

Multiple Queries	N	Date	Category	Sub-Category	Issue	Helpdesk Response	Address with Training? [Issue, training venue]
√√√√√	8	10/22/14	Account Maintenance	Assessors who have left districts	Two assessors who had retired or left districts needed their online accounts to be archived.	The helpdesk archived all necessary assessor accounts.	
	10	10/24/14	Account Maintenance	Assessors who have left districts	An assessor emailed the helpdesk inquiring how to remove and/or update assessors district information.	I can archive those no longer with your district. The two that moved districts will need to update their district information on the website. They can do this by logging in, going to the 'Help/Settings' tab, and updating their district on the <u>drop down menu</u> .	
	14	12/8/14	Account Maintenance	Change of email	I am trying to login to the alternate assessment website. I cannot remember my password. Also I no longer use that email address so I cannot send an email to it to reset the password.	I have updated your password. To change your email address you will need to login using your old email address and updated password. Then go to the Help/Settings tab and you will see a link to update your email address.	
	1	9/10/24	Account Maintenance	password reset	An assessor called the helpdesk wondering when the training site will be open, and also wanted to change her password to be sure she could login when the time came.	The training site opens on September 24th, and her password was reset.	
	28	4/15/15	Account Maintenance	password reset	An assessor emailed the helpdesk who was entering scores for a different teacher on admin leave.	The password was reset by the DRA helpdesk.	

	17	12/19/14	Account Maintenance	Registration	I'm working with a teacher who is trying to get into ak.k12test.com. He did the "Register" link, but nothing was sent to the email, and a message appeared that this account already exists, however, I'm not able to see it on our Accounts page. Can you please help us with this?	In this case the server providing email for your district is returning the following message to our system: "Recipient address rejected: Access denied" Seems like a misconfiguration on the user or server part. This may be something you need to contact your IT person about.	
	21	2/10/15	APU credits	Requirements	I would like to ensure that I have the most current list of requirements for earning the 2 hours of college credit for the Alaska AA Mentor course. I enrolled in the course during the fall 2014 training and I am working toward completion.	You can find this information on the ak.k12test.com website under the Mentor Tab > Earning 2 APU credits.	
√	19	1/14/15	CEU	deadline	I may be missing it, but I'm looking at the forms the our Qualified Assessors can use for applying for CEU's for their work and completed training modules for the Alternate Assessment this year and I don't see a date for the deadline to submit. What is it?	Attached is the current CEU application form. You can also find this on the ak.k12test.com website in Training > Earning CEUs. The deadline is listed on page 2 and is June 30, 2015.	
	31	5/5/15	DLM	Testing Window	Is there any way to put in the scores at this time? I read that we had an extended window till the 13th and of course that was for the computer math and ELA. I have the test and was ready to administer but now what is my next step?	The QA was referring to the DLM testing and was able to complete all by the end of the testing window.	
	29	4/22/15	DLM	Testing Window end date	Is the last day for testing DLM May 1st or 13th? I thought I remember it being extended and some teachers are anxious about finishing by the 1st!	The Science Alternate Assessment window closes on May 1 at 6:00 PM. The ELA/Math (DLM) Alternate Assessment window closes on May 13.	

	7	10/22/14	DLM	Ticket access	Information on access to tickets for DLM testing	Once rostered to students, teachers can complete FCS and PNP for their students. They CANNOT access tickets until they complete their required training (7 modules) plus we ask for that 8th one. Therefore, students cannot be tested until teacher takes training.	
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	6	10/22/14	DLM	Training and uploads	Information on training and uploads for the DLM website	<p>UPLOADS</p> <p>First a data manager or yourself uploads USERS into Educator Portal, located here https://educator.cete.us/AART/logIn.htm This is a single upload for general education AND students taking Alternate Assessment. Second, upload is STUDENTS. Third upload is ROSTERS. (this assigns teachers to their students).</p> <p>TEACHERS (Teachers = Test Administrators = Qualified Assessors) Teachers can now start completing First Contact survey (FCS) and Personal Needs Profile(PNP) for their students. Only students taking Alternate need the FCS because this is how the system places them into the adaptive test. It is important that teachers accurately describe their students so students will be given an appropriate first test question.</p> <p>Teachers also go to Educator Portal and complete required training. · Test Administrators must complete all required training. This training includes signing a test security agreement online, and taking the seven required training modules in Educator</p>
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	18	1/12/14	DLM Filed Test	Additional testlets	<p>It has been reported that assessors using Field Test C for the Alternate Assessment are having additional testlets added after completing all of the initially listed testlets. Please advise if this will always be the case and why. It is challenging for students at this level to think that they are done with testing, when more testlets appear later. There has to be an end to testing.</p>	<p>For your information... DLM is still working out some kinks, and hopefully will have all the pieces working together smoothly by early March.</p>	
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	16	12/16/14	DLM Filed Test	Uploading students	<p>In order to participate in Field Test B and/or Field Test C, our district qualified assessors need to be provided with an official KITE log in and have their students added so that they can complete the First Contact Survey and start the practice sessions (field tests).</p> <p>My KITE log in allows me to complete the modules, and I can see all the tabs; however, I have not been able to add any students to do the First Contact Survey.</p> <p>In addition, we are running into difficulties because our assigned teachers do not have official usernames and passwords.</p> <p>It may be that we do not have an assigned DATA STEWARD. Our District Test Coordinator is not working with the Alternate Assessment. Thank you for any assistance or direction that you can provide in helping getting our Field Test up and running.</p>	<p>DTCs are in charge and responsible for ALL assessments including the alternate. Your DTC needs to have the data person upload students taking alternate at the same time as other students. EED offers weekly webinars on how all this happens and DLM provides a help desk. It is not the mentor's job to upload students unless the mentor is also the district's data steward as well.</p>	
	3	9/25/14	DLM Training	Modules	Where do I find Module 17?	http://secure.dynamiclearningmaps.org/unc/modules.html	

	4	9/30/14	DLM Training	Modules	<p>I've gone into the KITE Educator portal, and I'm confused by the naming of the modules. For example, the Module ID says "10", but the name says Required Training Module 2: DLM Test Security. Is this the correct Module to take for our pre-training requirement? Also, there isn't a Module 17. Is this under a different name?</p>	<p>Yes there is odd numbering in Educator Portal. The system assigns numbers, which do not match the name/number of the actual modules. That said, the modules you are looking at are the REQUIRED modules for Test Administration that we will be training on and completing at mentor training so DO NOT do now. There are links below to the pre-training. These are not in Educator Portal but are on the DLM main webpage under the Professional Development tab.</p>	
	11	11/10/14	DLM Training	Required modules	<p>I trained my special education teacher last week at our Inservice. They will complete the modules using 'self-directed' training. One of my teachers just asked me if they need to complete all of the trainings prior to doing the Personal Needs Profiles and First Contact Surveys that are due on Nov. 19th. What is the answer? Thank you.</p>	<p>Yes, I don't believe they are able to get into the system until they have completed training. They also need to be enrolled as a user in the system, have their students enrolled in system, and have students rostered to them. These enrollments would be the task of the DTC or data steward in your district. I called the DLM help desk to confirm.</p> <ul style="list-style-type: none"> · A teacher who has not completed required test administration training CAN enter PNP and FCS information on their student. (as long as the students have been enrolled and rostered to her/him). · A teacher who has not completed required test administration training will NOT be able to access test tickets (which allows a student to test) until he/she has 	

	13	12/7/14	KITE Portal	Login	<p>I have a question regarding how best to have the teachers in my district get their KITE log in. Should they each go to the KITE portal to register or do I request a log in from you or Aran? It wasn't quite clear in my training.</p> <p>One of my teachers tried it out for me by downloading the KITE client and registering online himself.</p> <p>There was a problem, however, when he tried to log in again the next time because he couldn't log back in with his password and when he requested his password from "Forgot Password," he was never sent a link for resetting his password.</p> <p>To whom do I address these types of issues?</p> <p>One last question, how many hours are expected for training district personnel (Qualified Assessors) who will be giving the Alternate Assessment?</p> <p>I wanted to ensure that I allot sufficient training time for the Assessors so that we can participate in the Field Test #2</p>	The DATA STEWARD manages all the uploaded lists to DLM and is almost always the District Test Coordinator.	
	12	11/20/14	KITE Portal	PNP	An assessor called the helpdesk inquiring how to check if the PNP was submit correctly.	The assessor was directed to the DLM helpdesk.	
	2	9/10/14	Materials	Pre-training assignments	Where will I find the pre-training assignment?	We will hand it out on the Sept 24 and Oct 1 Get Started webinars.	

	5	10/10/14	Mentor	Upgrading QA	If there is more than one mentor for my district how will I be notified my assessors have completed training?	You can ask your assessors to notify you when they have completed proficiency training on ak.k12test.com and the required DLM training (and give you their screenshot).	
	22	2/16/15	Science	Materials Preparation	Do you know when the science testing materials for ELOS will be available for teachers to print off and prepare for the opening date of March 16th? Our Spring break happens from March 7-14 and some teachers would like to prepare the materials before the break so when they return they will be ready to start testing.	We are scheduled to make the Alternate Assessment in Science, both the Standard administration and ELOS administration, available for download by Qualified Assessors on March 13. I'm sorry, but your teachers will not be able to download the forms prior to your district's Spring break.	
	9	10/23/14	Science	Training	I was wondering how I go about registering for training for the alternative science assessment.	You will need to sign up for an account on ak.k12test.com. You will see there all of the resources to complete the science training and proficiency test. Let me know if you have any questions.	
	30	4/22/15	Science Administration	Access to Materials	I think this might be my fault but I forgot to enter student information for my one 8th grade student on the Alaska alternate assessment website for Science testing. I went ahead and did that so I could get her set up to do her Science test and for whatever reason the Science test materials do not show up on my log in. I have called the number provided for help on the website and I have not heard from them yet. I am not sure what to do at this point or if you have any other solutions. The only thing I thought of doing is seeing if another teacher can print them off for me so that I can administer and enter her scores.	The assessor in question was still listed as an AIT. She had completed all necessary training, so the mentor updated her online status to QA and she was able to access all materials.	

	27	4/14/15	Science Administration	ELOS: 3 x 3 rule	<p>I have a teacher who has given the science test three times with her student and when she went in to enter the data it said that she didn't test three times. Do you have any idea why this is happening?</p>	<p>The issue related to a teacher who had "given the science test three times with her student, but when she went to enter the data it said that she didn't test three times" has been resolved.</p> <p>She meant that she had asked the questions three times and didn't get responses from the student. So the issue "it said she didn't test three times" refers to the error message the system generates when you meet the 3 tasks rule. I have confirmed with her that she also administered the ELOS assessment</p>	
	23	3/22/15	Science Administration	ELOS: 3 X 3 Rule	<p>I have a question about the Science Alternate Assessment. I'm not sure if I go to the ELOS or not.</p> <p>My student got - item 1 task 1 correct - item 3 of task 3 correct - item 2 & 4 of task 4 correct</p> <p>task 2.4, he got 3 consecutive zeros so we moved to the next task.</p> <p>Does he need to do questions of 4,5,6 of task 2.4?</p> <p>If I understand the directions correctly</p>	<p>It sounds like you followed the ELOS rules correctly. If your student had 3 consecutive zeros in one task then you do not need to administer the rest of the items in that task. The ELOS is only administered if a student has 3 consecutive zeros in 3 consecutive tasks.</p>	
√√√	26	3/30/15	Science Administration	Used materials	<p>Do teachers need to send their science materials into our District Office when they are finished? Do they send any materials to us?</p>	<p>Alternate Assessment science materials are shredded and deleted from computers.</p>	

	20	1/29/14	Science Training	Proficiency Reset	We have a teacher who failed the AA science test twice and is locked out. How do we get that reset?	As long as you have been reset as a mentor, you have access to your protégés accounts and can do that resetting under the ADMIN tab.	
	25	3/26/15	Science Training	Status Upgrade	I have a teacher who's student is not appearing in the Science testing, thus they are unable to download the test.	<p>In Science, the assessor needs to enter the student demographic information first. Then the student is automatically tied to that teacher. Once the teacher passes the proficiency tests, the mentor changes that assessor –in-training to Qualified Assessor and the secure test will appear. https://ak.k12test.com/ Once they have passed the two proficiency tests in ak.k12test.com, and they will need to show you evidence that they passed the DLM trainings. If there are any other requirements you established for your district, you will need to verify that these three have completed those requirements.</p> <p>When you are satisfied they have met the requirements, please go to ak.k12test.com. Choose the "Mentor" tab, then choose "Monitoring Training Completion" and click on the blue underlined document title "A Guide for Monitoring AKAA Science Training Completion". Follow the instructions on the document to upgrade Ms. Duckworth.</p> <p>Once you have upgraded their status they will be able to access and download the secure Science Alternate Assessment</p>	

	24	3/26/15	Training	QT and QA	An assessor contacted the helpdesk with a unique situation. She was the QT for one district, but also served as a QA for a different district. She was concerned about having to re-take the training for her OA account.	As she has already passed all training to become a QT, the helpdesk upgraded her second account to QA so she did not need to repeat the training.	
	15	12/9/14	Training site	Training requirements	This is the email I receive automatically when someone is done with their training. It says to check about their practice tests, but I thought that wasn't a requirement anymore. Can you please check for us?	<p>You are correct, the practice tests are no longer required. However we do still have science practice tests available for training.</p> <p>There is a concise list for advancement to QA on the Mentor Tab > Monitoring Training Completion that provides a suggestion to Mentors. Districts can require additional tasks, but we suggest those listed.</p> <p>NOTE: Perhaps this set of steps will work better for you to track training completion in your district:</p> <p>AITs provide the following evidence to their Mentors:</p> <ol style="list-style-type: none"> (1) Send a screen shot of the DLM Transcript page showing passing for all seven required training modules (2) Forward the email from DLM showing successful completion of the "IEPs linked to EEs" module (3) Send a screen shot of the ak.k12test.com site > Proficiency Tab showing successful completion of the Administration and Science proficiency tests. (Mentors can also verify Assessor completion of Science training and proficiency testing through the Admin 	