

Frequently Asked Questions about the Smarter Balanced/PARCC Technology Readiness Tool

Version 2.2 – April 23, 2012

Schedule

1. **When will the Tech Readiness Tool be available?** The tool will be available for users with appropriate access to enter data starting on March 20, although each state will execute the roll-out of the Tech Readiness Tool as planned within their state. Results and Indicators will be available starting on April 9. (ref#: K34922397)
2. **Does the schedule allow for pilot periods?** States may plan the roll-out of the Tech Readiness Tool as needed within the data collection window. For example, states can use the first week or two of the window to roll it out to a set of pilot districts prior to asking all districts to enter data. The Tech Readiness Tool will be live during the entire window, and it is possible for schools and districts to enter information into the Tech Readiness Tool outside of the window. (ref#: K62161333)

Administrative Management

1. **Who creates new accounts and log-ins?** SRCs (State Readiness Coordinators) will be set up with state-level accounts in mid-March, and they may set up additional state-level users if necessary. State users can assign user accounts at the state, district, and school level. District users with admin access can assign users at the district and school level. Each state should determine whether all accounts are created by state users or whether school and additional district accounts should be created by district users with administrative access. (ref#: K76636335)
2. **How are new accounts and passwords communicated?** When an account is created (either manually through the Tech Readiness Tool or by a file upload), a user name is assigned (which will be the user's email address). The user will receive an email from the system with their user name and a link to set their password. (ref#: K34634372)
3. **How are schools and districts set up in the Tech Readiness Tool?** State-level users should load district organizations and may load school organizations. District users with administrative access have the ability to add schools, and each state should determine whether all organizations are added by the state user or whether schools are added by district users with administrative access. (ref#: K00132601)
4. **Can a district user with administrative access create accounts for other district users with administrative access?** Yes. District users with administrative access can create district accounts (both with and without administrative access) and school accounts. (ref#: K40105221)
5. **Can I delete user accounts?** User accounts cannot be deleted, but they can be disabled by selecting the record and the Enable Users task on the User Accounts and Permissions page. (ref#: K16483145)
6. **Why am I not receiving email notifications for new user accounts?** Make sure your technology staff includes the email address extension of @pearsonaidevelopment.com on your trusted email/white list. (ref#: K33700461)

Data Entry

1. **How do I access the online Tech Readiness Tool?** The tool is run on any standard browser (i.e. Chrome, IE, Firefox, Safari). To access the Tech Readiness Tool, go to www.TechReadiness.org. (ref#: K05481930)
2. **If I already have data in another system, can I upload it to the Tech Readiness Tool?** Yes, you can upload data into the Tech Readiness Tool. Device or School Survey data can be uploaded at the state, district, or school level. Organizational and User data can be uploaded by state or district users with administrative access. (ref#: K16565853)
3. **Is there a specific format my data needs to be in to upload into the Tech Readiness Tool?** Yes. The file layouts for entering data are available at www.TechReadiness.org/FileLayouts or accessible on the Home page once you have logged into the Tech Readiness Tool. (ref#: K76221964)
4. **If I don't have all the data requested for all computers, can I just upload what I do have?** Users can load as much or as little data as they have for all or a subset of their devices. Any data not included in the upload will show as blanks in the Tech Readiness Tool, and the missing data can be added manually after the

file upload. Also, users can export a list of devices currently loaded into the Tech Readiness Tool, add or modify existing data, and reload it to the Tech Readiness Tool to fill in any blanks or add data. When you upload data, you will have the option to replace all data in the system for the school or add it to the data that already has been put into the Tech Readiness Tool. (ref#: K44574566)

5. **If I have already uploaded data, can I add data or change what's there?** Yes. You can change any information already in the system manually or uploading a file to replace what's there. You can also upload new information to add to what's already in the Tech Readiness Tool. (ref#: K00342362)
6. **Can I delete a file that I have uploaded via the Batch File Importing/Exporting screen?** The functionality to delete file uploads is not built into the tool, but you can replace data in the tool that has been previously uploaded. For Device files, you may replace all data loaded into the tool by selecting the "Delete existing data and replace with file data" option. For Organization, User, and School Survey files, the tool will match certain unique fields in subsequent file uploads to data in the tool and replace existing data for the matching records. See the bottom of each file layout to see the matching criteria. (ref#: K45612653)
7. **What information should I enter in the fields "Code" and "Local Code" on the New Organization page?** The Local Code field will be the state-assigned code for the organization (e.g., the organization's CDS code), which must be unique for each organization in your state. In the Code field, enter the two-letter state abbreviation, a dash, and the local code exactly as you entered it into the "Local Code" field. If the organization is a school, we recommend concatenating the district and school codes together. (ref#: K80062445)
8. **How do I create a non-public or charter school that is not a part of a district?** Each school must roll up to a district in order to add device and school survey information for each school. To add a school that is not affiliated with a district, you may either add a district for that school only or add a specific district for all non-public or charter schools to roll up to. You may assign any code to the district(s) you create, but the code should be unique (i.e., the code for the non-public or charter district should not be the same as the code for the non-public or charter school). Once a district is added, then add all schools associated with that district. (ref#: K42035353)
9. **How do I upload or indicate out of state or interstate schools?** The decision was made not to include these schools, at this time. (ref#: K38051300)
10. **How do I find data that is not appearing in a drop-down list?** To improve performance, drop-down lists with large amounts of data are limited to a certain number of records. If you do not see the data you are looking for in the drop-down list, type the first few characters of the record name or code, and the list will be filtered to show records that include the characters you have entered. (ref#: K79227991)
11. **Does my data need to list each device as a separate entry?** No. If you have multiple computers with matching specifications, you may enter them as a single line and indicate how many devices share the same specifications. (ref#: K11318021)
12. **During subsequent windows, will the data from the previous window still be in the system or do I need to start over?** You do not need to start over. Data will remain in the system between data collection windows to allow organizations to update existing data. (ref#: K45835142)
13. **After the data collection window closes, can I still make changes to what's there?** The Tech Readiness Tool will always accept updates to data once it is launched; however, the summary results and progress results (view of data during each data collection window) will show data as it existed in the system on the last day of the window. (ref#: K30121435)
14. **Can the Technology Readiness Tool collect all the information from the network on its own?** Although the tool can be used to automatically determine some specifications on the device on which it is run, it will not automatically collect information on other devices. (ref#: K47151500)
15. **Do we need to include information on old devices that don't meet requirements?** Not necessarily. If you are absolutely certain that some machines do not meet the minimum requirements, and never will be able to meet them, then they do not have to be entered into the tool. (ref#: K12132892)
16. **Do we include all devices within the Institutions or only devices used for testing?** Add only the devices used in testing assessments. (ref#: K01268990)
17. **Is there a way to indicate when data entry is complete?** Yes. Users should indicate when data entry is complete for each school in the Tech Readiness Tool on the School Survey screen, which is accessed through the Organization Management link. Completion reports at the district, state, and consortium levels will be available to assist users as they monitor completion of data entry. Note that results, including Completion Reports, will be available starting on April 9, 2012. (ref#: K08291615)

18. **Thin Client and Other were added as options for Device Type on 3/22, and Google Chrome was added as an option for Operating System on 4/5. Do I need to revise my devices submission?** No. If you have formatted and uploaded files or entered devices using the previously posted layout, you do not necessarily need to recreate your files or reenter your data. If you would like to change a previously uploaded device's operating system or device type, you may do so through the Devices Inventory/Edit Devices screen rather than via an upload if you prefer. (ref#: K54833433)
19. **What happens when I change the submission status on the School Survey Questions screen to Yes?** Once you have changed the status to Yes, the data you have entered is eligible for review and verification by district and state personnel. This flag is an indicator to district and state coordinators that your submission of data is complete. (ref#: K42479203)
20. **How do I apply 2014-15 forecasting to school survey data?** Review current population counts and count the number of students slated to test, use these number to help forecast your 2014-15 numbers.
21. **How do we determine the number of testing windows or sessions per day?** Currently, the length of each item is undetermined and the state has yet not provided testing window dates for the 2014-15 school year, therefore this information is optional and categorized as TBD (To Be Determined) within the Technology Readiness tool.
22. **How do we determine the Maximum Simultaneous Test-Takers?** You may use the Estimated Internet Bandwidth Utilization and Estimated Internal Network Utilization to help determine the maximum Simultaneous Test-Takers; however, this is categorized as TBD (To Be Determined) at this time. This field is optional until information is found.
23. **Why doesn't the Technology Readiness Tool collect processor speeds with the processor type?** The only data being collected during this window is the class of processor. There are many variations of processor speeds and this may be used in later versions of the tool.
24. **Can I run Chromebooks, iPad, or Android on the Technology Readiness Tool's auto detection feature?** Yes, Chromebooks, iPad and Android can utilize the auto population feature on the Technology Readiness Tool, but the results may not auto populate the same entire set of information that can be auto populated on a Windows or Macintosh machine. In some cases, especially if java is not present or supported on the device, a warning pop-up may display. (ref#: K36386422)

Results

1. **Can I look at my results before I am done entering all my data?** Results and Indicators will be available starting on April 9, 2012. Once results are available, users can view the dynamic results as often as they would like throughout the window, keeping in mind that the data is live and may change from day to day. The Tech Readiness Tool allows users to enter data at any time and aggregate results will continually update as schools enter new data. However, SRCs will define the windows of time in which data sampling will occur. Data entered after the close of the sampling windows will not be included in the reporting for those periods. (ref#: K68027203)
2. **Why are some reports showing TBD as a value?** The indicator TBD, for "To Be Determined," is used in the Technology Readiness Tool reports when some or all of the requirements to deliver the PARCC and Smarter Balanced assessments have not yet been set or finalized. Parameters in the report that have been marked TBD will be populated at a later date with data reporting on the specific readiness metric, when the assessment delivery requirements associated with that particular metric have been finalized and published. The consortia understand the critical need for published requirements, and will release them as soon as possible, once they can ensure the requirements accurately reflect the technology necessary to implement assessments for the 2014-15 school year. (ref#: K54503595)
3. **Will the Print to PDF option show all information within the report and not just on one page?** Yes, the Print to PDF option will print all results within each report.

Assistance

- 1. Is there an open forum where SRCs can get general information or ask questions?** Yes. Two Q & A sessions will be held every two weeks on Tuesdays at 2 PM ET/11 AM PT and Thursdays at 4 PM ET/1 PM PT through the end of the data collection window. The sessions are designed to provide support to SRCs, and attendance is optional. During the sessions, we will discuss questions that have been asked frequently in the preceding weeks, and SRCs will be encouraged to ask questions about the tool on the call. If you would like to submit a topic for discussion prior to the call, please contact the Technology Readiness Tool mailbox at www.TechReadinessTool@Pearson.com or post to the discussion in the private group for SRCs at www.assess4ed.net entitled "Q&A Webinar Session Topics".

The Q & A session schedule is posted to www.TechReadiness.org/QASessions. After the sessions conclude, updated FAQ documents will be posted to www.TechReadiness.org/FAQs and recording of the training will be posted to www.TechReadiness.org/Webinars. These documents and recordings also will be posted to the private group for SRCs at www.assess4ed.net.

To access the webinar sessions, go to www.readytalk.com. On the left side of the screen under "Participant, Join a Conference", enter the access code 5949281. To hear the audio, call 866-740-1260 and enter the access code 5949281.

Calls will begin promptly at the time scheduled. If after 15 minutes no participants have joined, the call will conclude. If you have questions please contact us at technologyreadinesstool@pearson.com or 888-323-8757. (ref#: K12023242)
- 2. How can I get login information to the Technology Readiness Tool?** If you do not have login information to the Technology Readiness Tool please contact your state's SRC (State Representative Coordinator). If you do not know this information you may call our Customer Support Center at technologyreadinesstool@pearson.com or 888-323-8757. Agents have a current contact list of SRC members and can indicate your state contact. (ref#: K40445106)
- 3. Where do I go with questions?** Questions about technical issues should be directed to Customer Support at technologyreadinesstool@pearson.com or 888-323-8757 and inquiries to involve other SRCs should go on the www.assess4ed.net website.
- 4. I'm getting an error message. Is there a list of error codes that I can review?** Yes, the error codes with resolutions are provided in the User's Guide for user convenience, found on the home page of the Technology Readiness Tool.

Website

- 1. When I hover over the Results & Indicator's tab of the Technology Readiness Tool website, the report names appear to be out of order, why?** If this is happening, we suggest to clear your cache. If this does not take care of the issue, please call Customer Service at 888-323-8757. (ref#: K14720292)