



**Hawai'i** Smarter Balanced



# AIR Ways Reporting User Guide

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# Table of Contents

<b>Introduction to the User Guide .....</b>	<b>1</b>
Organization of the User Guide .....	1
Document Conventions .....	1
Intended Audience .....	2
Additional Resources .....	2
<b>Section I. Overview of AIR Ways .....</b>	<b>3</b>
About User Roles .....	3
About the Students in AIR Ways Reports .....	4
About the Assessments in AIR Ways Reports .....	4
Understanding the Data in AIR Ways Reports .....	4
<b>Section II. Accessing AIR Ways .....</b>	<b>6</b>
About Usernames and Passwords .....	7
<b>Section III. Overview of the AIR Ways Dashboard and Reports .....</b>	<b>8</b>
Overview of the Dashboard .....	8
About the Dashboard Assessments Table .....	8
About the Dashboard My Students Table .....	10
Overview of the Assessment Reports .....	11
About the Student Assessment Report .....	12
About the Teacher Assessment Report .....	13
About the School Assessment Report .....	14
About the Performance by Class Table .....	15
About the Performance by Student Table .....	17
About the District Assessment Report .....	18
About the Student Portfolio Report .....	19
<b>Section IV. Working with AIR Ways Report Tables .....</b>	<b>21</b>
Customizing Report Tables .....	21
Filtering Tables .....	21
Sorting Tables .....	21
Customizing Table Rows .....	22
Navigating to Additional Rows and Columns .....	22
Previewing Items in Reports .....	23
About the Item Preview Window .....	23
<b>Section V. Global Features in AIR Ways .....</b>	<b>25</b>
About the AIR Ways Inbox .....	25
Changing User Roles .....	26

Managing Rosters.....	26
Adding a New Roster.....	26
Modifying an Existing Roster.....	28
Updating Preferences.....	29
Updating Test Preferences.....	29
Figure 17. My Test Preferences Window.....	30
Updating Class Preferences.....	30
Printing Reports.....	31
Managing Test Reasons.....	32
<b>Appendix A. About Non-Scorable Test Opportunities.....</b>	<b>35</b>
<b>User Support.....</b>	<b>36</b>
<b>Change Log.....</b>	<b>37</b>

## Table of Figures

Figure 1. Accessing AIR Ways .....	6
Figure 2. Login Page.....	6
Figure 3. Assessments Table (Principals and Test Coordinators).....	9
Figure 4. My Students Table.....	10
Figure 5. Student Assessment Report.....	12
Figure 6. Teacher Assessment Report .....	13
Figure 7. School Assessment Report: Performance by Class.....	15
Figure 8. School Assessment Report: Performance by Student .....	17
Figure 9. District Assessment Report .....	18
Figure 10. Student Portfolio Report .....	20
Figure 11. Item Preview (with Student Response) .....	24
Figure 12. AIR Ways Banner .....	25
Figure 13. AIR Ways Inbox .....	25
Figure 14. Change Role Window .....	26
Figure 15. Add Roster Form.....	26
Figure 16. Add Students to Roster Panel .....	28
Figure 17. My Test Preferences Window.....	30
Figure 18. Search Test Sessions for Test Reason Panel.....	32
Figure 19. Test Reason Search Results .....	33
Figure 20. Confirm Test Reason and Assign Opportunities Window.....	34
Figure 21. Students with Non-Scorable Test Opportunities.....	35

## List of Tables

Table 1. Key Symbols and Elements .....	1
Table 2. Overview of the Assessments Table.....	9
Table 3. Overview of the My Students Table .....	10
Table 4. Columns in the Student Assessment Report .....	12
Table 5. Overview of the Teacher Assessment Report .....	14
Table 6. Overview of the School Assessment Report: Performance by Class Table.....	16
Table 7. Overview of the School Assessment Report: Performance by Student Table .....	17
Table 8. Overview of the District Assessment Report .....	19
Table 9. Overview of the Student Portfolio Report .....	20
Table 10. Overview of AIR Ways Filters .....	21

# Introduction to the User Guide

This user guide provides instructions and support for users viewing assessment performance reports in AIR Ways. This section describes the contents of this user guide.

## Organization of the User Guide

This user guide includes the following sections:

- [Overview of AIR Ways](#): Provides information about the structure of AIR Ways and explains the students, assessments and data included in AIR Ways reports.
- [Accessing AIR Ways](#): Provides instructions for logging in to AIR Ways.
- [Overview of the AIR Ways Dashboard and Reports](#): Provides descriptions of the **Dashboard** and the reports available in AIR Ways.
- [Working with AIR Ways Report Tables](#): Provides instructions for customizing AIR Ways report tables and previewing items.
- [Global Features in AIR Ways](#): Provides instructions for managing rosters, updating test preferences, switching user roles, printing reports, and using the inbox.
- The [Appendices](#) provide additional information about non-scorable assessments and user support.

## Document Conventions

[Table 1](#) describes the conventions appearing in this guide.

Table 1. Key Symbols and Elements

Element	Description
	<b>Alert:</b> This symbol accompanies important information regarding a task that may cause minor errors.
	<b>Note:</b> This symbol accompanies additional information or instructions of which users must take note.
	<b>Example:</b> This symbol accompanies examples that illustrate a concept or procedure.

## Intended Audience

This user guide is intended for complex staff, school principals, test coordinators, and teachers who will be viewing reports in AIR Ways. To use this system, you should be familiar with using a web browser to retrieve data, fill out web forms, and print documents.

## Additional Resources

The following publications provide additional information:

- For information about supported operating systems and browsers, see the *System Requirements* document.
- For information about student and user management, rosters, and appeals, see the *TIDE User Guide*.
- For information about administering online tests, see the *Guide to Navigating the Online HSAP Administration*.
- For information about hand-scoring questions, see the *Teacher Hand Scoring System User Guide*.
- For information about network, internet, and software requirements, see the *Technical Specifications Manual for Online Testing*.
- For information about installing secure browsers, see the *Secure Browser Installation Manual*.

The above resources are available on the Hawai'i Statewide Assessment Program (HSAP) Portal (alohahsap.org).

## Section I. Overview of AIR Ways

AIR Ways provides student performance reports for Smarter Balanced Interim Assessments. AIR Ways consists of a **Dashboard** page and various Assessment Reports. The **Dashboard** provides a summary of all the assessments associated with a particular user or institution, and the Assessment Reports provide detailed performance data for each of those assessments. For more information, see the section [Overview of the AIR Ways Dashboard and Reports](#).

Assessment Reports are available at various levels within a complex. Access to each Assessment Report depends on your user role. For more information, see the section [About User Roles](#).

AIR Ways also includes various global features that allow you to manage the data and reports you view. For more information, see the section [Global Features in AIR Ways](#).



**Note:** AIR Ways does not replace the reports available for Interim Assessments in the Online Reporting System (ORS).

### About User Roles

Access to the Assessment Reports available in AIR Ways depends on your user role in TIDE.

- Teachers can access the Teacher Assessment Report and Student Assessment Report.
- Principals and Test Coordinators can access the School Assessment Report, Teacher Assessment Report, and Student Assessment Report.
- Complex Staff can access the District Assessment Report, School Assessment Report, Teacher Assessment Report, and Student Assessment Report.



**Note:** For the purpose of AIR Ways, the terms "Complex" and "District" are used interchangeably.

The assessments and features available on the **Dashboard** also vary by user level. For more information, see the section [Overview of the AIR Ways Dashboard and Reports](#).



**Alert:** AIR Ways only displays data for one institution and user at a time. If you have multiple user roles or you are associated with multiple institutions, you must change your user role in AIR Ways in order to access the **Dashboard** and reports for each role and institution. For more information, see the section [Changing User Roles](#).

## About the Students in AIR Ways Reports

AIR Ways reports display data only for your associated students. The students associated with you depend on your user role:

- For Teachers, your associated students include the following:
  - All the students who are members of your rosters.
  - All the students who have completed an assessment in your test sessions.
- For school principals and Test Coordinators, your associated students are all the students who have completed assessments in your school.
- For complex staff users, your associated students are all the students who have completed assessments in your complex.

## About the Assessments in AIR Ways Reports

AIR Ways includes data for the following Interim Assessments:

- Any **Interim Comprehensive Assessments** (ICAs) administered.
- Any **Interim Assessment Blocks** (IABs) administered.

You can only view AIR Ways reports for assessments that were completed by your associated students.



**Note:** You can modify your settings to exclude specified assessments or classes from your reports in AIR Ways. For more information, see the section [Updating Preferences](#).

## Understanding the Data in AIR Ways Reports

AIR Ways reports provide student performance data for a particular assessment or set of assessments. The type of data that appears in these reports depends on how the assessment is scored. Depending on the assessment, a report may display one or both of the following types of student performance data:

- **Score Data:** This type of data is used for tests with numeric scores. Score data provides a quantitative measurement of student assessment performances. The following columns involving score data may appear in AIR Ways reports:
  - **Score:** The Score column in AIR Ways reports displays an individual student's score for an assessment or topic (reporting category) within an assessment.

- **Average Score:** The Average Score column in AIR Ways reports displays the sum of assessment scores for a particular institution divided by the student count for that institution. An institution may be a complex, school, class, or other specified group of students, depending on the report.
- **Performance Level Data:** This type of data is used for tests with performance levels (proficiency levels). Performance levels provide qualitative measurements of students' proficiency in relation to a particular standard or set of standards. The following columns involving performance level data may appear in AIR Ways reports:
  - **Performance Level:** The Performance Level column in AIR Ways reports displays an individual student's performance level for an assessment or topic (reporting category) within an assessment.
  - **Performance Distribution:** The Performance Distribution column in AIR Ways reports displays an infographic that includes a colored region for each performance level in the assessment. The number below each colored region indicates the percentage of students in a particular institution who performed at that level. An institution may be a complex, school, class, or other specified group of students, depending on the report.



**Note:** If an assessment does not use numeric scores, the Score and Average Score columns do not appear in reports for that assessment. If an assessment does not use performance levels, the Performance and Performance Distribution columns do not appear in reports for that assessment.

If an information icon  appears next to student performance data in a report, you can click the icon to learn more about how the assessment is scored.



**Note:** Some AIR Ways reports display data for classes. Classes in AIR Ways are determined by roster membership. For more information about rosters, see the section [Managing Rosters](#).

## Section II. Accessing AIR Ways

This section describes how to log in to AIR Ways.

To access AIR Ways:

1. Navigate to the HSAP Portal (alohahsap.org).
2. Select your user role.
3. Click **AIR Ways Reporting** (see [Figure 1](#)). The login page appears (see [Figure 2](#)).

Figure 1. Accessing AIR Ways



4. On the login page, enter the email address and password you use to access all AIR systems.

Figure 2. Login Page

The login page form is a rectangular box with a light gray background. It contains two input fields: the first is labeled "Email Address" and has a blue icon of a person's head and shoulders to its left; the second is labeled "Password" and has a blue icon of a padlock to its left. Below the password field is a link that says "Forgot Your Password?" in red text. At the bottom of the form is a dark blue button with the text "Secure Login" in white.

5. Click **Secure Login**.
  - a. If your account is associated with multiple roles or institutions, a pop-up window prompts you to select a role. From the **Role** drop-down list, select the role and institution combination you wish to use (you can also change your user role after logging in; see the section [Changing User Roles](#)).

The **Dashboard** for your user role appears.

## About Usernames and Passwords

Your username is the email address associated with your account in TIDE. When you are added to TIDE, you receive an email containing a temporary password and a login link for the HSAP systems. To activate your account, you must log in within three days of receiving the email. You must update your password and set a security question.

- **If your first temporary password expired:**

Select **Click here to request one** on the login page to request a new temporary password. Enter your email address in the *Email Address* field. The HSAP Help Desk will send you a new email with a new temporary password.

- **If you forgot your password:**

Select **Forgot Your Password?** on the login page and then enter your email address in the *Email Address* field, click **Next** and answer the security question on the following page. The HSAP Help Desk will send you an email with a new temporary password. If you do not remember the answer to your security question, you will need to contact the HSAP Help Desk for assistance. See “Additional help” below.

- **If you did not receive an email containing a temporary password:**

Check your spam folder to make sure your email program did not categorize it as junk mail. If you still do not have an email, contact your Test Coordinator to make sure you are listed in TIDE.

- **Additional help:**

If you are unable to log in, contact the HSAP Help Desk for assistance. For contact information, see the [User Support](#) section. You must provide your name and email address.

## Section III. Overview of the AIR Ways Dashboard and Reports

This section describes the following pages and reports in AIR Ways:

- [Dashboard](#): This page lists the assessments completed by your associated students.
- [Assessment Reports](#): These reports provide detailed student performance data for an individual assessment at various institution and user levels.
- [Student Portfolio Report](#): This report provides performance data for all the assessments completed by an individual student.

For more information about interpreting the data that appear in these reports, see the section [Understanding the Data in AIR Ways Reports](#).

### Overview of the Dashboard

The **Dashboard** is the landing page for AIR Ways users. This page displays the Assessments table, which lists the Interim Assessments completed by your associated students. For more information about your associated students and assessments, see the sections [About the Students in AIR Ways Reports](#) and [About the Assessments in AIR Ways Reports](#).



**Note:** The **Dashboard** for Teachers also includes a table listing all your associated students. For more information, see the section [About the Dashboard My Students](#) Table.

You can only view the **Dashboard** for one institution and user role at a time. To view the **Dashboard** for a different institution or user role, you must change your user role. For more information, see the section [Changing User Roles](#).

### About the Dashboard Assessments Table

The Assessments table on the **Dashboard** displays a row of data for each assessment completed by your associated students.

This table allows you to access the corresponding Assessment Report for each assessment listed by clicking  next to an assessment name. The report that you access from the Assessments table depends on your user role:

- Teachers access the [Teacher Assessment Report](#).
- Principals and Test Coordinators access the [School Assessment Report](#).
- Complex staff access the [District Assessment Report](#).

You can return to the **Dashboard** at any point by clicking **Dashboard** in the upper-left corner.



**Note:** The data that appear in this table depend on the options you select from the **Filter by** drop-down lists on the **Dashboard**. For more information, see the section [Filtering Tables](#).

Figure 3. Assessments Table (Principals and Test Coordinators)

Dashboard						Filter by: All Classes	Enter SSID		
Average Score and Performance Distribution, by Assessment: Walkerville Elementary, 2015-2016						Rows per page: 5			
Assessment Name	Test Reason	Student Count	Average Score	Performance Distribution	Date Last Taken				
<a href="#">Smarter ICA ELA</a>	Fall 1 - ICA	5	2495		10/12/2015				
<a href="#">Grade 3 Additions</a>	Fall - Additions	7	54		10/12/2015				
<a href="#">Smarter IAB Grade 3 - Read Literary Texts</a>	Fall 2 - IAB	19	n/a		9/7/2015				
<a href="#">Smarter IAB Grade 3 - Read Literary Texts</a>	Fall 1 - IAB	12	n/a		8/12/2015				
<a href="#">Grade 5 Reading Comprehension</a>	Fall - Reading	7	32	n/a	8/12/2015				

27 Items: 1 of 6

[Table 2](#) describes the columns in the Assessments table.

Table 2. Overview of the Assessments Table

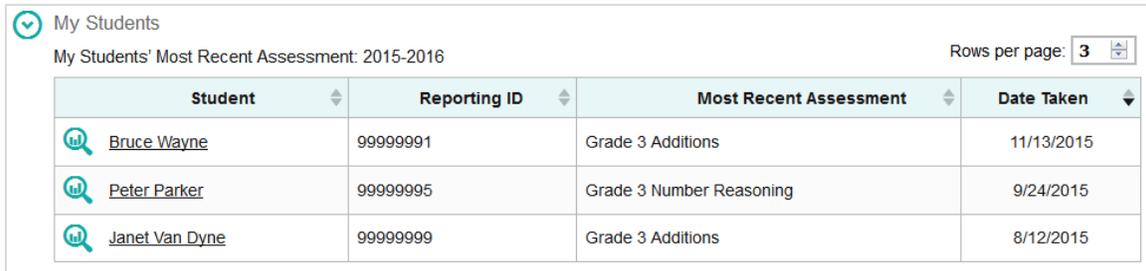
Column	Description
Assessment Name	Name of the test. To view the corresponding report for an assessment, click  in this column.
Test Reason	Testing category assigned to the test opportunity. If no test reason was assigned to the opportunity, this column displays Unassigned.
Student Count	Number of your associated students who completed the assessment with the given test reason.
Average Score	Sum of assessment scores for all your associated students divided by the student count.
Performance Distribution	The percentage of your associated students who performed at each performance level.
Date Last Taken	Most recent date on which one of your associated students completed the assessment.

## About the Dashboard My Students Table

The **Dashboard** for Teachers also includes the My Students table, which provides a summary of the assessments your students have recently taken. This table displays a row of data for each of your associated students. For more information about your associated students, see the section [About User Roles](#).

This table also allows you to access the [Student Portfolio Report](#) for each student listed.

Figure 4. My Students Table



Student	Reporting ID	Most Recent Assessment	Date Taken
 <a href="#">Bruce Wayne</a>	99999991	Grade 3 Additions	11/13/2015
 <a href="#">Peter Parker</a>	99999995	Grade 3 Number Reasoning	9/24/2015
 <a href="#">Janet Van Dyne</a>	99999999	Grade 3 Additions	8/12/2015

[Table 3](#) describes the columns in the My Students table.

Table 3. Overview of the My Students Table

Column	Description
Student	Name of the student. To view the <a href="#">Student Portfolio Report</a> for a student, click  in this column.
Student ID	Student's unique identifier used for reporting purposes.
Most Recent Assessment	Name of the latest assessment the student completed.
Date Taken	Date on which the student completed the most recent assessment.

## Overview of the Assessment Reports

The Assessment Reports in AIR Ways provide detailed information about how the students associated with a user or institution performed on an individual assessment. Assessment Reports display a column of student performance data for the assessment as a whole and for each topic (reporting category) in the assessment.



**Note:** If a test does not consist of individual topics, the last column of the Assessment Report displays data for all the items on the test.

Assessment Reports are available for each assessment at various levels within the complex:

- The [Student Assessment Report](#) provides information about how an individual student performed on the assessment.
- The [Teacher Assessment Report](#) provides information about how a teacher's associated students performed on the assessment.
- The [School Assessment Report](#) provides information about how a school performed on the assessment, by class and by student.
- The [District Assessment Report](#) provides information about how a complex performed on the assessment, by school.

All of these reports (excluding the District Assessment Report) also provide information about how students responded to the individual items in each assessment topic and allow you to preview those items. For more information about previewing items, see the section [Previewing Items in Reports](#).

Authorized users can navigate from a higher-level Assessment Report to a lower level Assessment Report for institutions and users who are members of their institution. For example, complex-level users can access the School Assessment Report for each school listed in their District Assessment Report.



**Note:** If a student's test opportunity for a given assessment could not be scored, a notification appears below the report. For more information about non-scorable test opportunities, see [Section V](#).

## About the Student Assessment Report

The Student Assessment Report provides information about how an individual student performed on an individual assessment.

The information below this report displays the student’s score, the class’s average score, and the student’s performance level for the whole assessment.

To access the Student Assessment Report:

- On the [Teacher Assessment Report](#) click  next to a student’s name.
- On the [Student Portfolio Report](#), click  next to an assessment’s name.
- Authorized users can access this report from the School Assessment Report by clicking  next to a student name in the [Performance by Student table](#).

Figure 5. Student Assessment Report

Points Earned on ICA-G4Math (Unassigned) Items, by Reporting Category: Tukw, Rmvs, 2016-2017										
Student	Communicating Reasoning	Communicating Reasoning						Concepts and Procedures	Problem Solving and Mod...	
Item Number		13	15	20	21	25	34			35
Max Points		1	1	1	1	1	1			1
Everyone		0	0	0	0	0	1			0
Tukw, Rmvs Student ID: 9999990014		0	0	0	0	0	1			0
Performance: At/Near Standard										
Tukw, Rmvs's Score: 2351 / 2659			Class Average: 2351 (1 students)			Tukw, Rmvs's Performance: Level 1				

[Table 4](#) describes the columns in the Student Assessment Report.

Table 4. Columns in the Student Assessment Report

Column	Description
Student	This column includes the following rows: <ul style="list-style-type: none"> <li>• <b>Item Number:</b> Displays the items in the assessment.</li> <li>• <b>Max Points:</b> Displays the maximum number of points possible for each item.</li> <li>• <b>Everyone:</b> Displays the sum of points the student’s class earned for each item divided by the number of students in the class.</li> <li>• <b>[Student Name]:</b> Displays the number of points the student earned for each item.</li> </ul>
[Topic Name]*	Displays the student’s performance data for the items in each topic. Each [Topic Name] column also displays the student’s score and performance level.
*For assessments without topics, this column is labeled “Total Items” and displays data for all the items on the assessment.	

## About the Teacher Assessment Report

The Teacher Assessment Report provides a row of data for each student associated with a teacher, as well as a row of aggregate data for all the teacher’s associated students.

An information bar below the Assessment Report displays the average score and/or performance distribution on the assessment for the school and for the teacher’s associated students.



**Note:** If a student completed multiple opportunities for a given assessment, this report includes a row of data for each opportunity. A number icon in the first column indicates which opportunity the row represents. A clock icon  appears next to the most recent opportunity. Only data for the most recent opportunity is used to calculate the average scores and performance levels for the student’s associated teachers and institutions.

To access the Teacher Assessment Report:

- On the **Dashboard** for Teachers, click  next to an assessment in the My Assessments table.
- Authorized users can access this report from the School Assessment Report by clicking  next to a class name in the [Performance by Class table](#).

Figure 6. Teacher Assessment Report

Score and Performance on Grade 3 Additions, by Student and Reporting Category: 2015-2016										Rows per page: 5				
Student	Student ID	Total	Total		5 Items on which Students Performed the Best	5 Items on which Students Performed the Worst	Working with Manipulations	Working with Manipulations				Using Whole numbers	Combining 3-digit Numbers	Adding Fractions
			Score	Performance				Performance	Item Numbers and Points Earned					
								9	13	3	11			
Max Points			60	n/a			n/a	1	2	1	3			
Everyone			51.8	Above Standard			Above Standard	1	1.5	.8	2.4			
 Bruce Wayne *	999999999		54	Above Standard			Above Standard	1	2	1	3			
 Peter Parker	999999999		57	Above Standard			Above Standard	1	2	1	3			
 Janet Van Dyne	999999999		52	Above Standard			Above Standard	1	2	1	3			
 Diana Prince	999999999		48	Above Standard			Above Standard	1	2	1	3			
 Tony Stark	999999999		59	Above Standard			Above Standard	1	2	1	3			

[Table 5](#) describes the columns in the Assessment Report.



**Note:** The data that appear in this table depend on the options you select from the **Filter by** drop-down lists on the **Dashboard**. For more information, see the section [Filtering Tables](#).

If you access this report by clicking  next to a class name in the [School Assessment Report](#), the Teacher Assessment Report only displays data for that class.

Table 5. Overview of the Teacher Assessment Report

Column	Description
Student	<p>This column includes the following rows:</p> <ul style="list-style-type: none"> <li>• <b>Max Points:</b> Displays the maximum score possible for the whole assessment or individual topic.</li> <li>• <b>Everyone:</b> Displays average data for all of the teacher's students who completed the assessment.</li> <li>• <b>[Student Name]:</b> Displays data for that individual student.</li> </ul> <p>To access the <a href="#">Student Assessment Report</a> for a student, click  next to the student name in this column.</p>
Student ID	Student's unique identifier used for reporting purposes.
Total	<p>Displays student performance data for the entire assessment. This column consists of multiple sub-columns:</p> <ul style="list-style-type: none"> <li>• <b>Score:</b> Student's score for the whole assessment.</li> <li>• <b>Performance:</b> Student's performance level for the whole assessment.</li> </ul>
5 Items on Which Students Performed the Best	<p>Displays the five assessment items with the highest average score for the students shown, ordered by their sequence in the test.</p> <p>For each student in the report, this column displays the number of points that student earned for each item.</p>
5 Items on Which Students Performed the Worst	<p>Displays the five assessment items with the lowest average score for the students shown, ordered by their sequence in the test.</p> <p>For each student in the report, this column displays the number of points that student earned for each item.</p>
[Topic Name]*	<p>Displays student performance data for each topic. Each [Topic Name] column consists of multiple sub-columns:</p> <ul style="list-style-type: none"> <li>• <b>Score:</b> Student's score for the topic.</li> <li>• <b>Performance:</b> Student's performance level for the topic.</li> <li>• <b>[Item Number]:</b> Displays the individual items and scores for the topic.</li> </ul>
<p>*For assessments without topics, this column is labeled "Total Items" and displays data for all the items on the assessment.</p>	

## About the School Assessment Report

The School Assessment Report consists of two tables:

- [Performance by Class Table](#): This table provides information about how each class in the school performed on the given assessment.
- [Performance by Student Table](#): This table provides information about how each student in the school performed on the given assessment.



**Note:** If a student who completed the assessment is not associated with any classes, that student’s test data will appear in the Performance by Student table but not in the Performance by Class table.

**About the Performance by Class Table**

The Performance by Class table of the School Assessment Report displays a row of data for each class in the school that completed the given assessment.



**Note:** If you set your class preferences to “Teacher Preferences,” this table does not include data for any teachers who excluded the selected test from their own reports. For more information, see the section [Updating Preferences](#).

To access the Performance by Class table:

- On the **Dashboard** for Principals and Test Coordinators, click next to an assessment.
- Authorized users can access this report from the [District Assessment Report](#) by clicking next to a school name.

Figure 7. School Assessment Report: Performance by Class

Class	Teacher	Total	Total			
			Student Count	Test Completion Rate	Average Score	Performance Distribution
Max Points			n/a	n/a	60	n/a
Everyone			n/a	83.5%	51.8	35% 65%
Grade 3 Math 1	Luke Sywalker		15	85%	54	35% 65%
Grade 3 Math 2	Leia Organa		12	81%	57	35% 65%
Grade 3 math 3	Ben Kenobi		8	75%	52	35% 65%
Grade 3 Math 4	Han Solo		20	99%	48	35% 65%
Grade 3 Math 5	Padme Amidala		5	65%	59	35% 65%

Vertical bars on the right side of the table represent performance distribution for specific skills:

- 5 Items on which Students Performed the Best
- 5 Items on which Students Performed the Worst
- Working with Manipulators
- Using Whole numbers
- Combining 3-digit Numbers

[Table 6](#) describes the columns in the Performance by Class table.

Table 6. Overview of the School Assessment Report: Performance by Class Table

Column	Description
Class	<p>This column includes the following rows:</p> <ul style="list-style-type: none"> <li>• <b>Max Points:</b> Displays the maximum score possible for the whole assessment or individual topic.</li> <li>• <b>Everyone:</b> Displays average data for all of the classes in the school who completed the assessment.</li> <li>• <b>[Class Name]:</b> Displays data for that individual class.</li> </ul> <p>To access the <a href="#">Teacher Assessment Report</a> for a class, click  next to the class name in this column.</p>
Teacher	Name of the teacher associated with the class.
Total	<p>Displays student performance data for the entire assessment. This column consists of multiple sub-columns:</p> <ul style="list-style-type: none"> <li>• <b>Student Count:</b> Number of students in the class who completed the assessment.</li> <li>• <b>Test Completion Rate:</b> Percent of students in the class who completed the assessment.</li> <li>• <b>Average Score:</b> Sum of assessment scores for all the students in the class divided by the student count.</li> <li>• <b>Performance Distribution:</b> The percentage of students in the class who performed at each performance level.</li> </ul>
5 Items on Which Students Performed the Best	<p>Displays the five assessment items with the highest average score for the school, ordered by their sequence in the test.</p> <p>For each class in the report, this column displays the average number of points that class earned for each item.</p>
5 Items on Which Students Performed the Worst	<p>Displays the five assessment items with the lowest average score for the school, ordered by their sequence in the test.</p> <p>For each class in the report, this column displays the average number of points that class earned for each item.</p>
[Topic Name]*	<p>Displays student performance data for each topic. Each [Topic Name] column consists of multiple sub-columns:</p> <ul style="list-style-type: none"> <li>• <b>Average Score:</b> Sum of scores in the topic for all the students in the class divided by the student count.</li> <li>• <b>Performance Distribution:</b> The percentage of students in the class who performed at each performance level for the topic.</li> <li>• <b>[Item Number]:</b> Displays the class's average scores for the individual items in the topic.</li> </ul>
<p>*For assessments without topics, this column is labeled "Total Items" and displays data for all the items on the assessment.</p>	

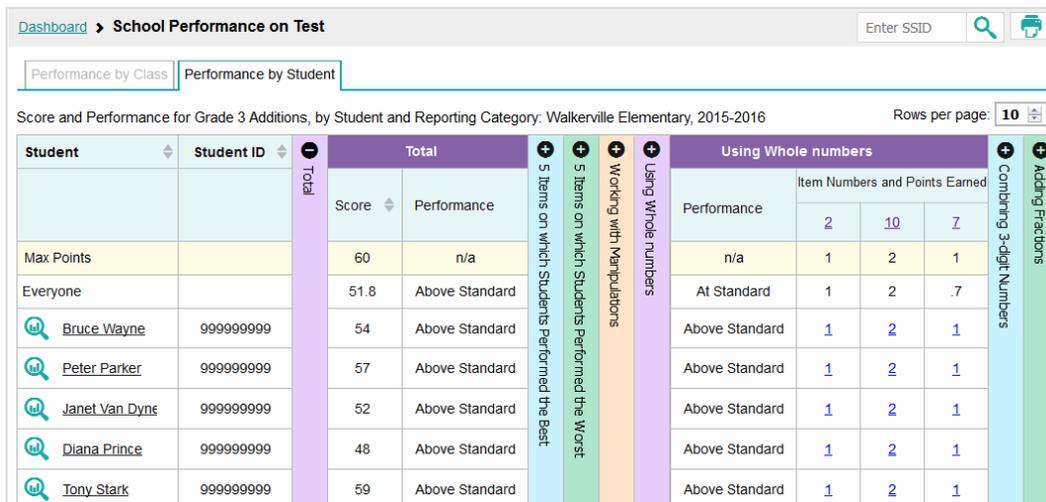
### About the Performance by Student Table

The Performance by Student table of the School Assessment Report displays a row of data for each student in your school that completed the given assessment.

To access the Performance by Student Table:

- On the **Dashboard** for Principals and Test Coordinators, click  next to an assessment, and then click the **Performance by Student** tab.
- Authorized users can access this report from the [District Assessment Report](#) by clicking  next to a school name and then clicking the **Performance by Student** tab.

Figure 8. School Assessment Report: Performance by Student



Student	Student ID	Total		Using Whole numbers		
		Score	Performance	Performance	Item Numbers and Points Earned	
Max Points		60	n/a			
Everyone		51.8	Above Standard			
 Bruce Wayne	999999999	54	Above Standard			
 Peter Parker	999999999	57	Above Standard			
 Janet Van Dyne	999999999	52	Above Standard			
 Diana Prince	999999999	48	Above Standard			
 Tony Stark	999999999	59	Above Standard			

[Table 7](#) describes the columns in the Performance by Student table.

Table 7. Overview of the School Assessment Report: Performance by Student Table

Column	Description
Student	<p>This column includes the following rows:</p> <ul style="list-style-type: none"> <li>• <b>Max Points:</b> Displays the maximum score possible for the whole assessment or individual topic.</li> <li>• <b>Everyone:</b> Displays average data for all the students in the school who completed the assessment.</li> <li>• <b>[Student Name]:</b> Displays data for that individual student.</li> </ul>
Student ID	Student's unique identifier used for reporting purposes.
Total	<p>Displays student performance data for the entire assessment. This column consists of multiple sub-columns:</p> <ul style="list-style-type: none"> <li>• <b>Score:</b> Student's score for the whole assessment.</li> <li>• <b>Performance:</b> Student's performance level for the whole assessment.</li> </ul>

Column	Description
5 Items on Which Students Performed the Best	Displays the five assessment items with the highest average score for the school, ordered by their sequence in the test. For each student in the report, this column displays the number of points that student earned for each item.
5 Items on Which Students Performed the Worst	Displays the five assessment items with the lowest average score for the school, ordered by their sequence in the test. For each student in the report, this column displays the number of points that student earned for each item.
[Topic Name]*	Displays student performance data for each topic. Each [Topic Name] column consists of multiple sub-columns: <ul style="list-style-type: none"> <li>• <b>Score:</b> Student's score for the topic.</li> <li>• <b>Performance:</b> Student's performance level for the topic.</li> <li>• <b>[Item Number]:</b> Displays the student's scores for the individual items in the topic.</li> </ul>
*For assessments without topics, this column is labeled "Total Items" and displays data for all the items on the assessment.	

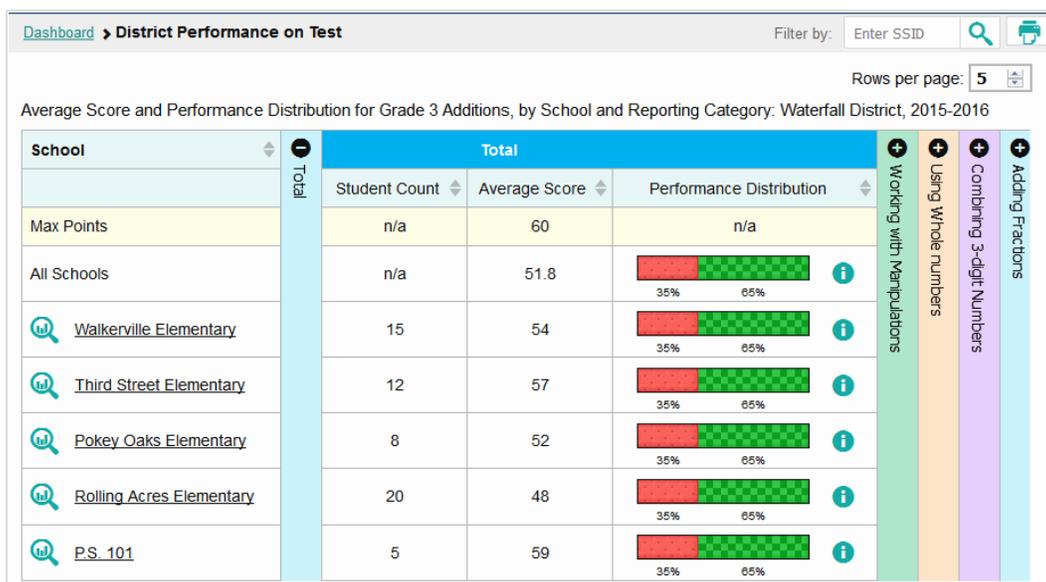
### About the District Assessment Report

The District Assessment Report displays a row of data for each school in the complex that completed the given assessment.

To access the District Assessment Report:

- On the ***Dashboard*** for complex-level users, click  next to an assessment.

Figure 9. District Assessment Report



[Table 8](#) describes the columns in the District Assessment Report.

Table 8. Overview of the District Assessment Report

Column	Description
School	<p>This column includes the following rows:</p> <ul style="list-style-type: none"> <li>• <b>Max Points:</b> Displays the maximum score possible for the whole assessment or individual topic.</li> <li>• <b>All Schools:</b> Displays average data for all of the schools in your complex who administered the assessment.</li> <li>• <b>[School Name]:</b> Displays data for that individual school.</li> </ul> <p>To access the <a href="#">School Assessment Report</a>, click  next to a school name in this column.</p>
Total	<p>Displays student performance data for the entire assessment. This column consists of multiple sub-columns:</p> <ul style="list-style-type: none"> <li>• <b>Student Count:</b> Number of students in the school who completed the assessment.</li> <li>• <b>Average Score:</b> Sum of assessment scores for all the students in the school divided by the student count.</li> <li>• <b>Performance Distribution:</b> The percentage of students in the school who performed at each performance level.</li> </ul>
[Topic Name]*	<p>Displays student performance data for each topic. Each [Topic Name] column consists of multiple sub-columns:</p> <ul style="list-style-type: none"> <li>• <b>Average Score:</b> Sum of scores in that topic for all the students in the school divided by the student count.</li> <li>• <b>Performance Distribution:</b> The percentage of students in the school who performed at each performance level for that topic.</li> </ul>
<p>*For assessments without topics, this column is labeled “Total Items” and displays data for all the items on the assessment.</p>	

## About the Student Portfolio Report

The Student Portfolio Report includes a row of data for each Interim Assessment that an individual student completed.

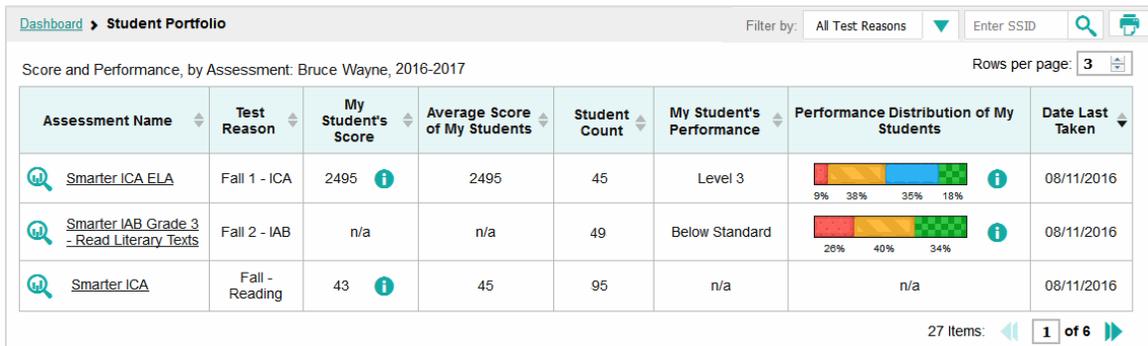


**Note:** If a student completed multiple opportunities for a given assessment, this report includes a row of data for each opportunity. A number icon in the first column indicates which opportunity the row represents. A clock icon  appears next to the most recent opportunity. Only data for the most recent opportunity is used to calculate the average scores and performance levels for the student’s associated teachers and institutions.

To access the Student Portfolio Report:

- On the **Dashboard** for Teachers, click  next to a student in the My Students table.
- In the upper-right corner of any page in AIR Ways, enter a student’s SSID in the search field and click .

Figure 10. Student Portfolio Report



Assessment Name	Test Reason	My Student's Score	Average Score of My Students	Student Count	My Student's Performance	Performance Distribution of My Students	Date Last Taken
Smarter ICA ELA	Fall 1 - ICA	2495	2495	45	Level 3	9% 38% 35% 18%	08/11/2016
Smarter IAB Grade 3 - Read Literary Texts	Fall 2 - IAB	n/a	n/a	49	Below Standard	26% 40% 34%	08/11/2016
Smarter ICA	Fall - Reading	43	45	95	n/a	n/a	08/11/2016

Table 9 provides an overview of the columns in the Student Portfolio Report.

Table 9. Overview of the Student Portfolio Report

Column	Description
Assessment Name	Name of the test. To access the <a href="#">Student Assessment Report</a> for an assessment, click  in this column.
Test Reason	Testing category assigned to the test opportunity. If no test reason was assigned to the opportunity, this column displays Unassigned.
My Student's Score	Individual student's score for the assessment.
Average Score of My Students	Sum of assessment scores for all the teacher's students divided by the number of students in that group.
My Student's Performance	Individual student's performance level for the assessment.
Performance Distribution of My Students	The percentage of the teacher's students who performed at each performance level.
Date Last Taken	Date on which the student completed this assessment.

## Section IV. Working with AIR Ways Report Tables

This section provides instructions for customizing report tables and previewing items in report tables.

### Customizing Report Tables

This section provides instructions for customizing the structure and appearance of report tables in AIR Ways.

### Filtering Tables

Filters appear in the upper-right corner of the AIR Ways **Dashboard**. You can filter reports to only include data for certain classes other groups of students.

When you select an option from the filter drop-down list on the **Dashboard**, the selected filter affects the data for all the reports and tables accessible from the **Dashboard**. For example, if you are a teacher and you select to filter by class, the average scores and performance distributions in the My Assessments table and Teacher Assessment Report only reflect the data for the specified class.

[Table 10](#) provides an overview of the filters available in AIR Ways.

Table 10. Overview of AIR Ways Filters

Filter	Filter Options	Available User Roles
Filter by Class	<ul style="list-style-type: none"> <li>• <b>All Classes:</b> Sets reports to display data for all students in your rosters and test sessions.</li> <li>• <b>My Proctored Students:</b> Sets reports to display data only for students in your test sessions.</li> <li>• <b>[Class Name]:</b> Sets reports to display data only for the specified class. This drop-down list includes a filter option for each class associated with you.</li> </ul>	<ul style="list-style-type: none"> <li>• Teachers</li> </ul>
Filter by Test Reason	<ul style="list-style-type: none"> <li>• <b>All Test Reasons:</b> Sets reports to include assessments for every test reason, including "unassigned."</li> <li>• <b>[Test Reason]:</b> Sets reports to only include assessments associated with the selected test reason.</li> </ul>	<ul style="list-style-type: none"> <li>• Teachers</li> <li>• Principals</li> <li>• Test Coordinators</li> <li>• Complex Staff</li> </ul>

### Sorting Tables

Some tables allow you to sort the data by various columns. Sortable columns display a set of arrows  in the column header.

*To sort a table:*

1. Click the header of the column you wish to sort by. The top arrow in the header is shaded darker  when the column is sorted in ascending order.
2. To sort by descending order, click the column header again. The bottom arrow in the header is shaded darker  when the column is sorted in descending order.

## Customizing Table Rows

You can specify the number of rows each table displays at a time.

*To specify the number of rows displayed:*

1. In the *Rows Per Page* field above a table ( *Rows per page:*   ), enter the number of rows you want the table to display per page. Your specifications persist for each table.
2. You can click the arrow buttons in this field to increase or decrease the number of rows displayed in increments of one.

## Navigating to Additional Rows and Columns

If a table has more rows than can be displayed on a single page, the table data is paginated. The number in the lower-right corner of a table indicates how many rows are in the table. The buttons to the right of this number allow you to navigate to additional rows.

*To view additional table rows:*

- To move to the next page in a table, click  below the table.
- To move to the previous page in a table, click  below the table.
- To jump to a specific table page, enter the page number in the table navigation field (  ).

If a table has more columns than can be displayed on a single page, a set of arrow buttons appears on the table margins.

*To view additional table columns:*

- To scroll the table to the right, click  on the right side of the table.
- To scroll the table to the left, click  on the left side of the table.



**Note:** If a table contains collapsible columns, you can also click  and  in the column headers to manage how many columns appear expanded at a time.

## Previewing Items in Reports

Any AIR Ways report table that displays scores for individual items also allows you to preview the items as they appear in the assessment. You can preview items in a blank state or with a student's entered response. Item previews are available for the following reports:

- [Teacher Assessment Report](#)
- [Student Assessment Report](#)
- [School Assessment Report](#)

### About the Item Preview Window

The **Item Preview** window consists of four sections, which you can expand and collapse by clicking  and , respectively.

- **Frequency Distribution of Student Responses:** The table in this section provides a breakdown of how many students earned each possible point value available for the item.
  - When viewing the item preview from the Teacher Assessment Report, this table displays data for students in the given class.
  - When viewing the item preview from the School Assessment Report, this table displays data for students in the given school.
- **Details:** Provides the following information:
  - **Topic:** Reporting category to which the item belongs.
  - **Content Alignment:** Describes the standard aligned to the item.
  - **Item Difficulty:** Indicates whether the item is intended to be easy, moderate, or difficult.
  - **Item:** Displays the item as it appeared on the assessment in the Student Testing Site.

**Rubric:** Displays the criteria used to score the item. This section may also include an exemplar, which provides an example of a perfect response.

To preview an item:

1. Click an item link in the report table:
  - To view an item in a blank state, click the item link in the first row of the table.
  - To view an item with the student's response, click the item link in the student's row of the report.

The item preview opens in a pop-up window.



**Note:** The Performance by Class table of the School Assessment Report only allows you to preview items in a blank state.

Figure 11. Item Preview (with Student Response)

Item 12 on IAB - ELA Grade 6 - Read Informational Text
✕

▼ Frequency Distribution of Student Responses  
 Frequency Distribution of Points Earned for Item 12 on G6ELA-Interim-IAB-ReadInfo:Demo Inst 9997, 2015-2016

	Points Earned
	0
<b># of Student Responses for My School</b>	2

▼ Details  
**Topic:** G6ELA-Interim-IAB-ReadInfo  
**Item Difficulty:** Moderate  
**Content Alignment:** CENTRAL IDEAS: Summarize central ideas, key events, procedures, or topics and subtopics

▼ Item

Which statement **best** describes the central idea of the paragraph?

- (A) The researchers calculated the object’s density by dividing its mass by its volume.
- (B) The researchers wanted to use real ice to build their ‘bergs, but it melted too quickly.
- (C) The researchers built an iceberg from a type of plastic with the same density of the ice in icebergs.
- (D) The researchers had to build a model of an iceberg from plastic to study ‘berg behavior from Chicago.

▼ Rubric

## Section V. Global Features in AIR Ways

This section explains how to perform tasks involving the global features in AIR Ways. You can access most of the global features from the banner at the top of each page (see [Figure 12](#)).

Figure 12. AIR Ways Banner



The following global features and tasks are available in AIR Ways:

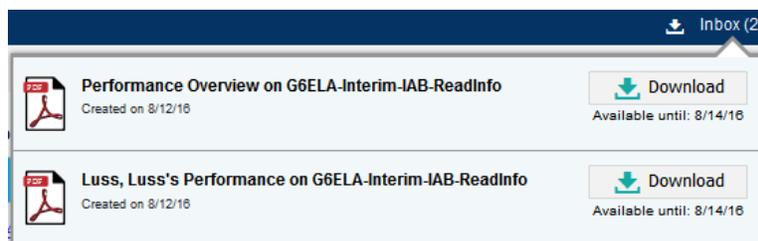
- [AIR Ways Inbox](#)
- [Change Role](#)
- [Manage Rosters](#)
- [Update Preferences](#)
- [Printing Reports](#)

### About the AIR Ways Inbox

The Inbox in the AIR Ways banner stores any PDF versions of reports you print from a report page. A notification next to the inbox indicates how many new reports are available.

For more information, see the section [Printing Reports](#).

Figure 13. AIR Ways Inbox



*To access reports in the inbox:*

1. In the banner, click **Inbox**. A menu appears, listing the available reports (see [Figure 13](#)).
2. To download a report, click **Download**.

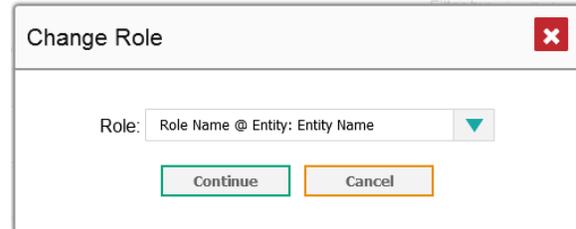
## Changing User Roles

If your TIDE account is associated with multiple user roles or institutions with access to AIR Ways, you can switch roles at any point to view the **Dashboard** and reports for your other roles and institutions.

To change your role:

1. In the banner, click **Change Role**. The **Change Role** window appears (see [Figure 14](#)).
2. From the **Role** drop-down list, select the required role and institution combination. The window closes and the **Dashboard** for the selected role appears.

Figure 14. Change Role Window



## Managing Rosters

Rosters are groups of students associated with a teacher in a particular school. Some reports in AIR Ways provide performance data for the students within a roster or for the roster as a whole. School principals and Test Coordinators are able to create new rosters and view/edit existing rosters.

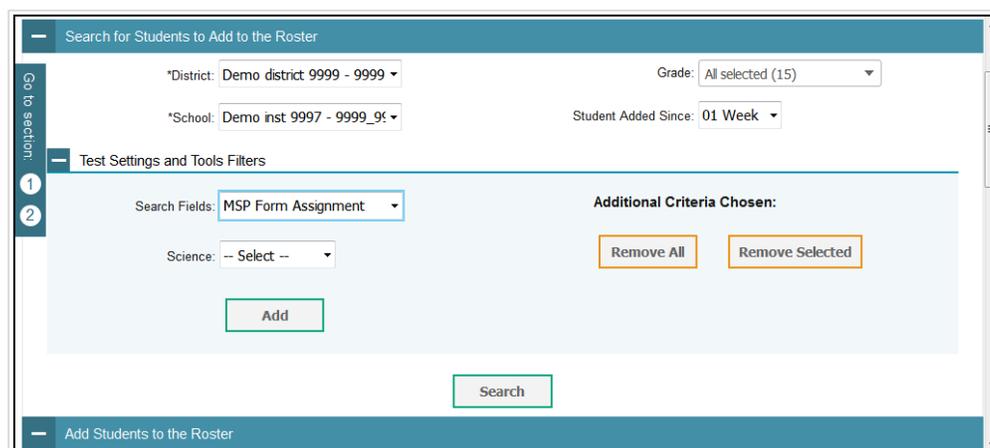
### Adding a New Roster

Principals can create new rosters from students associated with your school.

To add a roster:

1. From the **Task Manager** menu in the banner, select **Add Roster**. The **Add Roster** form appears (see [Figure 15](#)).

Figure 15. Add Roster Form



2. In the *Search for Students to Add to the Roster* panel, do the following:
  - a. In the **Complex Area** drop-down list, select the complex area for the roster.
  - b. In the **Complex** drop-down list, select the complex for the roster.
  - c. In the **School** drop-down list, select the school for the roster.
  - d. *Optional:* In the **Grade** drop-down list, select the grade levels for the students in the roster.
  - e. *Optional:* From the **Students Added Since** drop-down list, select a timeframe in which the students for the roster were added to TIDE.
  - f. *Optional:* In the *Test Settings and Tools Filters* panel, select additional criteria:
    - i. From the **Search Fields** drop-down list, select a test setting or tool. A set of related fields for that setting or tool appear.
    - ii. In the related fields, select the criteria for the test setting or tool.
    - iii. Click **Add**.
    - iv. *Optional:* To remove the added criteria, mark the checkbox for that criteria and click **Remove Selected**. To remove all additional criteria, click **Remove All**.
  - g. Click **Search**.
3. In the *Add Students to the Roster* panel (see [Figure 16](#)), do the following:
  - a. In the *Roster Name* field, enter the roster name.
  - b. From the **Teacher Name** drop-down list, select a teacher.
  - c. To add students, do one of the following in the list of available students:
    - 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 16. Add Students to Roster Panel

Available Students					Selected Students				
<input type="checkbox"/>	+	Iwzt, Iwzt	03	9999997968	<input type="checkbox"/>	-	demolast, demofirst	01	900005808X
<input type="checkbox"/>	+	Jlbo, Jlbo	03	9999998124	<input type="checkbox"/>	-	demolast, demofirst	01	900005898X
<input type="checkbox"/>	+	Khae, Khae	03	9999998190	<input type="checkbox"/>	-	demolast, demofirst	01	900006168X
<input type="checkbox"/>	+	Kvdt, Kvdt	03	9999998202					
<input type="checkbox"/>	+	Lzii, Lzii	03	9999998157					
<input type="checkbox"/>	+	Mhsu, Mhsu	03	9999998133					
<input type="checkbox"/>	+	Mqsz, Mqsz	03	9999998125					
<input type="checkbox"/>	+	Muac, Muac	03	9999998096					
<input type="checkbox"/>	+	Myni, Myni	03	9999998169					
<input type="checkbox"/>	+	Ngny, Ngny	03	9999998146					
<input type="checkbox"/>	+	Njzx, Njzx	03	9999997942					

- d. To remove students, do one of the following in the list of students in this 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**.

4. Click **Save**, and in the affirmation dialog box click **Continue**.

## Modifying an Existing Roster

Principals and Test Coordinators can modify an existing roster by changing its name, associated teacher, or by adding students or removing students.

*To modify a roster:*

1. From the **Task Manager** menu in the banner, select **View/Edit Rosters**. The **View/Edit/Export Roster** form appears.
2. In the *Search for Rosters to Edit* panel, select the complex area, complex, school, and roster type for the roster you wish to edit.
3. Click **Search**. A list of retrieved rosters appears.
4. In the list of retrieved rosters, click  for the roster whose details you want to view. The **View/Edit Roster** form appears. This form is similar to the form used to add rosters (see [Figure 15](#)).

5. *Optional:* In the *Add Students to the Roster* panel (see [Figure 16](#)), do the following:
  - a. In the *Roster Name* field, enter a new name for the roster.
  - b. From the *Teacher Name* drop-down list, select the roster's new teacher.
  - c. To add students, do one of the following in the list of available students:
    - 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 this 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**.

## Updating Preferences

You can update your AIR Ways preferences to specify which assessment data to include in your reports. By default, AIR Ways displays data for all the assessments associated with a user or institution.

### Updating Test Preferences

These instructions apply to Teachers.

You can update preferences to exclude data for specified assessments from your reports. If you exclude assessments from your reports, you can update your preferences at any time to include them again.



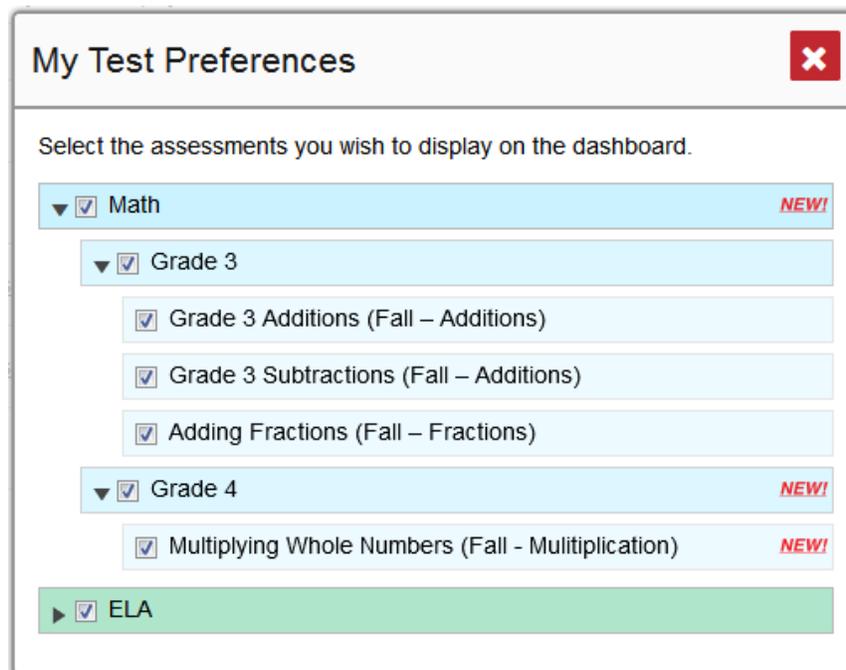
**Example:** If you are an ELA teacher and you proctor a test session with students who have also taken math assessments at some point, the data for those math assessments appear in your reports. Since this information is irrelevant to you, you could update your test preferences to exclude all math assessments from your reports.

*To update your test preferences:*

1. From the **Task Manager** drop-down list in the banner, select **Update My Test Preferences**. The **Update My Test Preferences** window appears (see [Figure 17](#)).

2. *Optional:* The **Update My Test Preferences** window groups tests into categories based on grade and subject. You can click the arrow button next to a category to expand or collapse it. If a new test or category was added to your reports since the last time you updated your test preferences, a “NEW!” label appears next to it in the window.
3. Do one of the following:
  - To exclude an entire category of tests from your reports, mark the checkbox next to that category.
  - To exclude individual tests from your reports, mark the checkbox for each test you wish to exclude.
4. Click **Save & Close** to close the window.

Figure 17. My Test Preferences Window



## Updating Class Preferences

These instructions apply to complex staff, school principals, and Test Coordinators.

You can update your preferences to specify which classes appear on your assessment reports. You can choose between the following options:

- **All Classes:** If you select this option, data for all classes appear in your assessment reports.

- **Teacher Preferences:** If you select this option, teachers who excluded a given assessment from their own reports will not appear on the School Assessment Report for that assessment.



**Example:** Teacher A and Teacher B are both associated with a Grade 7 ELA assessment. Teacher A updated her test preferences to exclude all ELA assessments. If you are a school principal and you update your class preferences to “Teacher Preferences,” you will see data for Teacher B on the School Assessment Report for Grade 7 ELA, but you will not see data for Teacher A on this report.

*To update your class preferences:*

1. From the **Task Manager** drop-down list in the banner, select **Update My Class Preferences**. The **My Class Preferences** window appears.
2. Mark the radio button for your preferred class option.
3. Click **Save & Close** to close the window.

## Printing Reports

You can print any report available in AIR Ways. If the report you wish to print provides data about individual assessment items, you can choose to include or exclude this information from the printed report.

*To print a report:*

1. Click  in the upper-right corner of the report page. A **Print Preview** page opens, displaying a printer-friendly version of the report.
  - a. If there are multiple report tables on the page, select the table you wish to print from the menu that appears.
2. If the report provides data for individual assessment items, select one of the following print options:
  - **Summary Only:** If you select this option, the printed report does not include data for the individual assessment items.
  - **Summary and Item Scores:** If you select this option, the printed report includes data for the individual assessment items.
3. Do one of the following:
  - To print the report, select **Print**.
  - To download a PDF version of the report, select **Save as PDF**.

- Select a page layout option from the drop-down list that appears.
- To download a CSV version of the report, select **Download CSV File**.
- Click **Confirm**.



**Note:** All PDF reports you generate are stored in the AIR Ways Inbox. For more information, see the section [About the AIR Ways Inbox](#).

## Managing Test Reasons

Test reasons are categories used to classify test opportunities for reporting purposes. Test reasons are initially assigned to opportunities in TDS, and you can use the Test Reason Manager in AIR Ways to modify an opportunity's assigned test reason.

*To associate test opportunities with a test reason:*

1. From the **Task Manager** drop-down list in the banner, select **Manage Test Reasons**. The **Test Reason Manager** window opens.

Figure 18. Search Test Sessions for Test Reason Panel

Search Test Sessions for Test Reason

Session ID:

— or —

Test Reason Filter:

Session Start Date:

End Date:

*Please select a date range no more than 90 days.*

2. To search for available test opportunities, do one of the following in the *Search Test Sessions for Test Reason* panel (see [Figure 18](#)):
  - In the *Session ID* field, enter the Session ID in which the required opportunities were completed.
  - From the **Test Reason Filter** drop-down list, select the test reason currently associated with the opportunities you want to edit. From the available date fields, select a range of dates during which the test session was administered. The date range cannot exceed 7 days.
3. Click **Search**.

4. A list of retrieved test sessions appears (see [Figure 19](#)).
  - a. *Optional:* You can click  next to a session to expand the list of tests administered in that session.
  - b. *Optional:* You can click  next to a test name to expand the list of students who completed that test opportunity in that session.

Figure 19. Test Reason Search Results

	Session ID	Test Date / Time	TA Name	# of Students in Session
<input type="checkbox"/>	Session-ID_1234	12/12/2015 09:00AM - 12/12/2015 05:00PM	Jane Doe	20 Students
<input type="checkbox"/>	Session-ID_1234	12/12/2015 09:00AM - 12/12/2015 05:00PM	Jane Doe	20 Students
	Test Name	Subject	Grade	# of Students
<input type="checkbox"/>	Test ABC	Math	3	5
<input type="checkbox"/>	Test ABC	Math	3	5
<input type="checkbox"/>	Test ABC	Math	3	5
	Student Name	Student ID	Test Reason Assigned	
<input type="checkbox"/>	John Doe	999999	n/a	
<input type="checkbox"/>	John Doe	999999	n/a	
<input type="checkbox"/>	John Doe	999999	n/a	

5. To select test opportunities to modify, do one of the following:
  - To select all the test opportunities completed in a particular test session, mark the checkbox for that session.
  - To select all the test opportunities completed for a particular test in a particular session, mark the checkbox for that test name.
  - To select individual test opportunities, mark the checkbox for each student name.
6. Click **Assign Test Reasons** below the list of retrieved sessions. The **Confirm Test Reason and Assign Opportunities** window appears (see [Figure 20](#)).

Figure 20. Confirm Test Reason and Assign Opportunities Window

Session ID	Student Name	Student ID	Test Taken	Current Test Reason Assigned
UAT-DF12-1	Lastname, Firstname	9999990068	IAB Opinion PT - ELA Grade 3 - Beetles	Unassigned
UAT-DF12-1	Lastname, Firstname	9999990136	IAB PT - Math Grade 4 - Animal Jumping	Unassigned

7. To assign the selected opportunities to an existing test reason, select a reason from the **Please Select a Test Reason** drop-down list.
8. Click **Confirm**.



**Alert:** Interim Comprehensive Assessments (ICAs) consist of two test components that are combined into a single assessment for AIR Ways reports. If the components of an ICA were administered in separate test sessions with different test reasons, the combined assessment uses the test reason assigned to the component that was completed last.

To change the test reason for an ICA, you must change the test reason assigned to the component that was completed last. If you do not know which component was completed last, you should change the test reason for both test components.

## Appendix A. About Non-Scorable Test Opportunities

The reports in AIR Ways do not include data for non-scorable test opportunities. A student's test opportunity cannot be scored when it has a status of "Expired" or "Invalidated." If a student's test opportunity is non-scorable, a notification ( **Notice:** Students have completed this assessment with condition codes.) appears below the report for that assessment.

Non-scorable test opportunity notifications may appear for the following reports:

- [Teacher Assessment Report](#)
- [School Assessment Report: Performance by Student table](#)

You can click **More Info** on the notification to view the **Students with Non-Scorable Test Opportunities** window (see [Figure 21](#)). This window displays the students who have non-scorable test opportunities for the given assessment, as well as the status code and completion date for each.

Figure 21. Students with Non-Scorable Test Opportunities

Grade 3 Additions (Fall – Additions): Students with Non-Scorable Test Opportunities 		
Student 	Status Code 	Date Taken 
 <a href="#">Wade Wilson</a>	Expired	10/12/2015
 <a href="#">Nathan Grey</a>	Invalidated	10/12/2015

You can also click  next to a student's name in this window to view the [Student Portfolio Report](#) for that student.

## User Support

For additional information and assistance in using AIR Ways, contact the HSAP Help Desk.

The Help Desk is open Monday–Friday 7:30 a.m. to 4:00 p.m. HST (except holidays or as otherwise indicated on the HSAP portal).

<p style="text-align: center;"><b>HSAP Help Desk</b> <b>Toll-Free Phone Support:</b> 1-866-648-3712 <b>Email Support:</b> HSAPHelpDesk@air.org</p>
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Please provide the Help Desk with a detailed description of your problem, as well as the following:

- If you contact the Help Desk, you will be asked to provide as much detail as possible about the issues you encountered. You may choose to use the *Help Desk Intake Form*, available on the [alohahsap.org](http://alohahsap.org) portal website in the **Resources >> Technology Coordinators** section.
- If the issue pertains to a student, provide the student's SSID and associated complex or school. 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 and codes that appeared, if applicable.
- Operating system and browser information, including version numbers (e.g., Windows 7 and Firefox 31 or Mac OS 10.7 and Safari 6).

## 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.

Change	Section	Date
Added Change Log	Change Log	11/14/16
Added TC access information	Throughout	11/14/16
Updated information about “5 best/worst” item columns	Throughout	3/14/17
Added new section	Managing Test Reasons	3/14/17
Added information about test reason filters	Filtering Tables	3/14/17