Area- and Complex-level users can retain the default for all schools within the Complex Area or Complex.

   d. *Optional:* Select a specific grade or retain the default for all grades.

   e. *Optional:* In the *Select Demographics* sub-panel, mark checkboxes to filter the report for additional demographics and accommodations.

3. Click **Generate Report**. TIDE displays the selected FDRs in grid format (see Figure 34).

Figure 34. Frequency Distribution Reports by Grade and Gender



4. Do one of the following:
   - To display the FDRs in tabular format, click **Grid**.
   - To display the FDRs in graphical format, click **Graph**.
   - To display the FDRs in both tabular and graphical format, click **Grid & Graph**.
   - To download a PDF file of the FDRs, click , and then click **Print** on the new browser window that opens displaying the report. The generated PDF file displays the report in your selected format of **Grid**, **Graph**, or **Grid & Graph**.

Managing Student Test Settings and Tools

A student's test settings include the available accommodations, such as text-to-speech or color schemes. Test tools specify the tools a student can use during a test, such as a highlighter. This section explains how to edit student test settings and tools via an online form or a file upload.

Viewing and Editing Test Settings and Tools

This section explains how to view and edit a student's test settings and tools in TIDE.

To edit a student's test settings and tools:

1. From the **Test Settings and Tools** task menu on the TIDE dashboard, select **View/Edit Test Settings and Tools**. The ***View/Edit Students: [Student's Name]*** page appears.
2. Retrieve the student accounts whose settings and tools you want to view or edit by following the procedure in the section Searching for Records.

3. In the list of retrieved students, click for the student whose test settings and tools you want to edit. The ***View/Edit Students: [Student's Name]*** form appears.

4. The ***View/Edit Students: [Student's Name]*** form is identical to the form used to modify student records. For information about how to use this form, see the section Viewing and Editing Students.

Uploading Test Settings and Tools

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.

Alert: Test Coordinators may only upload student test settings for the tools listed in Table 8 below. State-level access is required to upload student test settings for the following tools: Language/Presentation, Offline Tester, TTS Accommodation – Passages for ELA CAT, and Non-Embedded Accommodations (including Print On Demand).

To upload student test settings and tools:

1. From the **Test Settings and Tools** task menu on the TIDE dashboard, select **Upload Test Settings and Tools**. The ***Upload Test Settings and Tools*** page appears.

2. Following the instructions in the section Uploading Records and using Table 7 as a reference, fill out the Test Settings template and upload it to TIDE.

Table 7 provides the guidelines for filling out the Test Settings template that you can download from the ***Upload Test Settings and Tools*** page.

Table 7. Columns in the Test Settings Upload File

Column Name	Description	Valid Values
SSID*	Student's statewide identification number.	Ten digits.
Subject	Subject for which the tool or accommodation applies.	One of the following: ELA-CAT ELA-PT EOC/HSA Science HSA-Alt Mathematics
Tool Name	Name of the tool or accommodation.	See Table 8.

Column Name	Description	Valid Values
Value	Indicates if the tool or accommodation is allowed or disallowed, or the accommodation's appearance.	See Table 8.

*Required field.

Table 8 lists the valid values for the Tool Name and Value columns in the Test Settings template.

Table 8. Valid Values for Tool Names

Tool Name	Valid Value	Applies to
American Sign Language	Off	ELA-CAT, ELA-PT, Mathematics
	On	
Audio Transcriptions	Off	ELA-CAT
	On	
Braille Type	Not Applicable	ELA-CAT, ELA-PT, EOC/HSA Science, Mathematics
	Nemeth	EOC/HSA Science, Mathematics
	Uncontracted	ELA-CAT, ELA-PT, EOC/HSA Science, Mathematics
	Contracted	
Closed Captioning	Off	ELA-CAT
	On	
Color Contrast	Black on White	ELA-CAT, ELA-PT, EOC/HSA Science, Mathematics
	Black on Rose	
	Yellow on Blue	
	Medium Gray on Light Gray	
	Reverse Contrast	

Digital Notepad	Off	ELA-CAT, EOC/HSA Science, Mathematics
	On	
Emboss	None	ELA-CAT, ELA-PT, EOC/HSA Science, Mathematics
	Stimuli&Items	
Emboss Request Type	Not Applicable	ELA-CAT, ELA-PT, EOC/HSA Science, Mathematics
	On-Request	
	Auto-Request	ELA-CAT, ELA-PT, EOC/HSA Science, Mathematics
Expandable Passages	Off	ELA-CAT, ELA-PT, EOC/HSA Science, HSA-Alt, Mathematics
	On	
Global Notes	Off	ELA-PT
	On	
Highlight	Off	ELA-CAT, ELA-PT, EOC/HSA Science, Mathematics
	On	
Line Reader	Off	ELA-CAT, ELA-PT, EOC/HSA Science, Mathematics
	On	
Mark for Review	Off	ELA-CAT, ELA-PT, EOC/HSA Science, Mathematics
	On	
Masking	Masking Not Available	ELA-CAT, ELA-PT, EOC/HSA Science, Mathematics
	Masking Available	
Mouse Pointer	System Default	ELA-CAT, ELA-PT, EOC/HSA Science, Mathematics
	Large Black	
	Extra Large Black	
	Large Green	
	Extra Large Green	

Mouse Pointer (cont.)	Large Red	ELA-CAT, ELA-PT, EOC/HSA Science, Mathematics
	Extra Large Red	
	Large White	
	Extra Large White	
	Large Yellow	
	Extra Large Yellow	
Non-Embedded Designated Supports	None	ELA-CAT, ELA-PT, EOC/HSA Science, Mathematics
	Amplification	ELA-CAT, ELA-PT, EOC/HSA Science, Mathematics
	Bilingual Dictionary	ELA-PT
	Color Contrast	ELA-CAT, ELA-PT, EOC/HSA Science, Mathematics
	Color Overlay	
	Glossary - Spanish	Mathematics
	Glossary - Arabic	
	Glossary - Cantonese	
	Glossary - Filipino	
	Glossary - Korean	
	Glossary - Mandarin	
	Glossary - Punjabi	
	Glossary - Russian	
	Glossary - Ukrainian	
	Glossary - Vietnamese	
	Magnification	ELA-CAT, ELA-PT, EOC/HSA Science, Mathematics
	Noise Buffers	
	Read Aloud Items	

Non-Embedded Designated Supports (cont.)	Read Aloud Items – Spanish	Mathematics
	Read Aloud Stimuli	ELA-PT, EOC/HSA Science, Mathematics
	Read Aloud Stimuli – Spanish	Mathematics
	Scribe Items (Not ELA Full Write)	ELA-CAT, ELA-PT, EOC/HSA Science, Mathematics
	Separate Setting	
	Translated Test Directions	ELA-CAT, ELA-PT, EOC/HSA Science, Mathematics
	Simplified Test Directions	
Permissive Mode	Off	ELA-CAT, ELA-PT, EOC/HSA Science, Mathematics
	On	
Streamlined Mode	Off	ELA-CAT, ELA-PT, EOC/HSA Science, Mathematics
	On	
Strikethrough	Off	ELA-CAT, ELA-PT, EOC/HSA Science, Mathematics
	On	
Suppress Score	Off	EOC/HSA Science, HSA-Alt
	On	
Text to Speech (Designated Support only)	None	ELA-CAT, ELA-PT, EOC/HSA Science, Mathematics
	Items	ELA-CAT, ELA-PT, Mathematics
	Stimulus	ELA-PT, Mathematics
	Stimulus & Item	
	Instructions&Stimuli&Items	EOC/HSA Science
Translations (Glossaries)	No Glossary	ELA-CAT, ELA-PT, Mathematics
	English Glossary	
	Arabic Glossary	Mathematics

Translations (Glossaries) (cont.)	Cantonese Glossary	Mathematics
	Filipino Glossary	
	Korean Glossary	
	Mandarin Glossary	
	Punjabi Glossary	
	Russian Glossary	
	Spanish Glossary	
	Ukrainian Glossary	
	Vietnamese Glossary	
	Arabic & English Glossary	
	Cantonese & English Glossary	
	Filipino & English Glossary	
	Korean & English Glossary	
	Mandarin & English Glossary	
	Punjabi & English Glossary	
	Russian & English Glossary	
	Spanish & English Glossary	
	Ukrainian & English Glossary	
	Vietnamese & English Glossary	
Zoom	No default zoom applied	ELA-CAT, ELA-PT, EOC/HSA Science, HSA-Alt, Mathematics
	Level 1	
	Level 2	
	Level 3	
	Level 4	

**See Table 5 for a description of each tool.*

Figure 35 is an example of a simple upload file that sets the colors on the ELA-PT test for the student with ID 9999999999 to black text on a rose background.

Figure 35. Sample Test Settings Upload File

	A	B	C	D
1	SSID	Subject	Tool Name	Value
2	9999999999	ELA-PT	Color Choices	Black on Rose
3				

Managing Rosters

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.

Note: Entering the 8 digit Employee ID number for teachers will allow TIDE to automatically create rosters for these teachers for any students associated with them in the Student Information System. Without the 8 digit Employee ID number, rosters will need to be created manually following the instructions below.

The rosters you create in TIDE are available in ORS and AIR Ways. ORS and AIR Ways can aggregate test scores at these roster levels. You can also use rosters to print test tickets containing students' login information to start taking a test.

This section provides instructions for adding rosters, modifying rosters, and managing rosters via file uploads.

Adding New Rosters

Since teachers are responsible for the growth and development of student's skill-sets, such as reading, writing, research, communication, and problem solving, it is important for a teacher to be able to analyze his students' performance data and adjust his teaching strategies accordingly. For a teacher to be able to see his students' performance data, the students must be included in a roster associated with the teacher. Hence, rosters need to be created for all teachers who are responsible for teaching an academic subject, such as Reading/Literacy, Mathematics, and Science.

When creating rosters, it is recommended to follow the guidelines below:

- Rosters should ideally include about 25-30 students. If a roster is too large or too small, it may affect the credibility and usefulness of the data.
- One or more rosters may need to be created depending on the subjects taught by a teacher. For example, if a group of Grade 4 students have the same teacher for Reading, Mathematics, and Science, then separate rosters do not need to be created for each subject. However, if different teachers are responsible for teaching different subjects then separate rosters need to be created for each teacher and subject.
- When naming rosters, a clear and consistent naming convention should be used that indicates the grade, class name, teacher, period as applicable. For example, an elementary school roster may be named 'Gr3Jones17-18' and a secondary school roster may be named 'AikenPeriod3Eng9A17-18'.

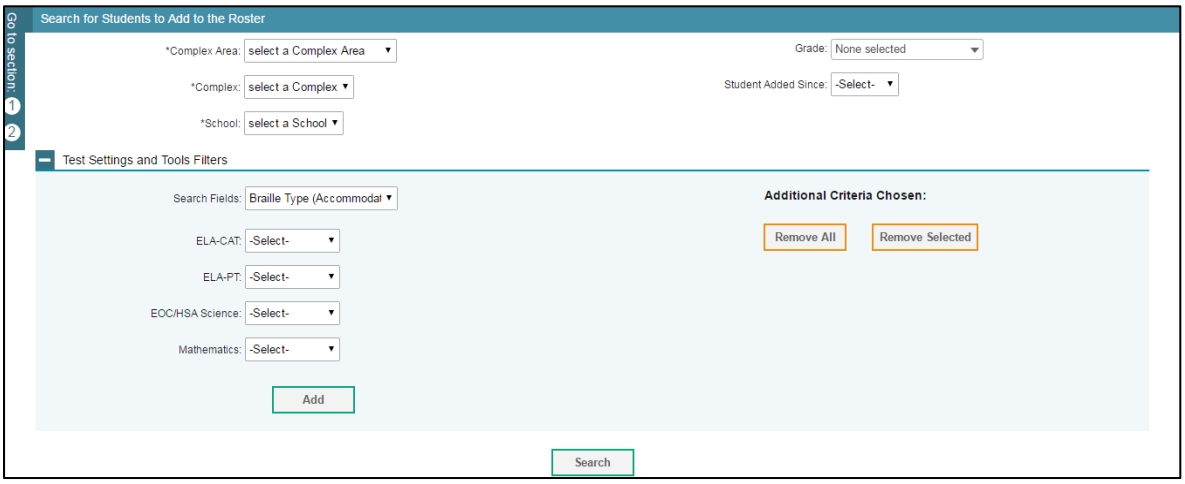
This section explains how to add a new roster to TIDE.

Note: You can only create rosters from students associated with your School, Complex, or Complex Area.

To add a roster:

1. From the **Rosters** task menu on the TIDE dashboard, select **Add Roster**. The ***Add Roster*** form appears (see Figure 36). For more information about using record forms, see the section Navigating Record Forms.

Figure 36. Add Roster Form



2. In the *Search for Students to Add to the Roster* panel, search for students by following the procedure in the section Searching for Records.

3. In the *Add/Remove Students to the Roster* panel (see Figure 37), do the following:

   a. In the *Roster Name* field, enter the roster name.

   b. From the *Teacher Name* drop-down list, select the name of the teacher or school personnel to be associated with the roster.

   c. From the *Students to display* field, select the students you wish to view in the *Available Students* list. The two options are:

      - **Current Students**: Displays students who match your search criteria and are currently associated with the school.

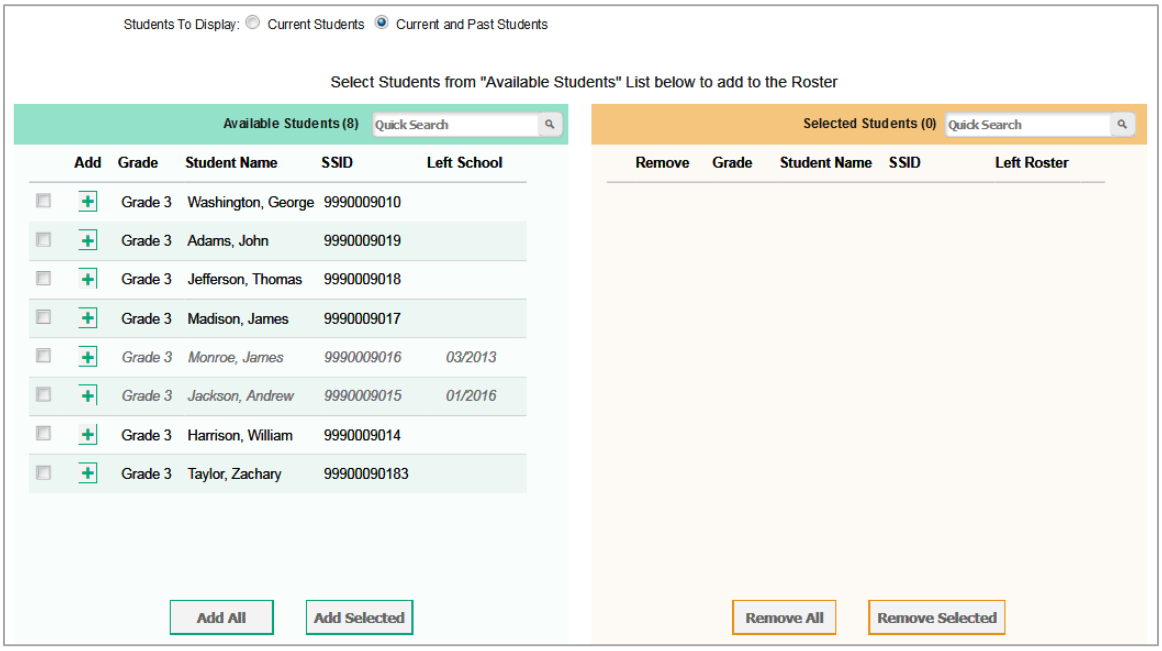
      - **Current and Past Students**: Displays all the students who match your search criteria from the current year even if they are no longer associated with the school. For example, if a Grade 3 student has left the school and you search for Grade 3 students with the *Students to display* field set to **Current and Past Students**, the student who has left the school will also be displayed.

Note: When viewing current and past students from the selected year, students who are no longer associated with your school will display the date on which they left the school. You can still add these students to your roster, if desired.

d. To add students, in the list of available students, do one of the following:

- To move one student to the roster, click ✚ for that student.
- To move all the students in the *Available Students* list to the roster, click **Add All**.
- To move selected students to the roster, mark the checkboxes for the students you want to add, then click **Add Selected**.

Figure 37. Add/Remove Students to Roster Panel



e. To remove students, do one of the following in the list of students in the roster:

- To remove one student from the roster, click ✖ for the student.
- To remove all the students from the roster, click **Remove All**.
- To remove selected students from the roster, mark the checkboxes for the students you want to remove, then click **Remove Selected**.

4. Click **Save**, and in the affirmation dialog box click **Continue**.

Modifying Existing Rosters

You can modify certain rosters, if required. However, whether a roster can be modified or not or the method in which a roster can be modified depends on the roster type. The different types of rosters are:

- User-defined Rosters: These are rosters that you create through the ***Add Roster*** page (see Adding New Rosters) or the ***Upload Roster*** page (see Creating Rosters Through File Uploads). You can modify a user-defined roster by changing its name, associated teacher, or by adding students or removing students.

- System-generated Rosters: These are rosters that are based on the 8 digit employee ID number, and are imported into TIDE through a nightly-process and cannot be edited.

To modify a user-defined roster:

1. From the **Rosters** task menu on the TIDE dashboard, select **View/Edit Roster**. The ***View/Edit Roster*** page appears.

2. Retrieve the roster record you want to view or edit by following the procedure in the section Searching for Records.

3. In the list of retrieved rosters, click for the roster whose details you want to view. The ***Edit Roster*** form appears. This form is similar to the form used to add rosters (see Figure 36).

4. In the *Search for Students to Add to the Roster* panel, search for students by following the procedure in the section Searching for Records.

5. Change the Roster Name or choose a different teacher:

   a. To change the Roster Name in the Roster name field: Type in the name you want to change it to.

   b. To change the Teacher, from the Teacher Name drop-down list: Select another teacher.

6. In the *Add/Remove Students to the Roster* panel (see Figure 37), do the following:

   a. In the *Roster Name* field, enter the roster name.

   b. From the *Teacher Name* drop-down list, select the name of the teacher or school personnel who is associated with the roster.

   c. From the *Students to display* field, select the students you wish to view in the *Available Students* and *Selected Students* lists. The two options are:

- **Current Students**: Displays students who match your search criteria and are currently associated with the school and roster. The *Available Students* list displays students who are currently associated with your school and the *Selected Students* list displays students who are currently associated with the roster.

- **Current and Past Students**: Displays all the students who match your search criteria from the current year even if they are no longer associated with the school or the roster. If a student has been removed from the roster, the date on which he was removed from the roster is displayed in the *Selected Students* list. If the student who has been removed from the roster is still associated with the school, he is listed in the *Available Students* list as a regular student. However, if he has left the school then his record will appear in the *Available Students* list with the date he left the school.

Note: You can add students to your roster even if they have left the school.

d. To add students, from the list of available students, do one of the following:

   - To move one student to the roster, click + for that student.

   - To move all the students in the *Available Students* list to the roster, click **Add All**.

   - To move selected students to the roster, mark the checkboxes for the students you want to add, then click **Add Selected**.

e. To remove students, do one of the following in the list of students in the roster:

   - To remove one student from the roster, click × for the student.

   - To remove all the students from the roster, click **Remove All**.

   - To remove selected students from the roster, mark the checkboxes for the students you want to remove, then click **Remove Selected**.

7. Click **Save**, and in the affirmation dialog box click **Continue**.

Printing List of Students Associated with a Roster

You can print a list of students in a roster.

To print students in rosters:

1. Retrieve the rosters to print by following the procedure in the section Searching for Records.
2. Do one of the following:
   - Mark the checkboxes for the rosters you want to print.
   - Mark the checkbox at the top of the table to print all retrieved rosters.

Note: When printing multiple rosters, the total number of students included in the rosters should not exceed 1000.

3. Click , and then select **Roster**.
4. Under *Print Options*, verify *Roster* is selected. The Roster Student List report appears.
5. Click **Print**. Your browser downloads the generated PDF.

Printing Test Tickets for Students in a Roster

As a roster of students prepares to start a test, you can print all the associated test tickets.

To print test tickets for students in a roster:

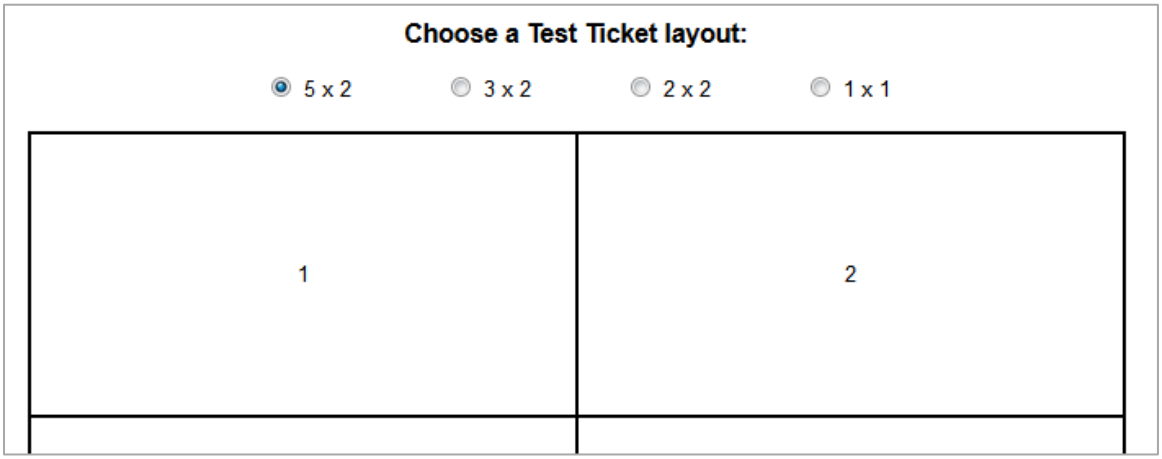
1. Retrieve the rosters for which you want to print test tickets by following the procedure in the section Searching for Records.
2. Do one of the following:
   - Mark the checkboxes for the rosters you want to print.
   - Mark the checkbox at the top of the table to print all retrieved rosters.

Note: When printing multiple rosters, the total number of students included in the rosters should not exceed 1000.

3. Click , and then select **Test Tickets**.

4. Under *Print Options*, verify *Test Tickets* is selected. A layout model appears (see Figure 38).

Figure 38. Test Ticket Layout Model



5. Select the required layout.

6. Click **Print**. Your browser downloads the generated PDF.

Printing Test Settings for Students in a Roster

As a roster of students prepares to start a test, you can print the test settings associated with each student.

To print test settings for students in a roster:

1. Retrieve the rosters for which you want to print test settings by following the procedure in the section Searching for Records.

2. Do one of the following:

   - Mark the checkboxes for the rosters you want to print.

   - Mark the checkbox at the top of the table to print all retrieved rosters.

Note: When printing multiple rosters, the total number of students included in the rosters should not exceed 1000.

3. Click , and then select **Student Settings and Tools**.

4. Under *Print Options*, verify *Student Settings and Tools* is selected. The Student Test Settings and Tools report appears.

5. Click **Print**. Your browser downloads the generated PDF.

Deleting Rosters

You can delete rosters created in TIDE, ORS and AIR Ways. (This feature is not available for system-generated rosters.)

To delete rosters:

1. Retrieve the rosters you want to delete by following the procedure in the section Searching for Records.
2. Do one of the following:
   - Mark the checkboxes for the rosters you want to delete.
   - Mark the checkbox at the top of the table to delete all retrieved rosters.
3. Click 🗑, and in the affirmation dialog box click **OK**.

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.

To upload rosters:

1. From the **Rosters** task menu on the TIDE dashboard, select **Upload Rosters**. The ***Upload Rosters*** page appears.
2. Following the instructions in the section Uploading Records and using Table 9 as a reference, fill out the Roster template and upload it to TIDE.

Table 9 provides the guidelines for filling out the Roster template that you can download from the ***Upload Rosters*** page.

Table 9. Columns in the Rosters Upload File

Column Name	Description	Valid Values
School-ID*	School associated with the roster.	School ID that exists in TIDE. Must be associated with the complex ID. Can be blank when adding complex-level rosters.
User-Email*	Email address of the teacher associated with the roster.	Email address of a teacher existing in TIDE.
Roster-Name*	Name of the roster.	Up to 50 characters.

Column Name	Description	Valid Values
Student-SSID*	Student's unique identifier within the state.	Up to 10 digits.

*Required field.

Figure 39 is an example of a simple upload file that creates a roster with two students.

Figure 39. Sample Roster Upload File

	A	B	C	D
1	SCHOOL-ID	USER-EMAIL	ROSTER-NAME	STUDENT-SSID
2	999	me@email.com	Biology I	9999991234
3	999	me@email.com	Biology I	9999995678

- The first row (aside from the header row) does the following:
  - If the roster `Biology I` does not exist in school `999`, TIDE does the following:
    - Creates the roster `Biology I`.
    - Associates the teacher whose email address is `me@email.com` with the roster.
  - Adds the student ID `9999991234` to the roster `Biology I`.
- The second row adds the student ID `9999995678` to the roster `Biology I`.

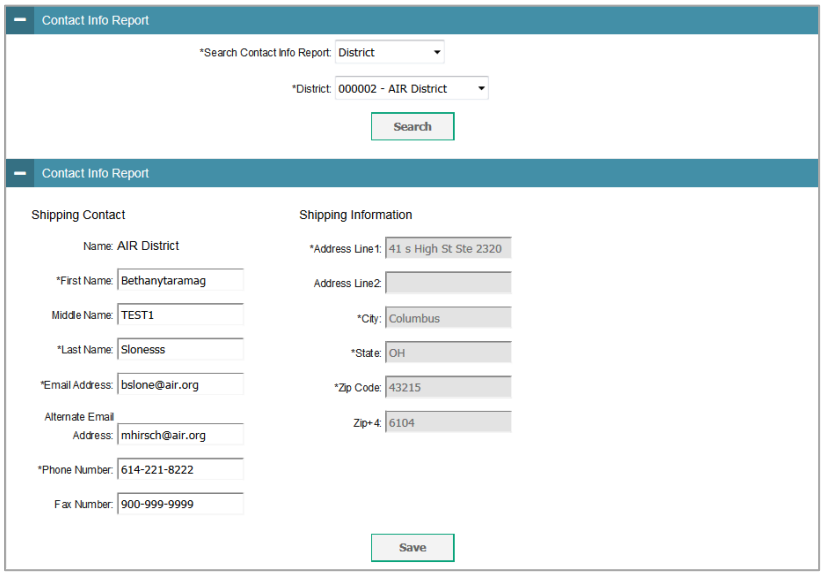
Establishing Contact and Shipping Information

You can assign someone to serve as a school test coordinator. This person serves as the overall contact for all testing matters within the school. When sending announcements regarding TIDE or other testing applications, AIR uses the test coordinator's email address. In addition, you must establish an address to which all school orders for testing materials or reports are shipped.

To establish contact and shipping information:

1. From the **Contact Information Report** task menu on the dashboard, select **Contact Information Report**. The ***Contact Information Report*** page appears (see Figure 40).

Figure 40. Contact Information Report Page



2. From the *Search Contact Information Report* drop-down list, select “School”.

3. Next, make selections from the school drop-down lists as applicable.

4. When the report appears, verify or enter information in the *School Test Coordinators Information* panel.

5. Verify or enter information in the *Shipping Information* panel. Post Office (P.O.) boxes are not allowed for a shipping address.

6. Click **Save**.

Section V. Administering Tests

This section provides instructions for performing the tasks in the Administering Tests category. These tasks are typically performed immediately before or while testing is underway.

This section covers the following topics:

- Managing Testing Incident Requests
- Monitoring Test Progress

Managing Testing Incident Requests

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 test scores.

Testing incident requests are a way of interrupting this normal flow. A student may want to retake 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 testing incident requests.

Table 10 provides descriptions of each testing incident request type.

Table 10. Types of Testing Incident Requests

Type	Description
Invalidate a Test	Eliminates the test opportunity, and the student has no further opportunities for the test. You can submit these testing incident requests until the end of the test window.
Reset a Test	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 reset testing incident requests until the end of the test window.
Re-open a Test	Reopens a test that was completed, invalidated, or expired.
Re-open a Test Segment	Reopens a previous test segment. This testing incident is useful when a student inadvertently or accidently leaves a test segment incomplete and starts a new test segment. Students can answer unanswered items, and can modify responses to answered items in the reopened segment.
Restore a Test that was Reset	Reverses a reset, restoring the student's responses on the test when the reset was processed.

Type	Description
Report Problem Item	Sends a problem report to AIR regarding a test item. Scenarios that warrant this request include the following: • A duplicate item appears in a test opportunity for a subject. • The student believes that an item may not contain a correct answer or may contain more than one correct answer. • An item references a stimulus or graphic that does not display. To report a problem item, you must know the Result ID and item number for that student's test. To locate a student's Result ID, generate a participation report in TIDE's Test Management Center; for details, see Generating Plan and Manage Testing Report.
Grace Period Extension (GPE)	Allows the student to review previously answered questions upon resuming a test or test segment after expiration of the pause timer. For example, a student pauses a test, and a 20-minute pause timer starts running. The following scenarios are possible: • If resuming the test within 20 minutes, student can review previously answered questions. • Without a GPE, student resuming the test after 20 minutes cannot review previously answered questions—student can only work on unanswered questions. • Upon receiving a GPE, student can review previously answered questions upon resuming 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 data entry can be completed for paper-based tests.

A testing incident request's status can change throughout its life cycle. Table 11 lists the available statuses.

Table 11. Statuses of Testing Incident Requests

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

Invalidation Request Status	Description of Status
Item Information Sent	Information regarding a Report Problem with Item appeal was sent to the designated recipients.

Table 12 lists the valid combinations of testing incident requests and test statuses. For example, you can invalidate a test that is in one of the following statuses: completed, denied, expired, paused, reported, scored, or submitted.

Table 12. Available Testing Incident Requests by Test Result Status

Test Status	Invalidation	Reset a Test	Re-open A Test	Re-open Test Segment	Restore a Test	Report Problem with Item	Grace Period Extension
Approved		✓			✓	✓	
Completed	✓	✓	✓		✓	✓	
Denied	✓	✓		✓	✓	✓	✓
Expired	✓	✓	✓		✓	✓	
Paused	✓	✓		✓	✓	✓	✓
Pending		✓			✓	✓	
Processing		✓			✓	✓	
Reported	✓	✓	✓		✓	✓	
Review		✓			✓	✓	
Scored	✓	✓	✓		✓	✓	
Started		✓			✓	✓	
Submitted	✓	✓	✓		✓	✓	
Suspended		✓			✓	✓	
Invalidated		✓	✓		✓	✓	

Creating Testing Incident Requests

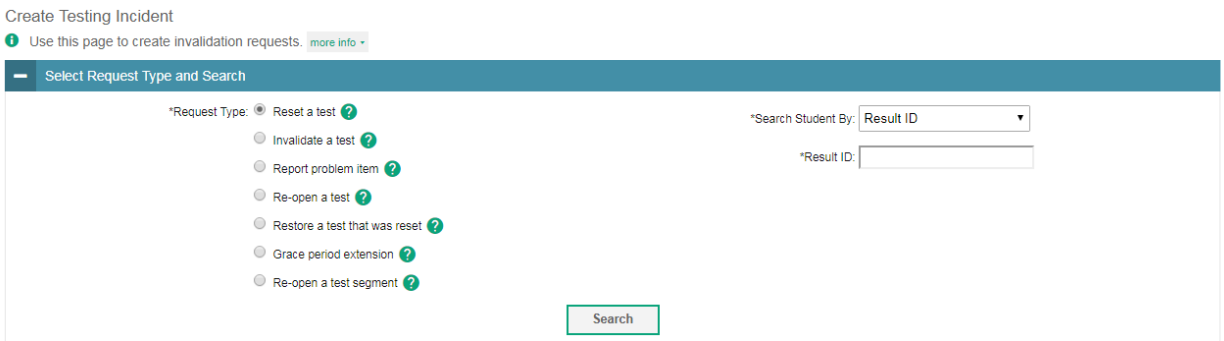
You can create a testing incident request for a given test result.

To create testing incident requests:

1. Retrieve the result for which you want to create a testing incident request by doing the following:

   a. From the **Testing Incidents** task menu on the TIDE dashboard, select **Create Testing Incident**. The ***Create Testing Incident*** page appears (see Figure 41).

Figure 41. Selection Fields in the Create Testing Incident Page

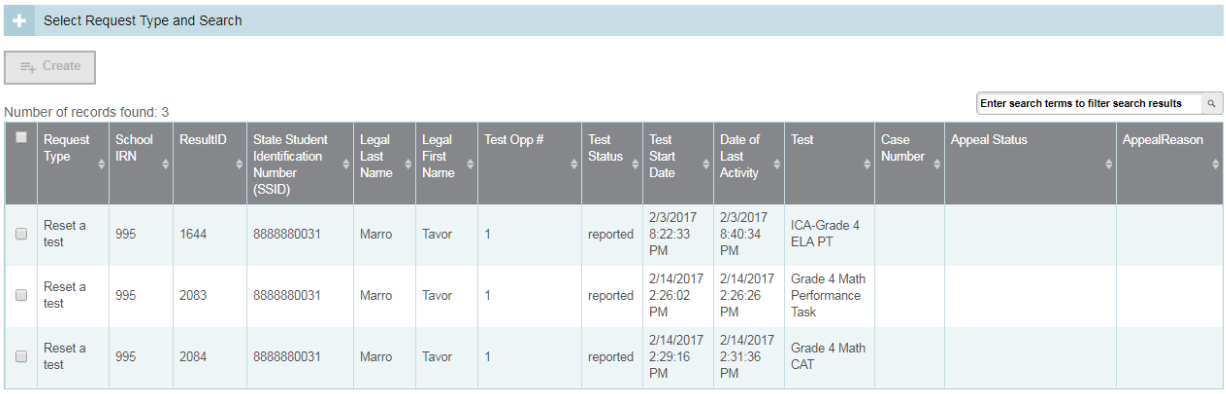


   b. Select a request type.

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

   d. Click **Search**. TIDE displays the found results at the bottom of the ***Create Testing Incident*** page (see Figure 42).

Figure 42. Retrieved Test Results



Request Type	School IRN	ResultID	State Student Identification Number (SSID)	Legal Last Name	Legal First Name	Test Opp #	Test Status	Test Start Date	Date of Last Activity	Test	Case Number	Appeal Status	AppealReason
Reset a test	995	1644	8888880031	Marro	Tavor	1	reported	2/3/2017 8:22:33 PM	2/3/2017 8:40:34 PM	ICA-Grade 4 ELA PT			
Reset a test	995	2083	8888880031	Marro	Tavor	1	reported	2/14/2017 2:26:02 PM	2/14/2017 2:26:26 PM	Grade 4 Math Performance Task			
Reset a test	995	2084	8888880031	Marro	Tavor	1	reported	2/14/2017 2:29:16 PM	2/14/2017 2:31:36 PM	Grade 4 Math CAT			

2. Mark the checkbox for each result for which you want to create a testing incident, and then click **Create**.

3. Enter a reason for the request in the window that pops up.

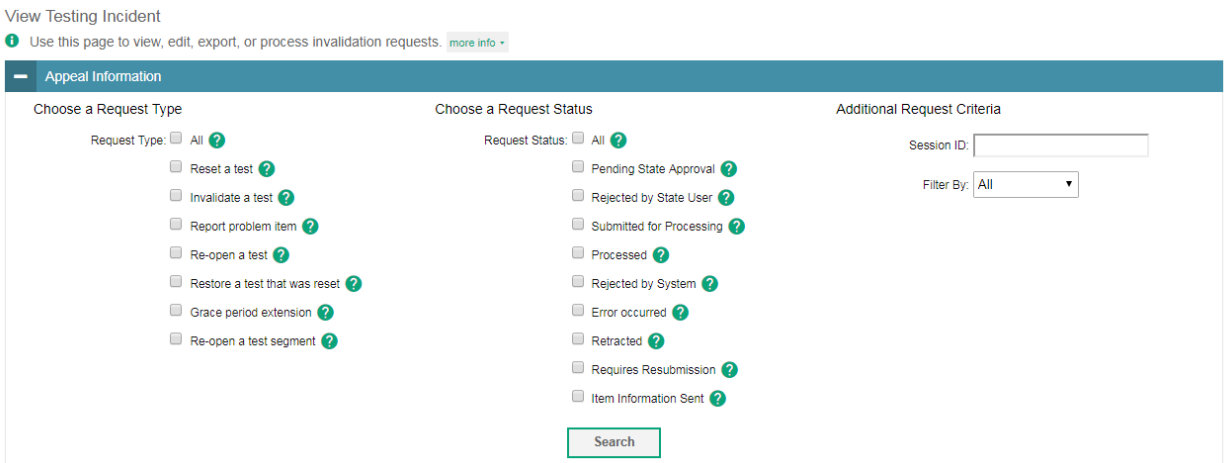
4. Click **Submit**. TIDE displays a confirmation message.

Viewing Testing Incident Requests

To view testing incidents:

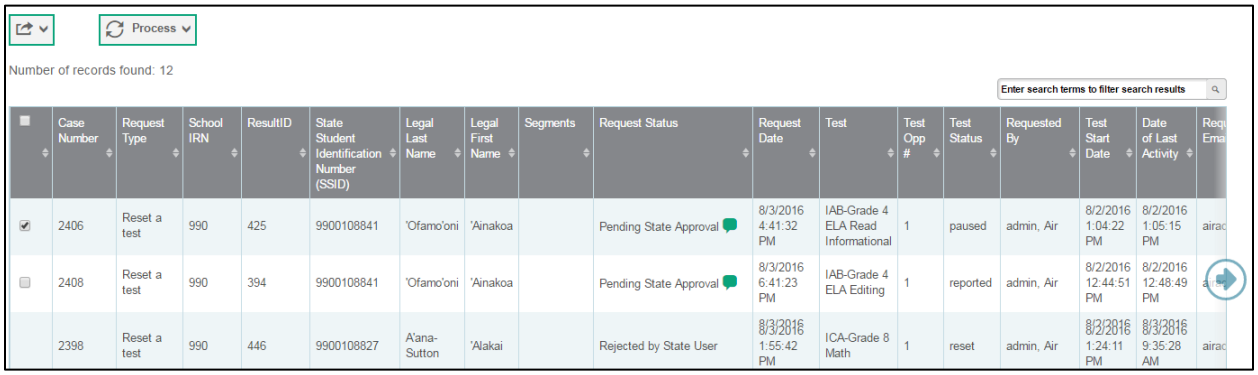
1. From the **Testing Incidents** task menu on the TIDE dashboard, select **View Testing Incident**. The ***View Testing Incident*** page appears (see Figure 43).

Figure 43. Selection Fields in the View Testing Incident Page



2. Retrieve the requests you want to view by following the procedure in the section Searching for Records. Figure 44 shows retrieved testing incident requests.

Figure 44. Retrieved Testing Incident Requests



3. *Optional:* Review the initiator's reason for the testing incident by clicking in the Status column.

Creating Testing Incident Through File Uploads

If you have many testing incidents 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.

To upload testing incidents:

1. From the **Testing Incidents** task menu on the TIDE dashboard, select **Upload Testing Incident**. The ***Upload Testing Incident*** page appears.

2. Following the instructions in the section Uploading Records and using Table 13 as a reference, fill out the Testing Incident template and upload it to TIDE.

Table 13 provides the guidelines for filling out the Testing Incident template that you can download from the ***Upload Testing Incident*** page.

Table 13. Columns in the Testing Incident Upload File

Column Name	Description	Valid Values

Type*	Type of testing incident.	One of the following:
		`Invalidate a test`
		`Reset a test`
		`Re-open a test`
		`Grace Period Extension`
		`Restore a test that was reset`
		`Re-open a test segment`

Search Type*	Student field to search.	One of the following:
		`Result ID`
		`Session ID`
		`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 a testing incident.	Up to 1,000 alphanumeric characters.

*Required field.

Figure 45 is an example of an upload file that restores all tests associated with session ID UAT-9444-1.

Figure 45. Sample Testing Incident Requests 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

Monitoring Test Progress

The tasks available in the **Monitoring Test Progress** task menu allow you to generate various reports that provide information about a test administration's progress.

The following reports are available in TIDE:

- Plan and Manage Testing Report: Details a student's test opportunities and the status of those test opportunities.
- Status of Students Tested Report: Summarizes the number and percentage of students who have started or completed a test.
- Test Status Code Report: Displays all the non-participation codes for a test administration.

Generating Plan and Manage Testing Report

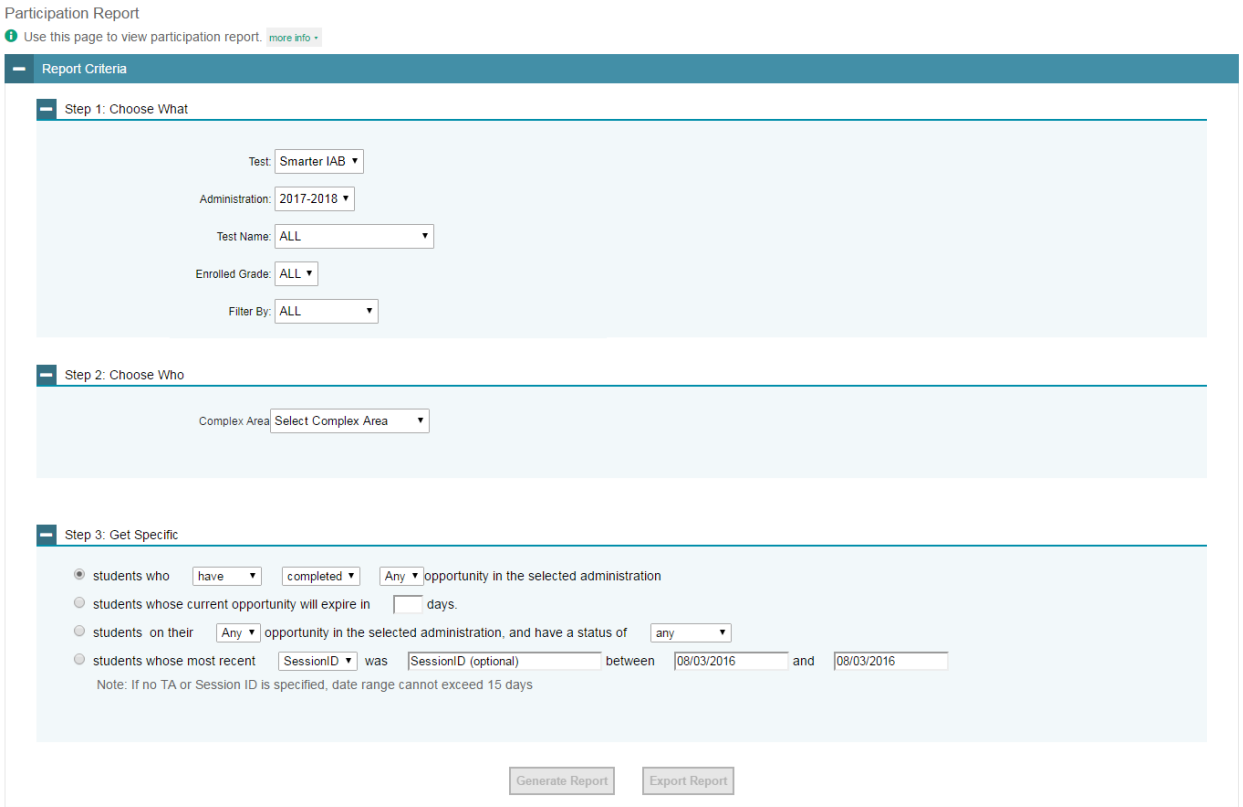
TIDE includes a Plan and Manage Testing report that details all of a student's test opportunities and the status of those test opportunities.

Because the report lists testing opportunities, a student can appear more than once on the report.

To generate a Plan and Manage Testing report:

1. From the **Monitoring Test Progress** task menu on the TIDE dashboard, select **Plan and Manage Testing**. The ***Plan and Manage Testing*** page appears (see Figure 46).

Figure 46. Plan and Manage Testing Page



2. In the *Step 1: Choose What* panel, select the parameters for which tests to include in your report:

   a. From the **Test** drop-down list, select a test category.

   b. From the **Administration** drop-down list, select an administration.

   c. *Optional*: From the **Test Name** drop-down list, select the test for which you want to generate the report.

   d. *Optional*: From the **Enrolled Grade** drop-down list, select a grade.

   e. *Optional*: From the **Filter By** drop-down list, select a specific test accommodation or demographic to filter the report.

      - If you select a test accommodation or demographic, a Values field is displayed. Select the required filter criteria from the available options.

3. In the *Step 2: Choose Who* panel, select the parameters for whose information to include in your report:

   a. From the **Complex Area** drop-down list, select a complex area if applicable.

   b. From the **Complex** drop-down list, select a complex if applicable.

   c. From the **School** drop-down list, select a school if applicable. You may select **All** from this list to view a report containing all schools in your selected district.

> **Note:** The **All** option for selecting all schools is only available for complexes with 20 or less schools. If a complex has more than 20 schools, you have to generate reports for one school at a time.

   d. *Optional*: If a single school was selected, choose a teacher from the **Teacher** drop-down list.

> **Note: About the "Teacher" Drop-down List**
>
> The "Teacher" drop-down list includes all school-level users, such as teachers, test administrators, and principal associated with the selected school. When you select a person from the "Teacher" drop-down list, TIDE performs a check to see if the person is associated with any roster. If no rosters exist for the selected person, no data is displayed when you generate the report. If the selected person has an associated roster, the plan and manage testing report shows the test attempts of the students included in the roster.
>
> If you do not select any person from the "Teacher" drop-down list and use the default value of "All" to generate the report, you will see all the tests taken in that school, irrespective of roster associations.
>
> It is important to note that the TA Name displayed on the Plan and Manage Testing report does not necessarily imply the name of the teacher. The TA is the person who conducts the test. This can be the teacher or a different person.

4. In the *Step 3: Get Specific* panel, select the radio button for one of the options and then set the parameters for that option. The following options are available (parameters for each option are listed in {brackets}):

   a. Students who {**have**/**have not**} {**completed**/**started**} the {**1st**/**2nd**/**Any**} opportunity in the selected administration.

   b. Students whose current opportunity will expire {**in**/**between**} {**number**/**range**} days.

> **Note:** If you select "in", you may enter any number in the displayed text box to determine tests expiring in the specified number of days. You may also enter 0 to see opportunities that expire that day.
>
> If you select "between", you may enter two numbers in the displayed text boxes to signify a range of days (such as 1-3).

c. Students on their {**1st/2nd/Any**} opportunity in the selected administration, and have a status of {**student test status**}.

d. Students whose most recent {**Session ID/TA Name**} was {**Optional Session ID**} between {**start date**} and {**end date**}.

5. Do one of the following:

   - To view the report on the page, click **Generate Report**.
   - To open the report in Microsoft Excel, click **Export Report**.

Note: When you select "Export Report" and open the file, you will see a warning message. Select "Yes" to open the file in Excel.

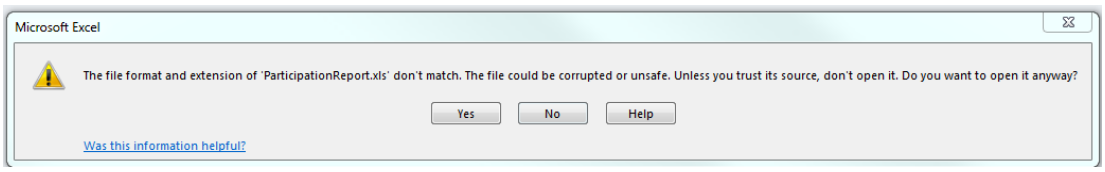


Figure 47 displays a sample Plan and Manage Testing report output, and Table 14 provides descriptions of the columns in this report.

Figure 47. Plan and Manage Testing Report

Name	SSID	Enrolled Grade	Restricted Subjects	Current ELL	Test	Language	Opportunity	TA Name
Bnod, Nvrz	9999990798	04		N	ICA-Grade 4 ELA CAT	ENU	1	DemoUser, TA
Tukw, Rmvs	9999990014	04		N	ICA-Grade 4 ELA CAT	ENU	1	DemoUser, TA

Table 14. Columns in the Plan and Manage Testing Report

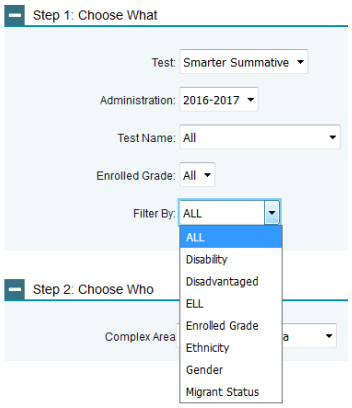
Attribute	Description
Name	Student's legal name (Last Name, First Name).
SSID	Student's Statewide Student Identifier number.
Enrolled Grade	The grade in which a student is enrolled.
Restricted Subjects	The subjects that the student is restricted (blocked) from taking tests in.
Current ELL	Indicates whether the student is an English Language Learner.
Test	Test name for this student record.
Language	The language setting that was assigned to the student (English, Braille, Hawaiian, or Spanish).
Opportunity	The opportunity number for that student's specific record.

Attribute	Description
TA Name	The test administrator who created the session in which the student is currently testing (or in which the student completed the test).
Session ID	The Session ID to which the test is linked.
Status	The status for that specific opportunity.
Results ID	The unique identifier linked to the student's results for that specific opportunity.
Restarts	The total number of times a student has resumed an opportunity (e.g., if a test has been paused three times and the student has resumed the opportunity after each pause, this column will show three restarts). (This includes Restarts Within Grace Period—see below.)
Restarts Within Grace Period	The total number of times a student has resumed an opportunity within 30 minutes after a test was paused. For example, if a test has been paused three times and the student resumed the opportunity within 30 minutes of two pauses but beyond 30 minutes after the third pause, this column shows two Restarts Within Grace Period). A student has a grace period of 30 minutes to pause the test at a test item and then resume the test at that same item. However, if a test is paused for more than 30 minutes, the test session will expire and the student will not be able to review any previous answers.
Date Started	The date when the first test item was presented to the student for that opportunity.
Date Completed	The date when the student submitted the test for scoring.
Last Activity	The date of the last activity for that opportunity or record. A completed test can still have activity as it goes through the QA and reporting process.
Expiration Date	The date the test opportunity expires.

Reviewing Status of Students Tested

The Status of Students Tested report summarizes the number and percentage of students who have started or completed a test.

Note: In addition to the 95% overall participation target, ESSA requires 95% participation of students in each subgroup.(e.g., ELL, IDEA, Economically Disadvantaged). The Filter By dropdown menu may be used to select a particular subgroup for participation monitoring.

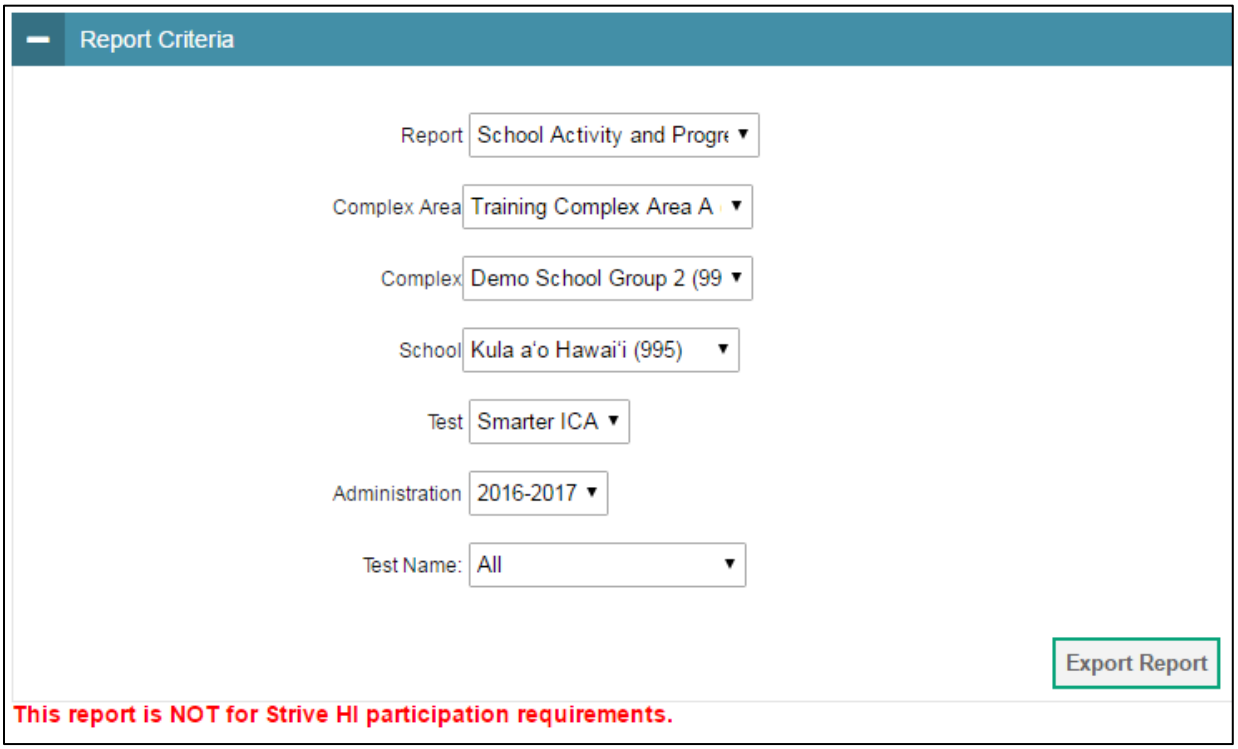


To review the status of students tested:

1. From the **Monitoring Test Progress** task menu on the TIDE dashboard, select **Status of Students Tested**. The ***Status of Students Tested*** page appears.

2. In the *Report Criteria* panel (see Figure 48), select the parameters for which tests to include in your report.

Figure 48. Status of Students Tested Search Fields



3. To open the report in Microsoft Excel, click **Export Report**.

Figure 49 displays a sample Status of Students Tested report and Table 15 lists the columns in this report.

Figure 49. Status of Students Tested Report

	A	B	C	D	E	F	G	H
1	Date	Test Name	Opportunity	Total Student	Total Student Started	Total Student Completed	Percent Started	Percent Completed
2	8/18/2016 1:00	ICA-Grade 3 ELA CAT	1	15706	0	0	0.00%	0.00%
3	8/18/2016 1:00	ICA-Grade 3 ELA CAT	2	15706	0	0	0.00%	0.00%
4	8/18/2016 1:00	ICA-Grade 3 ELA CAT	3	15706	0	0	0.00%	0.00%

Table 15. Columns in the Status of Students Tested Report

Column	Description
Date	Date and time that the file was generated.
Test Name	Grade, test, and subject that are being reported.
Test	Test that is being reported.
Administration	Administration that is being reported.
Complex Area Name	The name of the reported complex area.
Complex Area ID	The ID of the reported complex area.
Complex Name	The name of the reported complex.

Column	Description
Complex ID	The ID of the reported complex.
School Name	The name of the reported school. This column is only included in the school-level report.
School ID	The ID of the reported school. This column is only included in the school-level report.
Opportunity	Test opportunity number that is being reported.
Total Student	Number of students with an active relationship to the school in TIDE.
Total Student Started	Number of students who have started the test.
Total Student Completed	Number of students who have finished the test and submitted it for scoring.
Percent Started	Percentage of students who have started the test, out of the total number of students with an active relation to the school in TIDE.
Percent Completed	Percentage of students who have completed the test, out of the total number of students with an active relation to the school in TIDE.

Reviewing Test Status Code Reports

If students do not start or complete tests to which they are assigned, school officials assign special codes to those tests. The Test Status Code report displays all the non-participation codes for a test administration.

For more information about special codes, see the section Managing Non-Participation Codes.

To review explanations for non-participation:

1. From the **Monitoring Test Progress** task menu on the TIDE dashboard, select **Test Status Code Report**. The ***Test Status Code Report*** page appears.

2. In the *Report Criteria* panel (see Figure 50), select search criteria for the test and administration.

Figure 50. Test Status Code Report Search Fields

3. Do one of the following:
   - To view the report on the page, click **Generate Report**.
   - To open the report in Microsoft Excel, click **Export Report**.

TIDE displays the tests and associated statuses and special codes (see Figure 51).

Figure 51. Test Status Code Report

Student Name	SSID	Test Name	Test Status	Date Started	Special Code	Assigned School ID	Assigned School Name
Aaah, Pruq	9999990153	ICA-Grade 5 ELA CAT				995	Kula a'o Hawai'i
Abni, Zstd	9999990522	ICA-Grade 5 ELA PT				995	Kula a'o Hawai'i

Table 16 lists the columns in the Test Status Code Report.

Table 16. Columns in the Test Status Code Report

Column	Description
Student Name	Student's name.
SSID	Student's Statewide Student Identifier number.
Test Name	Test in which student did not participate.
Test Status	Test's most recent status.
Date Started	Date student started the test.
Special Code	Code indicating why student did not start or complete the test.
Assigned School ID	ID of school where student is enrolled.
Assigned School Name	Name of school where student is enrolled.

Table 17 describes each status that a test opportunity can have.

Table 17. Test Opportunity Status Descriptions

Status	Definitions
Approved	The TA has approved the student for the session, but the student has not yet started or resumed the test.
Completed	The student has submitted the test for scoring. No additional action can be taken by the student.
Denied	The TA denied the student entry into the session. If the student attempts to enter the session again, this status will change to “Pending” until the TA approves or denies the student.
Expired	The student’s test has not been completed and cannot be resumed because the test has expired.

Status	Definitions
Invalidated	The test result has been invalidated.
Paused	The student's test is currently paused (as a result of one of the following): • The student paused his or her test by clicking the **Pause** button. • The student idled for too long (more than 20 minutes) and the test was automatically paused. • The test administrator stopped the session the student was testing in. • The test administrator paused the individual student's test. • The student's browser or computer shut down or crashed.
Pending	The student is awaiting TA approval for a new test opportunity.
Reported	The student's score for the completed test in TDS has passed the quality assurance review and has been submitted to the ORS. Some items must be hand scored before they appear in ORS.
Rescored	The test was rescored.
Review	The student has answered all test items and is currently reviewing his or her answers before submitting the test. (A test with a "review" status is not considered complete.)
Scored	The test will display a scored status, followed by the student's score.
Started	The student has started the test and is actively testing.
Submitted	The test has been submitted for quality assurance review and scoring before it is sent to the ORS. Note: All tests go through an internal scoring process during quality assurance review.
Suspended	The student is awaiting TA approval to resume testing.

Section VI. After Testing

This section provides instructions for performing the tasks in the After Testing category. These tasks should be performed after testing is complete.

This section covers the following topics:

- Data Management

Data Management

This section explains how to manage Reasons for Non-Participation and how to use the Discrepancy Resolution System (DRS) feature to identify non-participated students.

Managing Non-Participation Codes

There are circumstances in which a student did not participate in an expected test (e.g., student or parent refusal) or participated in a test but in a non-standard way (e.g., student inadvertently takes an incorrect test). In such instances, you need to assign a special code to the student's test so that TIDE can accurately explain the non-participation.

Only one reason for non-participation can be selected for each test for which a student is eligible. Table 18 lists the reasons for non-participation and their descriptions.

Table 18. Reasons for Non-Participation and Their Descriptions

Reason for Non-Participation	Description
Not Applicable	Student took the test under standard testing conditions.
Absent	Student was not present during any part of the test administration period and was not able to make up the test.
Incomplete Administration	Student not able to complete the test due to an incomplete administration.
Medical Emergency	Student was unable to test during the testing window due to an unanticipated medical circumstance.
Meets 4140 Requirements	Parent submitted Form 4140: Exceptions to Compulsory School Attendance to withdraw his/her child from the Hawaii public school and public charter school system.
Out-of-State Residential Program	Student participated in an out-of-state residential program during the entire testing window and was not able to take the test.
Refusal - Parent	A parent or legal guardian has requested that the student not take the test.

Reason for Non-Participation	Description
Refusal - Student	Student chose to give up during testing or refused to start the test.
Test Invalidated	Student's test was invalidated due to a Testing Incident.
Truant	Student was truant throughout the entire testing window.
Wrong Test Administered	The wrong test was administered to the student.
Other	This category should be used only in rare cases that do not fall under the stated categories above. A clear description must be provided. i.e. ELL 1st year

Once you apply a reason for non-participation, that reason persists until it is changed.

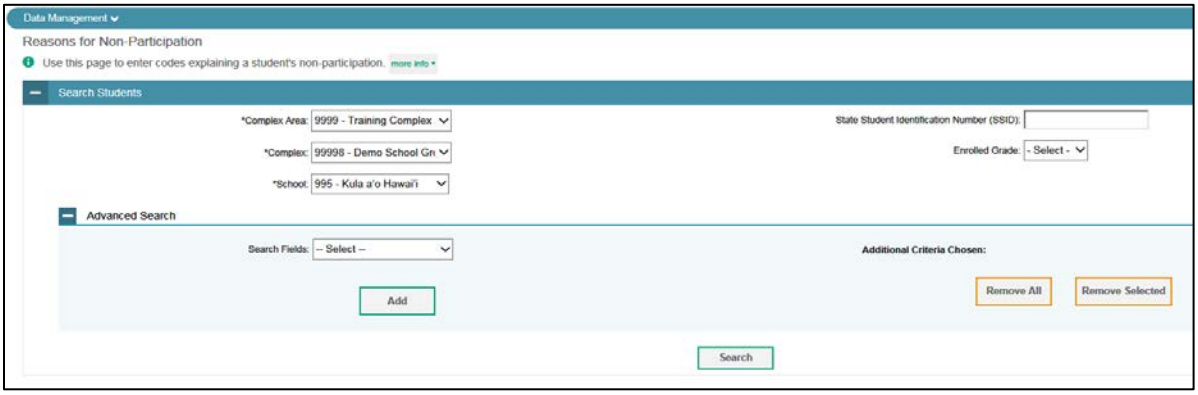
Viewing and Editing a Student's Reasons for Non-Participation

This section explains how to view or edit a student's reasons for non-participation.

To view or edit a student's reasons for non-participation:

1. From the **Data Management** task menu on the TIDE dashboard, select **Reasons for Non-Participation**. The ***Reasons for Non-Participation*** page appears (see Figure 52).

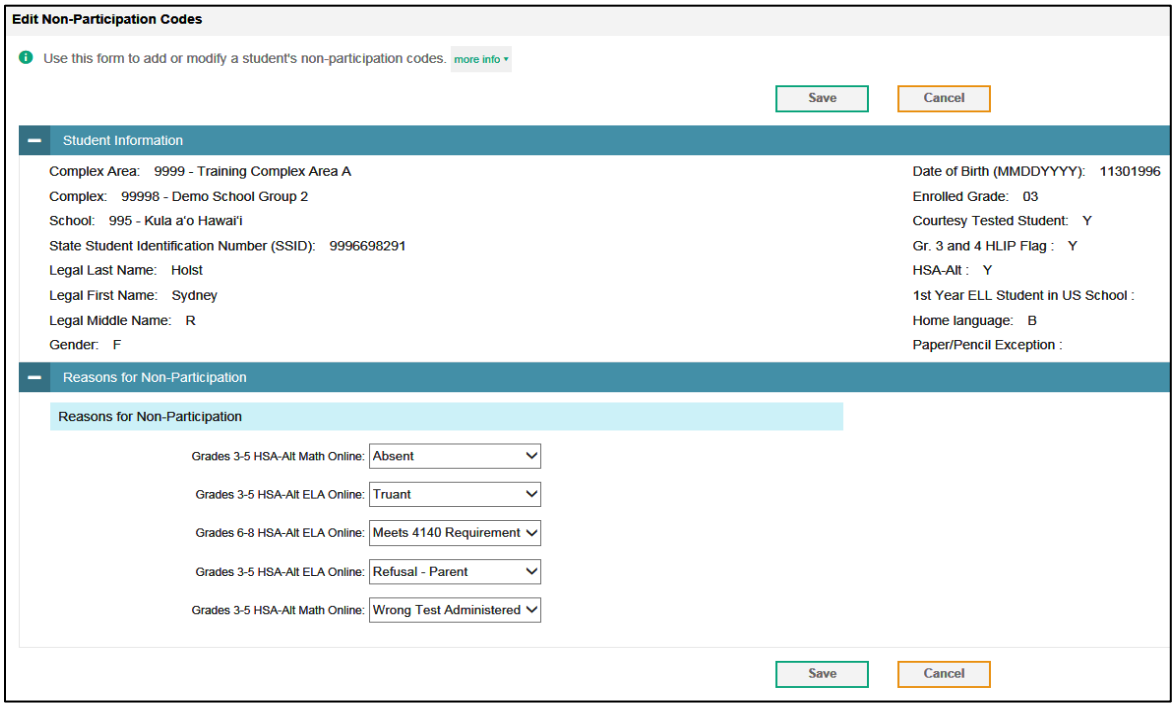
Figure 52. Fields in the Non-Participation Codes Page



2. Retrieve the record for the student whose non-participation codes you want to view or edit by following the procedure in the section Searching for Records.

3. In the list of retrieved students, click  for the student whose non-participation codes you want to edit. The ***Edit Non-Participation Codes*** form appears, listing the student's demographic information in the *Student Information* panel, and the student's available tests and reasons for non-participation in the *Special Codes* panel (see Figure 53).

Figure 53. Edit Non-Participation Codes



4. From the drop-down lists in the *Reasons for Non-Participation* panel, select the reason for non-participation for each available test, as required. For a listing of reasons for non-participation, see Table 18.

5. Click **Save**.

Resolving Discrepancies

This section explains how to use the Discrepancy Resolution System (DRS) feature to identify non-participated students at your school and enter the applicable Reasons for Non-Participation (non-participation code) for each student and test.

Resolving Non-participated Students Discrepancies

You can resolve a non-participated student discrepancy, which occurs when a student has not taken a test that he is eligible for, by assigning a non-participation code for the discrepant test. The DRS feature will open in mid-April each school year and based on the test eligibilities and participation data at that time, if a student is found to have not tested, then a discrepancy is shown in TIDE for each applicable test for that student.

Note: The DRS only reports tests for which non-participation codes have not yet been entered into TIDE. For example, if a teacher finds out that a student will not take a test because of a medical reason and a non-participation code is set up for the student's test through **TIDE's Reasons for Non-Participation Page** before the DRS opens, then that test will not be displayed as a discrepancy in the DRS.

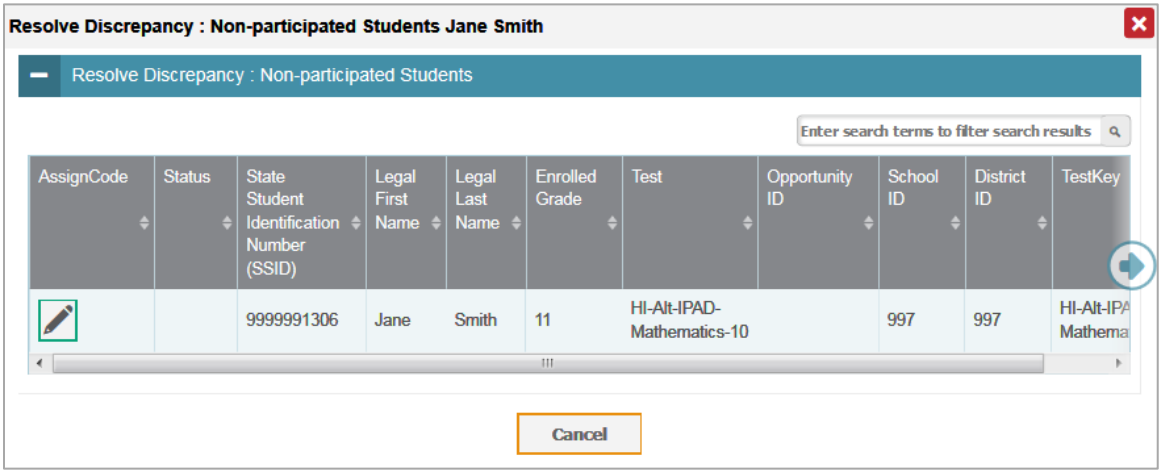
To resolve duplicate test discrepancies:

1. From the **Data Management** task menu on the TIDE dashboard, select **Discrepancy Resolution**. The ***Discrepancy Resolution*** page appears.

4. Retrieve the list of discrepancies for your school by following the procedure in the section Searching for Records.

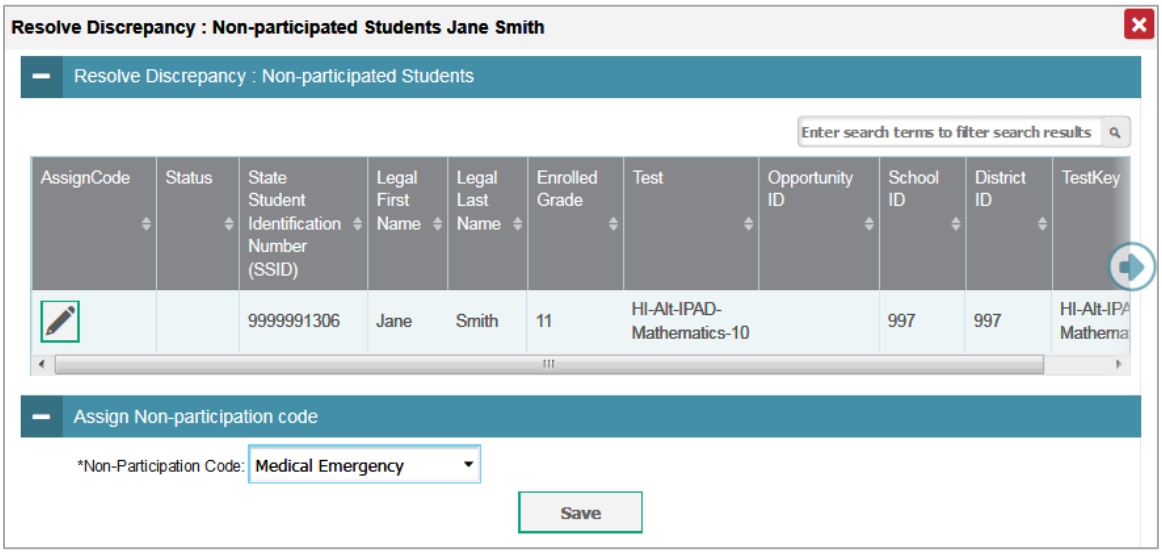
5. Click for the non-participated student discrepancy you want to resolve. The ***Resolve Discrepancy: Non-participated Students*** window appears for the test that was not started (see **Error! Reference source not found.**).

Figure 54. Resolve Discrepancy: Non-participated Students Page



6. To assign a non-participation code to the discrepant test, click  in the AssignCode column. The ***Assign Non-participation code*** panel appears.

Figure 55: Resolve Discrepancy: Non-participated Students – Assign Non-participation Code Panel



7. From the *Non-Participation Code* drop-down list, select the appropriate non-participation code.

8. Click **Save**. A confirmation message appears to notify you that the discrepancy has been successfully resolved.

9. Click **Continue** to close the confirmation message and return to the discrepancy listing.

10. Once each student discrepancy has been saved and successfully resolved (some students may have more than one test that will need to be resolved), the student's name is removed from the list in the DRS. Therefore, when all students' non-participation status has been resolved, there should be no students listed so you will know all discrepancies have been resolved.

Appendix A. 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 56 describes the entire processing flow for file uploads.

Figure 56. Upload Processing Flow

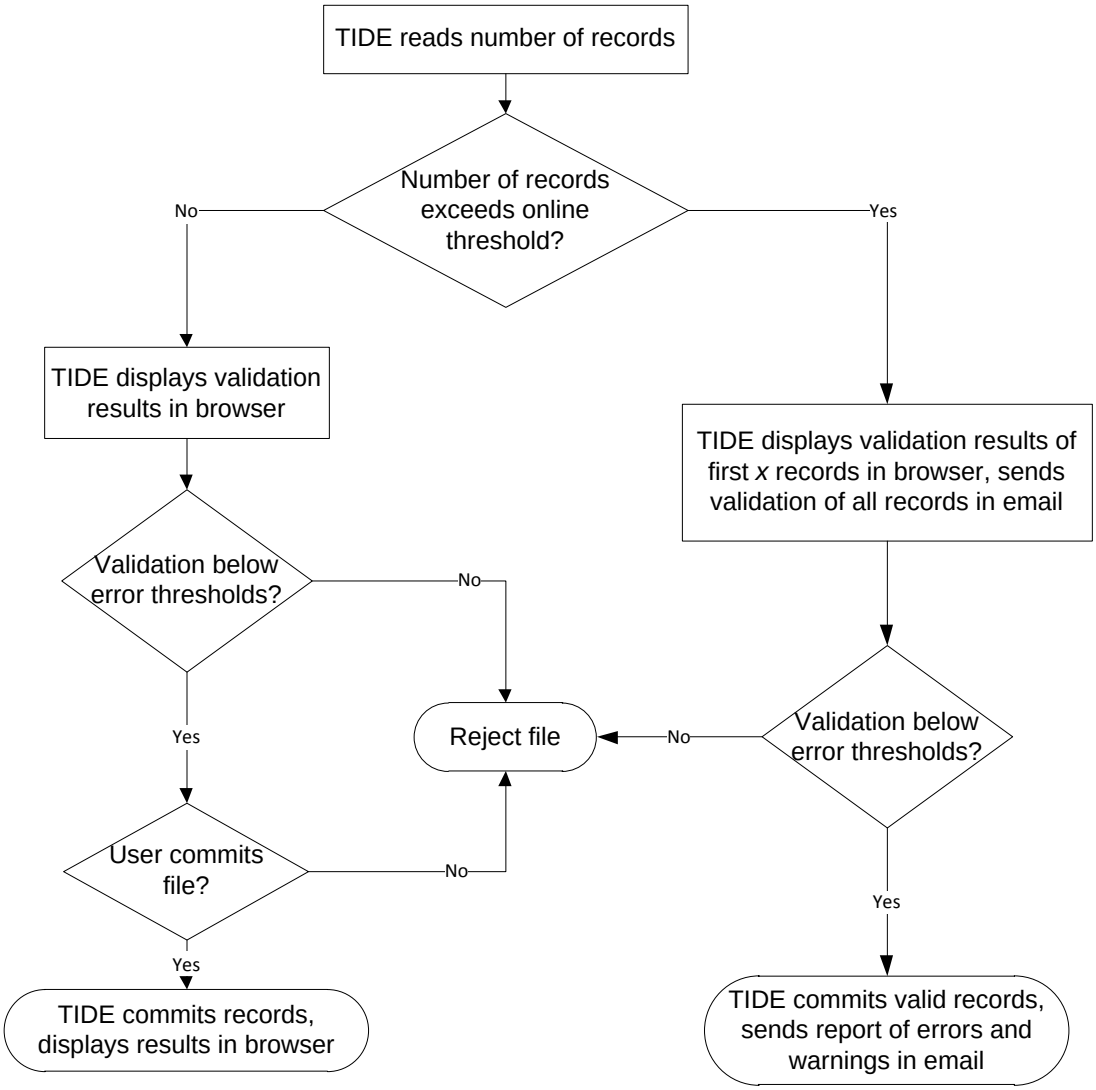


Table 19 lists the various upload files and the number of records in those files that triggers offline processing. The column Number of Validated Records is the number *x* in Figure 56.

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 19. Record Thresholds for Offline Processing

Upload File	Offline Processing Threshold	Number of Validated Records
Users	1,000	200
Test Settings	2,000	200
Test Invalidation Requests	1,000	200
Rosters	1,000	200

How TIDE Validates File Uploads

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

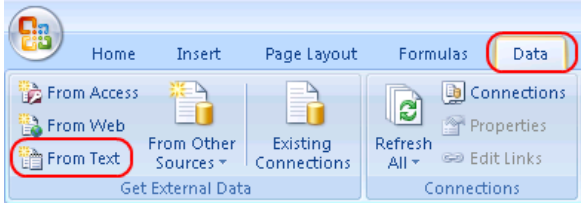
- *Layout validation* determines if the records have proper format. This includes checks for alphanumeric or numeric-only values and record length.
- *Data validation* determines if the fields contain valid data.

Appendix B. Opening CSV Files in Excel 2007 or Later

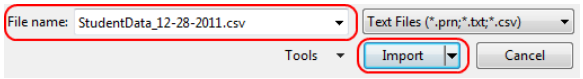
This appendix explains how to open comma-separated value (CSV) files in Microsoft Excel 2007 or later.

1. Open Microsoft Excel.

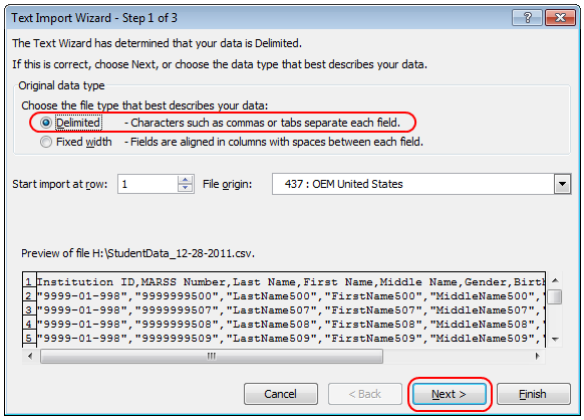
2. On the **Data** tab, in the **Get External Data** group, click **From Text**. The Import Text File dialog box appears.



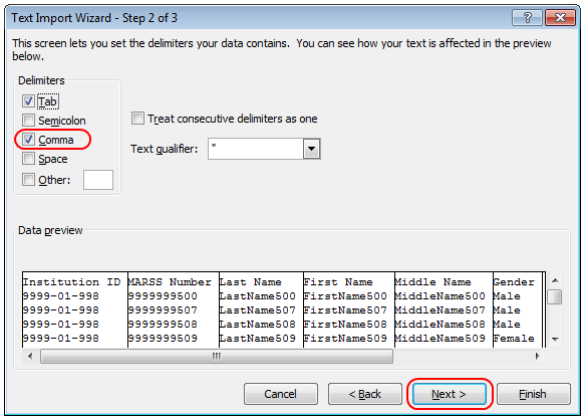
3. Navigate to the CSV file, and click **Import**. The Text Import Wizard appears.



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**.



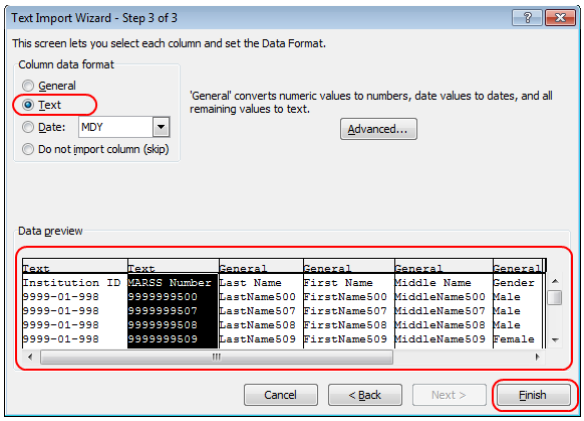
6. In Step 3 of the wizard, do the following:

   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.

   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 C. User Support

For additional information and assistance in using TIDE, contact the AIR help desk.

The help desk is open Monday–Friday from 7:30 a.m. to 4:00 p.m. Hawaiian Standard Time (except holidays or as otherwise indicated on the State Assessment Portal).

HSAP Help Desk

Toll-Free Phone Support: 1-866-648-3712

Email Support: hsaphelpdesk@air.org

If you contact the Help Desk, you will be asked to provide as much detail as possible about the issues you encountered. You may choose to use the *Help Desk Intake Form*, available on the alohahsap.org portal website in the **Resources >> Technology** section.

- If the issue pertains to a student, provide the SSID and associated 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).

Appendix D. Change Log

This Change Log can be used to identify specific changes that are made to any of the information included in the original document throughout the current school year.

Location	Change	Date
Table 5. Fields in the Test Settings and Tools Panel	Added Audio Transcriptions and Print on Demand tools	9/7/17
Table 6. User Access to Edit Test Settings and Tools	Added Audio Transcriptions, Mouse Pointer, and Line Reader tools	9/7/17
Table 8. Valid Values for Tool Names	Updated the valid values for various tools	9/7/17
Table 3. Columns in the User Upload File	Updated character limits for First Name, Last Name, and E-mail	9/19/17
Table 5. Fields in the Test Settings and Tools Panel	Updated fields in Test Eligibility	9/19/17
Table 6. User Access to Edit Test Settings and Tools	Updated fields in Test Eligibility	9/19/17
Printing List of Students, Test Tickets, and Test Settings for Students in a Roster	Updated upper limit of number of students to 1000	9/19/17
Table 9. Columns in the Rosters Upload File	Updated valid value for Roster Name	9/19/17
Table 15. Columns in the Status of Students Tested Report	Added additional information	9/19/17
Table 4. Fields in the Demographics Panel	Updated field labels	9/25/17
Table 5. Fields in the Test Settings and Tools Panel	Removed reference to Hawaiian language testing for Grade 4 HSA Science students	9/25/17
Table 8. Valid Values for Tool Names	Updated valid values for Braille Type	9/25/17
Section VI. After Testing (Data Management)	This section has been removed temporarily. Data Management functions will be activated in TIDE in late winter 2018.	11/28/17
Table 20. Valid Values for Tool Names	Updated valid values for Text-To-Speech (Designated Support) for HSA Science/EOC Exams.	1/16/18
About the Banner	Updated screenshot and Log Out button name.	2/18/18

Location	Change	Date
Downloading Files from the Inbox	Updated to include information about additional types of data that can be exported to the Inbox.	2/18/18
Searching for Records	Updated to include information about search results pop-up window.	2/18/18
Plan and Manage Testing	Added instructions to search under "All Schools" in Plan and Manage Testing, as applicable. Updated instructions in Test Expiration bullet point.	2/18/18
Section VI. After Testing (Data Management)	Re-added this section.	2/18/18
Table 8. Valid Values for Tool Names	Updated valid values for Non-Embedded Designated Supports	2/21/18
Table 5. Fields in the Test Settings and Tools Panel	Updated the administration year referenced in the Text-to-Speech (TTS) – Passages for ELA row.	2/26/18
Plan and Manage Testing	Changed the heading from "Plan and Manage Testing" to "Generating Plan and Manage Testing Report" to maintain symmetry with other sections.	3/21/18
Searching For Records	Added "Add Selected" button to step 2a.	3/21/18
Generating Frequency Distribution Report	Updated instructions for generating PDF reports	3/21/18
Activating Your Account	Updated the wording for login password requirements.	3/21/18
Requesting a Password Reset	Updated the wording for login password requirements.	3/21/18
Managing Rosters	Added information about Current and Past Students feature.	3/22/18
Resolving Discrepancies	Added section on use of the Discrepant Records feature to enter non-participation codes for students.	04/04/18
Throughout	Clarified that roster functions are available in both ORS and AIR Ways.	04/04/18
Uploading Test Settings and Tools	Clarified access limitations for Test Coordinators setting student test tools using the upload feature.	5/14/18