# Appendix 2.3B.9

| Date | Challenge | Solution | Code |
|---|---|---|---|
| 11/1/17 | A QA changed districts. Question on how to move QA to current district's data base. | QT was instructed how to update their QA's district by logging into their account and clicking on the 'Admin' tab. Here the information for any QA's in that district can be updated. If unable to access your account, please consult the "to-do's" link at the bottom of the homepage. | ODEdatabase |
| 11/7/17 | Scoring Protocol and Student Materials missing on training site for proficiency test. | SP and SM updated on website. | Training |
| 11/13/17 | QA has moved districts and needs to update login information but does not remember old password or have access to old email. | Helpdesk reset users password so QA can login to their old account and update all information. | EndUser |
| 11/15/17 | QA preparing for training but cannot access website. | ODE asked QA which website she was referring to, no ORExt helpdesk assistance required. | EndUser |
| 11/30/17 | Incorrect School Name on training site. | School updates in process by ORExt programmer that afternoon. | ODEdatabase |
| 11/30/17 | Tablet questions: 1)  Does it have to be a table/touchscreen device or can we use macbooks to administer the test? 2)  The info we've seen indicates a an iOS version number of 8.1. Is that a MINIMUM, or the only iOS version that will work? | Answer: assessors can use a Mac or PC to administer the assessment as long as they are using a compatible browser (Safari or Chrome) and are not blocking autoplay. And the iOS requirement is for version 8.1 or later. | EndUser |
| 12/11/17 | QT was reset to AIT and required to take all 4 proficiencies rather than the refresher. | Helpdesk reset account to returning user only requiring the refresher proficiency test. | Training |
| 12/12/17 | QA passed proficiencies and was ready to be upgraded to QT (Brad Lenhardt was out of town so forwarded this request to the helpdesk). | Users account was upgraded to QT by helpdesk. | EndUser |
| 12/12/17 | QA completed training and emeild the helpdesk inquiring about QT proficiency tests. | The QA was informed as a returning user the only proficiency required was the refresher. Her status was upgraded to QT. | EndUser |
| 1/2/18 | IT Coordinator inquired about tablet specifics: if it is web-based or an app install, if an external keyboard is required or if students can use the on-screen keyboard, and if headphones are required? | Both web-based version for laptop/computer and app install for tablets will be available. An external keyboard is not required as long as the tablet has touch screen functionality. Headphones are not required, however they are recommended as each item is read aloud to the student.<br><br>The user guide and practice tests will be available February 1st for QA's to help familiarize students with this new format of testing prior to the secure testing window. | EndUser |
| 1/3/18 | IT dept. call asking about the new tablet app and requesting the updated user guide. | The current version of the user guide and system requirements was sent with information that the tablet app will be ready for download Feb. 1st. | EndUser |

| Date | Challenge | Solution | Code |
|---|---|---|---|
| 1/3/18 | Further inquiry if the app will be available in the app store or if the IT team will need to get it through VPP so they can push to tablets via MDM. | The tablet app is pending approval from the App store and should be available no later than Feb. 1st for download. This approval process will enable users to download the ORExt app without the VPP verification. The user guide is currently being updated to reflect these changes. | EndUser |
| 1/3/18 | QT sent list of schools needed to be added or updated to ODE's list. | ODE will update their lists, which will then be pushed to the training site and tablet app. | ODEdatabase |
| 1/3/18 | Follow up about tablet testing, if there is just one device for the teacher to use with the student, and if there is a practice test available. | The format is one-on-one testing, so the same tablet can be used with multiple students, however they cannot take the assessment at the same time on the same device. The practice tests will be available Feb. 1st, and current the system requirements and user guide can be found on the training site, although we are still updating these documents prior to our Feb. 1st launch date. | Training |
| 1/3/18 | Same QT was confused why she could see the correct answers when clicking on the proficiency tests. | It was explained that as a returning QT, the only proficiency she needed to take was the refresher. Now as a QT she has access to all of the correct answers for the other proficiency tests to, as a QT, aid in helping her qualified assessors pass the proficiency tests if there are any issues. | Training |
| 1/5/18 | Assistive Technology consultant inquiring about the tablet app, if it can be downloaded or if she will need to contact her IT department. | She was informed both a web format and downloadable tablet app will be available. The practice test link will be available Feb. 1st. At which time we will send out further instructions on app download. | EndUser |
| 1/8/18 | Teacher inquiring about the tablet setup - last year the UUID for an iPad was required. | This year we longer need the UUID as the app will be available for download through the app store. We will be sending out more information closer to projected release date of Feb. 1st. | EndUser |
| 1/10/18 | Phone conversation about districts covered as a QT | This QT will be passing her duties on to a differnet QT next year. Currently she manages several districts but the new QT will not be responsible for as many districts next year. She wanted to be sure the new QT will not have this overwhelming list under her account next year. The new QT was instructed to contact the helpdesk next year with the specific districts she will be training, and only these will be added to her account. | EndUser |

| Date | Challenge | Solution | Code |
|---|---|---|---|
| 1/11/18 | Large Print/Braille specialist inquiring when she will receive the orders and who they will come from. Also asked confirmation on the opening of the testing window. | She was informed they would come from ODE's secure transfer link (ODE Helpdesk) via stindal@uoregon.edu. Any questions should be routed through Sev. The orders due Jan. 12th will then be bundled and sumbit the following business day, which in this case was Jan. 16th due to the MLK holiday. The testing window opens February 15th, with materials available Feb. 8th to allow for administration prep. | EndUser |
| 1/12/18 | QT sent in UDID's to ORExt tech team and asked if the app was available. | QT was informed we have recently revised the installation instructions to make these (rather onerous) steps unnecessary for this year's administration. This year we will be able to upload to the Apple App Store (And Google Play Store for Android machines) instead, which should dramatically simplify the install process. Our goal is to have the app available February 1st (pending app store approval). | EndUser |
| 1/12/18 | QT attempting to download the ORExt app with no success. | The QT was informed we are currently waiting on app store licensing approval so the app is not available yet. Goal date is to have the app available by Feb. 1st (pending app store approval). | EndUser |
| 1/15/18 | QA informing helpdesk he had trouble submitting answers to the proficiency tests. The system kicked him offline and then didn't save his answers when he logged back in so he had to take the proficiencies twice. | Upon investigation this seemed to be an IT issue relating to the strength of his internet connection. | EndUser |
| 1/16/18 | QT holding teacher training and inquiring about showing the ORExt app during her training. | QT informed the app is not yet available, however she can use the web link on the training site  https://orext-practicetests.brtprojects.org) to access the practice tests via web browser to show examples of the app functionality during training. As this is a demo site, no username or password is required. Simply leave the sign-in fields blank and click 'Sign-In' | Training |
| 1/16/18 | When bundling large print orders, helpdesk rep. noticed there was an order for 9th grade assessments, which we do not provide. | Large Print/Braille specialist will email this school informing them there are no 9th grade assessments available. | EndUser |

| Date | Challenge | Solution | Code |
|---|---|---|---|
| 1/17/18 | QT with 2 questions: 1) how do assessors track if student's answer 10 of the first 15 questions incorrect on the tablet, 2) as district QT's will she and her colleague have access to all schools/students in their district? | Answers to QT's questions: 1) We have a flag in place so if a student misses 10 of the first 15 questions on the tablet a pop-up will appear to ask if QA would like to discontinue testing. If they choose to discontinue, they will be prompted to compete the ORora. 2) As QT's, you will have access to every school in your district. If additional districts are needed, they can be added to your or.k12test.com training account and then you will also have access to these through the tablet testing. | Training |
| 1/17/18 | QT inquiring if the app is available. | QT was informed the app is not available yet due to licensing approval, we will be sending more information on Feb. 1st. | EndUser |
| 1/17/18 | QT having trouble logging in. | QT's account did not show any login attempts. The helpdesk emailed her the link to login to or.k12test.com, and her login information and she was able to login. | EndUser |
| 1/17/18 | QT has an ESD classroom that needed to be added so teachers can register under their district. | Upon further investigation, this was an ODE issue. The user needs to register under the district with with the school is associated - even if they work in a different district. Otherwise students within this school/district will not appear on their rosters. | ODEdatabase |
| 1/18/18 | Director of student services assisting staff in setting up accounts on their testing site. One user having difficulty resetting her password as she gets an message that there is no email setup. | User indeed did not have an account yet. She was directed to the 'Register' link to set up a new account on the or.k12test.com site. | EndUser |
| 1/22/18 | QA inquiring about registering for the tablet application upon completion of training. | Once the tablet app is published, as long as QT's have confirmed the district and school for their QA's on the Training & Proficiency website, these student lists will appear when they login to the tablet. Links will be sent out to all users to download the tablet app, and the system will automatically provide the list of students with disabilities from which they will select their student's whose IEPs indicate the ORExt. | EndUser |
| 1/22/18 | QA not seeing the school needed on the drop down list. | Users will need to use the school district as the school if the program isn't in a school. Being with an ESD, with a district(s) permission, ODE/BRT can assign this district to QT's to ensure they have access. | ODEdatabase |

| Date | Challenge | Solution | Code |
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| | | If you participated in the tablet study last year, we have good news! We have improved and simplified the ORExt test application process this year and no longer need your UDID to manually install the app on your tablet. The ORExt tablet application will be available for both Android and Apple products through their respective App Stores for distribution and download.<br><br>Please notify your IT departments that we no longer require the UDID for your tablets. Licensing for the ORExt app should be approved within the next few days and we will send out specific download information no later than Feb. 1st, 2018. Our updated system requirements (ORExt_Tablet_SysRequirements_2018_Final.pdf) and App user guide (ORExt_TestApp_UserGuide_2018_Final.pdf) can be found on the training site materials page: or.k12test.com. Please distribute these documents to your IT department in preparation for the app download.<br><br>Instructions to download both the ORExt Practice Test App, and ORExt Secure Test App will be available no later than Feb. 1st. The practice tests will be available prior to the testing window to familiarize yourself and your students to the testing application platform and process. You will also be able to download the secure test app, however you will not be able to login to the | |
| 1/22/18 | Update on tablet administration | secure tests until the testing window opens Feb. 15th, 2018. | Training |

| Date | Challenge | Solution | Code |
|---|---|---|---|
| 1/23/18 | QA doesn't have a particular school they are assigned to, they are assigned to the district office. What school do they pick? | QA's will need to register with the attending institution of the students they will be testing this year, and then make sure that the school in their account reflecst those ID's. Although they are in the district office, they may need access to more than one district depending on the students they will be testing this year. Additional districts can be added by ODE/BRT if needed. Then QA;s can contact their Qualified Trainer to add additional schools to their account. If they are the QT, BRT can assist with this also. | ODEdatabase |
| 1/23/18 | QA's not seeing the school needed on the drop down list. | Users need to register with an open school, not a program run by an ESD—programs are not considered schools in the institutions database.<br>That said, try looking for the school that your program is physically housed in and register with that school and district. | ODEdatabase |
| 1/25/18 | QT inquiring about adding QA's to her account prior to training. | QT informed her QA's will first need to register for accounts on the or.k12test.com website, and then if they have the appropriate district selected she will have access to monitor their accounts. | EndUser |
| 1/25/18 | QA inquiring if tablet app will only be practice tests or if secure tests will be available for the spring, and if so how to participate in training. | QA directed to new sections on the training site for the new tablet app which will indeed be both practice and secure tests this spring. | Training |
| 1/25/18 | QT inquiring about the login for the practice tet link on the training site. | The online practice tests do not require any login information. Simply leave the username and password fields blank and click 'Login' | EndUser |
| 1/25/18 | QA inquiring if tablet app will be available for all QA's this year or only those involved in the pilot study last year. | QA informed tablet app will be available to all QA's this year. | EndUser |
| 1/26/18 | User unable to download tablet system requirements document. | System Requirements document sent by ODE to share with IT department. | Training |
| 1/26/18 | QA inquiring if tablet app will be available for all QA's this year or only those involved in the pilot study last year. | QA informed tablet app will be available to all QA's this year. | EndUser |
| 1/26/18 | QT needing additional districts added to her account. | Helpdesk assigned additional districts for QT to monitor additional QA accounts. | ODEdatabase |
| 1/29/18 | TA in school registered for an account on the or.k12test.com site in error - she only needed the OAKS portal. When the QT tries to delete her ORExt account an error message appears. | Message sent to ORExt programmer for further assistance to delete account. | ODEdatabase |

| Date | Challenge | Solution | Code |
|---|---|---|---|
| 1/29/18 | QA unable to download tablet system requirements and tablet user guide documents. | System Requirements and tablet user guide sent to QA. | Training |
| 1/30/18 | QA inquiring how to download tablet app. | QA forwarded email with tablet app information. | Training |
| 1/30/18 | QT unsure where to verify that her QA's credentials. Then emailed asking if she should assume her QA's have accurately entered their schools. | QT directed to the 'Admin' section of the training site. Select the QA and click on their account. Scroll to the bottom of the page to the box labeled 'Credentials Verified.' Click the box to validate the QA's credentials and then click 'Save Changes.' It was then explained, as the QT, it is at your discretion if you think your QA's listed their correct schools. | EndUser |
| 1/30/18 | DTC working with QT for district who is on extended leave to monitor QA's in their district. | Directed to contact ODE for further assistance as the DTC has not completed QT training. | Training |
| 1/31/18 | QA inquiring if the write from dictation items have the prompts written out so an assessor and/or student who is deaf or hard of hearing can administer/take this item via sign language. | QA was informed that yes the paper/pencil version Secure Scoring Protocols for all ELA assessments have the prompts written out that the student writes from dicatation. They were also directed to the 'Accessibility Options' section of the training website for more information on sign language accommodations and the link for ODE's sign language accommodation training and proficiency website. | Training |
| 2/1/18 | QA informing helpdesk a different teacher will be administering the ORExt this year so forward tablet information to new QA. | New QA had not yet registered for an account on the or.k12test.com training site. They were directed to first register for an account and then any training materials would be sent to them also. | EndUser |
| 2/1/18 | Update on tablet administration | Hello ORExt Assessors!<br><br>The Oregon Extended Assessment Tablet Application for Android and Chrome devices is now ready for download!<br>*More information on iOS download coming soon pending app store approval.<br><br>Please open and follow directions in the attached pdf for app download instructions and FAQ.<br><br>Thank you<br>-Sevrina (with TabletFAQ_2018_v3.pdf attached) | Training |
| 2/2/18 | QT inquiring about adding new assessor to his list. | The new QA will need to first register for an account in the QT's district and then will appear on the QT's assessor list. | EndUser |

| Date | Challenge | Solution | Code |
|---|---|---|---|
| 2/2/18 | QA attempting to log on to the iOS app with no success. | QA informed the secure test apps are only available for download, assessors will not be able to login and view the secure items until the testing window opens Feb. 15th. Only the practice test items are currently available. | EndUser |
| 2/2/18 | New assessor informing helpdesk he has registered for an account but still can't access the tablet apps. | New assessor informed he first needs to complete the training, pass the proficiencies, and have his account verified by his QT. He will then have access to the tablet apps. | Training |
| 2/2/18 | QA following up on iPad tablet download as the email sent out Feb. 1st only contained instructions for Android and Chromebooks. | QA was informed we are still waiting on iOS app store approval so the tablet app is not yet available for iPad. More information on iPad download will be sent out as soon as we have app store approval. | EndUser |
| 2/5/18 | QA needing upgrade to QT | Request forwarded to ODE for upgrade. | ODEdatabase |
| 2/5/18 | QA inquiring if all tests need to be administered via the tablet this year, or if paper/pencil is still available. | QA informed both the tablet app and paper/pencil are available this year. It is up to the discretion of the assessor which platform is best for their student. The paper/pencil will be distributed through the ODE Secure site like it was last year. The new tablet app is available for download, see the information listed in the FAQ document. | Training |
| 2/5/18 | QA attempting to log on to the secure test app with no success. | QA informed the secure test apps are only available for download, assessors will not be able to login and view the secure items until the testing window opens Feb. 15th. Only the practice test items are currently available. | EndUser |
| 2/5/18 | QA wondering about administration on a laptop, and how the writing items are administered. | QA informed the test can be administered on a laptop, or on a tablet. There are different instructions for downloading the app depending on what type of device you are using. For a laptop, no app download is required, simply use the weblink. All of the instructions are in the Tablet App User Guide posted in the materials section of the training site.<br><br>For the writing items if you don't think your students can access them using the touchscreen or typing option you can print the paper/pencil version. All writing items are scored manually by the assessor after testing, so either modality is fine for these items. We have a list of all writing items and page numbers posted on the training site also so you will know what needs to be printed (ORExtendPrintInstruct2017_18_v4.pdf). | Training |

| Date | Challenge | Solution | Code |
|---|---|---|---|
| 2/5/18 | QA not able to update password. | QA was assigned temporary password, yet was still unable to login. After further investigation, QA was trying to login to the archived 15-16 training site. She was sent the link for the current training site and was able to login. | EndUser |
| 2/5/18 | QA inquiring if all students need to take the assessment on an iPad. | QA informed it is up to the assessor to choose the platform most accessible for their student. The paper/pencil version is still available through the ODE Secure site. We also have the electronic version available on a laptop/desktop computer, or the app is available to download on iPad, Android and Chromebooks. You can find more information in the Materials section of the or.k12test.com website. If you will be contacting your IT department, you can give them the Tablet User Guide and System Requirements documents to assist in setup. | Training |
| 2/6/18 | QT unsure what the PIN is to exit the practice test. | QA informed the PIN will always be the year of the testing window, so currently it is 2018. | Training |
| 2/6/18 | QA receiving error message each time she logs into test app even though credentials are verified and school is selected. | QA's password was reset and she was able to login. | EndUser |
| 2/7/18 | QT needing districts added to their account to monitor QA accounts. | Helpdesk added all appropriate districts to QT's account. | ODEdatabase |
| 2/7/18 | ODE asking helpdesk to send a reminder that the paper/pencil testing window doesn't open until Feb. 15th so not to administer the tablet app until then also. | ODE informed although the secure testing app is available for download, assessors will not be able to login and view secure items until the testing window opens Feb. 15th. We made the download available early to give IT departments enough time to download the app on all necessary devices prior to the testing window. | EndUser |
| 2/7/18 | QT training QA who is not able to login to account. | QA did not have a previous account registered, so needed to register for a new account. | EndUser |
| 2/7/18 | QT had question come up in training if the decision to administer paper/pencil or tablet is an IEP team decision? And if so is this documented in the IEP? | ODE responded recommending documenting in the IEP however this is not required. The tablet is not different from the paper/pencil. More information on deciding which modality is most appropriate for students can be found on the training site under the 'Selecting an Assessment' section. | Training |
| 2/7/18 | QT needing credentials verified. | Request forwarded to ODE for credential verification. | ODEdatabase |
| 2/7/18 | QT confirming if 1) an email is sent to QA's once he has verified their credientials, and 2) if they need a school added to their account, it is the QT's responsibility to do this. | Was confirmed that yes, the system sends an auto confirmation email once credentials are verified, and yes the QT is responsible for adding additional schools to their QA's accounts. | EndUser |

| Date | Challenge | Solution | Code |
|---|---|---|---|
| 2/7/18 | QT informing helpdesk of QA training. | Helpdesk will be on-call for the QA training. | Training |
| 2/7/18 | QA downloaded practice test app but is unable to use her login information. | Was explained to QA no login information is needed for the practice tests. The purpose of the practice test is to familiarize you and your students with the new tablet format prior to the testing window. No data is saved for the practice tests, so you will not be able to add any new students. | EndUser |
| 2/7/18 | QT unable to login to the secure test app and doesn't have the PIN to exit the practice test. | Was explained to the QT that although the app is available for download, the secure test items will not be available until the testing window opens Feb. 15th. The exit PIN will always be the testing year, so is currently 2018. | EndUser |
| 2/7/18 | QT needing credentials verified. | Request forwarded to ODE for credential verification. | ODEdatabase |
| 2/7/18 | QA concerned her stuents are too medically fragile to administer the tablet test, do her credentials still need to be verified to administer the paper/pencil assessment? | Was explained that yes, credentials need to be verified for all QA's this year due to the new tablet format to ensure the appropriate student rosters are provided for each QA. | EndUser |
| 2/8/18 | QT cannot login to the secure test on chromebook. | Was explained to the QT that although the app is available for download, the secure test items will not be available until the testing window opens Feb. 15th. The practice test app does not require any login information. Simply leave the email and password field blank and click 'Sign-In'. | EndUser |
| 2/8/18 | QT needing access to additional district. | Helpdesk assigned QT to additional district to manage QA accounts. | ODEdatabase |
| 2/8/18 | QT needing access to QA's account to monitor progress. | QT informed the QA will need to register for an account first, once registered with her district she will have access to his account. | EndUser |
| 2/9/18 | AIT unable to login to training site. | After much investigation, QA had an incorrect web address (or.12test.com). Helpdesk sent email to click on web link and copy/paste login information directly from email. User was then able to login. | EndUser |
| 2/9/18 | QA informing helpdesk link takes her to the practice test, wondering if the secure test is available. | Explained that no the secure test items are not available until the testing window opens Feb. 15th, and yes the link on the training site is for the practice test items only. | EndUser |
| 2/13/18 | QA attempting to log on to the secure test app with no success. | Explained that no the secure test items are not available until the testing window opens Feb. 15th, and yes the link on the training site is for the practice test items only. | EndUser |

Help Desk Log
2017 - 2018

| Date | Challenge | Solution | Code |
|---|---|---|---|
| 2/14/18 | DTC trying to logon to tablet app with no success. | Explained that no the secure test items are not available until the testing window opens Feb. 15th, and yes the link on the training site is for the practice test items only. | EndUser |
| 2/15/18 | QT inquiring how to verify QA's credentials | Helpdesk walked through verification process through QT's 'Users' list. | EndUser |
| 2/15/18 | QA inquiring where to locate the printable secure tests and how to find out her password to download the tests. | QA informed the printable tests are available through the ODE District Secure website (https://district.ode.state.or.us) and she will need to contact her district test coordinator for login information. | EndUser |
| 2/15/18 | QT needing credentials verified. | Request forwarded to ODE for credential verification. | ODEdatabase |
| 2/15/18 | DTC having trouble with login information for tablet app. | Based on error message received, this user is not connected to wi-fi. | EndUser |
| 2/15/18 | QA having trouble with Appropriate/Inappropriate Administration Examples videos on the training site. However, he was able to complete the training. | Page seems to be loading fine on our end, so most likely user error. Noted here in case we get more of the same inquiries. | EndUser |
| 2/15/18 | QA unable to login to the tablet app. | QA informed credentials will need to be verified by the district QT to allow access to the secure test app. | EndUser |
| 2/15/18 | QA with students listed on her online ORExt student list that are not her students. Her student names do not appear, yet there are many students she does not recognize. | QA informed the student list is populated based on the district and school she has listed on the training site account. Asked to login to the training site and verify that she has the correct district and school/s listed. Have not heard a response yet. | ODEdatabase |
| 2/15/18 | QT who has QA trying to take the practice test but only receiving a blank screen. | ORExt tech team working on modifications to both the practice and secure test apps to launch live tests for the opening of the testing window. Tests were up and running by 12:30pm. | Training |
| 2/15/18 | QT inquiring how to verify QA's credentials, and if QA's need to be registered with the ODE TIDE site also. | Explained how to verify QA credentials through the 'Admin' tab, 'Users' section and that the ORExt and ODE TIDE are completely separate. | EndUser |
| 2/15/18 | QT needing credentials verified. | Request forwarded to ODE for credential verification. | ODEdatabase |
| 2/15/18 | QT inquiring if helpdesk emails are distributed to QA's and QT's or QT's only so she should forward to her QA's. | QT informed helpdesk emails go to all QA's and QT's so no need to forward. | EndUser |
| 2/16/18 | QA having trouble with the iOS version of the secure test app. After logging in, unable to click on any tabs. The tabs are highlighted after clicking, but the page does not change or reload. | The ORExt programmer was able to find the problem, a security token carried in an authorization header had an error with upper and lower case text depending on the device. He fixed this on the server end, and users were prompted to close the app and start again. | Tablet |

| Date | Challenge | Solution | Code |
|---|---|---|---|
| 2/16/18 | QA unable to login to the tablet app or ODE District secure site. | QA informed her account will need to be verified by the district QT to allow access to the secure test app and to contact her district test coordinator for login information for the ODE District Secure site. | EndUser |
| 2/16/18 | QT needing access to additional schools. | Schools added to QT's account and request sent to ODE for credential verification. | ODEdatabase |
| 2/16/18 | DTC sent list of schools that she will administer the ORExt on iPads. Also having trouble viewing the screenshots sent in the tablet launch email. | Schools added to DTC's training account and informed she will need her credentials re-verified by the district QT prior to accessing the tablet app. Helpdesk converted the tablet launch email to a pdf attachement so she could view all screenshots. | EndUser |
| 2/16/18 | QA unable to login to the tablet app. | QA informed credentials will need to be verified by the district QT to allow access to the secure test app. | EndUser |
| 2/16/18 | QT having trouble with the iOS version of the secure tests app. | The ORExt programmer was able to find the problem, a security token carried in an authorization header had an error with upper and lower case text depending on the device. He fixed this on the server end, and users were prompted to close the app and start again. | Tablet |
| 2/16/18 | QT asking for permission to verify other QT's she oversees in different districts. | QT's are unable to verify other QT accounts - this has to be done by State Admin level and above. QT's will need to contact ODE for credential verification. | ODEdatabase |
| 2/17/18 | QT changed district locations this year due to QA's she will be overseeing. | QT account has already been verified, so she should be set but to let the helpdesk know if she has any questions. | EndUser |
| 2/20/18 | DTC on the ODE secure site trying to verify that he has >1% for his district but unsure what to do after logging in. | Question sent to ODE for assistance. | EndUser |
| 2/20/18 | QT curious how the minimum participation rule was tracked on the tablet app. | Explained the tablet app keeps track of student scores and a pop-up window will appear if the student misses 10 out the first 15 items to discontinue testing. The only difference is for the ELA tests it does not count the writing items as these are manually scored after testing is completed. Therefore, depending on the grade level and how many writing items appear before item 15, this pop-up may not occur until somewhere between items 20-25. | Training |

| Date | Challenge | Solution | Code |
|---|---|---|---|
| 2/20/18 | QA/QT unable to login to the tablet app. | Several email and phone correspondences back and forth with this QA. First QA needed to add a school to her account on the training site and was emailed step by step instructions. Then needed her account upgraded and to be re-verified by ODE as she is the QA and QT for her district. | ODEdatabase |
| 2/20/18 | Two QTs needing all schools in their district added to their accounts. | Helpdesk added all schools to both QT accounts. | ODEdatabase |
| 2/20/18 | Human Resources personnel inquiring 5 teachers at her school need access to administer the ORExt. | After a few interactions back and forth, discovered these 5 teachers need access to the paper/pencil test. Human Resources personnel directed to contact the district test coordinator with names of those needing access to the ODE district secure site for test download. The DTC can then share login information. | EndUser |
| 2/20/18 | QA unable to login to the tablet app. | QA informed credentials will need to be verified by the district QT to allow access to the secure test app. | EndUser |
| 2/20/18 | QA having trouble logging into PC version of test. | QA informed credentials will need to be verified by the district QT to allow access to the secure test. | EndUser |
| 2/20/18 | QT informing helpdesk one district listed on her account is no longer needed as she will not be verifying QA's from that district. | District removed from QT's account. | ODEdatabase |
| 2/20/18 | QT unable to login to the tablet app. | Request forwarded to ODE for credential verification. | EndUser |
| 2/20/18 | QA unable to login to the tablet app and inquiring how QT's have their credentials verified. | QA informed credentials will need to be verified by the district QT to allow access to the secure test app. QT's credentials are verified by ODE. Helpdesk forwarded the list of QT names to ODE for verification. | EndUser |
| 2/20/18 | QT inquiring how to verify QA's credentials | QT directed to the 'Admin' section of the training site. Select the QA and click on their account. Scroll to the bottom of the page to the box labeled 'Credentials Verified.' Click the box to validate the QA's credentials and then click 'Save Changes.' | EndUser |
| 2/20/18 | DTC wondering how to access the paper/pencil tests. He was a bit baffled to not already have this information. | DTC informed paper/pencil tests can be downloaded from the ODE district secure site https://district.ode.state.or.us/ | EndUser |
| 2/20/18 | QT inquiring how to verify QA's credentials | QT directed to the 'Admin' section of the training site. Select the QA and click on their account. Scroll to the bottom of the page to the box labeled 'Credentials Verified.' Click the box to validate the QA's credentials and then click 'Save Changes.' | EndUser |

| Date | Challenge | Solution | Code |
|---|---|---|---|
| 2/20/18 | District having trouble loading the iPad app. After logging in the spinning wheel just spins and spins saying 'loading student data' and never goes anywhere. | ORExt programmer optimized load time for student data so this now should be much faster for all districts. | Tablet |
| 2/20/18 | QA unable to login to the tablet app. | QA informed credentials will need to be verified by the district QT to allow access to the secure test app. | EndUser |
| 2/20/18 | QT inquiring if a QA in her district has asked for access to the ORExt but they have not completed the requirements how does the QT prevent them from gaining access? | QT informed that QA's do not have access to the secure tests until their credentials are verified by that QT, so hold off on verification until QT gives them permission to access the secure tests. | EndUser |
| 2/20/18 | QT asking ODE if a student teacher can take the training and proficiencies and be granted access to administer the ORExt. | ODE informed QT that only certified educators and specialists can administer the ORExt. | EndUser |
| 2/21/18 | QT needing additional schools added to her account. | Helpdesk added all appropriate schools to QT's account. | ODEdatabase |
| 2/21/18 | QT having trouble with the iOS version of the secure tests app. | ORExt programmer optimized load time for student data so this now should be much faster for all districts. | Tablet |
| 2/21/18 | QA looking for the link to download paper/pencil materials. | QA sent the link to the ODE district secure site and informed to contact DTC for login information. | Paper/Pencil |
| 2/21/18 | QT having trouble with the iOS version of the secure tests app. | ORExt programmer optimized load time for student data so this now should be much faster for all districts. | Tablet |
| 2/21/18 | QT informing helpdesk several QA's are having trouble loading the test app and cannot login to the ODE district secure site. All credentials have been verified. | ORExt programmer optimized load time for student data so this now should be much faster for all districts. QT directed to contact DTC for login assistance on the ODE district secure site. | Tablet |
| 2/22/18 | QA logged onto ODE district secure site but unsure how to locate the paper/pencil tests for download. | QA directed to Brade Lenhardt at ODE, who directed QA to the ODE Helpdesk (ode.helpdesk@state.or.us) while he is out of town. | EndUser |
| 2/22/18 | QT having trouble with the tablet app on iOS and Chromebook. | QT's credentials first needed verifying - request sent to ODE. Then QT was still having trouble because she did not have any schools added to her account. QT was directed to add her primary school and the heldpesk could add her secondary schools. She will then need ODE to re-verify her account. | EndUser |
| 2/22/18 | QA unsure of PIN to exit testing. | QA informed the PIN will always be the year of the testing window, so currently it is 2018. | Training |

| Date | Challenge | Solution | Code |
|------|-----------|----------|------|
| 2/22/18 | QA has several students on her roster that have IEP's but do not take the ORExt. Inquiring if this matters at all. | Question forwarded to ODE for response. ODE explained they would not be in a position to parse out the SpEd rosters by statewide assessments this year (and possibly for the foreseeable future). So, while on the roster, QAs will need to be certain to administer the ORExt only to those for which it is indicated on their IEP. | ODEdatabase |
| 2/23/18 | QA inquiring how to reset password. | QA directed to the training site, 'Reset Password' link. | EndUser |
| 2/23/18 | QA unsure of PIN to exit testing. | QA informed the PIN will always be the year of the testing window, so currently it is 2018. | Training |
| 2/23/18 | QA having trouble logging onto the tablet app. Credentials have already been verified. | This issue was related to the lag time in loading students (see previous helpdesk inquiry). | Tablet |
| 2/23/18 | QA verifying the 10 item minimum rule. After administering 10 items and ORrora, getting an error message data is missing. | ODE informed QA this is correct. The minimum participation rule is at least 10 items for each content area assessed. And yes, an error message will pop up to make sure exiting the test is what you intended to do. | Training |
| 2/23/18 | QT having trouble with the or.k12test.com training site. | The website was having delays in the early morning, but was up and running by 11am. | Training |
| 2/23/18 | QA having trouble with the paper/pencil data entry. | QA directed to Brad Lenhardt at ODE, who directed QA to the ODE Helpdesk (ode.helpdesk@state.or.us) while he is out of town. | ODEdatabase |
| 2/23/18 | QT getting a flood of emails that her QA's were having connectivity issues. The app would indicate 'Loading Student Data' with the spinning wheel, but would never actually load. | After some investigating, our programmer discovered there was a lag time in loading student data as the server was loading and cross checking each student every time the app is opened. Programmer has found a solution to speed up the process, however assessors in large districts should allow a few minutes extra before testing. | Tablet |
| 2/26/18 | QA informing helpdesk she has completed the training and refresher proficiency but the website is not reflecting this on her account. | ODE and Helpdesk checked her account and it does not reflect that she has taken the refresher proficiency test. Upon further investigation this user was having trouble with one of the videos playing in the training section, she indeed had not attempted the proficiency test yet. She updated her flash player and was able to view all training videos. | Training |
| 2/26/18 | QT needing additional district added to her account to verify QA's credentials. | District added to QT's account. | ODEdatabase |

Help Desk Log
2017 - 2018

| Date | Challenge | Solution | Code |
|---|---|---|---|
| 2/26/18 | QT has a QA not seeing the writing items administered paper/pencil on the 'Manual Scoring' tab. | QT informed the 'Manual Grading' tab is for all writing items that were taken on the tablet itself. If any items were administered via paper/pencil, they will need to be graded in the 'Data Entry' tab as the tablet will have no record of these items since they were not taken on the actual tablet. So QAs will need to go to the 'Data Entry' tab and score those specific writing items that were administered via paper/pencil. | Training |
| 2/26/18 | QT unsure where to verify that her QA's credentials. | QT directed to the 'Admin' section of the training site to verify QA's credentials. Select the QA and click on their account. Scroll to the bottom of the page to the box labeled 'Credentials Verified.' Click the box to validate the QA's credentials | EndUser |
| 2/26/18 | QA attempting to add a student to the practice test with no success. | Explained to QA that the practice tests do not save any data therefore the add students function is disabled. The purpose of the practice test is to familiarize assessors and students with the tablet testing platform. | EndUser |
| 2/26/18 | QA unable to view practice test items. Only the ORora is working on her end. | Programmer pushed updates to the tablet app and all is working appropriately. | Tablet |
| 2/26/18 | QA unsure of PIN to exit testing. | QA informed the PIN will always be the year of the testing window, so currently it is 2018. | |
| 2/26/18 | QT informing helpdesk several QA's are having trouble logging into the test app. | QT directed to the 'Admin' section of the training site to first verify QA's credentials. Select the QA and click on their account. Scroll to the bottom of the page to the box labeled 'Credentials Verified.' Click the box to validate the QA's credentials and then click 'Save Changes.' | EndUser |
| 2/26/18 | QA found 2 errors in the paper/pencil tests. | Errors fixed, updated booklets sent to ODE to replace previous versions on the ODE District secure site. | Paper/Pencil |
| 2/26/18 | QA having trouble with the fourth grade writing items - stylus or finger trace is not working. There are also missing audio files for the copy and write from dictation items. | Programmer pushed content edits to the tablet app and all is now working appropriately. | Tablet |
| 2/27/18 | QT unable to view student roster on tablet app. | QT did not have a school listed on her account. Directed to add her school on the training site to populate her roster. | ODEdatabase |
| 2/27/18 | QT's school not listed in drop-down menu. | Issue forwarded to ODE to track school on their district database. | ODEdatabase |
| 2/27/18 | QA unable to login and inquiring how to have her credentials verified. | QA directed to contact her QT to verify her credentials. | EndUser |

| Date | Challenge | Solution | Code |
|---|---|---|---|
| 2/27/18 | QT has QA having trouble with the Manual Scoring section for the writing. | It was clarified the writing scoring varies wether the student took the items on the tablet, or via paper/pencil. The 'Manual Grading' tab is for all writing items that were taken on the tablet itself. If any items were administered via paper/pencil, they will need to be graded in the 'Data Entry' tab as the tablet will have no record of these items since they were not taken on the actual tablet. So your QA will need to go to the 'Data Entry' tab and score those specific writing items that were administered via paper/pencil. | Training |
| 2/27/18 | QA having trouble with ELA grade 4 writing items. When the typing option is selected no image appears so the student has to remember what they were supposed to write from the previous screen. | The csv's for ELA G4 writing items needed editing. Writing items updated and QA was informed all writing items should now have appropriate images and audio. | Tablet |
| 2/28/18 | ODE regional partnet informing helpdesk links on login page or or.k12test.com for ODE websites need updating. | Websites have been updated. | Training |
| 2/28/18 | QA having trouble with the grade 4 writing items. She is unable to use the touch screen function and no audio is playing for these items. | The csv's for ELA G4 writing items needed editing. Writing items updated and QA was informed all writing items should now have appropriate images and audio. | Tablet |
| 2/28/18 | QA confused on Manual Grading tab why she was seeing both of her students responses when she only wanted to score one of the students responses. | It was explained to the QA that the Manual Grading section is setup to show all students who responded to the writing items via tablet or online. That's why the 'Skip student' option is in place so if you do not wish to score that student at that time, you can skip and the next student's responses will appear, then can go back and score the first student at a later time. | Training |
| 3/1/18 | During QA training, QT does not see her QA's email addresses in the or.k12test.com system although she thought they had pre-registered. | QA's instructed to attempt registration again, if it says their email is in use they already have an account and the helpdesk can assist in resetting passwords if needed. | ODEdatabase |
| 3/1/18 | QA unsure of PIN to exit testing. | QA informed the PIN will always be the year of the testing window, so currently it is 2018. | Training |
| 3/1/18 | QA having trouble with exit PIN on practice app. After entering exit PIN, goes to blank item screen and does not exit. | Programmer pushed updates to the tablet app and all is working appropriately. | Tablet |
| 3/1/18 | QT has QA that does not see her students listed although she chose her current school. | After talking with ODE, discovered the student IDs are registered at a district level for the school also. This information was added to the QA's account. | ODEdatabase |
| 3/1/18 | QT unsure of PIN to exit testing. | QT informed the PIN will always be the year of the testing window, so currently it is 2018. | EndUser |

| Date | Challenge | Solution | Code |
|---|---|---|---|
| 3/1/18 | QT inquiring about scoring the writing items. | QT informed writing items are scored in the 'Manual Scoring' section. If you click on the 'Manual Scoring' tab the system will go through the student list that have taken these items. If the first student name that pops up isn't the one you want to score you can 'Skip student' and the system will go to the next student. | Training |
| 3/1/18 | QT needing QA account deleted. | Account deleted | ODEdatabase |
| 3/1/18 | During QA training, check box for Appropriate/Inappropriate Administration training page is not showing up. QT inquiring how to have her QA's pass the training if this section is not highlighted in green. | QT informed that as long as she is monitoring QA progress on the training pages and they indeed pass the proficiency tests it is upon her discretion to upgrade their accounts. | Training |
| 3/1/18 | QA having trouble resetting her password. | Helpdesk assigned temporary password. | EndUser |
| 3/2/18 | QT only has one school listed, but needs access to the entire district. She also cannot add students to the practice test app and cannot logon to the actual secure test app. She also has a QA who will need a large print assessment and aske dhow the QA's in her district have their credentials verified. | QT informed helpdesk can add additional schools. ODE will need to verify her credentials before she will have access to the secure test app. The practice test is only to orient students and teachers to the tablet test platform so the add students function is disabled. As the QT she is responsible for verifying QA credentials in the 'Admin' section. | ODEdatabase |
| 3/2/18 | QT informing helpdesk, exit PIN of 1234 is not working. | QT informed the PIN will always be the year of the testing window, so currently it is 2018. The 1234 PIN was for the tablet study only. | EndUser |
| 3/2/18 | QA having trouble with the tablet app, so moving to laptop version but needs more information on how to adminster the writing items without a touch screen. | QA sent the printable list for the writing items and directed to then score manually through the data entry tab on the online app. | Paper/Pencil |
| 3/2/18 | QA looking for the link to download paper/pencil materials. | QA informed the printable tests are available through the ODE District Secure website (https://district.ode.state.or.us) and she will need to contact her district test coordinator for login information. | Paper/Pencil |
| 3/5/18 | Student using the Braille version, certain questions are omitted due to the disability code. QA wondering how to score these questions. And how the Braille analysis is documented. | QA informed that any item skipped or omitted will not be counted towards the student's score. Only the items in which the student has responded will be recorded. QA directed to ODE on specifics of how the Braille data is distributed. | Paper/Pencil |
| 3/5/18 | After administering paper/pencil, QA unsure of login for data entry on the ODE district secure site. | QA directed to contact her district test coordinator for login information. | Paper/Pencil |
| 3/5/18 | QT unable to login to the tablet app. | Request forwarded to ODE for credential verification. | ODEdatabase |

Help Desk Log
2017 - 2018

| Date | Challenge | Solution | Code |
|---|---|---|---|
| 3/5/18 | QA having trouble with the images not appearing, but sound still there on the tablet app. | Programmer pushed next content edits, these QA's were still having trouble so concluded it was device specific and directed to contact their IT department. | Tablet |
| 3/5/18 | QT inquiring the login information for the tablet app. | QT informed they will need to first have their credentials verified by ODE before accessing the tablet app. Then their login will be the same as the or.k12test.com training site. | ODEdatabase |
| 3/5/18 | QT inquiring how to verify QA's credentials | QT directed to the 'Admin' section of the training site to verify QA's credentials. Select the QA and click on their account. Scroll to the bottom of the page to the box labeled 'Credentials Verified.' Click the box to validate the QA's credentials | EndUser |
| 3/6/18 | QT informing helpdesk of an error in the Braille version Math G11 student materials. | Item will be flagged to discard in scoring reporting. | Paper/Pencil |
| 3/6/18 | Assessor inquiring how to register and complete the training to administer the ORExt. After entering her email still confused on what to do. | Assessor sent the training website and instructions to register for a new account. Checking in the background, her email must have been entered incorrectly because no record of her attempting registration. Helpdesk entered her email for her and she recieved the confirmation link to continue registration | EndUser |
| 3/6/18 | QA having trouble logging into the or.k12test.com training site to complete training. | Helpdesk was able to login as this user, so emailed the website and login information back to user and directed her to copy and paste the information directly from the email. | EndUser |
| 3/6/18 | QA having trouble logging onto the tablet app. | Edits needed by programmer and updates pushed to live app. | Tablet |
| 3/6/18 | | Reminder to the field the testing window opened Feb. 15th and closes April 26th. | Update |
| 3/6/18 | QA having trouble using the PIN 2018 to exit the practice tests. | There was a glitch in the exit function that was fixed by our programmer. | Tablet |
| 3/6/18 | QT has QA that cannot access the online assessment or the proficiency site. | QA directed to reset her password because the training site login is the same for the online assessment. Then the QT needed to verify her credentials prior to accessing the online test. | EndUser |
| 3/6/18 | QA completed training and upgraded to QA but still unable to login to tablet app. | QA informed credentials will need to be verified by the district QT to allow access to the secure test app. | EndUser |
| 3/6/18 | QT receiving several emails QA's are unable to access the report section to see which students still need to complete assessments. | Information sent to programmer to investigate. | Tablet |
| 3/7/18 | QT needing additional schools added to her account and also how to verify QA credentials. | Schools added to QT's account and sent directions for credential verification. | ODEdatabase |

| Date | Challenge | Solution | Code |
|------|-----------|----------|------|
| 3/7/18 | QA who has submit tests and received an email about grading the writing items but was unaware how to do this. | QA informed she can still go back into the manual grading tab and score the writing items anytime before the close of the test window. | Training |
| 3/7/18 | QT missing students on her roster. | Helpdesk requested student SSIDs and tracked where the students were registered, then added these districts/schools to QT's account. | ODEdatabase |
| 3/7/18 | QA had student swipe out of the app before she could intervene and now her login information is not working. | QA directed to reset her password on the or.k12test.com site. Then to make sure the app screen is locked prior to next test administration so the student is unable to swipe out of app. | EndUser |
| 3/7/18 | QA who no longer will be administering the ORExt so would like her account removed and to be removed from our mailing lists. | Account removed from or.k12test.com site | Update |
| 3/7/18 | QT doesn't have student on her roster. | After looking up student SSID, discovered student recently moved from another district and ODE database was not yet updated. The system updates SSID's twice a day so as soon as ODE updates their database this student will appear on the appropriate roster. | ODEdatabase |
| 3/7/18 | QA unable to login to the iPad app. | Helpdesk was able to login as this user, so emailed the website and login information back to user and directed her to copy and paste the information directly from the email. | EndUser |
| 3/7/18 | | FAQ list sent out to all participants reminding to verify credentials, exit PIN, will need a school added to your account to populate student roster, score all writing items, and inter-rater reliability study information. | Update |
| 3/7/18 | QA doesn't remember her password. | QA directed to reset her password on the or.k12test.com site by clicking on the 'Reset Password' link. | EndUser |
| 3/7/18 | District ESD having trouble adding schools to her QA accounts. | Helpdesk had QT send list of QA's and schools needed and added to accounts. | ODEdatabase |
| 3/8/18 | QT with QA having trouble accessing students needed on tablet app. | Helpdesk requested QA's name and student SSIDs and tracked where the students were registered, then added these districts/schools to QA's account. | ODEdatabase |
| 3/8/18 | QA inquiring where to locate data entry. | QA sent the linke to ODE district secure site for paper/pencil data entry: https://district.ode.state.or.us/ | Paper/Pencil |
| 3/8/18 | QA working with G7 math test and experiencing glitches. | Information sent to programmer to investigate. | Tablet |

| Date | Challenge | Solution | Code |
|---|---|---|---|
| 3/8/18 | Student taking practice test is tapping green 'submit answer' button more than once and app is advancing several items. Then when attempting to go back to skipped items, correct answers are highlighted in green. | Information sent to programmer to investigate. | Tablet |
| 3/8/18 | QT does not have needed QA's on her list to verify. | Additional district needed to add additional QA's, all updated on QT's account. | ODEdatabase |
| 3/8/18 | QA unsure how to locate district QT. | Sent a list of QT's in QA's district and directed to contact any of them for credential verification. | ODEdatabase |
| 3/9/18 | QA giving tablet assessment and had a few logistical questions as he was not trained on the tablet assessment. | Call returned and explained to QA that system automatically scores all but the writing items. All data is saved each time he logs in so can be administered over multiple testing sessions. Walked through how to score writing items. And that all scores will appear in the 'Reports' section once submit. | EndUser |
| 3/9/18 | QA anticipating the ORExt administration will take more than one day per student. Inquiring if this is allowed on the tablet administration. | QA informed she can administer the ORExt over multiple sessions, whatever she deems appropriate for each student. The iPad app has an 'Exit' function that will save all responses and prompt you to begin where you left off in concurrent testing sessions. The exit PIN will be the testing year so is currently 2018. | EndUser |
| 3/9/18 | AIT still unable to login to or.k12test.com site | AIT informed again to copy/paste the login information directly from the email. AIT was able to then login. | EndUser |
| 3/9/18 | QT inquiring how often BRT receives SSID updates. | QT informed BRT updates SSID's from ODE twice a day. | ODEdatabase |
| 3/9/18 | Needs additional students added to his roster. | SSID's located and additional district/school added to account. | ODEdatabase |
| 3/10/18 | QA found during training after viewing the Appropriate/Inappropriate Administration Examples, the 'Completed' check box does not appear. | Information sent to programmer as low priority edit. | Training |
| 3/12/18 | QA unable to access student roster on tablet app. | Information sent to programmer to investigate. | Tablet |
| 3/12/18 | ODE requesting for updates on participation numbers at this point. | csv with participation numbers sent to ODE | Update |
| 3/12/18 | QT has QA that need additional districts and schools added to her account. | Helpdesk requested QA's name and added districts so QT can add additional schools. | ODEdatabase |
| 3/12/18 | QT now has access to district on her own account, but needs to be able to assign schools in this district to her QA's account. | Over the phone, QT gave helpdesk names of QA's who needed additional district, and district was added to all accounts. | ODEdatabase |
| 3/12/18 | QA inquiring if there is an app for the iPad. The download instructions sent were only for iOS. | Explained to QA iOS is the name of the operating system for iPads. So the iOS instructions are indeed for iPad. | EndUser |

| Date | Challenge | Solution | Code |
|------|-----------|----------|------|
| 3/12/18 | QA unable to login to the iPad app. | QA informed credentials will need to be verified by the district QT to allow access to the secure test app. | EndUser |
| 3/13/18 | QA cannot login. She tried her username and password for the SBAC and it is not working. | QA informed her login and password will be the same as her login information for the or.k12test.com training site. The SBAC is completely separate from the ORExt. | EndUser |
| 3/13/18 | QA not able to login to tablet app. | After troubleshooting over the phone, she was receiving an error message that sounded like a firewall within her schools wi-fi. She was directed to take the iPad to her IT department and have them remove the firewall for the download. | EndUser |
| 3/13/18 | QT requestiing initial tablet download launch email to be resent to QA. | Helpdesk resent tablet launch email. | EndUser |
| 3/13/18 | QT concerned QA's screen went blank during testing, will previous questions answered be saved? What should QA do? | QT informed to tell QA to close out of the app and re-log back in. All previous data will be saved. | Tablet |
| 3/13/18 | QA inquiring how students complete the writing portion on the laptop. | QA informed if no touchscreen is available, there is typing function on all writing items. The writing items can also be printed and the student can handwrite their response. If taken using the typing function, these will be scored after administration in the 'Manual Grading' section. If the student handwrites their response on paper, these items will be scored in the 'Data Entry' section. | EndUser |
| 3/13/18 | QT has QA that still does not have all students needed on her roster. | Helpdesk requested a few SSID's to investigate where these students are registered. Awaiting response. | ODEdatabase |
| 3/13/18 | QT informing that writing items when typing option is selected, no image appears so student has to remember what they are suppsed to trace or copy. (G8 ELA) | Programmer looking into coding and found error. New edits were pushed live within 1/2 hour. | Tablet |
| 3/14/18 | QA missing student on roster. | Student is not flagged for SpEd so does not show up on ORExt roster. QA will need to update the record in their student information system from 'N' back to 'Y.' The ORExt system updated twice daily from ODE, so this update will be live by the next morning at the latest. | ODEdatabase |
| 3/14/18 | QA coming across very strange tinny sound on certain test items. | QA instructed to log out, and then close out of the app and reload. Problem was not continuing after re-login | EndUser |
| 3/14/18 | QT with QA who does not have all students on her roster. | Additional district and school added to QA's account | ODEdatabase |

| Date | Challenge | Solution | Code |
|---|---|---|---|
| 3/14/18 | QT has QA having trouble logging in. | Our programmer discovered the problem. The QA's account was one of those affected when the system updated the district and schools list. The school listed as her primary school no longer existed, so this discrepancy was preventing her from logging into the application. We deleted the 'blank' primary school field from her account so she should now be able to login to the tablet app. | ODEdatabase |
| 3/15/18 | District DTC inquiring about the missing primary school issue. | After discussing with DTC, found that the school needed was registered in a different district. DTC gave Helpdesk all names of QA's who needed access to this school and all accounts were updated. | ODEdatabase |
| 3/15/18 | QA unable to login to the iPad app. | QA informed credentials will need to be verified by the district QT to allow access to the secure test app. | EndUser |
| 3/15/18 | QA needing credentials verified but does not have a district QT. | Email forwarded to ODE to assist in credential verification. | ODEdatabase |
| 3/15/18 | QA confused on how to update her school list based on the email sent about 'blank' school fields. | Helpdesk walked her through how to choose her school from the drop down list and save changes. | EndUser |
| 3/15/18 | QA having trouble accessing roster on tablet app. | District also needed to be listed as a school within the district. School list updated and added to QA's account. | ODEdatabase |
| 3/15/18 | QA who does not have all students on her roster. | Additional district and school added to QA's account | ODEdatabase |
| 3/15/18 | QA does not have the exit PIN. | QA informed the PIN will always be the year of the testing window, so currently it is 2018. | EndUser |
| 3/15/18 | QT needing credentials verified. | Request forwarded to ODE for credential verification. | ODEdatabase |
| 3/15/18 | QT with QA having trouble accessing the tablet app. | QA's account was one affected by updating district/school list and left her primary school 'blank' - empty field deleted from her account so she was able to login. | ODEdatabase |
| 3/15/18 | QT missing students on her roster. After corresponding back and forth it was discovered her QA also was missing the same students. | Districts and schools added to both the QT's and the QA's accounts. | ODEdatabase |
| 3/15/18 | QT needing schools added to her account. | All schools added to QT's account. | ODEdatabase |
| 3/15/18 | DTC has QT unable to login to tablet app. | DTC informed QT will need to have credentials verified prior to logging into to tablet app. Request sent to ODE for verification. | ODEdatabase |
| 3/15/18 | QT unable to login to the tablet app. | QT informed she will need to first have her credentials verified. Request forwarded to ODE for credential verification. | ODEdatabase |
| 3/15/18 | QT inquiring if she needs to forward helpdesk update/FAQ emails to her QA's or if it is already sent to all users. | Updates from helpdesk are sent to all registered on the or.k12test.com website. | Update |

| Date | Challenge | Solution | Code |
|---|---|---|---|
| 3/15/18 | QA administering paper/pencil only and wondering if she still needs to register her school. | QA informed that although she will still be able to download the paper/pencil tests without verification, we prefer that all QA's have their primary schools listed and their accounts verified by their QT prior to administering the ORExt. | ODEdatabase |
| 3/15/18 | Missing Schools from district. | Using the my SQL roster, schools added to school list, and then assigned to QT/QA accounts. | ODEdatabase |
| 3/15/18 | | Programmer discovered why users could not login. Several accounts were affected when the system updated the district and schools list from ODE. The school listed as the primary school either had an updated ID, or no longer existed, so this discrepancy was preventing users from logging into the application.Email was sent to these users directing them to login to the or.k12test.com site and update their school prior to accessing the tablet app. | ODEdatabase |
| 3/16/18 | QA does not have the exit PIN. | QA informed the PIN will always be the year of the testing window, so currently it is 2018. | EndUser |
| 3/16/18 | QT needing schools added to her account. | All schools added to QT's account. | ODEdatabase |
| 3/16/18 | District having issues accessing all necessary students on QA and QT rosters. | Helpdesk requested a few SSID's to investigate where these students are registered. Additional districts and schools where student's were registered were added to QA's and QT's accounts. | ODEdatabase |
| 3/16/18 | QT helping out several schools and wondering if he can just list one as his primary school as he won't be adminsitering the ORExt. | QT informed yes indeed, he can just add one school as his primary and if he needs any additional schools added to let us know. | ODEdatabase |
| 3/16/18 | QT needing schools added to her account. | All schools added to QT's account. QT then needed credentials verified so request send to ODE. | ODEdatabase |
| 3/16/18 | QA having trouble logging onto the tablet app. | QA was attempting to login with a new email address. QA directed to use old email address with capital letters where appropriate as the login is case sensitive. Then QA can go to the 'Account' tab and update her email address. | EndUser |
| 3/16/18 | QT needing credentials verified. | Request forwarded to ODE for credential verification. | ODEdatabase |
| 3/16/18 | DTC does not have a primary school, she will work with all schools in her district but will not administer the ORExt so wondering if she can leave the primary school field blank. | DTC informed yes she can definitely leave the primary school blank. She will only need schools listed to access student rosters for test administration. | ODEdatabase |
| 3/16/18 | QA having trouble accessing roster on tablet app. | SSID's located and additional district/school added to account. | ODEdatabase |

| Date | Challenge | Solution | Code |
|------|-----------|----------|------|
| 3/19/18 | QA unsure if tablet/online test is recording scores as the report section does not list as many ELA items as the student completed. | Explained to QA that the writing items taken on the tablet app or online test need to be scored by the QA after testing in the 'Manaul Grading' tab. | Training |
| 3/19/18 | QT needing additional students added to her roster. | Afer further investigation with the programmer, it was discovered these students were not flagged as SpEd. QT instructed to update their SpEd flag and this student will then appear on her roster after the next system sync with ODE's rosters (twice daily). | ODEdatabase |
| 3/19/18 | | materials and entering student data for the Extended Assessments. First, only district authorized personnel are allowed to download, distribute, and/or enter student data for the Extended Assessments. Authorized personnel include DTCs as well as individuals trained in the Extended Assessments who also have the appropriate permissions and security clearance on file at the district office (e.g., Qualified Assessors (QAs) and Qualified Trainers (QTs). Specific information regarding the prerequisites and expectations for individuals identified by the district to serve or continue to serve as a QA or QT, see the "Assessor Qualifications" section of Oregon's Extended Assessment Administration Manual posted on the ODE's Statewide Alternate (Extended) Assessment webpage. In addition, all QAs and QTs who will administer Extended Assessments must receive test security training annually and have a signed Test Administrator Assurance of Test Security form on file at the district office, valid for the current school year. Second, authorized personnel must obtain permission and the required information (i.e., username and password) in order to access the Extended Assessment application. For paper-pencil administration authorized personnel must obtain permission and the required information (i.e., username and password) from their District Security Administrator in order to access the Extended Assessment application in the ODE District Secure website where the test materials and data entry links for the Extended Assessments are located. For tablet-based administration, items are administered through a secure application downloaded onto student tablets. | Update |

| Date | Challenge | Solution | Code |
|---|---|---|---|
| 3/19/18 | QT having trouble with wi-fi connection on tablet. Inquiring if items student has already answered will be saved and transferred if she switches to wall connected internet on computer. | QT informed the data will be saved regardless of the platform used for testing. So if administration was started on a tablet then switched to a laptop/desktop computer the data will be saved for that student and  testing will continue where you left off.<br><br>The data will automatically record on a laptop/desktop computer the same as the tablet. | Training |
| 3/19/18 | QA having trouble logging onto the tablet app. | QA informed credentials will need to be verified by the district QT to allow access to the secure test app. | EndUser |
| 3/19/18 | QA inquiring if writing items can be handwritten on paper, and if so where to access the materials. | QA informed yes indeed the writing items can be handwritten. Item and page numbers for the writing item materials can be found on the or.k12test.com website in the 'Materials' section in the ORExtendPrintInstructions17_18.pdf document. The secure tests can be printed on the ODE district secure website: https://district.ode.state.or.us/ | EndUser |
| 3/19/18 | QT has QA's missing students from their rosters. | SSID's located and additional district/school added to account. | ODEdatabase |
| 3/19/18 | QT is concerned these students are listed in the wrong district. | After discussing withour  programmer and ODE, resolved to change the district associated with the studen'ts school. This change reflected on the or.k12test.com site and teachers given access to appropriate schools/districts. | ODEdatabase |

| Date | Challenge | Solution | Code |
|------|-----------|----------|------|
| 3/20/18 | Questions on writing data entry and how scoring works | Manual Grading and Data Entry tabs explained | Training |
| 3/20/18 | QA having trouble logging onto the tablet app. | QA informed credentials will need to be verified by the district QT to allow access to the secure test app. | EndUser |
| 3/20/18 | QA with question on inputting data for ORExt. Double checking that the tablet recorded the student's responses. | Helpdesk returned call and informed QA that responses are auto scored and recorded on the tablet except for the writing scoring. QA given directions on how to complete the writing scoring in the 'Manual Grading' tab. | EndUser |
| 3/20/18 | QT gave a student the Math assessment under a different student name. Prior to contacting the Helpdesk she re-administered the test under the correct name. | Helpdesk contacted our programmer to reset the account that was administered under the wrong name. | EndUser |
| 3/20/18 | QT who had a student click the check mark and submit the assessment before she could intervene but the assessment wasn't completed yet. | Helpdesk contacted our programmer who allowed access back into the assessment for the student. | EndUser |
| 3/20/18 | QT with student who has completed testing but assessment still appears yellow, QT hesitant to click 'Ready' that his previous answers won't be saved. Also the writing scoring isn't available for that student. | After further investigation with the programmer and QT's IT department, internet connection was lost and she did not click 'Syn now' after getting back onto the app. She completed administration on a laptop. | EndUser |
| 3/20/18 | QT logged into tablet to make sure all writing items were scored and couldn't find the student in question in the Manual Grading section. She couldn't rememer if she already did this or not. | Helpdesk requested the student's SSID, and indeed their writing items had already been scored by the QT. | EndUser |
| 3/20/18 | QA unable to login to the iPad app. | QA informed credentials will need to be verified by the district QT to allow access to the secure test app. | EndUser |
| 3/20/18 | QA unsure of the grading required after completion of the ELA assessment. | QA's students completed writing items both on the tablet and handwritten on paper. Instructions sent to QA on how to complete writing scoring for all students. | Training |
| 3/20/18 | QT unable to add a student through the 'Add student' function on the tablet app. | QT informed the 'Add student' function has been disabled. SSID sent to helpdesk to locate student and add appropriate district and school to QT's account. | Training |
| 3/20/18 | QT still unable to access student roster. | QT still needed credentials verified, sent to ODE for verification. | ODEdatabase |
| 3/20/18 | QA after administration, student's tests still showing yellow although she clicked 'Submit' and receiving the 'Grading required' message. | Student SSID's sent to programmer for further investigation. There was a glitch for this users account that was preventing them from having the manual grading recorded. The programmer fixed the issue that was pushed to the tablet app. | Tablet |
| 3/20/18 | Confusion on why SSID's are listed as Southern OR ESD when they never have been in the past. Directed her to Cindy Barrack. | Cindy and Evan found problem and solution. Database updated 3/21/18 | Tablet |

| Date | Challenge | Solution | Code |
|---|---|---|---|
| 3/21/18 | QA trying to print assessments but can only find practice tests. | QA sent the link to ODE district secure site for paper/pencil data entry: https://district.ode.state.or.us/ and directed to contact her district test coordinator for login information. | Paper/Pencil |
| 3/21/18 | DTC trying to direct QA's/QT's how to access student rosters. | After looking up SSID's, students registered in different district than thought. This district added to all QA/QT accounts. | ODEdatabase |
| 3/21/18 | QT having trouble with tablet saving student responses. QA's in her district having similar problems. | After several phone conversations and emails and working with the programmer this issue was fixed for this district and student responses were submit. | Tablet |
| 3/21/18 | QA unable to login to the iPad app, asked if she needs a new password. | Helpdesk directed QA to reset her password on the or.k12test.com site, she was then able to login. | EndUser |
| 3/21/18 | QT inquiring if we can look up a QA's student record to see if the assessment was submit. QA scored writing items but test is still showing as yellow. | After receiving SSID, all records were complete. There was a slight lag in sync time from individual devices to our server, which then caused a lag in sending the information back to individual devices for scoring, etc. | Tablet |
| 3/21/18 | ODE personnel unaware of the launch of the tablet app and confused by ODE helpdesk questions he was receiving. | Explained by both ORExt helpdesk and Brad Lenhardt at ODE that this year there is a tablet and online version available to administer the ORExt. | ODEdatabase |
| 3/21/18 | After further invesigation, DTC believes these students are registered in an incorrect district. ODE database is different than BRT database. | After working with our programmer and QT's/ODE discovered there were discrepancies in the original district/school lists BRT received from ODE at the beginning of the year. The district for the schools in questions was updated on the BRT end and all users were able to access appropriate student rosters. | Tablet |
| 3/21/18 | Trying to print assessments | Called and left message with ODE district secure website information. | Paper/Pencil |

| Date | Challenge | Solution | Code |
|------|-----------|----------|------|
| 3/22/18 | QA has administered the ORExt on the iPad and scored the writing items, however it is not showing on the reports anything other than 'graded.' Would like to make sure the student data has actually been recorded. | Helpdesk left voicemail and sent email for further assistance. Have not heard back yet. | EndUser |
| 3/22/18 | QA having issues with tablet administration, after completing administration but not registering in the system. Many items still missing responses, including writing items. | Helpdesk returned the call and left a voicemail. After several emails back and forth, discovered QA's device was experiencing a lag time syincing with our server. All student information was indeed recorded. | Training |
| 3/22/18 | QT sent message to ODE with QA who administered the ELA paper/pencil and Math online. Not sure if QA should enter scored into the tablet app or ODE secure site. | ODE directed QT to inform her QA she will need to enter the ELA data on the tablet app per our guidance in the trainings, manual, and user guide. | EndUser |
| 3/22/18 | QA does not have the exit PIN. | QA informed the PIN will always be the year of the testing window, so currently it is 2018. | EndUser |
| 3/22/18 | QT having trouble accessing student rosters. | After several phone conversations and emails back and forth, discovered her first school listed was 'blank' therefore the system was not recognizing the rest of her school list. 'Blank' school removed and QT was able to view all rosters. | ODEdatabase |
| 3/22/18 | QT needing credentials verified. | Request forwarded to ODE for credential verification. | ODEdatabase |
| 3/22/18 | QA looking for roster. | Explained to QA that to access rosters, first credentials will need to be verified by their district QT. Then the student roster will be populated through the tablet app or online version so they will need to login to view their student list. | ODEdatabase |
| 3/22/18 | QA with student whose IEP team changed testing to SBAC with accommodations. | QA informed the student's SpEd flag will need to be updated with the ODE roster prior to this student appearing on the tablet roster. | ODEdatabase |
| 3/22/18 | QA looking for the link to download paper/pencil materials. | QA sent the link to the ODE district secure site and informed to contact DTC for login information. | Paper/Pencil |
| 3/22/18 | QA having trouble with roster. Is only testing one student so confused why so many students appear on his roster. | Explained to QA that this year, the whole caseload for SpEd within the school you have assigned to your account will appear on your roster. There is a search function at the top of the roster to make finding your student more efficient. We are working on a better rostering system for next year. | Training |
| 3/22/18 | QT needing credentials verified. | Request forwarded to ODE for credential verification. | ODEdatabase |
| 3/22/18 | QT unable to add students to the practice test. | Explained to QT the purpose of the practice test is to orient assessors and students to the tablet format and no data is saved, so the add student's function is disabled. | EndUser |

| Date | Challenge | Solution | Code |
|---|---|---|---|
| 3/22/18 | AIT took the refresher proficiency and hit submit but status still says in progress. | AIT stopped at item 18 (out of 25). Informed she will need to complete the full refresher proficiency before submitting and having her status upgraded to QA. | EndUser |
| 3/22/18 | QT who has QA discontinue assessment accidentally. | Helpdesk contacted our programmer who allowed access back into the assessment for the student. | EndUser |
| 3/22/18 | AIT who failed 2 attempts on the Administration proficiency. | Helpdesk reset her account. | EndUser |
| 3/23/18 | QA having trouble logging in to tablet app. | QA informed will need to have credentials verified by QT prior to accessing tablet app. | ODEdatabase |
| 3/23/18 | QT administered the tablet test but entered the writing scoring on the ODE district secure site. | After discussion with the ORExt team, QT was directed to re-enter the writing scores on the tablet and we would notify ODE to delete the writing scores for those students on the ODE secure site. | EndUser |
| 3/23/18 | QT needing credentials verified. | Request forwarded to ODE for credential verification. | ODEdatabase |
| 3/23/18 | QT having trouble logging into the tablet app. | QT did not know password for training site. Directed to reset password using the 'Reset password' link on the or.k12test.com site. | EndUser |
| 3/23/18 | QT wondering how to administer and score the writing items if the student cannot complete them on the tablet. | Writing administration and scoring explained to the QT. | Training |
| 3/23/18 | QT wondering what email and password the student will use to login to the tablet app. | Explained that the person administering the assessment needs to login to the tablet app, not the individual student. Then select the appropriate student's name and which subject area assessment they will complete. When they are ready, the student then can select the 'Ready' button and begin the assessment. | EndUser |
| 3/23/18 | QA missing student on roster. | After looking up student SSID, discovered student was not flagged as SpEd. Student record will need to be updated in ODE database, and then this student will appear on the appropriate roster after twice daily sync with ORExt system. | ODEdatabase |
| 3/23/18 | QA missing student on roster. | After looking up student SSID, discovered student was not flagged as SpEd. Student record will need to be updated in ODE database, and then this student will appear on the appropriate roster after twice daily sync with ORExt system. | ODEdatabase |
| 4/2/18 | QA's repports not showing student's had completed tests. | SSID's sent to helpdesk and records were located for all students. Possible lag in syncing from our server back to the users device. | Tablet |

| Date | Challenge | Solution | Code |
|---|---|---|---|
| 4/2/18 | QT wondering if updates had been made to the tablet app during break. | QT informed yes updates were made and directed her and her QA's to delete the app and re-download to update their devices. | EndUser |
| 4/2/18 | QA unable to login to the iPad app. | QA informed credentials will need to be verified by the district QT to allow access to the secure test app. | EndUser |
| 4/2/18 | QA wondering if there is a way to "test" the tablet app to make sure is appropriate for her student. | QA directed to download the practice test app to orient her student to the tablet platform. | EndUser |
| 4/2/18 | QA still having trouble finding the practice test app. | Helpdesk sent the User Guide and more detailed instructions on how/where to download the practice test app. | EndUser |
| 4/2/18 | QT inquiring if there is a way for her to monitor her QA's and which student's they have tested already - she monitors several districts. | Additional districts and schools added to QT account so she has access to all students her QA's assess. | ODEdatabase |
| 4/2/18 | QA unable to login to the iPad app. | QA informed credentials will need to be verified by the district QT to allow access to the secure test app. | EndUser |
| 4/2/18 | QT with QA having trouble with the reports not showing student's had completed tests. | SSID's sent to helpdesk and records were located for all students. Possible lag in syncing from our server back to the users device. | Tablet |
| 4/2/18 | QA entered writing items on ODE secure site when they should have been entered on tablet app. | SSID's sent to Brad Lenhardt to clear ODE data. | EndUser |
| 4/2/18 | QT needing schools added to her account. | Schools added to QT's account. | ODEdatabase |
| 4/2/18 | QT wondering if there is an app glitch as many of her QA's are having difficulty with the tablet app. | QT directed to have QA's delete the app and re-download. There were updates made prior to spring break and their devices needed updating. | EndUser |
| 4/2/18 | QT needed additional schools added to her account. | All schools added to QT's account. | ODEdatabase |
| 4/3/18 | QT unable to exit tablet app. | Tablet was experiencing lag time in responding due to number of students on QT's roster. | Tablet |
| 4/3/18 | QA having trouble logging in to tablet app. | QA informed to check wi-fi signal, close completely out of the app and reload. | EndUser |
| 4/3/18 | QT has administered ELA, however some of the manual grading entries were not there when she went back to check. | Helpdesk requested student SSID to check in the background. | Tablet |
| 4/3/18 | QA having trouble logging in to tablet app. | QA informed credentials will need to be verified by the district QT to allow access to the secure test app. | EndUser |
| 4/3/18 | QT has QA who has completed all training but her account did not update to QA automatically. | Helpdesk updated account to QA. | System |
| 4/4/18 | QA does not have the exit PIN. | QA informed the PIN will always be the year of the testing window, so currently it is 2018. | Training |

| Date | Challenge | Solution | Code |
|---|---|---|---|
| 4/4/18 | ODE working with QT having issues with tablet app. | Due to high volume of students on rosters tablet app is experiencing a lag time in loading. | Tablet |
| 4/4/18 | List of issues one district is having: Possible glitch: Check to see that the colors ("red", "yellow", "green") correctly changing?<br>· Dummy record consideration? Is what we have for practice sufficient/detailed enough for QAs?<br>· Additional "Sync option" guidance needed?<br>· Additional "Discontinue" guidance needed; that is, how to continue when discontinuing an assessment with a student (i.e., click the checkmark at the bottom?)? | Colors issue - I believe this mainly has to do with the slight lag time in user devices sending information to our server, and our server analyzing and pinging back to user devices. But I will bring this up with Evan to ensure there is not an actual glitch.<br>Next Year: We can discuss if practice tests may need additional items, or more information.<br>Next Year: "Sync" information should be emphasized during training. My understanding is that some QA's are not clicking the 'Sync' icon when it appears, and are therefore losing student data and have to re-administer several items to complete the student's tests.<br>Next Year: Additional guidance on "Discontinue" should be emphasized in training. My understanding is that some QA's if they want to stop testing and continue at a later time, are scrolling to the bottom and clicking the check mark and 'Submit' to make sure the student's answers are saved (submit). This however submits the test and the student cannot go back in at a later time without us re-opening the test for that student. Further clarification on the functions of 'Discontinue', 'Exit', and 'Submit' would be helpful in training. | EndUser/Tablet |
| 4/4/18 | QA needing credentials verified but does not know who is her QT. | Helpdesk emailed a list of QT's in QA's district to contact for credential verification. | ODEdatabase |
| 4/4/18 | QT concerned writing items are not popping up to score for her student. | After looking up SSID, helpdesk records indiciate this student has completed all ELA and the writing has already been scored. | EndUser |
| 4/4/18 | QA inquiring if scores are automatically saved on the tablet app or if he needs to keep track of student responses to manually grade. | QA informed all scores except the writing items are automatically saved and scored by the tablet system. Writing items will need to be manually scored on the 'Manual Grading' tab. | Training |
| 4/4/18 | QT inquiring if tablet test can be given in small group or if all tests need to be administered one on one. | QT informed the same guidelines apply to the tablet as the paper/pencil administration. Although the students may need varying levels of support and be able to respond independently, the assessment should be administered one-on-one. | EndUser |

| Date | Challenge | Solution | Code |
|------|-----------|----------|------|
| 4/4/18 | QA having trouble logging in to tablet app. | QA's account is working on the helpdesk end, suggested to copy and paste login information from the helpdesk email to ensure all is spelled correctly/lower case, etc. | EndUser |
| 4/4/18 | QA missing student on roster. | Helpdesk requested student SSIDs and tracked where the students were registered, then added these districts/schools to QA's account. | ODEdatabase |
| 4/5/18 | QA having trouble logging in to tablet app. | QA informed credentials will need to be verified by the district QT to allow access to the secure test app. | EndUser |
| 4/5/18 | QT with QA's still having trouble saving data on tablet. | Programmer contacted and looked into this, however it still seemed to be on the user end. Possible internet connectivity issue, and lag time in loading with the large number of students on the student list. | EndUser/Tablet |
| 4/5/18 | QA inquiring if she can give the tablet app on a chromebook. | QA directed to the Test App User Guide in the 'Materials' section of the training site for instructions on using a chromebook. | EndUser |
| 4/5/18 | QT discovered error in 7th grade Math test, item 44. | Paper/pencil SP had the incorrect answer choice listed. SP was edited and reposted. | BRT |
| 4/5/18 | QA needing credentials verified. | ODE verified credentials as there was much confusion on how to do this. | ODEdatabase |
| 4/5/18 | QT informing helpdesk that prompts are not appearing in the writing items when the typing option is selected. | Programmer notified and items edited/updated. | Tablet |
| 4/5/18 | QT confused on how to score writing items. | QT informed the writing items need to be scored in the 'Manual Grading' tab. Responses will auto populate, so use the 'Skip Student' option if it is not the student you need to score. | Training |
| 4/5/18 | QA having trouble saving math answers on tablet app. | Issue was related to a lag time in his tablet pinging our server, and our server back to his tablet to show the math test was administered and submit. | Tablet |
| 4/5/18 | QT with QA's still having trouble accessing students on tablet app. | Students registration indicated a different district/school than was associated with the QA's accounts. All districts/schools added to roster. | ODEdatabase |
| 4/6/18 | QA not sure how to find ORora on tablet app. | QA informed the ORora can be found for each student on the 'Student List' next to the boxes for each subject area test. | EndUser |
| 4/6/18 | QA confused on writing scoring, why she has students on her 'Manual Grading' tab that are not her students. | Explained to QA that this year the entire roster for her credentialed school will appear on her roster. Next year we will have individualized rostering. | EndUser |
| 4/6/18 | QA needing credentials verified. | QA informed credentials will need to be verified by the district QT to allow access to the secure test app. | EndUser |

| Date | Challenge | Solution | Code |
|---|---|---|---|
| 4/6/18 | QA unable to find roster or where to input information. | QA informed her credentials will need to be verified first before gaining access to the tablet app, then her roster will auto populate. | ODEdatabase |
| 4/6/18 | QA attempting to administer the tablet test but wondering how her students can login given they don't have email addresses. | Exaplined to QA the login is her QA login for the or.k12test.com training site. | EndUser |
| 4/9/18 | QA started testing for student who no longer qualifies for the ORExt. | SSID sent and student's records were cleared. | EndUser |
| 4/9/18 | QA had partially completed ORora and tried to go back and finish but had to re-submit all scores. | QA informed currently the ORora does not save any partial entries, so he will need to complete all at once. | Training |
| 4/9/18 | QT seeing message in reports that ELA still needs scoring. Yet when she goes to the ELA test, scores are already submit. | Explained to QT that she still needs to go to the Manual Grading tab and enter scores for the ELA writing items. | EndUser |
| 4/9/18 | QA unable to find ORora. | QA directed to click on 'Student Test' and select her student's name, then click on the 'ORora' button. | EndUser |
| 4/9/18 | QT who submit ELA before she finished administration. | ELA test re-opened for appropriate student to complete administration. | EndUser |
| 4/9/18 | QA began testing for a student who was no longer on an IEP so did not need to take the ORExt. | Student's test data removed and QA directed to update the SpEd flag on the ODE student roster. | EndUser |
| 4/9/18 | Technology Coordinator inquiring if there is a test account to troubleshoot potential tablet issues. | Tech Coordinator sent the User Guide and link to download the practice test app. | EndUser |
| 4/9/18 | QT with QA who is missing student's on her roster. | Additional district and school added to QA's account | ODEdatabase |
| 4/9/18 | QA not sure how to score writing items on the tablet. | QA given directions on how to complete the writing scoring in the 'Manual Grading' tab. | Training |
| 4/9/18 | QT needing schools added to her account. | All schools added to QT's account. | ODEdatabase |
| 4/9/18 | QA submit ORora without filling out narrative section as his keyboard function wasn't popping up on his tablet. | QA's ORora re-opened so he could complete the narrative section. | EndUser |
| 4/9/18 | DTC with QA needing additional school added to her account. | Additional school added to QA's account. | ODEdatabase |
| 4/9/18 | QT inquiring about ORora results from last year. | Request forwarded to ODE and link to district secure site was sent to QT to download reports. | ODEdatabase |
| 4/10/18 | QA who passed all proficiency tests but confused on what else needs to be done to be able to test students. | QA informed credentials will need to be verified by the district QT to allow access to the secure test app. | EndUser |
| 4/10/18 | QA having trouble accessing roster on tablet app. | Additional district and school added to QA's account | ODEdatabase |
| 4/10/18 | QA double checking that reports tab shows actual score, not number attempted. | QA informed yes, the reports tab is the student's actual score. The tablet app auto scores as the student submits answers. | EndUser |
| 4/10/18 | QA can login to website on laptop, however having trouble logging in on tablet app. | QA directed to check that tablet is connected to the internet and auto-play is enabled. QA was then able to login. | EndUser |

| Date | Challenge | Solution | Code |
|---|---|---|---|
| 4/10/18 | QA having trouble logging in to tablet app. | Helpdesk reset her password and after she was still having trouble suggested she close out of the app completely and restart her tablet. She was then able to login. | EndUser |
| 4/10/18 | QT having trouble with tablet app - the audio plays but there is nothing on the screen. | QT directed to close out of the app completely and re-load. QT was then able to administer with full functionality. | EndUser |
| 4/10/18 | QT with student who transferred to her district but is not appearing on her student roster. | Question forwarded to ODE to update student's registration, ODE forwarded to their Regional ESD Partner | ODEdatabase |
| 4/10/18 | QT having trouble accessing student rosters. | Additional district and school added to QA's account | ODEdatabase |
| 4/10/18 | Tablet froze during test administration, after closing out and re-opening QA selected to 're-administer' in error. Wondering if there is a way to retreive previous responses. | Programmer retrieved previously recorded responses so student could continue testing. | EndUser |
| 4/10/18 | QT with QA who's iPad froze and lost data. Inquiring if data can be retrieved. | SSID's sent and student's records indicated ELA scores were submit but no math scores. QA will need to re-administer the math tests. | EndUser |
| 4/10/18 | QT with QA having trouble accessing students needed on tablet app. | Students were registered with and ESD as their district and school. Additional district and school added to QA's account | ODEdatabase |
| 4/10/18 | QT with QA who cannot login to the tablet app. | QA did not have a primary school selected, so did not have a roster to login to on the tablet app. School added to QA's account and he was able to login. | EndUser |
| 4/10/18 | QA inquiring where to locate paper/pencil tests. | QA sent ODE district secure site and to contact DTC for login information. | Paper/Pencil |
| 4/10/18 | QT with QA who is missing student's on her roster. | Additional school added to QA's account. | ODEdatabase |
| 4/10/18 | QA having trouble logging in to tablet app. Then once was able to login inquired how to remove student's from her roster that were not hers. | QA's account was one affected by updating district/school list and left her primary school 'blank' - empty field deleted from her account so she was able to login. QA also informed this year all students listed on her credentialed school will appear on her roster, next year there will be a more streamlined rostering system in place. | ODEdatabase |
| 4/10/18 | QA missing students on roster. | Additional school added to QA's account. | ODEdatabase |
| 4/10/18 | QA missing student on roster. | Additional district and school added to QA's account | ODEdatabase |
| 4/10/18 | QA having trouble logging into the tablet app. | QA informed credentials will need to be verified by the district QT to allow access to the secure test app. | EndUser |
| 4/10/18 | QT with QA having trouble accessing students needed on tablet app. | Additional district and school added to QA's account | ODEdatabase |
| 4/11/18 | QA gave 12th grade assessment and there were errors on 2 items (Math Items 36 and 43). | Items edited and updates made live on tablet app. | Tablet |

| Date | Challenge | Solution | Code |
|------|-----------|----------|------|
| 4/11/18 | QA unsure of password or which login to use for the tablet app. | Helpdesk walked QA through how to reset password to login to the tablet app which is the same login information as the ORExt training site. | EndUser |
| 4/11/18 | QA confused on credential verification process. | Helpdesk called QA and walked him through the process, that he would need to contact his QT and they would go into his account and add a check mark if they verify his credentials. | EndUser |
| 4/11/18 | QA needing an approximate time frame for how long test administration will take. She has a student coming in only for testing and would like to inform the parents how long it will take. | QA informed testing time varies per student and administration can be completed over multiple testing sessions. For a third grade student, it is recommended to allow at least 45 minutes per subject area. It may be benifical to have the student try the pracitce test first to better judge how long assessment may take. | EndUser |
| 4/11/18 | QA accidentally chose to discontinue testing for one student, and administered the assessment under the wrong name for another student. | The discontinued test was re-opened by our programmer so QA could continue administration. Record under wrong student was deleted. | EndUser |
| 4/11/18 | QA with test that says completed but QA claims test was discontinued. | After walking through QA's administration process, the test was indeed submit although he meant to discontinue. ORora was still completed for student. | EndUser |
| 4/11/18 | QT not sure how to 'give rights' to QA to administer assessment. | QT given directions on how to verify credentials for her QA's. | EndUser |
| 4/11/18 | QT with QA having trouble logging on to tablet app. | QA's account reflected she had not yet completed training, so was at AIT status. Directed to complete training and have QT verify credentials prior to accessing tablet app. | EndUser |
| 4/11/18 | Still unable to login after updating password. | QA informed credentials will need to be verified by the district QT to allow access to the secure test app. | EndUser |
| 4/11/18 | QT who also noticed errors on the Grade 12 math assessment (Items 36 and 43). | Items edited and updates made live on tablet app. | Tablet |
| 4/11/18 | QT who noticed errors in 2 items wondering how to record students scores. | QT had skipped these 2 items, and administered paper/pencil (which were accurate items). QT was directed to input responses for these 2 items in the data entry tab. | Tablet |
| 4/11/18 | QA having trouble with answers saving on the tablet app. | QA had written down student responses also so was able to enter the responses through the data entry tab. Possibly an internet connectivity issue, or lag in system sending information to our server back to the tablet app. | Tablet |
| 4/11/18 | QT with QA unable to login to tablet app. | Helpdesk checked account and QA has credentials verified, QA directed to reset password and double check internet connectivity. QA was then able to login. | EndUser |

| Date | Challenge | Solution | Code |
|------|-----------|----------|------|
| 4/11/18 | QT with QA having trouble accessing students needed on tablet app. | Additional district and school added to QA's account | ODEdatabase |
| 4/11/18 | QT wanted to confirm scores were submit for student in her district. | SSID requested, and student's records indicated yes all assessments were submit. | EndUser |
| 4/11/18 | QA needing credentials verified. | QA directed to contact district QT for credential verification. | EndUser |
| 4/11/18 | DTC confused on how to verify credentials. | After several back and forth emails, discovered this user was indeed a DTC so did not have an account on the or.k12test.com site. This district did not have a QT, inquiry was forwarded to Brad Lenhardt to assist in credential verification. | ODEdatabase |
| 4/12/18 | Student missing from roster. | Additional district and school added to QA's account | ODEdatabase |
| 4/12/18 | QA concerned she did not manually score the writing items before submitting the tests. | QA informed all writing items can still be scored after submission in the 'Manual Grading' tab. | EndUser |
| 4/12/18 | QT needing credential verified, then needed additional scholls added to account. | Credentials verified by ODE, then helpdesk added more schools to QT's roster. | ODEdatabase |
| 4/12/18 | QA having trouble with tablet app saving student responses. | Suggested to contact IT department, and try administration on a desktop/laptop computer that can connect directly to the internet. | EndUser/Tablet |
| 4/12/18 | QA having trouble with tablet app saving student responses. | Helpdesk couldn't seem to help troubleshoot any issues, our programmer's records indicated connectivity issues on the user end. Was suggested that QA complete any adminsitrations left on a laptop/desktop that can be directly connected to the internet. This worked and QA was able to complete testing and would consult IT department. | EndUser |
| 4/12/18 | Student missing from roster. | SSID information indicated appropriate district/school was already on QA's account. QA directed to to double check that student's SpEd flag is set to 'Y' (this solved the problem). | ODEdatabase |
| 4/12/18 | QA with records that indicate incomplete, but all items were administered. | QA instructed she will need to go in and actually 'Submit' these assessments for the system to register them as complete. | EndUser |
| 4/12/18 | Student missing from roster. | Additional district and school added to QA's account | ODEdatabase |
| 4/12/18 | QT with QA who is having trouble logging into tablet app even though credentials have been verified. | QA's was one of account affected with school updates and primary school left 'blank' - primary 'blank' school deleted and QA was able to login. | ODEdatabase |
| 4/12/18 | QA having trouble with inputting ORora scores - not matching up with what she has on her paper copy. | Re-directed back to ODE as QA is inputting ORora scores on ODE data entry site. | ODEdatabase |
| 4/12/18 | Student missing from roster. | Additional district and school added to QA's account | ODEdatabase |

| Date | Challenge | Solution | Code |
|------|-----------|----------|------|
| 4/12/18 | QT with QA having issues with tablet saving scores. QT getting a blank screen on her 'Reports' tab. | QA also recorded responses, so directed to enter in the 'Data Entry' tab. Given both issues, most likely a network connectivity/internet issue. Directed to talk to IT department. | EndUser |
| 4/13/18 | QT with QA cannot access any students on tablet administration. | Students were registered with ODE as the ESD as both school and district. Programmer added the ESD with appropriate school code, then ESD school added to QA and QT accounts. | ODEdatabase |
| 4/13/18 | QT went back in to complete testing and previous testing scores are not appearing. QT unsure how to complete testing. | After several back and forth emails, issue was specific to tablet QT was using for administration. QT worked with IT department to resolve issue. | EndUser |
| 4/13/18 | QT had QA's who began testing the ORExt for several students slotted to take the SBAC. | SSID's sent and students records cleared. | EndUser |
| 4/13/18 | QA needing ORora re-opened so he can complete the narrative section. | ORora re-opened for QA. | EndUser |
| 4/13/18 | QT needing credentials verified. | Request forwarded to ODE for credential verification. | ODEdatabase |
| 4/13/18 | QT needed additional schools added to her account. Then needed credentials verified. | Additional district and school added to QA's account and verification request sent to ODE. | ODEdatabase |
| 4/16/18 | QA having trouble with paper/pencil data entry. | Voicemail forwarded to ODE for assistance. | ODEdatabase |
| 4/16/18 | DTC confused on which student still needs to have SpEd flag updated. | After checking, student's SpEd flag was updated and now appeared on QA's roster. | EndUser |
| 4/16/18 | QA inquiring where to locate data entry and her class list. | QA sent link to the tablet app and directed to download the Tablet App User manual from the materials section of the training site. | EndUser |
| 4/16/18 | QT with QA who does not have all students on her roster. | Additional district and school added to QA's account | ODEdatabase |
| 4/16/18 | QA unable to login to tablet app. | QA informed credentials will need to be verified by the district QT to allow access to the secure test app and given names of district QTs. | EndUser |
| 4/16/18 | QA missing student on roster. | Additional district and school added to QA's account | ODEdatabase |
| 4/16/18 | QA inquiring where to download tablet app. | QA sent Tablet App User Guide for further instruction based on type of tablet she is using. | EndUser |
| 4/16/18 | QA missing student on roster. | SSID information indicated appropriate district/school was already on QA's account. QA directed to to double check that student's SpEd flag is set to 'Y' (this solved the problem). | ODEdatabase |
| 4/16/18 | QA needing credentials verified but does not have a district QT. | Request forwarded to ODE for credential verification. | ODEdatabase |
| 4/16/18 | QA missing student on roster. | Additional district and school added to QA's account | ODEdatabase |

| Date | Challenge | Solution | Code |
|------|-----------|----------|------|
| 4/16/18 | QA has student who was administered SB math test, and then IEP changed reflecting ORExt required. Wondering if she needs to only administer ELA, or also ORExt Math? | Forwarded to ODE for assistance. Conclusion that since student already took SB math, only ORExt ELA required. | ODEdatabase |
| 4/17/18 | QA with another teacher in her district having a hard time finding test materials. | QA directed to the ODE secure site to download paper/pencil materials. | EndUser |
| 4/17/18 | QA does not have the exit PIN. | QA informed the PIN will always be the year of the testing window, so currently it is 2018. | EndUser |
| 4/17/18 | DTC with QA having some concerns that particular student is not assigned to correct school. | Student's registration info give to DTC who worked with ODE to ensure student was registered in appropriate district/school. | ODEdatabase |
| 4/17/18 | QA unable to login to tablet app. | QA informed credentials will need to be verified by the district QT to allow access to the secure test app. | EndUser |
| 4/17/18 | QA missing student on roster. | Additional district and school added to QA's account | ODEdatabase |
| 4/17/18 | QT with QA having trouble accessing the tablet app. | After further investigation, QA had not yet completed the training and proficiency so had not yet gained QA status. Directed to complete training and then have credentials verified prior to gaining access to tablet app. | EndUser |
| 4/17/18 | QT with QA still having trouble accessing the tablet app. | After much more back and forth, the name of the QA having trouble was not given to the helpdesk. Once the correct QA was located, additional district/school added to account to access student roster. | EndUser/ODEdatabase |
| 4/17/18 | QT with student who took ELA on tablet app, then moved to an out of district placement. QT still needs to enter some scores yet the student is no longer on her roster. | Student's current registration information added to QT account so she could complete ELA information. Student will be administered math in new district. | ODEdatabase |
| 4/17/18 | QA inquiring how to verify credentials if district does not have a QT. | Request forwarded to ODE for credential verification. | ODEdatabase |
| 4/18/18 | QA unsure of who district QT is to ask questions. | QA given names of QT's in her district. | EndUser |
| 4/18/18 | QA inquiring if there is a way to block a student from the ORExt app as they were exempt from any testing. | QA informed there currently is no way to block a student. The QA is required to login to the app with their unique login and then select the student they will be administering the test, so simply to not select the students who are exempt. | EndUser |
| 4/18/18 | QA accidentally discontinued test, then went back and student completed test however record still indicates test was discontinued. | Programmer marked record as complete rather than discontinued. | EndUser |
| 4/18/18 | QT with QA who accidentally clicked on ORora, but didn't need to fill out. | ORora deleted for this student. | EndUser |

| Date | Challenge | Solution | Code |
|---|---|---|---|
| 4/18/18 | QA missing students on roster. | Additional district and school added to QA's account however one student was not marked as SpEd so needed the SpEd flag updated before their name would appear on the roster. | ODEdatabase |
| 4/18/18 | QA unsure of login for tablet app, then was unable to login to tablet app. | QA informed login information is the same as the training site, but her credentials will need to be verified prior to accessing the app. | EndUser |
| 4/18/18 | QA unsure of exit PIN. | QA informed exit PIN will always be the year of testing, so currently is 2018. | EndUser |
| 4/19/18 | QT checking on two student records for QA. | Records indicated items were taken, but assessments still needed to be 'Submit' to register as completed. | EndUser |
| 4/20/18 | QA having trouble with data entry. | QA was having trouble with paper/pencil data entry so inquiry sent back to ODE for assistance. | Paper/Pencil |
| 4/20/18 | QA with questions on tablet administration, what to do when a student is non-responsive and won't touch the screen. How to move on to the next item. Also accidentally administered ELA to a student who completed the opt out form. | QA directed to select the next item on the scroll bar on the left hand side. Administer 10 items and if the student remains non-responsive they qualify for discontinuation, then fill out the ORora. Record for student who completed opt out was deleted. | EndUser |
| 4/20/18 | QT inquiring about deadline for paper/pencil data entry. | Paper/pencil data entry deadline is May 11th. | Paper/Pencil |
| 4/20/18 | QT with QA who began administration and then parents completed the 'Opt Out' form. | SSID sent and student's records were cleared. | EndUser |
| 4/20/18 | QA inquiring if she has a revision to a student's state testing, can her testing be changed to ORExt in the time left within the testing window. | QA informed yes, if her ODE SpEd flag is updated, our system updates from the ODE roster twice daily. The inquiry came in mid-Friday, so QT was advised to update the SpEd roster today and the student should be added by the end of the day Monday. | ODEdatabase |
| 4/20/18 | QA confused if she still needs to complete data entry even though she gave the tablet administration. | QA informed all data is automatically scores except the writing items. Currently the tablet and paper/pencil are on different systems, so to check the scores for the tablet go to the 'Reports' tab. | EndUser |
| 4/22/18 | QT who scored all manual grading, but items still showing in manual grading tab. | SSID information indicated all manual grading items had indeed been scored and recorded. Possibly lag time in server sending info back to tablet - QT directed to check back next day and indeed items no longer appeared in manual grading tab. | Tablet |
| 4/23/18 | QT with question on manual grading. | Explained to QT that all writing items taken on the tablet are scored in the 'Manual Grading' tab, and writing items handwritte on paper are scored in the 'Data Entry' tab. | Training |

| Date | Challenge | Solution | Code |
|---|---|---|---|
| 4/23/18 | QA with question about training. Has passed proficiencies but now received a message QT has to approve. Confused on what to do. | Explained to QA that credentials will need to be verified by district QT prior to accessing testing app. | EndUser |
| 4/23/18 | QA missing student on roster. | Additional district and school added to QA's account | ODEdatabase |
| 4/23/18 | QT needed additional schools added to his account. | Addiitional district/school added to QTs account. | ODEdatabase |
| 4/23/18 | Now with additional districts/schools on QT account, iPad taking over 30 mintues to load. QT needing to test at one school that day. | Extra districts/schools removed from QT account, leaving only school needed that day. Others will be added back at a later time. | Tablet |
| 4/23/18 | QT with QA missing students on roster. | Addiitional district/school added to QA and QTs account. | ODEdatabase |
| 4/23/18 | QT with QA missing students on roster. | Student's needed SpEd flag updated. | ODEdatabase |
| 4/23/18 | QT with students who's tests show in yellow, however they were not supposed to take the ORExt. Also having trouble with the narrative box for the ORora, and concerned the discontinued tests still register as discontinued. | SSID's for students who did not need the ORExt sent and their records were cleared. Explained the discontinue is just fine, it flags our system to let us know the test was discontinued and administration wasn't just stopped. Re-opening the ORora will clear all data and QT will have to re-enter ratings, so chose to leave as is and not complete the narrative section. | EndUser/Tablet |
| 4/24/18 | Student missing from roster. | Addiitional district/school added to QTs account. | ODEdatabase |
| 4/24/18 | Student missing from roster. | Addiitional district/school added to QA's account | ODEdatabase |
| 4/24/18 | QA concerned she discontinued tests for 2 students and they are showing up in red. | Explained that all discontinued tests will appear in red, completed tests will appear in green, and those partially completed will appear in yellow. The red just flags the system the test was discontinued and an ORora is required. | EndUser |
| 4/24/18 | QT with QA who administered test to the wrong brother's name on roster. | Programmer re-assigned test data to appropriate student so they would not have to re-take. | EndUser |
| 4/24/18 | Grade 11 ELA items 20-48 not saving. | There was a lag time in the tablet sending information to our server, back to the tablet to register that all items had been scored. | Tablet |
| 4/24/18 | QT with QA having trouble entering the writing scores. | The writing items were handwritten on paper, so the QA will need to enter only the writing scores in the 'Data Entry' tab. | Training |
| 4/24/18 | QA needing credentials verified but does not have a district QT. | Request forwarded to ODE for credential verification. | ODEdatabase |
| 4/24/18 | QT with QA who accidentally clicked on ORora, but didn't need to fill out. | Programmer cleared ORora submission. | EndUser |
| 4/25/18 | QT with QA who claimed to have only scored 2 writing items, but no more items appeared in manual grading tab. | SSID information indicated all manual grading items had indeed been scored and recorded. | EndUser |

| Date | Challenge | Solution | Code |
|------|-----------|----------|------|
| 4/25/18 | QT having trouble with tablet app saving responses. | Student responses were scored, however QT had not yet 'Submit' tests so they were not showing up in green on student roster. | EndUser |
| 4/25/18 | QA inquiring if tablet automatically scores student responses or if he will need to do additional data entry after administration. | QA informed tablet does automatically scores responses. The writing items are the only items that will need to be scored by the QA after administraiton. | EndUser |
| 4/25/18 | QA making sure all scores and ORora have been submit on the tablet. | All data has been saved, QA should be set. | EndUser |
| 4/25/18 | QT checking if student who just moved from another district has already taken any of the ORExt. | SSID information showed no previous scores, so student had not yet taken any of the ORExt. | ODEdatabase |
| 4/26/18 | QA who administered the paper/pencil but accidentally clicked into the tablet app also so the tablet test is showing the student as incomplete. | SSID sent and student's records were cleared. | EndUser |
| 4/26/18 | QA confused on how to score the writing items. | Explained to QA that the writing items taken on the tablet app or online test need to be scored by the QA after testing in the 'Manaul Grading' tab. Those handwritten on paper are scored in the 'Data Entry 'tab. | Training |
| 4/26/18 | QT with 2 students who were administered the tablet test but were not supposed to take the ORExt. | SSID's sent and students records cleared. | EndUser |
| 4/26/18 | QA confirming that all he needed was to administer tests, complete ORora's when necessary, and complete all writing scoring. | Confirmed QA should be all set if he has completed these tasks. | EndUser |
| 4/26/18 | QT with QA who claims to have completed ORora but it is incomplete in the report. | SSID also confirms ORora is incomplete. Teacher will need to go back and complete. | EndUser |
| 4/26/18 | QT with student who previously had shown ELA test was complete, is now showing incomplete. | SSID information indicated two ELA submissions were opened for this student. One was completed, the second one had no scores which is why was showing as incomplete. Programmer deleted second submission. | EndUser |
| 4/26/18 | DTC with QA who began testing under wrong student name. | Programmer re-assigned test data to appropriate student so they would not have to re-take. | EndUser |
| 4/26/18 | QA switched from tablet to computer due to internet connection and wanted to make sure all data saved. Also was wondering how to get tablet data to her DTC. | SSID information indicated all testing had been completed and saved. Explained unfortunately this year DTC's don't have access to the tablet reports - by request our programmer can generate a report for them. This system will be updated for next year. | EndUser |
| 4/26/18 | QA having trouble with answers saving on the tablet app. | Turned out to be a tablet specific issue. After deleting and re-installing the app all worked appropriately. | EndUser |

| Date | Challenge | Solution | Code |
|---|---|---|---|
| 4/26/18 | QT having trouble with the narrative portion of the ORora. Curser is not showing up to type in text box. | QT tried on laptop which worked better so could have been internet connectivity issue. | EndUser |
| 4/27/18 | DTC requesting report of completed tablet tests. After report sent, had questions on a few entries if further action was needed. | Programmer generated report to send to DTC. SSID's in question were looked into and sent back any further steps needed. | Tablet |
| 4/30/18 | Concerned because she is not seeing any ELA scores. | After looking up SSID's, ELA scores were indeed recorded. | EndUser |
| 5/1/18 | Upon close of the testing window we found a few area that still need your attention. One or more students is still missing their IDEA Primary Eligibility Code on the ORExt tablet/online app. We cannot count the scores as submit until the Primary (and Secondary if applicable) Eligibility Codes are completed.<br><br>Please login to the tablet/online app and complete the Eligibility Codes for your students. See attached screenshots for locations of this information. | Many emails back and forth with assessors either unsure how to enter eligibility codes, or after completing verifying they are finished. | Training |
| 5/2/18 | QA having trouble with items saving on tablet app. | Programmer tracked issues back to internet connectivity on the users end. Directed to contact IT department. | EndUser |
| 5/2/18 | QT concerned ELA record for student still shows as incomplete. | After looking up SSID, student had 2 ELA records. One complete and one with no scores. Programmer deleted one with no scores. | EndUser |
| 5/2/18 | DTC needing report of all tablet administrations for her district. | Programmer generated report to send to DTC. | Tablet |
| 5/2/18 | QA trying to log back in to online test to enter eligibility code but receiving error message that auto play is not enabled. | QA sent the user manual for directions to enable auto play. | EndUser |
| 5/2/18 | QT with QA having trouble with tablet app crashing. | QA directed to delete the app and re-download. Also double check she has a strong wi-fi signal. If it still isn't working try a laptop or desktop computer so she can hard wire to the internet. | EndUser |
| 5/4/18 | DTC requesting report of completed tablet tests. | Programmer generated report to send to DTC. | Tablet |

| Date | Challenge | Solution | Code |
|------|-----------|----------|------|
| 5/4/18 | Our records indicate you may have one or more students still in need of writing scoring in the 'Manual Grading' tab. We have extended the deadline to Wednesday May 9 and will run another report Tuesday to ensure we get all student data submit next week.<br><br>Our system also produces a Master list so if a district/school is assigned to more than one account it is possible you have already completed this task, yet your name appears on our Master list due to your credentialed district/schools.<br><br>Thank you for all of your patience and understanding! We will be streamlining this process for next year. | Many emails back and forth with assessors either unsure how to complete the writing scoring, or after completing verifying they are finished. | Training |
| 5/4/18 | QA who stopped testing and completed the ORora, however did not mark the test as discontinued. | SSID sent to programmer and test was set to 'discontinue' | EndUser |
| 5/6/18 | Inquiry about how to add eligibility codes for the tablet app. | Directions sent with screenshots of where to locate the eligibility code section. | EndUser |
| 5/7/18 | QA accidentally administered tablet test to student who should not have taken the ORExt. | SSID sent and student's records were cleared. | EndUser |
| 5/7/18 | DTC with QA not showing up on roster for data entry. | After much back and forth, this was a paper/pencil administration so questions sent to ODE to assist. | Paper/Pencil |
| 5/7/18 | QT making sure student data was complete after entring eligibility codes. | SSID information indicated all student data was input for her students. | EndUser |
| 5/7/18 | DTC inquiring about paper/pencil and tablet scores. | Paper/pencil questions sent to ODE, helpdesk looked up scores for student who took the tablet administration. | Paper/Pencil Tablet |
| 5/8/18 | QT with missing student. | QT realized student scores had already been entered. | EndUser |
| 5/8/18 | QA with student who moved to district and still needed to take ORExt. | The testing window was already closed so test administration was no longer available. | EndUser |
| 5/9/18 | Tablet isn't letting him scroll down to click 'save' for the eligibility codes so unsure if they are indeed saving. | Suggested to contact IT department, and helpdesk will let him know after another report is run if his eligibility codes are indeed saving. | EndUser |
| 5/10/18 | QA started the tablet but ended up having to give paper/pencil and enter on the ODE district secure site. | Duplicate record for student on tablet app deleted. | EndUser |
| 5/10/18 | QT wondering why tablet tests are not showing up on ODE data entry report. | Explained the tablet app and paper/pencil data entry were on separate databases this year. All will appear in the final report. | ODEdatabase |

| Date | Challenge | Solution | Code |
|------|-----------|----------|------|
| 5/10/18 | QA with 2 students still needing manual grading. | SSID's sent to QA and manual grading completed. | EndUser |
| 5/10/18 | QA with 6 students still needing manual grading. | QA completed all manual grading. | EndUser |
| 5/10/18 | QT still needing to complete manual grading, and one student who's scored did not save. | QT faxed recorded scores and SSID to helpdesk to enter scores, all other manual grading completed by QT. | EndUser |
| 5/10/18 | QT with students still needing manual grading in her district. | SSID's sent to QT and she informed appropriate teachers to complete manual grading. | EndUser |
| 5/10/18 | QT with one student still needing manual grading. | QT completed all manual grading. | EndUser |
| 5/10/18 | QT with 1 student still in need of manual grading. | Student took ORExt in different district and then moved to QT's district. Helpdesk completed the manual grading. | ODEdatabase |
| 5/10/18 | Report run by programmer indicated manual grading was still needed. | After narrowing down QT's roster, all manual grading had been completed. | EndUser |
| 5/10/18 | QT with QA having trouble with ELA scores saving. She has administered twice, written down the student scores, but the tablet is still not saving items 20-48. | With the data entry deadline fast approaching, quickest solution was to have QA fax scores and student's SSID to helpdesk to manually enter. | Tablet |
| 5/10/18 | QT with 2 students still needing manual grading. | SSID's sent to QT and manual grading completed for 2 students. | EndUser |
| 5/10/18 | QT with students still needing manual grading in her district. | SSID's sent to QT and she informed appropriate teachers to complete manual grading. | EndUser |
| 5/11/18 | QA with students who still need eligibility codes. QA then inquired how to complete this. | QA sent directions on how to complete the eligibility codes. | EndUser |
| 5/11/18 | District having trouble saving eligibility codes. | Due to large volume of students on rosters there was a lag time in tablet pinging BRT server and back to tablet. All codes were indeed saved, just hadn't registered on the user end yet. | Tablet |
| 5/11/18 | QT inquiring if disability codes have been completed for his district. | Report ran, and all codes complete. | EndUser |
| 5/11/18 | Suggestion by QA that next year if manual grading is still required stay yellow until all scoring is completed. Currently they turn green after administration even if manual grading is still required. | Colors will be updated for 2018-19 testing window. | |
| 5/11/18 | QA inquiring what to do with the paper/pencil tests after completing data entry. | Forwarded to ODE - if QA no longer sees a benefit in keeping materials, securely destory them per the guidance provided in the Oregon Test Administration Manual. Direct additional questions about disposal of materials to DTC. | ODEdatabase |
| 5/11/18 | QA having trouble saving elegibility codes on tablet. | Lag time in saving data was causing several QA's concern that eligibility codes were not saving. They all were saved and submit. | Tablet |

| Date | Challenge | Solution | Code |
|---|---|---|---|
| 5/11/18 | DTC with call from school that teacher is out and eligibility code needs to be added. | Helpdesk looked up SSID and added student's eligibility code. | EndUser |
| 5/14/18 | 2 QA's who administered paper/pencil but did not complete data entry in time. Inquiring if they can still complete data entry. | Question forwarded to ODE - unfortunately no scores can be entered after close of the data entry window. QA's will need to report this to their DTC's. | EndUser |
| 5/16/18 | QA wants to verify that student's information was all submit as she is not seeing student on report. | SSID information confirmed all student data was submit, question sent to ODE for date when reports will be completed and sent to districts. | ODEdatabase |
| 5/21/18 | QA inquiring about the date she passed the Qualified Assessor test. | QA sent screen shot of login history - not sure when she actually passed the refresher test. | EndUser |
| 6/7/18 | QT missing 3 students on report. | Inquiry sent to ODE for assistance with reporting. | ODEdatabase |