PearsonAccess^next

Undetermined Status Research and Resolution Guide

Overview

Some Undetermined status results *may* be reconciled and scores provided for a student. Corporations and schools are responsible for researching student test submissions in an Undetermined status, verifying the Undetermined status is accurate. When applicable, corporations and schools will provide resolution to Pearson for the student's test record cleanup. Please thoroughly review this entire document for guidance on researching student's test submissions with an Undetermined status, as well as how to resolve any test submissions that should be reported. It is possible that the resolution provided will not lead to a completed score for the student.

Locating Students with Undetermined Status Results

To locate students who have an undetermined status on their tests, use *OnDemand Reports* in PearsonAccess^next.
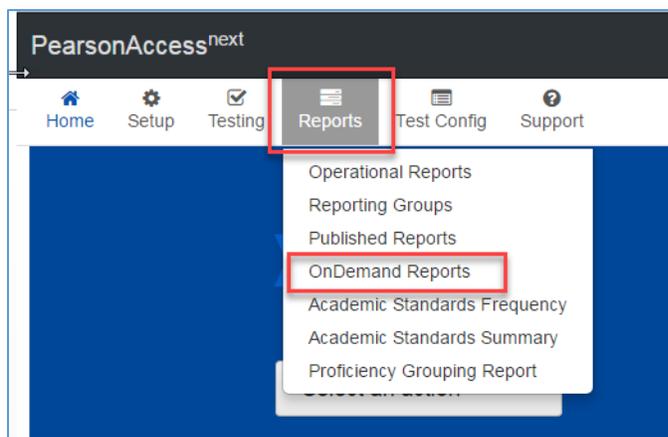
1. Select *Reports, OnDemand Reports.*

Figure 1: The OnDemand Reports can be found in PearsonAccess^next.

2. On the left side of the page, find *Performance Level* and select *Undetermined* from the drop down menu. This filter provides the list of students with an Undetermined status.
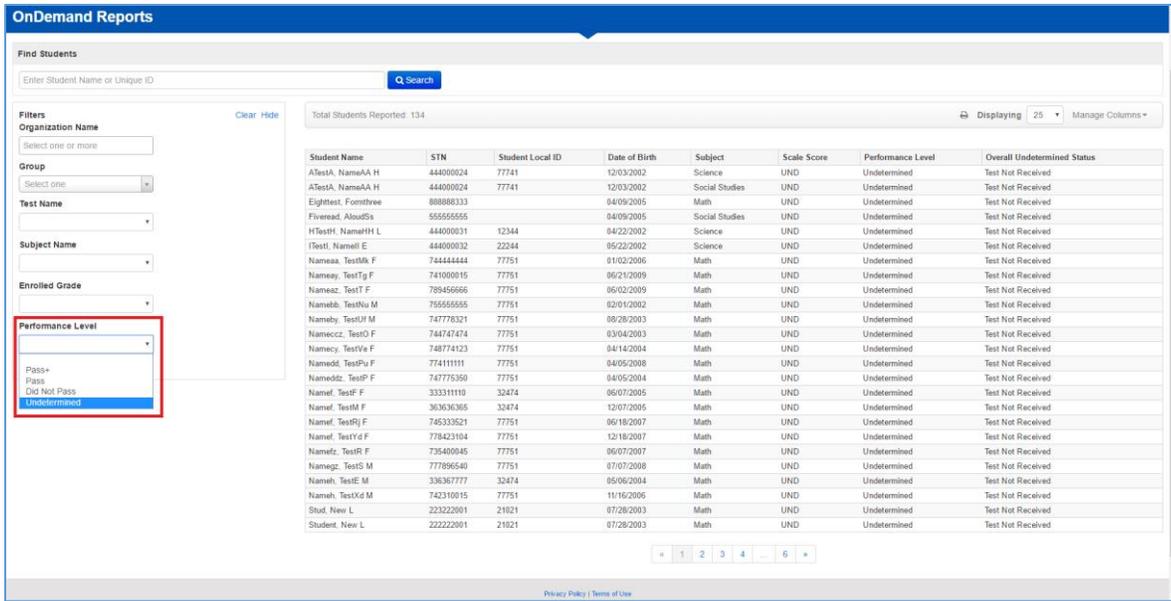
Figure 2: The Performance Level filter can be found to the left of the *OnDemand Reports* screen.

Understanding and Researching Undetermined Status

Undetermined status is assigned one of three categories:

- Test Not Taken (TNT) – One or more sections left blank.
- Test Not Received (TNR) – A completed paper answer document or an online test was not submitted.
- Invalid by School (INV) – One or more sections were invalidated by the school.

Details for a student with an Undetermined status may be reviewed by selecting *Manage Columns* at the top right in *OnDemand Reports*, selecting all options labeled Undetermined Status. This feature provides the status by test section, displaying the section that resulted in an Undetermined status.
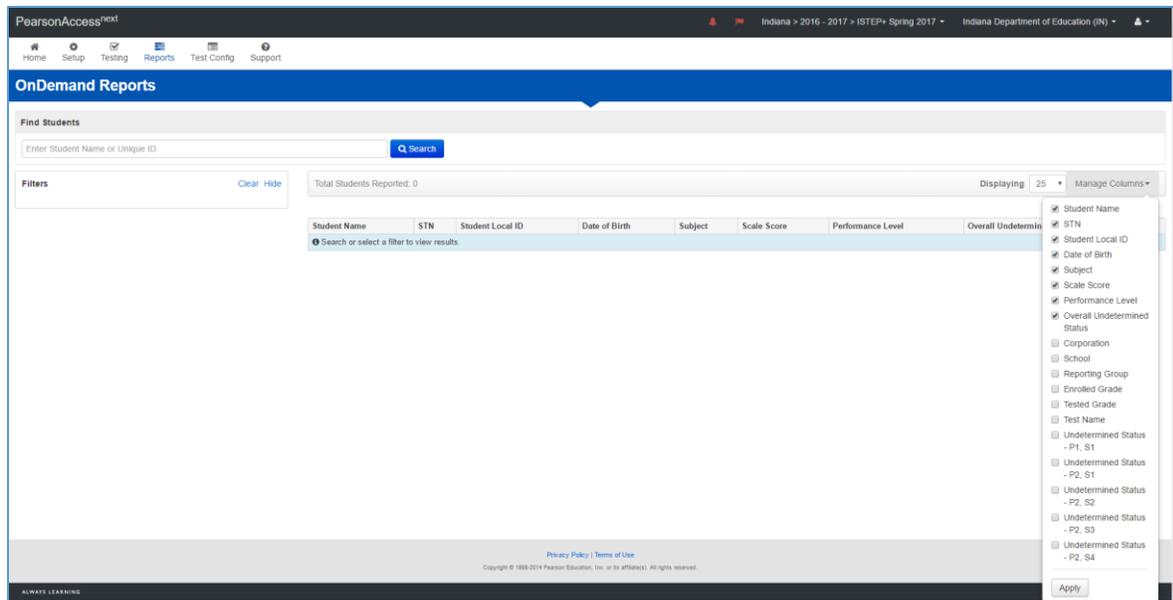
Figure 3: The Manage Columns feature can be found at the top right of the screen. Be sure to select all the "Undetermined" options.

Researching Resolving Undetermined Status Results

TEST NOT TAKEN (TNT)

This status is assigned when one or more sections of a test were not taken. This status would be expected if a student had been absent during the administration of a section and was not available for a makeup session. If TNT was not expected, this may be a result of a student with multiple paper documents or online test submissions for either the Part 1 or Part 2 administrations. This may occur when a student transfers to a new school, switches testing modes (paper to online or vice versa) or changes forms (due to an accommodation) in the middle of either Part of the administration and the student responses weren't transcribed into a single test attempt. Test Not Taken scenarios cannot be corrected.

- Search by student name or STN to see if there are multiple records with UND status. For example, one record may show Part 2, section 1 with a TNT status. A second record for the same student may show Part 2, section 2 and 3 with a TNT status.
- Review *Student Test and Item Progress* (see instructions below) to see if students answered test questions and submitted test sections. Test sections with no student responses (i.e. student only visited questions) are considered non attempted.
- For students that transferred mid administration, provide the information and request that Pearson check for test attempts at the previous school.

TEST NOT RECEIVED (TNR)

This status is assigned when there is no test attempt recorded for an entire Part of the test. No online test attempt was submitted or no completed paper document was received at Pearson for processing. This status would be expected if a student had been absent during the entire Part 1 or Part 2 administration. If TNR was not expected, this may be a result of unmatched test attempts due to inconsistent names, STNs or date of birth. TNR may also occur when a student transfers to a new school between administration and a transfer request was not submitted and/or approved.

- Check attendance records to see if students were present during testing.
- Was the student's paper document returned with non-scorable materials and marked "Do Not Score"? These documents will not be processed as part of Undetermined resolution.
- Was the student's online test attempt marked "Do Not Report"? Check the Student Test page within PearsonAccess[next]. Do Not Report for these test attempts will not be reversed as part of the Undetermined resolution.
- Did student use the correct STN on both Parts of the test? Did the student test under two names (student's name was changed between Part 1 and Part 2 administrations)?
    - Was a Student Barcode Label used on a paper document or was demographic information gridded?
    - Search for the student's last name under the Students tab, to see if multiple results display. In the case of a misspelled last name during testing, search using only a few letters of the student's last name so the search will return any misspellings.
- Did the student test using another student's barcode label or testing ticket? Were responses from a Part 2 Large Print test, Braille test or computer generated responses transcribed at the school into a scorable response document?

INVALID BY SCHOOL (INV)

This status is assigned when test sections are invalidated by the school. Invalidations for paper documents are gridded on the student document and are displayed in PearsonAccess[next] after the test document has been processed. Invalidations for online tests are checked on the *Student Tests* page.

Review Student Test and Item Progress (Online Test Only)

From the *Sessions* screen, select the session of the student you want to review and then choose the Go to *Students in Sessions* link. Search for the student and select the test status (i.e. completed in the example below). This displays a list of items on the test and shows whether the student visited or answered each question.
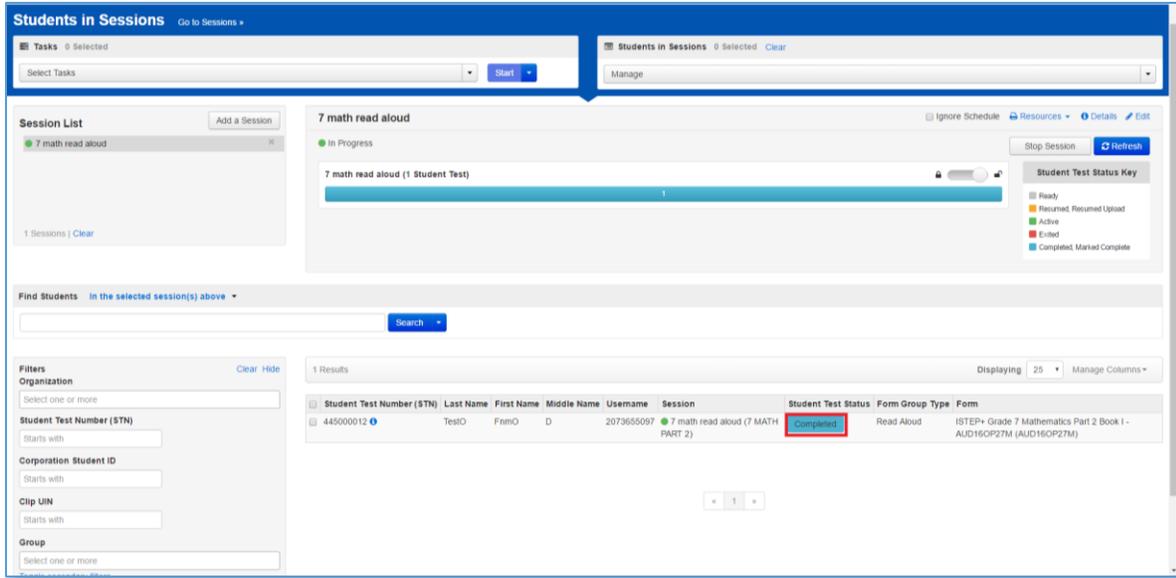
Figure 4: By selecting the student test status, you can find out whether a student has visited or answered a question.
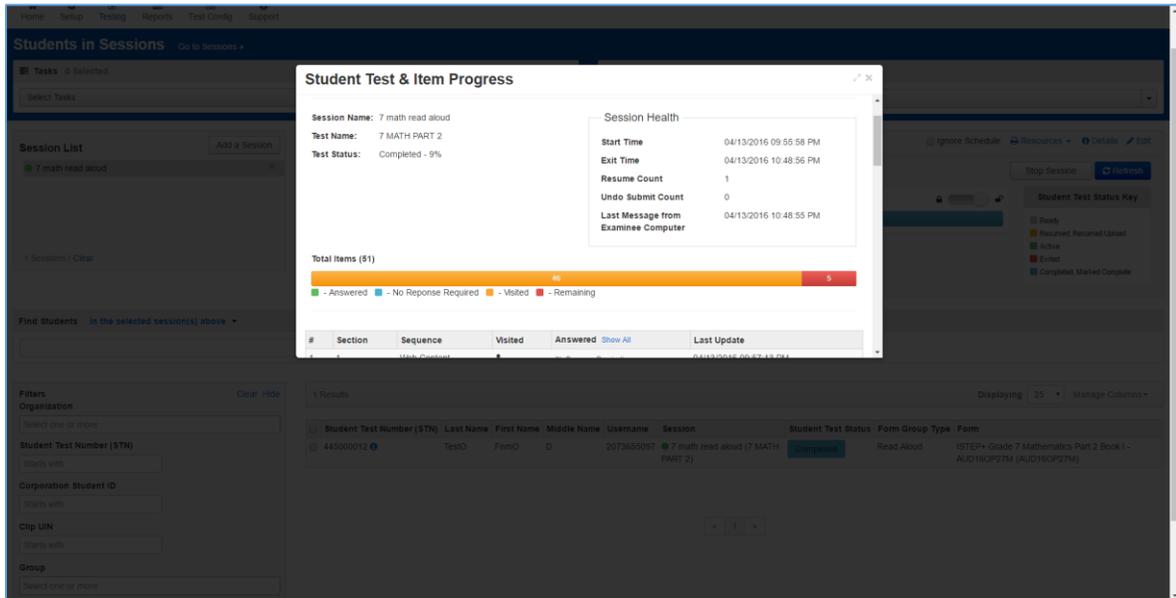

Figure 5: The *Student Test and Item Pr*ogress screen displays which items a student has visited or answered.

Submitting Undetermined Status Resolutions to Pearson

After reviewing test attempts with Undetermined status as explained in this guide, records that may be resolved should be submitted to Pearson for data cleanup. **You must complete all fields in the data template** and provide the document to Pearson to resolve the student records. It is imperative that all data fields are completed accurately, and provided to Pearson in exactly the format provided in the template, as a Microsoft Excel formatted file (or .csv). Late resolution submissions or resolutions with incomplete information may result in delays in data cleanup and inclusion in final reporting. For the "Details of Issue" field on the spreadsheet, please include a brief explanation of what needs to be done for the student, such as "Student tested ELA Part 1 under incorrect STN XXXXXXXXX", or "Student date of birth is incorrect, should be XX/XX/XXXX".

The Excel template is posted on the Indiana ISTEP+ and IREAD-3 Resource Center:

- http://indiana.pearsonaccessnext.com/
- Go to: *Reporting Resources*, select the menu (down arrow), and find the template titled, "Undetermined Results Resolution Cleanup Template.xlsx"
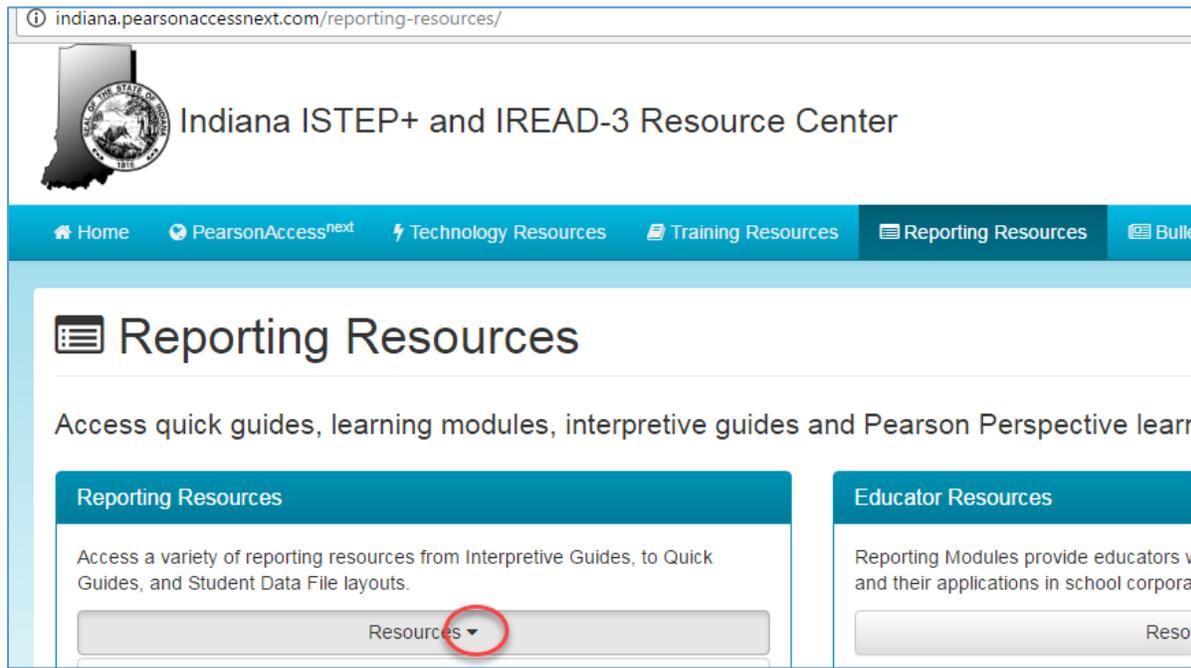

Figure 6: Reporting Resources can be found in the Resource Center.

When all data has been populated in the Excel (or .csv) file, upload the data to the PearsonAccess^next support page:

- Log on to PearsonAccess^next.
- Select *Support*. From the *Tasks* field, select the menu (down arrow) next to *Start* and select *All Tasks.*
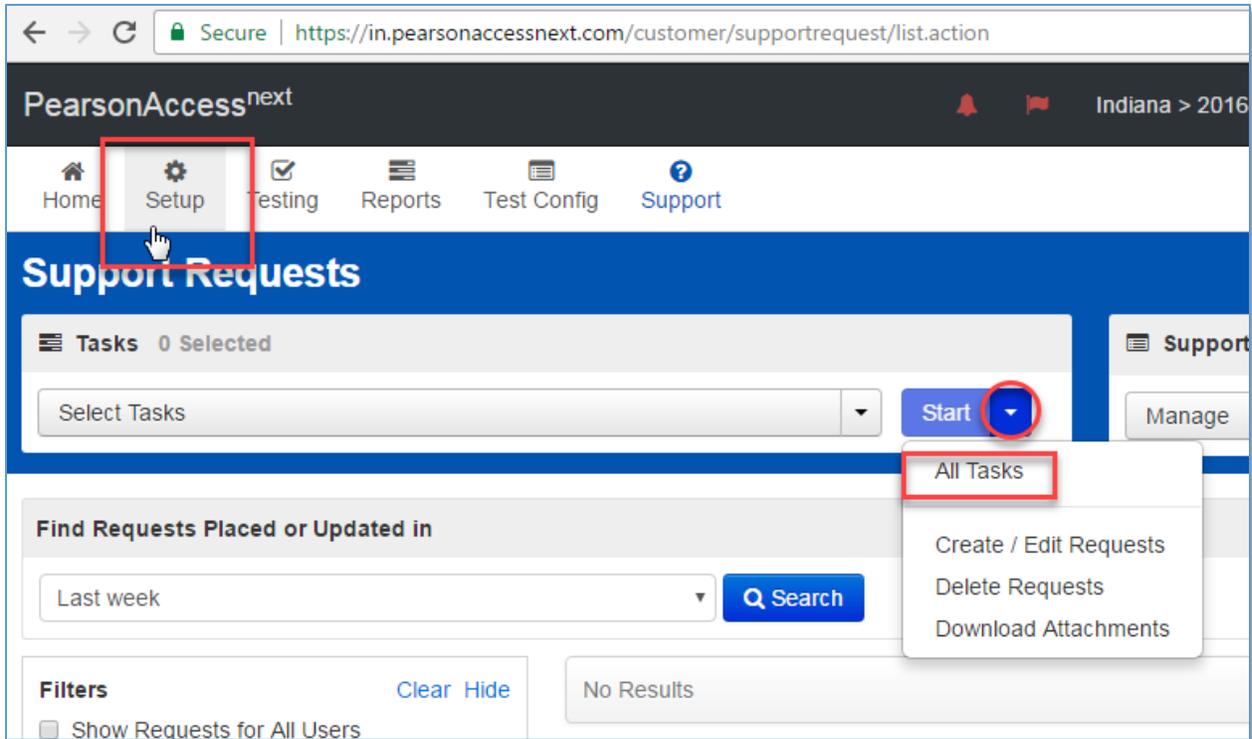
Figure 7: From the Tasks field, select the menu next to Start and select *All Tasks*.

- Create New Request by populating details on the page shown below. Attach the Excel (or .csv) file you created by selecting *Choose Files*. After all details are entered, select *Create*.

Figure 8: Choose *Files*, enter the details and choose *Create*.

Once the data file is successfully submitted, Pearson staff will update the student's records according to the instructions provided on file. Once the process is complete, you will be notified by Pearson of its completion.

Resources

Indiana ISTEP+ and IREAD-3 Resource Center

http://indiana.pearsonaccessnext.com/

For assistance contact Pearson customer service:

Phone: 866-683-6668

http://download.pearsonaccessnext.com/ref/w.html?p=INDIANA

Monday – Friday

7:00 A.M. – 7:00 P.M. EST