

Communication Protocols for Technology Coordinators and District Test Coordinators

Smarter Balanced testing will begin for many Connecticut districts next week. Below is information that will help with communication as it relates to known technical issues during the testing window.

- 1) If you received this e-mail directly from the CSDE (not forwarded by another person), you are on the Technology Readiness Tool User list and/or the District Test Coordinator list. The CSDE is prepared to send e-mail notification of any *emergency* technical issues related to Smarter Balanced testing through these user lists.
- 2) District Technology Coordinators and District Test Coordinators should bookmark the [Smarter Balanced Field Test](#) page. Please check the “Known Technical Issue” tab that provides the latest updates on technical issues related to the student or test administrator interface.
- 3) As previously communicated, districts requested notification of outages or maintenance on the Connecticut Education Network (CEN). CEN provides notification of upcoming maintenance plans, outages, and emergency situations in several methods. To receive updates, information, and maintenance notices:
 - “Like” the CEN Facebook account at <https://www.facebook.com/ctedunet>.
 - Follow CEN on Twitter at <https://twitter.com/ctedunet>.
 - Join CEN’s Maintenance Notification List by adding your e-mail address on CEN’s support Web site (<http://cen.ct.gov/cen/cwp/view.asp?a=4306&q=508256>). Subscribers to this list receive notifications before any planned maintenance. CEN also uses this list to send information after an unplanned outage or emergency. Additionally, this Web site provides a maintenance calendar that shows both scheduled maintenance and unscheduled outages.

Smarter Balanced Testing Observer Policy

Please note that **only** individuals who have been appropriately trained and whose presence is required to ensure the validity and security of the assessment may be present during the administration of secure tests.

Additional Information for District Test Coordinators – Masking Designated Support

Some student data that was edited in TIDE prior to March 1, 2014, may have been incorrectly enabled with the designated support of masking as a result of the default setting in the TIDE interface being set to “on.” This system default has now been corrected, and the number of students for whom masking is enabled is relatively small. However, we encourage districts to verify that the masking setting for students is correctly set in TIDE. This may be done at the school level by using the “Add Additional Search Criteria” feature and selecting “Masking Available” for ELA and Math.

Please note: Any students for whom masking is enabled will have access to the masking tool and would be able to mask portions of their screen during the test. However, the student would have to actively engage the masking tool to use it. If a test administrator discovers that

masking is enabled incorrectly, the administrator can contact a School Coordinator or District Coordinator to correct this setting in TIDE immediately before testing. In addition, the setting can be changed while a test is paused.

Please contact the Smarter Balanced Help Desk at 1-855-833-1969 or smarterbalancedhelpdesk@ets.org with any questions about the masking issue.

Contact the **Academic Office** at 860-713-6860 or SmarterBalancedCT@ct.gov with questions regarding the Smarter Balanced Assessment System. View past [Smarter Balanced Field Test Updates](#) on the CSDE Web site.