



MSAA (Multi-State Alternate Assessment)
for
Students with Significant Cognitive
Disabilities
for
Spring 2016



Test Administration Manual

March 30–May 13, 2016

Information from this powerpoint can be found in the TAM



Grades 3—8 and 11 Online Assessment

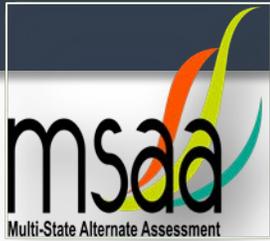
Subjects:

Mathematics

Literacy:

Reading

Writing (Field Test)



MSAA Testing Window

Window Opens: March 30, 2016

Window Closes: May 13, 2016

MSAA Initial Registration



- ADE will do the initial registration through the State Data System. (different than last year)
- Other new students who move into the district can be registered by the district TC. State 10 digit ID # must be used.
 - Notify State Coordinator if having problems.
 - Transfer students must be changed through ADE. See the transfer form on DTC newsletter.
- All students must have the correct course codes to schedule in the Assessment System:
 - MATH—972350; ELA—972120
- All grades 3 through 8 and 11 (even if they have done the grade 9 math portfolio)

MSAA Testing for Grade 11 Math (AR only)

Grade 11 Math students who have a grade 9 portfolio score recorded in Triand:

- will still use the code 972350 for grade 11 math for assessment
- will not start/take the MSAA Math portion of the test.
- will receive code EXE (exempt at the end of the testing sessions)
- Code is set by ADE
- TA/TC does not open the math portion of the test nor close it.
- If you begin the math test you must complete it. Closing will also close the ELA test. No reason available for closing grade 11 math.





MSAA Testing for Homebound Students

Optional Testing: if student is capable of paper testing

- File a special accommodations request form with ADE
- Must use two (2) Test Administrators to go to child's home
- Must bring all of the testing materials to the district each night and lock in a secure location
- Print a complete copy of the test for the student (math and ELA) and Directions for Test Administration
- TA must enter the students responses into the MSAA testing system computer at school and scan the writing open response
- All testing materials must be shredded by the DTC at the end of the testing window



Reasons for Closing an MSAA Test

1. No consistent observable mode of communication applied (**Should be done in the Student Response Check!!!!**)
2. Student withdrew (no longer enrolled in district)
3. No longer eligible (does not meet criteria)

This Action is **not** reversible!!!

MSAA Terms and Acronyms



Term	Acronym
Assistive Technology	AT
Augmentative and Alternative Communication	AAC
Common Core State Standards	CCSS
Constructed-Response	CR
Directions for Test Administration	DTA
English Language Arts	ELA
Individualized Education Program	IEP
Learner Characteristics Inventory	LCI
Multi-State Alternate Assessment	MSAA
Open-Response	OR
Selected-Response	SR
Student Response Check	SRC
Test Administration Manual	TAM
Test Administrator	TA
Test Coordinator	TC

Table 1.
MSAA
Terms and
Acronyms

Overview of MSAA

Test Content Alignment

Aligned to Arkansas State Content Standards and MSAA Core Content Connectors

Test Delivery Method

Trained test administrator: (must be licensed educator)

- Provides a one-to-one test administration
- Using the online test platform and
- Directions for Test Administration (DTA) for
- Grade specific item presentation and response collection.
- All passages, items, and response options are designed to be read to the student by the screen reader or the test administrator.



Overview of MSAA

Security

SECURE MATERIALS

- all items
- passages
- response options
- Directions for Test Administration (DTA)
- Procedures for Assessing Students Who Are Blind, Deaf or Deaf-Blind: Additional Directions for Test Administration, and
- all associated test administration materials





Overview of MSAA

Training

- Test Administrators (TA), and Test Coordinators (TC) take online training modules that are available from February 24 until May 13.
- All TA's must pass a test at **80%** in order to have access to the Testing site for the students.



Overview of MSAA

Student
Testing Time per

- Testing time will vary for each student.
- Testing may be **paused** and **resumed**, based on student needs.



Overview of MSAA

Assessment Features

1. Answer Masking
2. Audio Player
3. Alternate Color Themes
4. Increase/Decrease Size of Text/Graphics
5. Increase Volume
6. Line Reader Tool
7. Read Aloud/Reread item directions, response options passages



Overview of MSAA

Accommodations

1. Assistive Technology (AT) for viewing, responding, or interacting with test items
2. Paper version of item/s—The use of a paper-based presentation of test item/s is allowable only to assist the student in interacting with test items. (Homebound will need a Special Accommodations Request)
3. Scribe
4. Sign Language



Description of MSAA Test Sessions

Table 3. MSAA ELA Sessions



MSAA ELA Test

Session 1: Reading	Session 2: Reading	Session 3: Writing	Session 4: Writing
<p>Literary and informational reading passages and associated Selected-Response Reading items</p> <p>Open-Response Foundational Reading items (Grades 3 and 4 only; Nonverbal-Special form must order)</p>	<p>Literary and informational reading passages and associated Selected-Response Reading items</p> <p>Open-Response Foundational Reading items (Grades 3 and 4 only; Nonverbal-Special form must order)</p>	<p>Selected-Response Writing items</p>	<p>One Constructed-Response Writing item</p>

Description of MSAA Test Sessions

Table 3. MSAA Math Sessions



MSAA Mathematics Test

Mathematics Session 1

Mathematics Session 2

Selected-Response Mathematics items

Selected-Response Mathematics items

Constructed-Response Mathematics Completion items in selected grades

Constructed-Response Mathematics Completion items in selected grades

Description of MSAA Item Types



Selected-Response: Reading, Writing, Mathematics

- SR-Multiple Choice-standard format
- DTA-secure directions
 - Item stimulus
 - Item question
 - Response options presented in stacked, or vertical, formation
 - Select a response using
 - the mouse,
 - verbalize,
 - gesturing,
 - using eye gaze or
 - communication devices,
 - assistive technology, etc.

Constructed-Response: Mathematics

CR- in selected grades for math

- Require students to develop an answer
- Presented as novel tasks using materials and content presented in on-demand test format
- Standardized, scripted sequence of steps
- TA uses the Math Scoring Rubric to evaluate student responses and enters score in the MSAA system
- All included in the DTA

Description of MSAA Item Types

Constructed-Response: Writing



- Produce a permanent product
- Response to a writing prompt
- Record on the response template in the online system
 - If a student can enter a online response, then a printed template is not needed. See Appendix B and the DTA for writing

- Record on the paper response template included in the DTA
 - TA may annotate or interpret the student's writing directly if student work is illegible, and
 - Transcribe or type exactly the students written response, including annotations, into the MSAA System

Description of MSAA Item Types

Open-Response: Foundational Reading



- Included in the Reading Test in **Grades 3 and 4 ONLY**
- Word Identification Tasks
- Identify three to five words as each item is presented
- TA enters the students scores into the online MSAA System
- Administered to students with clear and consistent oral speech-**OR Foundational Reading**

- **SR Foundational Reading** Items
- AAC, American Sign Language, Braille, Eye Gaze
- List of Blind, deaf, or deaf-blind to receive the Selected Response form of the Reading Foundational Items
- This list must be provided by **March 16, 2016 to Measured Progress**
- All Special Forms requested from MSAA Service Center
(**1-866-834-8879**)

Test Coordinators (TCs)-BEFORE TEST ADMINISTRATION

1. Sign Arkansas test security and confidentiality form.
2. Complete MSAA Online Test Administration Training for TCs.
Not required to take End-of-Training final quiz.
3. Ensure TAs and TCs have received the required training and can access the online MSAA System.
4. Communicate all information to TAs about the test received from the State MSAA Coordinator.
5. Ensure technology capacity is met. Work with district/school IT personnel to ensure that the online MSAA System is accessible and functioning on every computer that is used for testing.
6. Support TAs to develop a testing schedule so that all tests will be submitted within the administration window.



Test Coordinators (TCs)-DURING TEST ADMINISTRATION

1. Monitor to ensure implementation of appropriate test practices and appropriate student participation so that Test Administration is completed by May 13, 2016
2. Ensure students and TAs have the materials and resources needed to administer the Test.
3. Maintain test security by ensuring all test materials are in a secure and locked location when not testing
4. Report inappropriate test practices in accordance with state policy.
5. TCs report all inappropriate test practices to the State MSAA Coordinator immediately.



Test Coordinators (TCs)-AFTER TEST ADMINISTRATION

1. Investigate and report any inappropriate test practices and suspected irregularities to the State MSAA Coordinator.
2. Securely shred all printed copies of the test, DTAs, scoring rubrics, and student work, e.g., writing materials, etc.
3. Contact your State MSAA Coordinator or MSAA Service Center as needed.



TA-Test Administrator-BEFORE TEST ADMINISTRATION

1. Sign state-specific test security and confidentiality forms to TC for District. (Must be certified and licensed educator)
2. Complete MSAA Online Test Administration Training & score at least **80%** score on End-of-Training Final Quiz.
3. Complete Student Demographics & Learner Characteristics Inventory.
4. Complete Accommodations: Before Test, for each student being tested.
5. Complete the Student Response Check, as needed for each student.



TA-Test Administrator-BEFORE TEST ADMINISTRATION



6. Review the TAM section on:

- ✓ Optimal Testing Conditions
- ✓ Assessment Features
- ✓ Test Accommodations

Make appropriate arrangements for students;

- Provide a printed version of the test, **if a student needs this accommodation**



7. Ensure the student is taking the appropriate grade level test.

TA-Test Administrator-BEFORE TEST ADMINISTRATION



8. Download a hard copy of the Directions for Test Administration

OR

use a separate computer to access the DTA for the test.

9. Read the DTA; prepare and organize materials & print the reference sheets as specified in the DTA.



10. Review and complete the sample items with the student.



MSAA System TA-Test Administrator Tasks

Before Test Administration

Complete:

- Student Demographic Information
- Learner Characteristics Inventory (LCI)
- Accommodations: Before Test
- Student Response Check (Module 7)

After Test Administration

Complete:

- Accommodations: After Test
- End of Test Survey-for one student only



TA--DURING TEST ADMINISTRATION



1. Implement the DTA as written & complete test administration by May 13, 2016.
2. Provide accommodations (see Table 12).
3. Report technology concerns to the TC or MSAA help desk.
4. Maintain test security by ensuring all test materials are in a secure and locked location when not testing.
5. Report inappropriate test practices to the STC or DTC.

Pausing and Resuming Administration of the Test

TAs may wish to pause testing to take a break for a variety of reasons:

- the creation and capture of student evidence for CR writing items
- if a student exhibits frustration, lack of engagement, refusal to participate, or becomes sick during the administration of the Test
- break may consist of a few minutes to a few days, depending on the student's needs
- may pause and resume the test as often as necessary during the test window, based on a student's needs
- resume administration of the test at an appropriate time for the student



Pausing and Resuming Administration of the Test



*Note: The TA **MAY NOT** close a test because the student shows frustration, behavior concerns, or is not engaged in the test.*

- if a student exhibits frustration, lack of engagement, refusal to participate, or becomes sick during the administration of the Test.
- break may consist of a few minutes to a few days, depending on the student's needs.
- resume administration of the test at an appropriate time for the student.
- may pause and resume the test as often as necessary during the test window, based on a student's needs.



TA--AFTER TEST ADMINISTRATION

1. Report any inappropriate test practices and suspected irregularities to the TC, according to state policy.
2. Give all printed copies of the test, TAMs, DTAs, scoring rubrics, student log in information, scratch paper, student work, etc. to the TC for secure shredding.
3. Submit the Tests and complete the Accommodations: After Test and the End of Test Survey for one student.
4. Delete all MSAA materials from all computers used during testing.



Test Security Agreement



Arkansas Test Security Agreement for Administering MSAA Spring 2016 Operational Test

Multi-State Alternate Assessment

MSAA Testing Window March 30 – May 13, 2016

All MSAA policies related to testing integrity and appropriate test practices must be followed. In addition, all Test Administrators (TA) and Test Coordinators (TC) will comply with Arkansas test security protocols and procedures and will sign the Arkansas Test Security Agreement in accordance with Arkansas law and policy and produced upon request of the ADE.

This agreement must be completed by the District Superintendent, District Testing Coordinator, School Testing Coordinator, and the Test Administrators and kept on file by DTC.

- I certify that, to my knowledge, no one in this school building copied, reproduced, or released in any way the secure items or students' responses to test items from the MSAA (Multi-State Alternate Assessment) assessment. As directed in the MSAA Test Administration Manual (TAM) all materials have been handled in a secure manner and all MSAA policies related to testing integrity, including appropriate and inappropriate test practices, have been followed.
- I have read the statements above and understand that I am certifying that they are true. I understand that violating any of the Arkansas Department of Education's or MSAA test security procedures could result in revocation of my license.

This form may be duplicated as needed. DTC will keep on file and produce upon request by ADE.

School District Name: _____

Superintendents Name: (Print)	
Superintendents Signature:	Date:
District Test Coordinator Name: (Print)	
DTC Signature:	Date:
School Test Coordinator Name: (Print)	
STC Signature:	Date:
Test Administrator Name: (Print)	
TA Signature:	Date:
Test Administrator Name: (Print)	
TA Signature:	Date:
Test Administrator Name: (Print)	
TA Signature:	Date:
Test Administrator Name: (Print)	
TA Signature:	Date:
Test Administrator Name: (Print)	
TA Signature:	Date:
Test Administrator Name: (Print)	
TA Signature:	Date:
Test Administrator Name: (Print)	
TA Signature:	Date:

This form may be duplicated as needed. DTC will keep on file and produce upon request by ADE.

Security Agreements signed before testing begins

DTC & STC must train online module

All TA's must be trained online modules and pass test with **80%** or better

Must be signed by Supt, DTC, Test Administrator (TA)

Do NOT send to ADE





Test Security Agreement

(will be emailed to DTC)

- The Superintendent or his/her designee shall be responsible for coordinating all local assessment activities.
- All DTCs, TCs, and TAs shall be currently licensed by ADE as teachers or administrators.
- The MSAA test shall be administered during the testing window and according to the instructions outlined in the manuals for the current administration of the **MSAA** assessment.





Test Security Agreement

(will be emailed to DTC)



- The Superintendent or his/her designee shall be responsible for ensuring that all district personnel involved with the MSAA assessment shall complete role-specific MSAA Online Test Administration Training and attain at least an **80%** score on End-of-Training Final Quiz.
- **All DTCs, TCs, TAs shall sign the test security and confidentiality forms before testing begins.**



Training for Testing for TCs & TAs

- Online Training Modules available on dashboard of MSAA System
- Each TC and TA must access training with their own password protected email address.
- All TAs must complete the training and score at least 80% in order to access the student files for testing.

Window Opens: February 24, 2016 (earlier than expected)

Window Closes at 7 P.M. EST: May 13, 2016

End of training test available: March 15, 2016



MSAA Log-in Information

MSAAServiceCenter@measuredprogress.org will send email:

each Test Administrator and Test Coordinator

- Welcome email with instructions on how to gain access to the System and next steps
- Click on the provided link within the email
- Your own log-in and password to the MSAA system
- Follow the directions closely!
- Link may only be used once so change the password **FIRST!!!**
- Once your user account is created & you have created your own password, you can access the MSAA System using the URL

<https://www.msaaassessment.org> –link for the MSAA System.



MSAA Testing for Off-site Day Treatment

Testing Coordinator for each Day Treatment Center need to contact ADE by **February 29** to get Test Administrators registered to give the MSAA.

Teachers will enroll for each of their schools using a single email address:

MSAAServiceCenter@measuredprogress.org will send email to each Test Administrator and Test Coordinator

- Welcome email with instructions on how to gain access to the System and next steps
- Click on the provided link within the email
- Your own log-in and password to the MSAA system
- Follow the directions closely!
- Link may only be used once so change the password **FIRST!!!**
- Once your user account is created & you have created your own password, you can access the MSAA System using the URL

<https://www.msaaassessment.org> –link for the MSAA System.



Welcome, MSAA Visitor



Test Administration Portal

Log in

Request new password

Welcome, MSAA Visitor

E-mail *

Enter your e-mail address.

Password *

Enter the password that accompanies your e-mail.

Log in

TC Menu Options



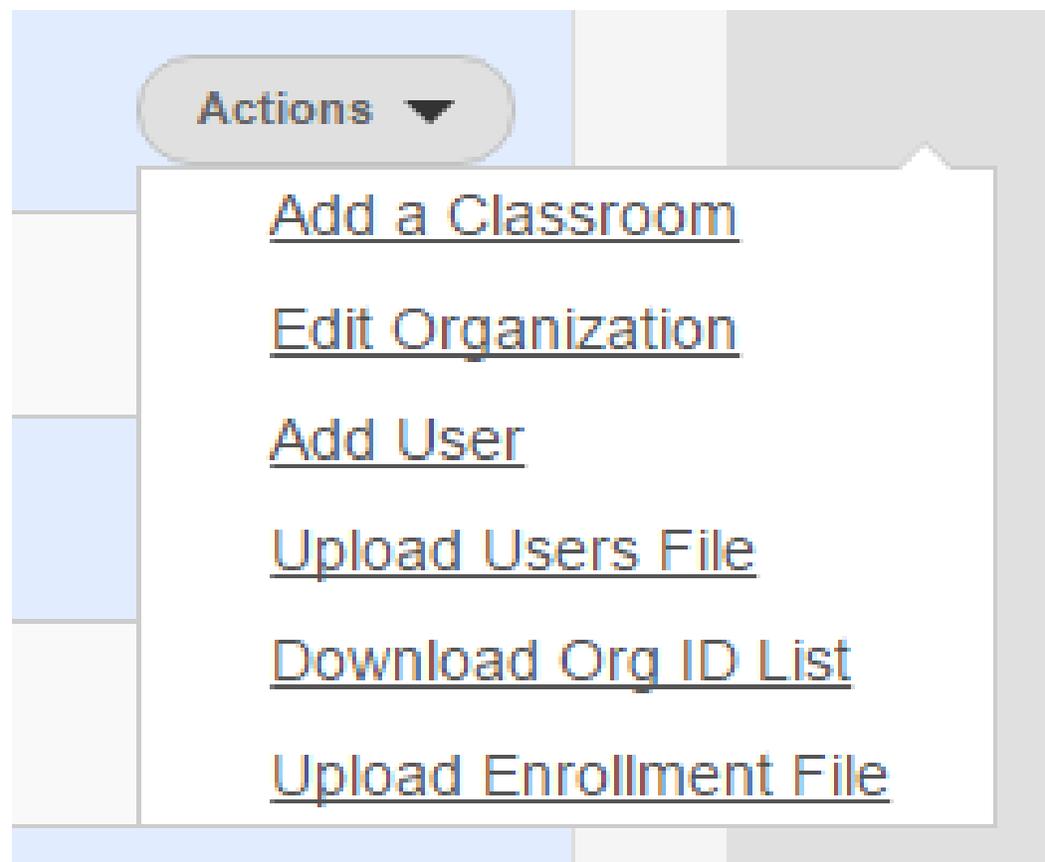
- **Dashboard**: This will return you to the home page.
- **My Organizations**: This is where you will go to manage the educational organizations, such as state-, district-, school-, or classroom-level hierarchy, along with the users and students associated to each organization.
- **Test Status Summary**: This page provides an aggregated snap shot of all the tests your students are assigned to, the number of students assigned to each test, and the status of the test.
- **My Students**: This is the page TAs use to access student profiles, access test materials (such as the Directions for Test Administration) and start the student tests on the computer.
- **Test Administration Training**: This is the page that provides the training modules/ courses required for all users and allows the TA to take the required final quiz.
- **Sample Items**: This page contains a few practice items that can be used to practice the online navigation, test students' AT devices, etc. before launching the actual test.





Actions Button for TC

- **Button located on right side of the page**
- **Dropdown menu**
- **Options vary based on the opened page**
- **Various actions can be done by the TC**



Transfer a Student to a New District

MCAA Student Transfer

<https://docs.google.com/forms/d/1gexvfXjeKSDivEaiUFiX-2rMKjvQfrA2SL4RZZSILR8/viewform?c=0&w=1&usp=mail> form link

Use this to request a student transfer from one AR district to another AR district.

* Required fields to be completed

Student FIRST name *

Student LAST name *

Student 10-digit AR ID *

SENDING district's name and school *

SENDING DTC's name *

SENDING DTC's email *

RECEIVING district's name and school *

RECEIVING DTC's name *

RECEIVING DTC's email * **Then Submit**



TA ACCESS to the MSAA System

Dashboard

Test Status Summary

My Students

Sample Items

Test Administration Training



TAs may access the following menu options:

- **Dashboard** – this returns you to the home page or dashboard.
- **Test Status Summary** – this page provides an aggregated snapshot of all the tests your students are assigned to, the number of students assigned to each test, and the status of the test.
- **My Students** – this page provides access to your students and test materials (e.g., the DTA), and enables you to start the student tests on the computer.
- **Test Administration Training** – this page provides the training modules required for all users and allows you to take the required final quiz.
- **Sample Items** – this page contains a few sample items that can be used to practice the online navigation or test students' assistive technology (AT) devices before launching the actual test.

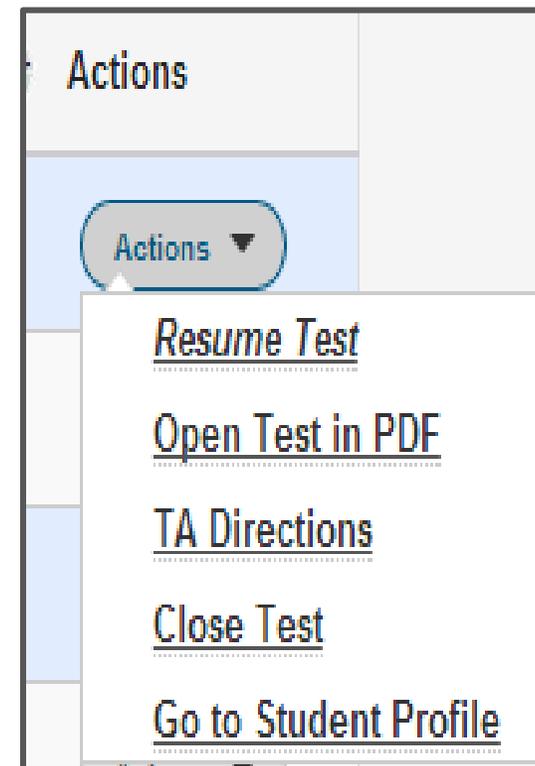
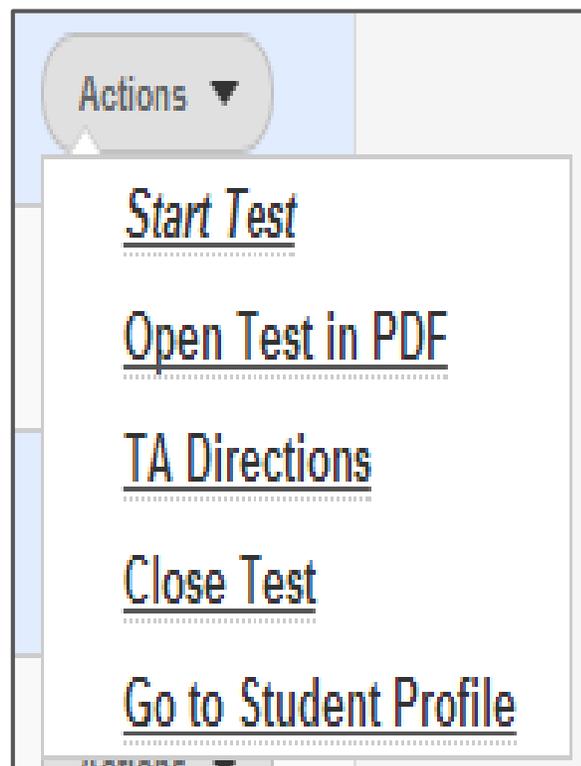




Actions Button for TA



- Button located on right side of the page
- Dropdown menu
- Varies based on the opened page
- Various actions can be done by the TA





How to Unlock Your Account

Under certain conditions, a user's account will become locked and rendered unusable.

Why Account Lockout Happens

A user's account will become locked for 1 hour after 5 failed attempts to login (for example, using the wrong password)

- Wait an hour and the account will return to unlocked status (be sure to wait the full hour)
- Unlock the account immediately by requesting a new password: o select **Request New Password** from the login screen

MSAA On-Line Training Test Coordinator



Table 9. Required MSAA Test Administration Training for Test Coordinators

Module 1: Responsibilities of Test Coordinators

Module 2: Overview of MSAA (Test) and Testing Integrity

Module 3: Navigate the MSAA System

Module 4: Create Users and Organizations

MSAA On-Line Training Test Administrator—TA

Module 1: Training Requirements and Responsibilities of Test Administrators

Module 2: Overview of MSAA (Test) and Testing Integrity

Module 3: Optimal Testing Conditions and Assessment Features

Module 4: Test Accommodations and Procedures for Assessing Students Who Are Blind, Deaf, or Deaf-Blind: Additional Directions for Test Administration

Module 5: Navigate the MSAA System

Module 6: Before Test: Complete Demographics, LCI, and Accommodations

Module 7: Student Response Check

Module 8: Student Experience in the MSAA System

Module 9: Mathematics DTA – Administer the Test

Module 10: ELA DTA: Reading – Administer the Test

Module 11: ELA DTA: Writing – Administer the Test

Module 12: Upload Evidence for ELA Constructed Response Writing Item

Module 13: Submitting or Closing a Test, Accommodations- After Test, and End of Test Survey



**Table 7.
Required
MSAA
TA
Training**

Inappropriate Test Practices

Must administer all test items according to the DTA. Modifications or changes are not permitted—are considered inappropriate test practices—test irregularities. Any actions contrary to those explicitly stated in the DTA and the test security agreements.

Changing the wording of test directions, items/questions, response options, or any text as it is written in the DTA.

Using non-prescribed graphic organizers, mnemonic aids, manipulatives or replacement objects (except as described in Procedures for Assessing Students Who Are Blind, Deaf or Deaf-Blind: Additional Directions for Test Administration).

Using any physical prompting, including hand-over-hand.

Providing students a preview of the Test at any time.

Providing answers to students in advance of or during test administration.

Providing students clues or supports not indicated in the DTA.

Manipulation of testing materials in a way that hints at a correct or incorrect answer, e.g., reducing the number of answer options.

Changing a student's answer.

Reminding the student of previously used materials or experiences related to concepts in an item.



Inappropriate Test Practices (cont.)

Teaching test content immediately before the test or the administration of an item.

Sharing test items, test content, or test forms, either written or verbally, with colleagues, parents, other staff members, the general public, or students.

Transporting printed test materials within the school in a non-secure manner.

Leaving any test materials unattended or in a non-secure setting, including, but not limited to, DTAs, test items, materials related to test items, and scoring rubrics.

Leaving the MSAA System unattended while logged into the test or the DTA.

Administering the Test by a staff member who has not completed the online training modules and passed the final quiz.

Administering the Test by a paraprofessional, aide, or student teacher (refer to Appendix A. State-Specific Information).

Allowing the use of electronic devices or photography technology that could jeopardize test content in the test-taking environment (with the exception of the webcam used only to capture the student writing response).

Sharing of test items through photography, phone cameras, recording devices, note taking, or any other manner with colleagues, students, teachers, parents, media, or any person.



Workstation Hardware and Software:

The test delivery system should align with the State Educational Technology Directors Association recommendations. These are the **minimum** hardware and software requirements of the test delivery workstation.

<p>Operating system</p>	<p><u>Windows</u> Vista SP2, Windows 7, Windows 8, MAC (<u>Apple</u> OS X) OS X 10.4.4 (Tiger). 10.5 (Leopard). 10.6 (Lion), 10.8 (Mountain Lion), 10.9 Chrome OS 32+;</p>
<p>Browser</p> <ul style="list-style-type: none"> • Must support cookies • Must have javascript enabled 	<p><u>Internet Explorer</u> 9 or better;</p> <p><u>Firefox</u> 24 or later;</p> <p><u>Chrome</u> 26 or better;</p>
<p>Other Workstation Requirements</p>	<p>32 bit and 64 bit processors supported: disk space: 100 MB or more Chromebook version 18 or better; any media will be played through native browser capabilities</p>
<p>Scanner or computer webcam</p>	<p>During the writing a permanent product is produced that needs to be uploaded to the MSAA System either with computer webcam or external scanner.</p>



MCAA Materials on ADE Website and Live Binder:

<http://www.arkansased.gov/divisions/learning-services/assessment/assessments-for-students-with-disabilities/multi-state-alternate-assessment>



1. Arkansas Test Security Agreement form-All TCs, TAs, and Superintendents must sign.
2. TAM –Test Administration Manual—Each participating district will receive 1 for each 5 students
3. MSAA System User Guide for Test Coordinators—TC
4. MSAA System User Guide for Test Administrators—TA

Live Binder

<http://www.livebinders.com/play/play?present=true&id=1851411>

Click on Alternate Assessment Tab

https://docs.google.com/forms/d/1gexvfXjeKSDivEaiUFiX-2rMKjvQfrA2SL4RZZSILR8/viewform?c=0&w=1&usp=mail_form_link

Certificate of Achievement

Upon request to Charlotte Marvel

Documents Needed for Test Administration



*Only mailed upon request

Secure documents must be shredded or mailed to MP (if received in the mail)

Documents	Purpose	User
1. Test Administration Manual TAM	Policies and procedures to prepare for administration of the Test.	TA and TC
2. Directions for Test Administration DTA Secure Document on the Action Button	Each test has a specific DTA that provides directions and a script to administer each item of the test. Must follow exactly. Includes allowable manipulatives, reference materials, scoring rubrics, OR items for grades 3 & 4	TA upon successful completion of training
3. MSAA System User Guide for Test Administrators TA	Information to access and navigate the MSAA System for purposes related to assessing students. Specific directions for each phase of the testing.	TA
4. MSAA System User Guide for Test Coordinators TC	Information to access and navigate the MSAA System for purposes related to managing system users and student rosters.	TC
5. *Procedures for Assessing Students Who Are Blind, Deaf, or Deaf-Blind: Additional Directions for Test Administration Secure Document	Includes tasks to complete before, during, and after the assessment for all grades; strategies to enhance access to the MSAA; and Directions for Test Administration that must be used to administer OR Foundational Reading Items in grades 3 and 4	TA assessing a student who is blind, deaf, or deaf-blind

MSAA materials for the districts:

- 1. TAM (Test Administration Manual)**-mailed to the district
One copy for each 5 students registered for the district
- 2. DTC will receive ordering code:**
 - Braille cards for 3rd and 4th for Foundational Reading-
SECURE
 - Manuals for Procedures for Students who are Blind,
Deaf and Deaf-Blind **SECURE**
 - Directions for Nonverbal tests for grades 3 & 4

Mailing date: March 14 to 18



MSAA Help Desk

Contact the MSAA Service Desk when

1. You have “How do I...?” Questions and cannot find the answer in the TAM, User Guides, or Technology Requirements
 - You have trouble logging in (and have a user account)
 - You have passed the training exam ($\geq 80\%$) but cannot access the student test materials
2. You encounter an error or unusual behavior in the MSAA System
 - User account
 - Accessing tests assigned to a student
 - Incorrect or missing student information
 - Access to the MSAA Test Administration Training for TAs and TCs



MSAA Help Desk

Have available following information:

1. Contact Information (Name, State, District, School, phone, email)
2. Student name, if applicable
3. Any error message that appeared
4. Operating system and browser information
5. Information about network configuration

MSAA Help Desk Contact Information

Phone: (866) 834-8879

E-mail: MSAAServiceCenter@measuredprogress.org



ARKANSAS Help Desk



Contact your State MSAA Coordinator when

1. You do not have MSAA Assessment System permission to make your requested change
 - You need to be assigned to a different (or additional) school
 - You do not have visibility to the appropriate district/school
 - A new student enrolls at your school & needs to be added to the system
2. You do not have a user account
 - “Sorry unrecognized username or password”
 - Cannot resolve with “Request New Password”
3. The wrong name is associated with your email address
4. Policy questions



ARKANSAS Help Desk



Charlotte Marvel:

charlotte.marvel@Arkansas.gov

501-682-5296

Jared Hogue:

jared.hogue@Arkansas.gov

501-682-4946

Robin Stripling:

robin.stripling@Arkansas.gov

501-682-4296

