

RI State Assessment System: Procedures for Technology Related Testing Issues

Technology Issue	Procedure
Missing / incorrect accommodation	<ul style="list-style-type: none"> TA should have the student stop testing and note how long the student has been working and how many items completed (approximate). Depending on how many items are completed, the student may need to retake the session with the correct accommodation. Follow up with RIDE as soon as possible and submit the test irregularity through the RIDE Portal.
Technology issue during testing that does not impact all students	<ul style="list-style-type: none"> Students not affected should continue testing normally. Review the TCM/manuals for the assessment for how to troubleshoot technology issues, then contact that assessment's help desk for technical support. If troubleshooting is taking more than a few minutes remove the impacted students from the testing room. Follow up with RIDE as soon as possible and submit the test irregularity through the RIDE Portal. RIDE will work with you and help desk to determine next steps to resolve issue and resume testing.
Technology issue during testing that impacts all students	<ul style="list-style-type: none"> Review the TCM/manuals for the assessment for how to troubleshoot technology issues, then contact that assessment's help desk for technical support. If troubleshooting is taking more than a few minutes remove the students from the testing room. Follow up with RIDE as soon as possible and submit the test irregularity through the RIDE Portal. RIDE will work with you and help desk to determine next steps to resolve issue and resume testing.
Testing interruption	<ul style="list-style-type: none"> If an entire class, grade, or school needs to stop testing (e.g., power failure, fire drill, emergency), then, if possible, students should sign out of their testing platform (or close test booklets if paper) to maintain test security. In emergency situations, the school's safety instructions must be followed. Follow up with RIDE as soon as possible and submit the test irregularity through the RIDE Portal. RIDE will work with you and help desk to determine next steps to resolve issue and resume testing.

Assessment Contact Information

All Assessments www.ride.ri.gov/tc Access test coordinator monthly webinar presentations and recordings and memos sent via our test coordinator listserv.		RIDE Contact: Phyllis Lynch, Director Phyllis.Lynch@ride.ri.gov (401) 222-4693
ACCESS for ELLs and Alt ACCESS for ELLs		
www.ride.ri.gov/ACCESS Test coordinator and test administrator manuals, accommodations information, and technology specifications.	WIDA Client Services Center: for questions about training and test administration procedures. (866) 276-7735 help@wida.us DRC Customer Service: for questions about materials ordering, WIDA AMS, DRC INSIGHT, and DRC Testing Site Manager. (855) 787-9615 WIDA@datarecognitioncorp.com	RIDE Contact: Flavia Molea Baker - Program Flavia.MoleaBaker@ride.ri.gov (401) 222-8480 Ana Karantonis – Assessment ana.karantonis@ride.ri.gov (401) 222-8940
PSAT™10 and RI SAT® School Day		
www.ride.ri.gov/SAT Find test coordinator and test administrator manuals, accommodations information, and technology specifications.	College Board Help Desk: RISchoolDay@collegeboard.org	RIDE Contact: Tricia Bowler: (401)-222-8478 Tricia.Bowler@ride.ri.gov
Dynamic Learning Maps (DLM)		
www.ride.ri.gov/DLM Find information on eligibility, the Essential Elements, access professional development, testlet review committees, and the One Percent Rule.	DLM Service Center: (855) 277-9751 dlm-support@ku.edu	RIDE Contact: Heather Heineke: (401) 222-8493 Heather.heineke@ride.ri.gov

Rhode Island Comprehensive Assessment Program (RICAS)		
www.ride.ri.gov/RICAS Find information on the ELA and math test design.	RICAS Help Desk: (855) 222-8936 ricasservicecenter@cognia.org	RIDE Contact: Tricia Bowler: (401)-222-8478 Tricia.Bowler@ride.ri.gov
Rhode Island Next Generation Science Assessment (NGSA)		
www.ride.ri.gov/NGSA Information on the Next Generation Science Standards, test design, and NGSA item review committees.	Help Desk Information: (866) 757-9437 rihelpdesk@cambiumassessment.com	RIDE Contact: Heather Heineke: (401) 222-8493 Heather.heineke@ride.ri.gov
National Assessment of Educational Progress (NAEP)		
www.ride.ri.gov/NAEP		RIDE Contact: Jackie Branco: (401) 222-4685 Jacqueline.branco@ride.ri.gov