# Table of Contents

**Introduction to This User Guide** ........................................................................................................... 1  
   Organization of This User Guide ........................................................................................................... 1  
   Document Conventions ............................................................................................................................ 1  
   Intended Audience ...................................................................................................................................... 2  
**Section I. Overview of the Test Information Distribution Engine** .............................................................. 3  
   Description of TIDE ..................................................................................................................................... 3  
   System Requirements ................................................................................................................................. 3  
   Understanding User Roles and Permissions .............................................................................................. 4  
**Section II. Accessing TIDE** .................................................................................................................... 7  
   Activating Your TIDE Account .................................................................................................................. 7  
   Logging in to TIDE ..................................................................................................................................... 8  
   Requesting a Password Reset ..................................................................................................................... 9  
   Reactivating Your TIDE Account at the Beginning of the School-Year ..................................................... 11  
   Logging out of TIDE .................................................................................................................................. 11  
**Section III. Understanding the TIDE User Interface** ............................................................................. 12  
   Organization of the TIDE User Interface ................................................................................................. 12  
   About the TIDE Dashboard ....................................................................................................................... 13  
   Navigating in TIDE .................................................................................................................................... 13  
   About the Banner ....................................................................................................................................... 14  
   Accessing Global Features ......................................................................................................................... 14  
      Changing Test Administration, Institution, or Role ............................................................................... 15  
      Resetting Your Password ...................................................................................................................... 15  
      Switching Between AIR Systems ........................................................................................................... 16  
      Finding Students by ID ............................................................................................................................ 16  
      Downloading Files from the Inbox ......................................................................................................... 16  
   Overview of Task Page Elements ............................................................................................................. 18  
      Navigating Record Forms ....................................................................................................................... 18  
      Uploading Records .................................................................................................................................. 19  
      Searching for Records ............................................................................................................................ 21  
      Evaluating Advanced Search Criteria ................................................................................................... 23  
      Performing Actions on Records ............................................................................................................. 23  
**Section IV. Preparing for Testing** ........................................................................................................... 25  
   Managing TIDE Users ............................................................................................................................... 25  
   Adding User Accounts ............................................................................................................................... 25  
   Viewing and Editing User Details .............................................................................................................. 26
Appendix D. Change Log

Appendix C. User Support

Appendix B. Opening CSV Files in Excel 2007 or Later

Appendix A. Processing File Uploads

Section V. Administering Tests

Managing Student Information .................................................................................................................. 30
  Viewing Students .................................................................................................................................. 30
  Printing PreID Labels ............................................................................................................................ 34
  Printing Students’ Test Settings .......................................................................................................... 36
Managing Student Test Settings and Tools ............................................................................................... 37
  Viewing Test Settings and Tools ........................................................................................................... 37
Managing Rosters ..................................................................................................................................... 38
  Adding New Rosters ............................................................................................................................... 38
  Modifying Existing Rosters .................................................................................................................... 40
  Printing Students Associated with a Roster ......................................................................................... 41
  Printing Test Tickets for Students in a Roster ..................................................................................... 41
  Printing Test Settings for Students in a Roster .................................................................................... 42
Deleting Rosters ....................................................................................................................................... 43
  Creating Rosters Through File Uploads ............................................................................................... 43

Section V. Administering Tests ................................................................................................................. 45
  Printing Test Tickets ............................................................................................................................. 45
  Printing Test Tickets from Student List ............................................................................................... 45
  Printing Test Tickets from Roster List ................................................................................................. 47
Managing Appeals ....................................................................................................................................... 47
  Creating Appeals ................................................................................................................................. 50
  Viewing Appeals .................................................................................................................................... 51
  Creating Appeals Through File Uploads .............................................................................................. 52
Monitoring Test Progress .......................................................................................................................... 53
  Plan and Manage Testing ....................................................................................................................... 53
  Reviewing Test Completion Rates ........................................................................................................ 57
  Reviewing Test Status Code Reports ................................................................................................... 59

Appendix A. Processing File Uploads .................................................................................................... 62
  How TIDE Processes Large Files ........................................................................................................ 62
  How TIDE Validates File Uploads ....................................................................................................... 63

Appendix B. Opening CSV Files in Excel 2007 or Later ........................................................................ 64

Appendix C. User Support ......................................................................................................................... 66

Appendix D. Change Log .......................................................................................................................... 67
# Table of Figures

Figure 1. TIDE’s Position in the Assessment Process.......................................................... 3  
Figure 2. Hierarchy of User Roles......................................................................................... 6  
Figure 3. Fields in the Reset Your Password page............................................................. 7  
Figure 4. Fields in the Select a Security Question Page...................................................... 8  
Figure 5. Portal Card........................................................................................................... 8  
Figure 6. TIDE Card............................................................................................................ 9  
Figure 7. Login Page.......................................................................................................... 9  
Figure 8. Fields in the Reset Your Password: Find Account Page..................................... 10  
Figure 9. TIDE Dashboard ................................................................................................. 13  
Figure 10. Navigation Toolbar............................................................................................ 14  
Figure 11. TIDE Banner .................................................................................................... 14  
Figure 12. Change Role ...................................................................................................... 15  
Figure 13. Fields in the Change Password Page ................................................................. 15  
Figure 14. Switching Between AIR Systems .................................................................... 16  
Figure 15. Inbox .................................................................................................................... 17  
Figure 16. Sample Record Form.......................................................................................... 18  
Figure 17. Sample File Upload Page .................................................................................. 19  
Figure 18. File Upload Preview (partial view) .................................................................... 20  
Figure 19. Sample Validation Page .................................................................................... 20  
Figure 20. Confirmation Page ............................................................................................ 21  
Figure 21. Sample Search Panel ......................................................................................... 21  
Figure 22. Sample Search Results ..................................................................................... 22  
Figure 23. Additional Search Criteria .................................................................................. 23  
Figure 24. Fields in the Add User Page ............................................................................. 25  
Figure 25. Fields in the View/Edit User Form .................................................................... 26  
Figure 26. Sample User Upload File .................................................................................. 29  
Figure 27. View/Edit/Export Students Page ...................................................................... 30  
Figure 28. Test Settings Panels ......................................................................................... 33  
Figure 29. Sample PreID Label ......................................................................................... 34  
Figure 30. Layout Model for PreID Labels ....................................................................... 36  
Figure 31. Layout Model for Student Test Settings and Tools .......................................... 37  
Figure 32. Add Roster Form ............................................................................................... 38  
Figure 33. Add/Remove Students to Roster Panel ............................................................. 39  
Figure 34. Test Ticket Layout Model .................................................................................. 42  
Figure 35. Sample Roster Upload File ................................................................................. 44
<table>
<thead>
<tr>
<th>Figure</th>
<th>Description</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>36</td>
<td>Sample Test Ticket</td>
<td>45</td>
</tr>
<tr>
<td>37</td>
<td>Layout Model for Test Tickets</td>
<td>46</td>
</tr>
<tr>
<td>38</td>
<td>Selection Fields in the Create Appeal Requests Page</td>
<td>50</td>
</tr>
<tr>
<td>39</td>
<td>Retrieved Test Results</td>
<td>50</td>
</tr>
<tr>
<td>40</td>
<td>Selection Fields in the View Appeals Request Page</td>
<td>51</td>
</tr>
<tr>
<td>41</td>
<td>Retrieved Appeals</td>
<td>51</td>
</tr>
<tr>
<td>42</td>
<td>Sample Invalidation Requests Upload File</td>
<td>53</td>
</tr>
<tr>
<td>43</td>
<td>Plan and Manage Testing Page</td>
<td>54</td>
</tr>
<tr>
<td>44</td>
<td>Plan and Manage Testing Step 3</td>
<td>56</td>
</tr>
<tr>
<td>45</td>
<td>Plan and Manage Testing Report</td>
<td>56</td>
</tr>
<tr>
<td>46</td>
<td>Test Completion Rates Search Fields</td>
<td>57</td>
</tr>
<tr>
<td>47</td>
<td>Test Completion Rate Report</td>
<td>58</td>
</tr>
<tr>
<td>48</td>
<td>Test Status Code Report Search Fields</td>
<td>59</td>
</tr>
<tr>
<td>49</td>
<td>Test Status Code Report</td>
<td>59</td>
</tr>
<tr>
<td>50</td>
<td>Upload Processing Flow</td>
<td>62</td>
</tr>
</tbody>
</table>
Table of Tables

Table 1. Document Conventions ............................................................................................................. 1
Table 2. Overview of User Roles and Permissions ......................................................................................... 4
Table 3. Fields in the View/Edit User Page ................................................................................................. 26
Table 4. Columns in the User Upload File .................................................................................................... 27
Table 5. Fields in the Demographics Panel .................................................................................................. 32
Table 6. Fields in the Test Settings Panels .................................................................................................. 34
Table 7. Columns in the Rosters Upload File ................................................................................................ 43
Table 8. Types of Appeals ............................................................................................................................ 47
Table 9. Statuses of Appeals ......................................................................................................................... 48
Table 10. Available Appeals by Test Result Status ....................................................................................... 49
Table 11. Columns in the Appeals Upload File ............................................................................................. 52
Table 12. Columns in the Plan and Manage Testing Report .......................................................................... 56
Table 13. Columns in the Test Completion Rates Report ............................................................................. 58
Table 14. Columns in the Test Status Code Report ...................................................................................... 59
Table 15. Test Opportunity Status Descriptions .......................................................................................... 60
Table 16. Record Thresholds for Offline Processing .................................................................................... 63
Introduction to This User Guide

This section describes the contents of this user guide.

Organization of This User Guide

This guide contains the following sections:

- **Section I, Overview of the Test Information Distribution Engine**, includes a description of Test Information and Distribution Engine (TIDE) features and provides an overview of user roles and permissions.

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

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

- **Section IV, Preparing for Testing**, describes the activities you can perform in preparation for testing, including registering users and students, viewing test settings and tools for students, and uploading rosters (classes).

- **Section V, Administering Tests**, describes the activities you can perform while testing is underway, including printing test tickets for students, requesting test appeals (if necessary), and monitoring test progress.

Document Conventions

Table 1 describes the conventions appearing in this user guide.

<table>
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<th>Icon</th>
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<tr>
<td>🚨</td>
<td><strong>Warning</strong>: This symbol accompanies information regarding actions that may cause loss of data.</td>
</tr>
<tr>
<td>⚠️</td>
<td><strong>Caution</strong>: This symbol accompanies information regarding actions that may result in incorrect data.</td>
</tr>
<tr>
<td>📝</td>
<td><strong>Note</strong>: This symbol accompanies helpful information or reminders.</td>
</tr>
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**bold italic** Boldface italic indicates a page name.

**bold** Boldface indicates an item you click or a drop-down list selection.
### Intended Audience

This user guide is intended for state-, district-, and school-level users who manage the assessment effort. You should be familiar with the concepts of test eligibility, test settings, accommodations, and general management of user accounts for an enterprise-wide system.

To use TIDE, you need to be familiar with using a web browser to retrieve data and with filling out web forms. If you want to use the file upload and download features, you also need to be familiar with using a spreadsheet application and working with comma-separated value (CSV) files.
Section I. Overview of the Test Information Distribution Engine

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

Description of TIDE

AIR’s TIDE system supports state, district, and school-level users throughout the testing process, from test preparation, to test administration, to post-administration. TIDE includes features to manage user and student information, order testing materials, track orders, monitor test progress, and execute administrative functions such as test resets or reopens.

Figure 1 illustrates TIDE’s operational functions and their place in the assessment process. At its core, TIDE contains a list of students enrolled in your schools. TIDE receives the vast majority of this student information from uploads from external systems, although TIDE has features for adding students manually. TIDE then distributes this information to the appropriate system. TIDE sends to the Test Delivery System (TDS) students’ eligibilities, settings, and accommodations; this enables TDS to deliver the appropriate test to any given student in the required format. TIDE sends to the Online Reporting System (ORS) students’ institutional associations; this enables ORS to aggregate scores at the classroom, school, district, and state levels.

System Requirements

To use TIDE, you need a recent version of a web browser, such as Firefox, Chrome, or Internet Explorer. For a detailed list of system requirements, which includes the supported operating systems and web browsers, see the Online System Requirements. This publication is available in the Resources section of the West Virginia ELPA21 Portal, http://wv.portal.airast.org.
**Understanding User Roles and Permissions**

Each user in TIDE has a role, such as a district coordinator or a test administrator. Each role has an associated list of permissions to access certain features within TIDE.

Table 2 indicates which users can access specific features and tasks within each AIR system. The corresponding user guide for each system contains complete information about each feature.

Table 2. Overview of User Roles and Permissions

<table>
<thead>
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<th>Task or Site</th>
<th>DC*</th>
<th>TA*</th>
<th>SA*</th>
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<td><strong>Access to Test Information Distribution Engine (TIDE) Features and Tasks</strong></td>
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<tr>
<td>Managing Student Information</td>
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<td>Viewing Students</td>
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<td>✓</td>
<td>✓</td>
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<td>Monitoring Test Progress</td>
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<tr>
<td>Reviewing Test Completion Rates</td>
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### Task or Site

<table>
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<td><strong>Reviewing Test Status Code Reports</strong></td>
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<td>TA Interface</td>
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<td><strong>Access to Online Reporting System (ORS) Features and Tasks</strong></td>
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<td>Summary Statistics</td>
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<tr>
<td>Manage Rosters</td>
<td>✔</td>
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</tr>
</tbody>
</table>

*DC—District Coordinator; TA—Test Administrator, SA—Screener Administrator

**Some roles have view-only access to this feature.
There is a hierarchy to user roles. As indicated in Figure 2, the state administrator is at the top of the hierarchy, followed by district-level roles, followed by school-level roles. Generally, user roles that are higher in the hierarchy have access to more sensitive or critical data and tasks within TIDE.
Section II. Accessing TIDE

This section explains how to activate your TIDE account, log in to TIDE, request a forgotten password, reset, and log out.

Activating Your TIDE Account

Your TIDE administrator creates your account, and then TIDE sends you an activation email. This email contains the following information:

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

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

To activate your account:

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

   Figure 3. Fields in the Reset Your Password page

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

3. Click Submit. The Select a Security Question page appears (see Figure 4).
4. From the Security Question drop-down list, select a security question, and enter an answer.

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

6. Click **Next**. The West Virginia ELPA21 portal page appears.

Account activation is complete. You can proceed to TIDE by clicking the TIDE card (see Figure 6) in the portal page.

**Logging in to TIDE**

*To log in to TIDE:*

1. Open your web browser and navigate to your portal.

2. Click the **English Language Proficiency Assessment** card (see Figure 5).
3. Click the TIDE card (see Figure 6). The Login page appears.

4. Enter your email address and password.

5. Click Secure Login. The TIDE dashboard appears (see Figure 7).

Depending on your user role, TIDE may prompt you to select a role, client, state, district, or school to complete the login.

![Figure 6. TIDE Card](image)

Caution: Loss of Data: Working with TIDE in more than one browser tab or window may result in changes in one tab overwriting changes made in another tab. Do not have more than one TIDE browser tab or window open at one time.

### Requesting a Password Reset

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

- You forgot your password.

- You didn’t activate your account within 15 minutes of receiving the activation email.

- The TIDE administrator locked your account.
To request a password reset:

1. Click either of the links included in the activation email. The **Reset Your Password: Find Account** page appears (see Figure 8).

2. Alternatively, display the **Login** page by following steps 1–3 in the section **Logging in to TIDE** and click **Forgot Your Password?**. The **Reset Your Password: Find Account** page appears.

   ![Figure 8. Fields in the Reset Your Password: Find Account Page](image)

3. Enter your TIDE email address, and click **Submit**.
   - If you have already activated your account, your security question appears.
     - Enter the response to the security question, and click **Submit**. TIDE sends you an email containing a link to reset your password.
   - If you have not yet activated your account, TIDE sends you an email containing a link to reset your password.

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

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

6. Click **Submit**. TIDE resets your password. The **Select a Security Question** page appears.
   - If you have already activated your account, review and modify your answers to the security question as necessary.
   - If you have not yet activated your account, set up your security question and answer as described in **Activating Your TIDE Account**.

7. Click **Next**. The TIDE home page appears.
Reactivating Your TIDE Account at the Beginning of the School-Year

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

To reactivate your account:

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

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

3. Follow steps 1–6 in the section Activating Your TIDE Account to reactivate your account.

Logging out of TIDE

To log out of TIDE:

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

Warning: Logging out of TIDE logs you out of all West Virginia ELPA21 systems. For example, if you log out of TIDE while administering a test using the TA Interface, your test session will stop and all students in the session will be logged out of their tests. You cannot resume the session. You will have to create a new session, and your students will have to log in to the new session to resume testing.
Section III. Understanding the TIDE User Interface

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

Organization of the TIDE User Interface

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

- **Preparing for Testing**: Tasks in this category could be performed before testing begins. This category includes tasks for registering users and students, viewing test settings and tools for students, and uploading rosters (classes). For more information about this category, see the section Preparing for Testing.

- **Administering Tests**: Tasks in this category could be performed while testing is underway. This category includes tasks for printing test tickets, requesting appeals (if necessary), and monitoring testing progress. For more information about this category, see the section Administering Tests.

  **Note**: The state decides which features are turned on at what time. Depending on what the state has decided, it is possible that managing users and students are allowed while testing is in progress.

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

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

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

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

Each task menu contains a set of related tasks.

For example, the Users menu contains options for adding users, viewing/editing/exporting users, and uploading users.

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

Navigating in TIDE

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

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

About the Banner

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

Figure 11. TIDE Banner

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

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

Accessing Global Features

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

Depending on your permissions, you can switch to different schools, districts, and user roles in TIDE.

To change test administration or institution:

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

2. Update the information as necessary.

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

Resetting Your Password

You can change your login password as necessary.

To change your password:

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

3. In the *New Password* and *Re-enter Password* fields, enter a new password. The password must be eight characters long and have at least three of the following: one lowercase alphabetic character, one uppercase alphabetic character, one number, and one special character %, #, or !.

4. Click **OK**.

TIDE saves your changes, and a confirmation message appears.

**Switching Between AIR Systems**

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

*To switch to another AIR system:*

- In the banner at the top left of the page, hover over **TIDE**, and click the other system name (see *Figure 14*).

---

**Finding Students by ID**

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

*To search for a student:*

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

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

**Downloading Files from the Inbox**

The Inbox (see *Figure 15*) lists all the files containing student information that you export from the *View/Edit/Export Students* page. When you choose to export student search results to the
Inbox, TIDE sends you an email when the export task is completed and the file is available in the Inbox for download.

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

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

To access files in the Inbox:

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

2. Optional: Select the file view from the available tabs:
   - Dashboard: This is the default view and displays all the files except for the ones that you have archived.
   - Recent Files: Displays the files that have been recently created.
   - View Archives: Displays the files that you have archived.

3. Optional: To filter the files by keyword, enter a search term in the text box above the list of files and click . TIDE displays only those files containing the entered file name.

4. Do one of the following:
   - To download a file, click Download.
   - To archive a file, click .
To delete a file, click 🗑️.

**Note: About File Deletion**

- The 🗑️ button is only displayed when you are viewing files from the *Dashboard* file view. Hence, archived files cannot be deleted.
- A non-admin user can delete files that he has exported, but cannot delete secure documents uploaded to the *Inbox* by admin users.
- Admin users can view and delete secure documents uploaded by other admin users.

**Overview of Task Page Elements**

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

**Navigating Record Forms**

Certain tasks in TIDE require you to add or edit records via specialized record forms (see [Figure 16](#)). This section explains how to navigate these forms.

![Figure 16. Sample Record Form](#)
Record forms are usually divided into multiple panels. Each panel contains a group of related settings and fields that you can edit. You can click \(-\) in the upper-left corner of a panel to collapse it, or click \(+\) in a collapsed panel to expand it.

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

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

### Uploading Records

Some TIDE tasks require you to add a large number of records via a file upload. This section provides an overview of the basic steps for using and navigating the file upload pages (see **Figure 17**).

**Figure 17. Sample File Upload Page**

When uploading a file to TIDE, you must first download a file template and fill it out in a spreadsheet application. The guidelines for a template depend on the record type. Guidelines for each record type are provided when describing the record type in the guide.

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

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

To upload a file:

1. On the file upload page, click **Download Templates** and select the appropriate file type.
2. Open the file in a spreadsheet application, fill it out, and save it.
3. On the file upload page, click **Browse** and select the file you created in the previous step.
4. Click Next. The Preview page appears (see Figure 18). Use the file preview on this page to verify you uploaded the correct file.

![Figure 18. File Upload Preview (partial view)](image)

5. Click Next. TIDE validates the file and displays any errors (⚠️) or warnings (,proto) on the Validate page (see Figure 19).

   **Note:** If a record contains an error, that record will not be included in the upload. If a record contains a warning, that record will be uploaded, but the field with the warning will be invalid.

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

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

![Figure 19. Sample Validation Page](image)

**Note:** If your file contains a large number of records, TIDE processes it offline and sends you a confirmation email when complete. While TIDE is validating the file, do not press Cancel, as TIDE may have already started processing some of the records.

6. Do one of the following:

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

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

   The Confirmation page appears, displaying a message that summarizes how many records were committed and excluded (see Figure 20).
7. Optional: To upload another file of the same record type, click **Upload New File**.

**Searching for Records**

Many tasks in TIDE require you to retrieve a record or group of records (for example, locating a set of users to work with when performing the **View/Edit/Export Users** task). For such tasks, a search panel appears when you first access the task page (see Figure 21). This section explains how to use this search panel and navigate search results.

To search for records:

1. In the search panel, enter search terms and select values from the available search parameters, as required.
   
   **Note:** The search parameters available in the search panel depend on the record type. Required search parameters are marked with an asterisk.

2. Optional: If the task page includes an additional search panel, select values to further refine the search results:
   
   a. To include an additional search criterion in the search, select it and click **Add**.
   
   b. Optional: To delete an additional search criterion, select it and click **Remove Selected**. To delete all additional search criteria, click **Remove All**.
c. For information about how TIDE evaluates additional search criteria, see Evaluating Advanced Search Criteria.

3. Click **Search**. The list of retrieved records appears below the search panel (see **Figure 22**).

   **Note:** When searching for students in the **View/Edit/Export Students** page, clicking **Search** opens a message that provides you with options to view or export the retrieved records based on the number records that match your search parameters. For more information, see **Viewing Students**.

   a. **Optional:** If you wish to collapse the search panel, click  in the upper-left corner of the panel.

   ![Figure 22. Sample Search Results](image)

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

5. **Optional:** To sort the search results by a given column, click its column header.
   - To sort the column in descending order, click the column header again.

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

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

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

Referring to Figure 23, TIDE retrieves student records that match both of the following:

- Student has Color Choice set to Black on Cream.
- Student has Permissive Mode enabled.

Performing Actions on Records

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

To perform actions on records:

1. Search for the required records by following the procedure in the section Searching for Records.

2. To select records for an action (such as printing or exporting), do one of the following:
   - Mark the checkbox next to each record you wish to select.
   - To select all records, mark the checkbox in the header row.
Note: Performing actions on records retrieved on the View/Edit/Export Students page

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

3. Click the required action button above the table of retrieved records and select the desired option:

- Prints the selected records or on the View/Edit/Export Students page, displays options for printing all or selected records.

- Exports the selected records to a PDF, Excel, or CSV file or on the View/Edit/Export Students page, displays options for exporting all or selected records.

Note: About the action buttons

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

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

This section covers the following topics:

- Managing TIDE Users
- Managing Student Information
- Managing Student Test Settings and Tools
- Managing Rosters

Managing TIDE Users

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

Adding User Accounts

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

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

To add a user account:

1. From the Users task menu on the TIDE dashboard, select Add Users. The Add Users page appears (see Figure 24).

   Figure 24. Fields in the Add User Page

2. Select the role, district, and school associated with the new user.

3. Using Table 3 as a reference, enter the user’s first name, last name, email address, and other details in the optional fields.
4. Click Save.

5. In the affirmation dialog box, click Continue. TIDE adds the account and sends the new user an activation email from AIRAST-DoNotReply@airast.org.

**Viewing and Editing User Details**

You can view and modify detailed information about a user’s TIDE account—as long as the user is below your role in the hierarchy and is in your district or school.

*To view and edit user details:*

1. From the Users task menu on the TIDE dashboard, select View/Edit/Export Users. The View/Edit/Export User page appears.

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

3. In the list of retrieved users, click for the user whose account you want to view. The View/Edit User form appears (see Figure 25).

![Figure 25. Fields in the View/Edit User Form](image)

4. If your user role allows it, modify the user’s details as required. Use Table 3 as a reference.

5. Click Save.

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

**Table 3** describes the fields in the View/Edit User page.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Role</td>
<td>User’s role. For an explanation of user roles, see Understanding User Roles and Permissions.</td>
</tr>
<tr>
<td>District</td>
<td>District associated with the user. To modify the district associated with a user, you must delete and add the user using file uploads. For details, see Adding, Editing, or Deleting Users through File Uploads.</td>
</tr>
<tr>
<td>School</td>
<td>School associated with the user. To modify the school associated with a user, you must delete and add the user using file uploads. For details, see Adding, Editing, or Deleting Users through File Uploads.</td>
</tr>
</tbody>
</table>
### Deleting User Accounts

You can delete a user’s account as long as the user is at or below your role in the hierarchy, and the user is in your district or school.

**To delete user accounts:**

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

2. Do one of the following:
   - Mark the checkboxes for the users you want to delete.
   - Mark the checkbox at the top of the table to delete all retrieved users.

3. Click ![Confirm]( Cópia de seleção.png), and in the affirmation dialog box click **Yes**.

### Adding, Editing, or Deleting Users through File Uploads

If you have many users to add, edit, or delete, it may be easier to perform those transactions through file uploads. This task requires familiarity with composing comma-separated value (CSV) files or working with Microsoft Excel.

**To upload user accounts:**

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

2. Following the instructions in the section *Uploading Records* and using *Table 4* as a reference, fill out the User template and upload it to TIDE.

*Table 4* provides the guidelines for filling out the User template that you can download from the **Upload Users** page.

### Table 4: Columns in the User Upload File

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
<th>Valid Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>DISTRICTID*</td>
<td>District associated with the user.</td>
<td>District ID that exists in TIDE, and must be associated with the user uploading the file. Up to 30 characters.</td>
</tr>
<tr>
<td>Column</td>
<td>Description</td>
<td>Valid Values</td>
</tr>
<tr>
<td>-----------</td>
<td>--------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>SCHOOLID</td>
<td>School associated with the user.</td>
<td>School ID that exists in TIDE, and must be associated with the user uploading the file. Up to 30 characters. Must be associated with the district ID. Can be blank when adding district-level users.</td>
</tr>
<tr>
<td>FirstName*</td>
<td>User's first name.</td>
<td>Up to 35 characters.</td>
</tr>
<tr>
<td>LastName*</td>
<td>User's last name.</td>
<td>Up to 35 characters.</td>
</tr>
<tr>
<td>Email*</td>
<td>User's email address.</td>
<td>Any standard email address. Up to 128 characters that are valid for an email address. This is the user's username for logging in to TIDE.</td>
</tr>
<tr>
<td>Phone</td>
<td>User's phone number.</td>
<td>Phone number in xxx-xxx-xxxx format. Extensions allowed.</td>
</tr>
<tr>
<td>Role*</td>
<td>User's role. For an explanation of user roles, see Understanding User Roles and Permissions.</td>
<td>One of the following: DC—District Coordinator. TA—Test Administrator. SA—Screener Administrator. Must be lower in the hierarchy than the user uploading the file; see Figure 2.</td>
</tr>
<tr>
<td>Action*</td>
<td>Indicates if this is an add or delete transaction.</td>
<td>One of the following: ADD—Add new user or edit existing user record. DELETE—Remove existing user record.</td>
</tr>
</tbody>
</table>

*Required field.
Figure 26 is an example of a simple upload file with the following transactions:

- The first row (aside from the header row) adds Thomas Walker as a TIDE user, specifying all fields except phone number.
- The second row modifies Thomas Walker’s account, changing his role and adding the phone number. In this case you must list values in all other columns, even if you do not change them.
- The third row deletes Thomas Walker’s account.
- The fourth row adds Patricia Martin as a test administrator for school 9000.
- The fifth row adds Patricia Martin as a screener administrator for a different school—9001.

Figure 26. Sample User Upload File

<table>
<thead>
<tr>
<th></th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>DISTRICTID</td>
<td>SCHOOLID</td>
<td>FIRSTNAME</td>
<td>LASTNAME</td>
<td>EMAIL</td>
<td>PHONE</td>
<td>ROLE</td>
<td>ACTION</td>
</tr>
<tr>
<td>2</td>
<td>99</td>
<td>9000</td>
<td>Thomas</td>
<td>Walker</td>
<td><a href="mailto:tw@air.org">tw@air.org</a></td>
<td>305-555-1212</td>
<td>TA</td>
<td>ADD</td>
</tr>
<tr>
<td>3</td>
<td>99</td>
<td>9000</td>
<td>Thomas</td>
<td>Walker</td>
<td><a href="mailto:tw@air.org">tw@air.org</a></td>
<td>305-555-1212</td>
<td>SA</td>
<td>ADD</td>
</tr>
<tr>
<td>4</td>
<td>99</td>
<td>9000</td>
<td>Thomas</td>
<td>Walker</td>
<td><a href="mailto:tw@air.org">tw@air.org</a></td>
<td>305-555-1212</td>
<td>SA</td>
<td>DELETE</td>
</tr>
<tr>
<td>5</td>
<td>99</td>
<td>9000</td>
<td>Patricia</td>
<td>Martin</td>
<td><a href="mailto:pm@air.org">pm@air.org</a></td>
<td></td>
<td>TA</td>
<td>ADD</td>
</tr>
<tr>
<td>6</td>
<td>99</td>
<td>9001</td>
<td>Patricia</td>
<td>Martin</td>
<td><a href="mailto:pm@air.org">pm@air.org</a></td>
<td></td>
<td>SA</td>
<td>ADD</td>
</tr>
</tbody>
</table>
Managing Student Information

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

Viewing Students

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

To view student details:

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

   ![View/Edit/Export Students Page](image)

2. From the Search ID Type field, specify the type of students you wish to search for based on their ID type.
   - To search for students with permanent SSIDs, select Default.
   - To search for students who have been assigned temporary IDs (screener students only), select Temporary.

3. Enter other search criteria as required by following the procedure in the section Searching for Records.

   Note: If the Search ID Type field is set to Temporary, other search fields such as school, student last name, and student first name are not available.
4. Click **Search**. A message is displayed to indicate the number of records that matched your search criteria and provide options to view or export the records or modify your search parameters. The options available to you vary depending on how the action affects TIDE’s performance.

![Your search returned 1146 results](image)

5. Do one of the following:

   o To view the retrieved student records on the page, click **View Results**. Continue to Step 6 to edit the student or perform other actions as described in the **Performing Actions on Records** section.

     ![View Results](image)

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

   o To export the retrieved results to the Inbox, click **Export to Inbox** and select the file format (Excel or CSV) in which the data should be exported. When you select the format a message appears to notify you that the task has been queued and that you will receive an email once the file is available. You can navigate away from the page and perform other tasks if required. After receiving the email, you can download the exported file from the Inbox (see **Downloading Files from the Inbox**).

   ![Export to Inbox](image)

   o To return to the **View/Edit/Export Students** page and modify your search criteria, click **Modify Search**. Repeat Steps 2–5.

6. **Optional:** To filter the list of retrieved students by keyword, enter a search term in the text box above the list of retrieved records and click **Search**. TIDE displays all student records that match the search term.
7. In the list of retrieved students, click for the student whose account you want to view. The View/Edit Student form appears.

8. In the Student Demographics panel, view the student’s demographic information, using Table 5 as a reference.

Table 5 describes the fields in the Demographics panel on the Student form.

Table 5. Fields in the Demographics Panel

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Student Demographics</strong></td>
<td></td>
</tr>
<tr>
<td>District</td>
<td>District responsible for specific educational services or instruction of the student.</td>
</tr>
<tr>
<td>School</td>
<td>School responsible for specific education services and/or instruction of the student.</td>
</tr>
<tr>
<td>SSID</td>
<td>Student’s Statewide Student Identifier (SSID) within the enrolled district.</td>
</tr>
<tr>
<td>Student’s Last Name</td>
<td>Student’s last name.</td>
</tr>
<tr>
<td>Student’s First Name</td>
<td>Student’s first name.</td>
</tr>
<tr>
<td>Middle Name</td>
<td>Student’s middle name.</td>
</tr>
<tr>
<td>Gender</td>
<td>Student’s gender.</td>
</tr>
<tr>
<td>Confirmation Code</td>
<td></td>
</tr>
<tr>
<td>Birth Date</td>
<td>Student’s date of birth.</td>
</tr>
<tr>
<td>Grade</td>
<td>Grade in which student is enrolled during the test administration.</td>
</tr>
<tr>
<td>Paper Tester</td>
<td>Indicates student tests on paper even if an online test is available.</td>
</tr>
<tr>
<td>District assigned student identifier</td>
<td></td>
</tr>
<tr>
<td>IDEA Indicator</td>
<td>Student’s Special Education program status.</td>
</tr>
<tr>
<td>Limited English Proficiency Status</td>
<td>Indicates student has a language other than English spoken in the home and qualifies for English language services because the student did not test Proficient on the state language proficiency assessment.</td>
</tr>
<tr>
<td>Migrant Status</td>
<td>Student’s migrant status.</td>
</tr>
<tr>
<td>First Entry Date into a UST School</td>
<td></td>
</tr>
<tr>
<td>Limited English Proficiency Entry Date</td>
<td></td>
</tr>
<tr>
<td>Title III Language Instruction Program Type</td>
<td>Student’s primary language.</td>
</tr>
<tr>
<td>Primary Disability Type</td>
<td>Student’s primary disability.</td>
</tr>
</tbody>
</table>
### Field | Description
--- | ---
**Race/Ethnicity**

**Hispanic or Latino**<br>Indicates student traces origin or descent to Mexico, Puerto Rico, Cuba, Central and South America, and other Spanish cultures, regardless of race.

**American Indian or Alaska Native**<br>Indicates student has origins in any of the original peoples of North and South America (including Central America), and who maintains cultural identification through tribal affiliation or community attachment.

**Asian**<br>Indicates student has origins in any of the original peoples of the Far East, Southeast Asia, or the Indian Subcontinent. This area includes, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.

**Black or African American**<br>Indicates student has origins in any of the black racial groups of Africa.

**White**<br>Indicates student has origins in any of the original peoples of Europe, Middle East, or North Africa.

**Native Hawaiian or Other Pacific Islander**<br>Indicates student has origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

**Demographic Race Two or More Races**

9. In the **Visual Assistance Tools, Accommodations, Integration with Assistive Technology, and Designated Support** panels (see **Figure 28**), view the student’s settings, using **Table 6** Fields in the Test Settings Panels as a reference.

**Figure 28. Test Settings Panels**

![Figure 28. Test Settings Panels](image-url)
Table 6 describes the fields in the Test Settings panels on the Student form.

**Table 6. Fields in the Test Settings Panels**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Color Choices</td>
<td>List of available color settings.</td>
</tr>
<tr>
<td>Masking</td>
<td>Toggles the Masking tool on or off, allowing student to cover distracting</td>
</tr>
<tr>
<td></td>
<td>regions of the test page.</td>
</tr>
<tr>
<td>Non-Embedded Designated</td>
<td>Indicates use of designated supports not provided by the secure browser.</td>
</tr>
<tr>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>Print Size/Zoom</td>
<td>List of subjects and the type size in which the associated tests appear.</td>
</tr>
<tr>
<td>Line Reader</td>
<td>Allows student to highlight an individual line of text in a passage or</td>
</tr>
<tr>
<td></td>
<td>question.</td>
</tr>
<tr>
<td>Exempted Domains</td>
<td>Subjects in which the student is not tested. State approved required for</td>
</tr>
<tr>
<td></td>
<td>exempted domains.</td>
</tr>
<tr>
<td>Non-Embedded Accommodations</td>
<td>Indicates use of accommodations not provided by the secure browser.</td>
</tr>
<tr>
<td>Number of Accommodations</td>
<td>Number of accommodations the student received during testing.</td>
</tr>
<tr>
<td>Permissive Mode</td>
<td>Toggles Permissive Mode setting on or off, allowing student to use pre-</td>
</tr>
<tr>
<td></td>
<td>approved hardware or software with secure browser.</td>
</tr>
</tbody>
</table>

10. Click **Save**.

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

**Printing PreID Labels**

A PreID label (see [Figure 29](#)) is a label that you affix to a student’s testing materials, such as an test booklet.

![Figure 29. Sample PreID Label](#)
Districts and schools can print labels for students not included in the original PreID upload for a given administration, such as students who transferred to a school after the PreID upload.

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

To print PreID Labels:

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

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

3. Specify the students for whom labels need to be printed:
   a. To print labels for specific students, mark the checkboxes for the students you want to print.
   b. To print labels for all students listed on the page, mark the checkbox at the top of the table.
   c. To print labels for all retrieved students, no additional action is necessary. The option to print all retrieved records is available by default.

4. Click and then select the appropriate action:
   a. To print labels for selected students, click My Selected PreID Labels.
   b. To print labels for all retrieved students, click All PreID Labels.

5. In the new browser window that opens, verify PreID Labels is selected in the Print Options section and a model appears for selecting the start position for printing on the first page (see Figure 30).
6. Click the start position you require.

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

7. Click **Print**.

   Your browser downloads the generated PDF.

---

**Printing Students’ Test Settings**

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

*To print students’ test settings:*

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

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

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

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

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

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

4. Click and then select the appropriate action:

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

   b. To print test settings for all retrieved students, click **All Students Test Settings and Tools**.
5. In the new browser window that opens, verify Student Settings and Tools is selected in the Print Options section (see Figure 31).

Figure 31. Layout Model for Student Test Settings and Tools

6. Click Print.

Your browser downloads the generated PDF.

Managing Student Test Settings and Tools

A student’s test settings include the available accommodations, such as masking or color schemes. Test tools specify the tools a student can use during a test, such as a highlighter. This section explains how to view student test settings and tools via an online form.

Viewing Test Settings and Tools

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

To view a student’s test settings and tools:

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

2. Retrieve the student accounts whose settings and tools you want to view or edit by following the procedure in the section Searching for Records.

3. In the list of retrieved students, click for the student whose test settings and tools you want to view. The View/Edit Student form appears.

4. For information about how to use this form, see the section Viewing Students.
Managing Rosters

Rosters are groups of students associated with a teacher in a particular school. Rosters typically represent entire classrooms in lower grades, or individual classroom periods in upper grades. Rosters can also represent special courses offered to groups of students.

The rosters you create in TIDE are available in the Online Reporting System (ORS). ORS can aggregate test scores at these roster levels. You can also use rosters to print test tickets containing students’ login information to start taking a test.

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

Adding New Rosters

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

Note: You can only create rosters from students associated with your school or district.

To add a roster:

From the Rosters task menu on the TIDE dashboard, select Add Roster. The Add Roster form appears (see Figure 32).

Figure 32. Add Roster Form

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

2. In the Add/Remove Students to the Roster panel (see Figure 33), do the following:
   a. In the Roster Name field, enter the roster name.
b. From the Teacher Name drop-down list, select a teacher or school personnel associated with the roster.

c. To add students, in the list of available students do one of the following:
   - To move one student to the roster, click + for that student.
   - To move all the students in the Available Students list to the roster, click Add All.
   - To move selected students to the roster, mark the checkboxes for the students you want to add, then click Add Selected.

Figure 33. Add/Remove Students to Roster Panel

d. To remove students, do one of the following in the list of students in the roster:
   - To remove one student from the roster, click X for the student.
   - To remove all the students from the roster, click Remove All.
   - To remove selected students from the roster, mark the checkboxes for the students you want to remove, then click Remove Selected.

3. Click Save, and in the affirmation dialog box click Continue.
Modifying Existing Rosters

You can modify a roster by changing its name, associated teacher, or by adding students or removing students.

To modify a roster:

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

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

3. In the list of retrieved rosters, click for the roster whose details you want to view. The View/Edit Rosters form appears. This form is similar to the form used to add rosters (see Figure 32).

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

5. In the Add/Remove Students to the Roster panel (see Figure 33), do the following:
   a. In the Roster Name field, enter the roster name.
   b. From the Teacher Name drop-down list, select a teacher or school personnel associated with the roster.
   c. To add students, from the list of available students, do one of the following:
      - To move one student to the roster, click for that student.
      - To move all the students in the Available Students list to the roster, click Add All.
      - To move selected students to the roster, mark the checkboxes for the students you want to add, then click Add Selected.
   d. To remove students, do one of the following in the list of students in the roster:
      - To remove one student from the roster, click for the student.
      - To remove all the students from the roster, click Remove All.
      - To remove selected students from the roster, mark the checkboxes for the students you want to remove, then click Remove Selected.

6. Click Save, and in the affirmation dialog box click Continue.
Printing Students Associated with a Roster

You can print a list of students in a roster.

To print students in rosters:

1. Retrieve the rosters to print by following the procedure in the section Searching for Records.

2. Do one of the following:
   
   a. Mark the checkboxes for the rosters you want to print.
   
   b. Mark the checkbox at the top of the table to print all retrieved rosters.

   **Note:** When printing multiple rosters, the total number of students included in the rosters should not exceed 1,000.

3. Click 📷, and then select **Roster**.

4. Under Print Options, verify Roster is selected. The Roster Student List report appears.

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

Printing Test Tickets for Students in a Roster

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

To print test tickets for students in a roster:

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

2. Do one of the following:

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

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

   **Note:** When printing multiple rosters, the total number of students included in the rosters should not exceed 1,000.

3. Click 📷, and then select **Test Tickets**.
4. Under Print Options, verify Test Tickets is selected. A layout model appears (see Figure 34).

![Figure 34. Test Ticket Layout Model](image)

5. Select the required layout.

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

**Printing Test Settings for Students in a Roster**

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

To print test settings for students in a roster:

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

2. Do one of the following:
   a. Mark the checkboxes for the rosters you want to print.
   b. Mark the checkbox at the top of the table to print all retrieved rosters.

   **Note:** When printing multiple rosters, the total number of students included in the rosters should not exceed 1,000.

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

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

5. Click Print. Your browser downloads the generated PDF.
Deleting Rosters
You can delete rosters created in TIDE or Online Reporting System.

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

Creating Rosters Through File Uploads
If you have many rosters to create, it may be easier to perform those transactions through file upload. This task requires familiarity with composing comma-separated value (CSV) files or working with Microsoft Excel.

To upload rosters:
1. From the Rosters task menu on the TIDE dashboard, select Upload Rosters. The Upload Rosters page appears.
2. Following the instructions in the section Uploading Records and using Table 7 as a reference, fill out the Roster template and upload it to TIDE.

Table 7 provides the guidelines for filling out the Roster template that you can download from the Upload Rosters page.

Table 7. Columns in the Rosters Upload File

<table>
<thead>
<tr>
<th>Column Name</th>
<th>Description</th>
<th>Valid Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>District ID*</td>
<td>District associated with the roster.</td>
<td>District ID that exists in TIDE. Up to 30 characters.</td>
</tr>
<tr>
<td>School ID*</td>
<td>School associated with the roster.</td>
<td>School ID that exists in TIDE. Up to 30 characters. Must be associated with the district ID. Can be blank when adding district-level rosters.</td>
</tr>
<tr>
<td>User Email ID*</td>
<td>Email address of the teacher associated with the roster.</td>
<td>Email address of a teacher existing in TIDE. Up to 50 characters.</td>
</tr>
<tr>
<td>Roster Name*</td>
<td>Name of the roster.</td>
<td>Up to 200 characters.</td>
</tr>
</tbody>
</table>
### Column Name | Description | Valid Values
--- | --- | ---
SSID* | Student's unique identifier within the district. | 9 digits.

*Required field.

**Figure 35** is an example of a simple upload file that creates a roster with two students.

![Figure 35. Sample Roster Upload File](image)

3. The first row (aside from the header row) does the following:
   a. If the roster ELPA21-G3 does not exist in school 9999, TIDE does the following:
      i. Creates the roster ELPA21-G3.
      ii. Associates the teacher whose email address is me@email.com with the roster.
   b. Adds the student ID 9999999999 to the roster ELPA21-G3.

4. The second row adds the student ID 9999999998 to the roster ELPA21-G3.
Section V. Administering Tests

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

This section covers the following topics:

- Printing Test Tickets
- Managing Appeals
- Monitoring Test Progress

Printing Test Tickets

A test ticket is a hard-copy form that includes a student’s username for logging in to a test.

Figure 36. Sample Test Ticket

```
ELPA21 TEST TICKET

DEMO DISTRICT 1 (99990000)
DEMO SCHOOL 3 (9993)
LASTNAME: cytnhia
FIRSTNAME: demo  GRADE: 08
DOB: 08/09/1998   ID: 999998880
```

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

Printing Test Tickets from Student List

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

To print test ticket labels:

1. From the Print Test Tickets task menu on the TIDE dashboard under Administering Tests, select Print from Student List. The Print Test Tickets from Student List page appears.

2. Retrieve the students for whom you want to print test tickets by following the procedure in the section Searching for Records.

3. Click the column headings to sort the retrieved students in the order you want the test tickets printed.
4. Specify the students for whom test tickets need to be printed:
   a. To print test tickets for specific students, mark the checkboxes for the students you
      want to print.
   b. To print test tickets for all students listed on the page, mark the checkbox at the top of
      the table.
   c. To print test tickets for all retrieved students, no additional action is necessary. The
      option to print all retrieved records is available by default.

5. Click and then select the appropriate action:
   a. To print test tickets for selected students, click My Selected Test Tickets.
   b. To print test tickets for all retrieved students, click All Test Tickets.

6. In the new browser window that opens displaying a layout for selecting the printed layout
   (see Figure 37), verify Test Tickets is selected in the Print Options section.

7. Click the layout you require, and then click Print.

Your browser downloads the generated PDF.
Printing Test Tickets from Roster List

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

To print test tickets from rosters:

1. From the Print Testing Tickets task menu on the TIDE dashboard, select Print from Roster List. The View/Edit Rosters page appears.

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

3. Click the column headings to sort the retrieved rosters in the order you want the test tickets printed.

4. Do one of the following:
   a. Mark the checkboxes for the rosters you want to print.
   b. Mark the checkbox at the top of the table to print tickets for all retrieved rosters.

5. Click and then select Test Tickets. A layout model appears for selecting the printed layout (see Figure 37).

6. Verify Test Tickets is selected in the Print Options section.

7. Click the layout you require, and then click Print.

Your browser downloads the generated PDF.

Managing Appeals

In the normal flow of a test opportunity, a student takes the test in TDS and then submits it. Next, TDS forwards the test for scoring, and then ORS reports the test scores.

Appeals are a way of interrupting this normal flow. A student may want to retake a test or have another test opportunity. A test administrator may want to invalidate a test because of a hardware malfunction or an impropriety. This section describes how you view, create, and approve test appeal requests.

Table 8 provides descriptions of each appeal type.

Table 8. Types of Appeals

<table>
<thead>
<tr>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invalidate a test</td>
<td>Eliminates the test opportunity, and the student has no further opportunities for the test. You can submit these test invalidations until the end of the test window.</td>
</tr>
<tr>
<td>Type</td>
<td>Description</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Reset a test</td>
<td>Allows the student to restart a test opportunity (removing all responses on the test), or allows the data entry operator to restart the data entry process. You can submit these invalidation requests until the end of the test window.</td>
</tr>
<tr>
<td>Report problem item</td>
<td>Not applicable to ELPA21.</td>
</tr>
<tr>
<td>Report scoring problem with student test</td>
<td>Not applicable to ELPA21.</td>
</tr>
<tr>
<td>Re-open a test</td>
<td>Reopens a test that was completed, invalidated, or expired.</td>
</tr>
<tr>
<td>Grace period extension</td>
<td>Not applicable to ELPA21.</td>
</tr>
<tr>
<td>Restore a test that was reset</td>
<td>Reverses a reset, restoring the student's responses on the test when the reset was processed.</td>
</tr>
<tr>
<td>Re-open Test Segment</td>
<td>Reopens a test segment. This appeal is useful when a student inadvertently or accidently leaves a test segment incomplete and starts a new test segment. Students can answer unanswered items, and can modify responses to answered items in the reopened segment.</td>
</tr>
</tbody>
</table>

**Warning: Timing of resets and restores** Submit reset and restores at least one day prior to the end of a test window so that students can complete their test opportunity or data entry can be completed for paper-based tests.

An appeal’s status can change throughout its life cycle. Table 9 lists the available statuses.

Table 9. Statuses of Appeals

<table>
<thead>
<tr>
<th>Invalidation Request Status</th>
<th>Description of Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Error Occurred</td>
<td>An error occurred while the appeal was being processed.</td>
</tr>
<tr>
<td>Pending Approval</td>
<td>Appeal is pending approval.</td>
</tr>
<tr>
<td>Processed</td>
<td>Appeal was successfully processed and the test opportunity has been updated.</td>
</tr>
<tr>
<td>Rejected</td>
<td>Another user rejected the appeal.</td>
</tr>
<tr>
<td>Rejected by System</td>
<td>Test Delivery System was unable to process the appeal.</td>
</tr>
<tr>
<td>Requires Resubmission</td>
<td>Appeal must be resubmitted.</td>
</tr>
<tr>
<td>Retracted</td>
<td>Originator retracted the appeal.</td>
</tr>
<tr>
<td>Submitted for Processing</td>
<td>Appeal submitted to Test Delivery System for processing.</td>
</tr>
</tbody>
</table>
Table 10 lists the valid combinations of appeals and test statuses. For example, you can invalidate a test that is in one of the following statuses: completed, denied, expired, paused, reported, scored, or submitted.

Table 10. Available Appeals by Test Result Status

<table>
<thead>
<tr>
<th>Test Result Status</th>
<th>Test Invalidate</th>
<th>Test Reset</th>
<th>Test Re-open</th>
<th>Test Segment</th>
<th>Test that was Reset</th>
<th>Test that was Invalidated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approved</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Completed</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Denied</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Expired</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Paused</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pending</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Processing</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reported</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Review</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scored</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Started</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Submitted</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Suspended</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Invalidated</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Creating Appeals

You can create an appeal for a given test result. During the summative test window, an appeal must be approved by the state.

To create appeals:

1. Retrieve the result for which you want to create an appeal by doing the following:
   a. From the Appeals/Invalidations task menu on the TIDE dashboard, select Create Appeal Requests. The Create Appeal Requests page appears (see Figure 38).

   Figure 38. Selection Fields in the Create Appeal Requests Page

   [Image of selection fields]

   b. Select a request type.

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

   d. Click Search. TIDE displays the found results at the bottom of the Create Appeal Requests page (see Figure 39).

   Figure 39. Retrieved Test Results

   [Image of retrieved test results]

2. Mark the checkbox for each result for which you want to create an appeal, and then click Create.

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

4. Click Submit. TIDE displays a confirmation message.
Viewing Appeals

To approve, reject, or retract appeals:

1. From the Appeals task menu on the TIDE dashboard, select View Appeal Requests. The View Appeals Request page appears (see Figure 40).

   Figure 40. Selection Fields in the View Appeals Request Page

   ![Selection Fields in the View Appeals Request Page]

2. Retrieve the appeals you want to view by following the procedure in the section Searching for Records. Figure 41 shows retrieved appeals.

   Figure 41. Retrieved Appeals

3. Optional: Review the initiator’s reason for the appeal by clicking in the Status column.
Creating Appeals Through File Uploads

If you have many appeals to create, it may be easier to perform those transactions through file uploads. This task requires familiarity with composing comma-separated value (CSV) files or working with Microsoft Excel.

To upload appeals:

1. From the Appeals task menu on the TIDE dashboard, select Upload Appeals. The Upload Appeals page appears.

2. Following the instructions in the section Uploading Records and using Table 11 as a reference, fill out the Appeals template and upload it to TIDE.

Table 11 provides the guidelines for filling out the Appeals template that you can download from the Upload Appeals page.

Table 11. Columns in the Appeals Upload File

<table>
<thead>
<tr>
<th>Column Name</th>
<th>Description</th>
<th>Valid Values</th>
</tr>
</thead>
</table>
| Type*             | Type of appeal.                    | One of the following:  
|                   |                                    | Invalidate a test  
|                   |                                    | Reset a test  
|                   |                                    | Re-open a test  
|                   |                                    | Restore a test that was reset  
|                   |                                    | Re-open test segment  
| Search Type*      | Student field to search.           | One of the following:  
|                   |                                    | Result ID  
|                   |                                    | Session ID  
|                   |                                    | SSID  
| Search Value*     | Search value corresponding to the  | Up to 1,000 alphanumeric characters.  
|                   | search type.                       | The value must exist in TDS or TIDE.  
|                   |                                    | For example, specifying a result ID of 123456 requires that this result ID exist in TDS.  
| Reason*           | Reason for creating invalidation  | Up to 1,000 alphanumeric characters.  
|                   | request.                           |                                                                              |

*Required field.
Figure 42 is an example of an upload file that restores all tests associated with session ID UAT-9444-1.

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 TYPE</td>
<td>SEARCHTYPE</td>
<td>SEARCHVALUE</td>
<td>REASON</td>
</tr>
<tr>
<td>2 Restore a test that has been reset</td>
<td>Session ID</td>
<td>UAT-9444-1</td>
<td>Inadvertently reset the test</td>
</tr>
</tbody>
</table>

### Monitoring Test Progress

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

The following reports are available in TIDE:

1. **Plan and Manage Testing Report**: Details a student’s test opportunities and the status of those test opportunities.

2. **Test Completion Rates Report**: Summarizes the number and percentage of students who have started or completed a test.

3. **Test Status Code Report**: Displays all the “Reason Not Tested” (non-participation) codes for a test administration.

### Plan and Manage Testing

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

Because the report lists testing opportunities, a student can appear more than once on the report.
To generate a Plan and Manage Testing report:

1. From the Monitoring Test Progress task menu on the TIDE dashboard, select Plan and Manage Testing. The Plan and Manage Testing page appears (see Figure 43).

Figure 43. Plan and Manage Testing Page

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

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

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

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

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

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

      - If you select a test accommodation, a Values field is displayed. Select the required filter criteria from the available options.
3. In the Step 2: Choose Who panel, select the parameters for whose information to include in your report:

   a. From the **District** drop-down list, select a district if applicable.

   b. From the **School** drop-down list, select a school if applicable.

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

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

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

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

   o Student’s whose current opportunity will expire in **{number of}** days.

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

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

   o Search student(s) by **{SSID/Name}: {SSID/Student Name}**.
5. Do one of the following:

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

Figure 45 displays a sample Plan and Manage Testing report output, and Table 12 provides descriptions of the columns in this report.

### Table 12. Columns in the Plan and Manage Testing Report

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Student's legal name (Last Name, First Name).</td>
</tr>
<tr>
<td>SSID</td>
<td>Student’s Statewide Student Identifier number.</td>
</tr>
<tr>
<td>Enrolled Grade</td>
<td>The grade in which a student is enrolled.</td>
</tr>
<tr>
<td>Current ELL</td>
<td>Indicates whether the student is an English Language Learner.</td>
</tr>
<tr>
<td>Test</td>
<td>Test name for this student record.</td>
</tr>
<tr>
<td>Language</td>
<td>The language setting that was assigned to the student (English).</td>
</tr>
<tr>
<td>Results ID</td>
<td>The unique identifier linked to the student’s results for that specific opportunity.</td>
</tr>
<tr>
<td>Opportunity</td>
<td>The opportunity number for that student's specific record.</td>
</tr>
<tr>
<td>Date Started</td>
<td>The date when the first test item was presented to the student for that opportunity.</td>
</tr>
<tr>
<td>Date Completed</td>
<td>The date when the student submitted the test for scoring.</td>
</tr>
<tr>
<td>Attribute</td>
<td>Description</td>
</tr>
<tr>
<td>---------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>TA Name</td>
<td>The test administrator who created the session in which the student is currently testing (or in which the student completed the test).</td>
</tr>
<tr>
<td>Session ID</td>
<td>The Session ID to which the test is linked.</td>
</tr>
<tr>
<td>Status</td>
<td>The status for that specific opportunity.</td>
</tr>
<tr>
<td>Restarts</td>
<td>The total number of times a student has resumed an opportunity (e.g., if a test has been paused three times and the student has resumed the opportunity after each pause, this column will show three restarts).</td>
</tr>
<tr>
<td>Last Activity</td>
<td>The date of the last activity for that opportunity or record. A completed test can still have activity as it goes through the QA and reporting process.</td>
</tr>
<tr>
<td>Expiration Date</td>
<td>The date the test opportunity expires.</td>
</tr>
</tbody>
</table>

**Reviewing Test Completion Rates**

The Test Completion Rate report summarizes the number and percentage of students who have started or completed a test.

*To review test completion rates:*

1. From the **Monitoring Test Progress** task menu on the TIDE dashboard, select **Test Completion Rates**. The **Test Completion Rates** page appears.

2. In the **Report Criteria** panel (see **Figure 46**), select the parameters for which tests to include in your report.

*Figure 46. Test Completion Rates Search Fields*
3. To open the report in Microsoft Excel, click **Export Report**.

**Figure 47** displays a sample Test Completion Rate report and **Table 13** lists the columns in this report.

![Figure 47. Test Completion Rate Report](image)

**Table 13. Columns in the Test Completion Rates Report**

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td>Date and time that the file was generated.</td>
</tr>
<tr>
<td>Test Name</td>
<td>Grade, test, and subject that are being reported.</td>
</tr>
<tr>
<td>Test</td>
<td>Test that is being reported.</td>
</tr>
<tr>
<td>Administration</td>
<td>Administration that is being reported.</td>
</tr>
<tr>
<td>Opportunity</td>
<td>Test opportunity number that is being reported.</td>
</tr>
<tr>
<td>District Name</td>
<td>The name of the reported district.</td>
</tr>
<tr>
<td>District ID</td>
<td>The ID of the reported district.</td>
</tr>
<tr>
<td>School Name</td>
<td>The name of the reported school. This column is only included in the school-level report.</td>
</tr>
<tr>
<td>School ID</td>
<td>The ID of the reported school. This column is only included in the school-level report.</td>
</tr>
<tr>
<td>Total Student</td>
<td>Number of students with an active relationship to the school in TIDE.</td>
</tr>
<tr>
<td>Total Student Started</td>
<td>Number of students who have started the test.</td>
</tr>
<tr>
<td>Total Student Completed</td>
<td>Number of students who have finished the test and submitted it for scoring.</td>
</tr>
<tr>
<td>Percent Started</td>
<td>Percentage of students who have started the test out of the total number of students with an active relation to the school in TIDE.</td>
</tr>
<tr>
<td>Percent Completed</td>
<td>Percentage of students who have completed the test out of the total number of students with an active relation to the school in TIDE.</td>
</tr>
</tbody>
</table>
Reviewing Test Status Code Reports

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

To review explanations for non-participation:


2. In the Report Criteria panel (see Figure 48), select search criteria for the test and administration.

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

TIDE displays the tests and associated statuses and special codes (see Figure 49).

Table 14 lists the columns in the Test Status Code Report.

Table 14. Columns in the Test Status Code Report

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Name</td>
<td>Student's name.</td>
</tr>
<tr>
<td>SSID</td>
<td>Student's Statewide Student Identifier number.</td>
</tr>
<tr>
<td>Test Name</td>
<td>Test in which student did not participate.</td>
</tr>
<tr>
<td>Test Status</td>
<td>Test's most recent status.</td>
</tr>
<tr>
<td>Date Started</td>
<td>Date student started the test.</td>
</tr>
</tbody>
</table>
Table 15 describes each status that a test opportunity can have.

Table 15. Test Opportunity Status Descriptions

<table>
<thead>
<tr>
<th>Status</th>
<th>Definitions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approved</td>
<td>The TA has approved the student for the session, but the student has not yet started or resumed the test.</td>
</tr>
<tr>
<td>Completed</td>
<td>The student has submitted the test for scoring. No additional action can be taken by the student.</td>
</tr>
<tr>
<td>Denied</td>
<td>The TA denied the student entry into the session. If the student attempts to enter the session again, this status will change to “Pending” until the TA approves or denies the student.</td>
</tr>
<tr>
<td>Expired</td>
<td>The student’s test has not been completed and cannot be resumed because the test has expired.</td>
</tr>
<tr>
<td>Invalidated</td>
<td>The test result has been invalidated.</td>
</tr>
<tr>
<td>Paused</td>
<td>The student’s test is currently paused (as a result of one of the following):</td>
</tr>
<tr>
<td></td>
<td>• The student paused his or her test by clicking the Pause button.</td>
</tr>
<tr>
<td></td>
<td>• The student idled for too long (more than 20 minutes) and the test was automatically paused.</td>
</tr>
<tr>
<td></td>
<td>• The test administrator stopped the session the student was testing in.</td>
</tr>
<tr>
<td></td>
<td>• The test administrator paused the individual student's test.</td>
</tr>
<tr>
<td></td>
<td>• The student’s browser or computer shut down or crashed.</td>
</tr>
<tr>
<td>Pending</td>
<td>The student is awaiting TA approval for a new test opportunity.</td>
</tr>
<tr>
<td>Reported</td>
<td>The student’s score for the completed test in TDS has passed the quality assurance review and has been submitted to the ORS.</td>
</tr>
<tr>
<td></td>
<td>Some items must be hand scored before they appear in ORS.</td>
</tr>
<tr>
<td>Rescored</td>
<td>The test was rescored.</td>
</tr>
<tr>
<td>Review</td>
<td>The student has answered all test items and is currently reviewing his or her answers before submitting the test. (A test with a “review” status is not considered complete.)</td>
</tr>
<tr>
<td>Scored</td>
<td>The test will display a scored status, followed by the student’s score.</td>
</tr>
<tr>
<td>Started</td>
<td>The student has started the test and is actively testing.</td>
</tr>
<tr>
<td>Submitted</td>
<td>The test has been submitted for quality assurance review and scoring before it is sent to the ORS.</td>
</tr>
<tr>
<td></td>
<td>Note: All tests go through an internal scoring process during quality assurance review.</td>
</tr>
<tr>
<td>Status</td>
<td>Definitions</td>
</tr>
<tr>
<td>----------</td>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td>Suspended</td>
<td>The student is awaiting TA approval to resume a testing.</td>
</tr>
</tbody>
</table>
Appendix A. Processing File Uploads

This appendix describes how TIDE processes file uploads.

How TIDE Processes Large Files

If your file contains a large number of records, TIDE displays the validation results for a portion of those records, and then completes the processing offline. As part of the processing, TIDE displays a page with your name and default email address, and prompts you to provide a phone number and optional alternate email. TIDE sends you an email when it completes the validation, and a second email after it commits the records to its databases.

Figure 50 describes the entire processing flow for file uploads.

Figure 50. Upload Processing Flow

TIDE reads number of records

Number of records exceeds online threshold?

TIDE displays validation results in browser

Validation below error thresholds?

TIDE commits valid records, sends report of errors and warnings in email

Validation below error thresholds?

TIDE displays validation results of first x records in browser, sends validation of all records in email

User commits file?

No

Yes

Reject file

Yes

No

TIDE commits records, displays results in browser

No
Table 16 lists the various upload files and the number of records in those files that triggers offline processing. The column Number of Validated Records is the number $x$ in Figure 50.

For example, if your users upload file contains 1,000 records or more:

1. TIDE displays the validation results for the first 200 records.
2. If you commit the file:
   a. TIDE validates the remaining records offline, and sends a validation report via email.
   b. TIDE then commits the error-free records, and sends a report listing all errors and warnings via email.

Table 16. Record Thresholds for Offline Processing

<table>
<thead>
<tr>
<th>Upload File</th>
<th>Offline Processing Threshold</th>
<th>Number of Validated Records</th>
</tr>
</thead>
<tbody>
<tr>
<td>Users</td>
<td>1,000</td>
<td>200</td>
</tr>
<tr>
<td>Students</td>
<td>1,000</td>
<td>200</td>
</tr>
<tr>
<td>Test Settings</td>
<td>2,000</td>
<td>200</td>
</tr>
<tr>
<td>Test Appeals Requests</td>
<td>1,000</td>
<td>200</td>
</tr>
<tr>
<td>Rosters</td>
<td>1,000</td>
<td>200</td>
</tr>
</tbody>
</table>

**How TIDE Validates File Uploads**

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

- **Layout validation** determines if the records have proper format. This includes checks for alphanumeric or numeric-only values and record length.
- **Data validation** determines if the fields contain valid data.
Appendix B. Opening CSV Files in Excel 2007 or Later

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

1. Open Microsoft Excel.

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

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

4. In Step 1 of the wizard, mark Delimited, and click Next.

5. In Step 2 of the wizard, mark Comma, and then click Next.
6. In Step 3 of the wizard, do the following:
   
a. In the Data Preview section, click a column. Excel shades the column with a black background.
   
b. In the Column Data Format section, mark the Text radio button. This setting preserves leading zeros that can appear in fields.
   
c. Repeat steps 6.a–6.b for all columns in the CSV file.
   
d. Click Finish.
   
Excel imports and displays the CSV file.
Appendix C. User Support

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

The help desk is open Monday–Friday from 6:00 a.m. to 6:00 p.m. Eastern Time (except holidays or as otherwise indicated on the State Assessment Portal).

West Virginia ELPA21 Help Desk
Toll-Free Phone Support: 1-844-560-7367
Email Support: WVHelpDesk@air.org

Please provide the help desk with a detailed description of your problem, as well as the following:

- If the issue pertains to a student, provide the SSID and associated district or school for that student. Do not provide the student’s name.
- If the issue pertains to a TIDE user, provide the user’s full name and email address.
- Any error messages that appeared.
- Operating system and browser information, including version numbers (e.g., Windows 7 and Firefox 13 or Mac OS 10.7 and Safari 5).
Appendix D. Change Log

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

<table>
<thead>
<tr>
<th>Change</th>
<th>Location</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>