PA Dynamic Learning Maps (DLM)

Frequently Asked Questions

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Getting Started

Q: What email address should I use for DLM communications?

A: Your work/school email address must be used.

Q: I will be administering the DLM assessment to my students, what do I do first?

A: Communicate with your PASA Assessment Coordinator (AC) and become familiar with PASA activities and timelines in the annual PASA DLM Instruction and Assessment Calendar. See the [Test Administration Manual](#) for the *Checklists for Test Administrators* that includes step by step directions to support assessment preparation and administration.

Q: How do I know my login credentials for the Kite® system?

A: If you are a *new* Test Administrator, your PASA AC will upload your user information into Educator Portal. You will receive a Kite® Suite activation email message from kite-support@ku.edu. If you do not receive it immediately, search the junk/spam folder. To avoid messages being sent to junk/spam folders in the future, contact your IT department and request that kite-support@ku.edu is added to the 'safe senders list'.

The email activation link is good for 20 days. If it has been more than 20 days or kite-support@ku.edu was recently added to your 'safe senders list', please email your PASA AC to request a new activation email. Once you activate your credentials, you will be able to log into the DLM system through the [Kite Educator Portal](#) at the bottom of the page. If you feel you should have received an activation email message but have not received it, ask your PASA AC to resend the Kite activation email. Once you receive the email, select the link to access the Active User screen. Complete all fields on the Active User screen and select **Activate**. You will receive a confirmation message. Select **Back to Login**.

If you were an active user in the system last year, the username will remain the same but the password must be reset in accordance with PA's password security requirements. Upon first login to Educator Portal, Users will be asked to accept the terms of the security agreement.

Q: What if my login credentials have changed since last year?

A: If a teacher has a change to the email address from the previous year (e.g., name change, district change), please contact the AC for the school. The AC will contact the service desk to request assistance in transferring/updating the account in Educator Portal and Training Courses. Do not create a new account.

Q: What is Educator Portal?

A: The [Kite Educator Portal](#) is a website educators use to access and manage student data. PASA ACs (District/Building Test Coordinators) upload and edit users, students and rosters as needed. Test administrators access the Educator Portal to complete each student's Personal

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Needs and Preferences (PNP) Profile and First Contact Survey (FCS), access each student's login credentials for Student Portal (the application students use to take the assessment) and complete the annual test security agreement. Educator Portal can be accessed through the DLM or PA DLM homepages.

⭐**Q: Who will create accounts in Educator Portal for ACs?**

A: Staff from the State Education Agency (SEA) will create Educator Portal accounts for Assessment Coordinators (AC). If you are an AC and need an account, contact the PA Alternate Assessment Team at alternateassessment@pattankop.net. ACs and data managers can create all other Educator Portal user accounts for the district.

Q: How do I log into Educator Portal?

A: Using a supported web browser, select Educator Portal on the PA DLM web page. Once on the Sign In screen, complete the Username (usually your email address, all lowercase letters) and Password (must meet security requirements) fields and select **Sign In**. Returning users must reset the password.

Q: What are the security requirements for creating a password?

A: New and returning users must create a password that meets the following requirements:

- Must be at least 12 characters in length.
- Must use three of following four-character sets: upper-case letters, lower-case letters, numbers and symbols.
- Cannot be among the last 24 passwords user created.
*Passwords in PA expire every 60 days, rather than 180 days

Training

⭐**Q: What are the required PASA DLM Trainings for Assessment Coordinators? How many trainings are there? How long are the trainings? When are they offered?**

A: All PASA ACs should reference the annual *PASA DLM Instruction and Assessment Calendar* on the PA DLM website for details regarding required trainings and timelines. The PASA AC is required to complete *Required Test Administrator Training (RTAT)*. If there is more than one PASA AC at a school/agency, only one AC is required to complete RTAT.

Information about the length of training time is located in the Guide to DLM Required Training for Year End States. PA requires completion of an additional module within RTAT regarding PA DLM eligibility. The added module is approximately 20 minutes.

Q: What are the required PASA DLM Trainings for Test Administrators? How many trainings are there? How long are the trainings? When are they offered?

A: Teachers who will be Test Administrators are required to complete Required Test Administrator Training (RTAT) each school year. Test Administrators should reference the annual *PASA DLM Instruction and Assessment Calendar* on the PA DLM website for details regarding required trainings, timelines, and other assessment tasks.

Q: What do I need to do/how do I complete RTAT?

A: Follow the dates on the annual PASA DLM Instruction and Assessment Calendar for RTAT available on the PA DLM website. Login to Kite Educator Portal. Returning users will retain the same username but must reset their password by clicking on the link "Forgot Password". Follow the guidance on the website regarding password security requirements. After accepting the security agreement, the user should click on the "Training" tab in Educator Portal. The appropriate course will display (New or Returning). Click on the course. New users must be added to Kite Educator Portal by the PASA AC using the User Upload Template before beginning the training.

Q: How do I track <u>my</u> completion of the Required Test Administrator Training (RTAT)?

A: RTAT progress and completion is noted in "Training". Checkmarks are displayed next to each module on the course screen after completion. A certificate of completion is available for printing and downloading when all modules have been completed. For more details on RTAT, see Guide to Required Test Administrator Training.

⭐**Q: As an Assessment Coordinator, how do I track teachers' completion of the Required Test Administrator Training (RTAT)?**

A: ACs can track completion of the RTAT in Educator Portal by selecting Reports and Data Extracts. Select the Data Management Tab and the Data Extract named Training Status. For more details on RTAT, see Guide to Required Test Administrator Training. **Please note that it can take up to 30 minutes before the completion of RTAT is reflected in the data extract**.

Q: Do I need to register for Required Test Administrator Training (RTAT)??

A: No. When Teacher, Assessment Coordinator/DTC or Building Test Coordinators accounts are created in Educator Portal, users will have access to RTAT within Educator Portal. Log into Educator Portal and select the "Training" Tab. New users must be added to the system by the AC before access to RTAT is available. The appropriate training course based upon user status, New or Returning, will display. Click on the course to begin.

It is critical to notify the help desk if a user has transferred from another district. Do not create a new account using the new email address. The help desk can adjust the users account to reflect the new location/email address while retaining Training status.

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Enrollment

⭐ **Q: How do I know if I am enrolled in the DLM system as an Assessment Coordinator (AC)?**

A: If you were designated as the AC last year or if you have notified the alternate assessment team of your status as an AC at any point during the year, you should have an AC account in Educator Portal that is active, provided that you clicked on the link in the activation email. If you are a new AC, notify alternateassessment@pattankop.net. Provide your first and last name, PPID if available, your email address and the district/school name. Please note if you are replacing the previous AC or if you are serving as AC with the other individual(s).

⭐ **Q: As an Assessment Coordinator, do I have to manage other user accounts?**

A: Yes. You must review all current users and be sure to deactivate any user who has left your organization. Identify users for the upcoming school year who are new or who have been inactivated (e.g., test administrators). Reactivate or add users using the online interface or the user upload template. You will need to enter the PPID for each Test Administrator under the Educator_Identifier column. Teachers can locate their PPIDs using the Public Access link. If the teacher does not have a PPID, please contact the PA alternate assessment helpdesk (alternateassessment@pattankop.net) to request a pseudo ID. Additionally, you will need to enter a DLM school code under Organization if using the User Upload Template. The codes for schools appear in the State Organization Table PA which can be found at Pennsylvania.xlsx (live.com). If Test Administrators are added using the online interface, school names will appear in a dropdown menu. Additional information regarding maintenance and upload of users will be provided through the PA DLM Data Management padlet. Click HERE for the Assessment Coordinator Manual.

⭐ **Q: If related service providers or paraprofessionals will be assisting with preparation and/or test administration and will be viewing test materials, do they need to sign a required security agreement?**

A: Yes. Anyone who will view test materials or assist during test administration must sign a security agreement which can be found on the PA DLM website or by clicking this link - PASA DLM Test Security Affidavit for Support Staff and Related Service Personnel). ACs are required to maintain signed security agreements on file and make them available upon request if monitored or requested. Paraprofessionals and other related service providers are not required to have an account in Educator Portal nor are they required to take the RTAT.

⭐ **Q: As an Assessment Coordinator, do I have to enroll students?**

A: Yes. Student-level data in the DLM system does not carry over from year to year. ACs are required to use the PIMS PASA DLM enrollment report as the Student Upload Template. It is not permissible to enter student data into the template or the online interface manually. Additional details regarding this process are included in the PA DLM Data Management Padlet. Entities that cannot access PIMS directly (i.e., licensed private academic schools or approved private schools enrolling non-4010 students) must request their student level PIMS data from the PA Alternate Assessment Team.

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Contact the PA alternate assessment help desk (alternateassessment@pattankop.net) if you experience any problems, errors or warnings when uploading student data.

⭐**Q: As an Assessment Coordinator, do I need to enroll students who are in out of district placements (e.g., APS, licensed private academic, IU programs)?**

A: No. Entities like an APS, private schools, and intermediate units will enroll students, although the students must be coded in PIMS correctly. (Field 212 indicates that PASA will be taken, the PIMS grade level is 3-8 or 11, and Field 226 should list the AUN number of the testing site). Coordinate with the service provider and your PIMS data manager to ensure PASA test takers are coded accurately in the PIMS system. Licensed private academic schools and Approved Private Schools with non-4010 students do not have access to PIMS data. The state alternate assessment team will coordinate directly with those entities to extract reports to create student upload templates. This can only be accomplished if the LEA has student data correctly entered in PIMS, however.

Q: If a district has a PASA eligible student who is retained in a tested grade, is the student required to be assessed again?

A: Yes. Regardless of IEP status, any student who is retained in a tested grade is required to participate in state assessment annually. The student will be assessed according to the grade enrolled.

⭐**Q: I am an IU Assessment Coordinator. How do I enroll Test Administrators?**

A: If you are entering User information and have IU teachers servicing students in various districts and schools across the IU region, you *do not* enter unique district/school names or school numbers for the Users. Rather, use the information in the State Organizational Table – PA (under the heading 'Resources') on the PA DLM webpage. Below is a screenshot for a sample IU:

School Name:	School Number:	District Name:	District Number:
Not used in data upload. Name of the school. Associated with the number in column B.	Matches *Organization* in User file. Matches *Attendance_School_Program_Identifier* in Enrollment, Roster, and TEC files. Matches *AYP_School_Identifier* in Enrollment file.	Not used in data upload. Name of the district that the school is assigned to. Associated with the number in column D.	matches *Attendance_District_Identifier* in the Enrollment and Roster files.
Central Susquehanna IU 16	P116000000	Central Susquehanna IU 16	116000000

The IU is assigned the school code with the P and AUN number. This is what would be entered for each User if using the User Upload Template. If Users are added using the online interface, the District Name and School Name would be selected.

Test Administration

Q: Are test administrators required to be special education teachers or can they have any teaching certification?

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A: Test administrators must be certified teachers/professionals. It is recommended that test administrators also be familiar with the student and their needs and accommodations as the assessment is administered one on one. Additionally, all test administrators must be uploaded into the Kite Educator Portal with a role of Teacher, sign the Test Security Agreement, and complete the Required Test Administrator Training prior to administering the assessment.

Q: What is the First Contact Survey (FCS) and the Personal Needs and Preferences (PNP) Profile and who completes these?

A: The Test Administrator responsible for administering the PASA DLM to a student must complete a FCS and a PNP Profile for every student enrolled in the KITE Educator Portal. The FCS is used to collect background information beyond basic demographic information and includes questions on communication, assistive technology devices, motor and sensory impairments, and academic performance. Answers on the FCS determine the first level of testlet administered to the student.

Note: The FCS responses for students carry over each year. Selections made the prior year must be reviewed and updated. Any new student to PASA DLM must have an FCS completed in its entirety.

The PNP Profile collects student-specific information that informs Kite Student Portal about an individual student's personal needs and preferences (i.e., accommodation needs as per Section IV of the IEP). The PNP Profile includes information the system needs to make the student's user interface compatible with their accessibility needs and may be used to evaluate the match between IEP testing accommodations and accommodations used during the assessment. **Note: The PNP settings will carry over each year. Accommodations entered from the prior year should be reviewed and updated annually for each student.**

Q: If a Test Administrator has completed the PNP profile and FCS for a student but is unable to administer the test or complete testing, can that student be transferred to another Test Administrator's roster? Will the PNP profile, FCS and completed testlets need to be completed again or does it transfer with the student?

A: Yes. The student can be transferred to another trained teacher's roster and the PNP and FCS follows the student and does not need to be completed again. If a student transfers from another district, the completed PNP profile, FCS and testlets will transfer with them.

Q: What if I don't see the Test Management tab in Educator Portal?

A: Access to the Test Management tab in Educator Portal is restricted until the Test Administrator:

- Completes all Required Test Administrator Training modules with a passing score of 80% on each post-test.
- Agrees to the annual security agreement in the Educator Portal.

Test Administrators will not have access to Test Management until rosters are created by the PASA AC in each subject area. Rosters link students to the Test Administrators.

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Q: What if I don't have access to Student Testlets?

A: During the spring assessment window, a student is not assigned testlets until the following steps are completed correctly:

- The student is listed on the Test Administrator's roster (one roster per subject area).

- The student is rostered to the correct subjects for the DLM alternate assessment (grades 3-8 and 11 for ELA and Math and grade 5, 8 and 11 for science).

- The First Contact Survey (FCS) is updated/completed and submitted.
  Only the AC can enroll and roster a student.

Testlets will only be visible during the spring testing window.

⭐**Q: Can an Assessment Coordinator or Building Test Coordinator access the TIPS sheets in the Kite Educator Portal?**

A: Yes. The AC or BTC can go into Test Management and view the Testlet Information Page (TIP – details about materials that may be needed for test administration, level of testlet, guidance, etc.). Once a testlet is submitted, the TIP is no longer available.

⭐**Q: How do I decide what role to assign to an individual?**

A: Reference the [Data Management Manual](#) for a full description of the levels of access for different users. The most common roles within PA are Assessment Coordinator, Building Test Coordinator, and Teacher. In Pennsylvania, the roles of Regional Test Coordinator and Regional User are not available.

Note: individuals can have multiple roles assigned. An individual MUST have the role of Teacher in order to administer the assessment.

Q: What accessibility features are available?

A: Many online and teacher delivered accommodations are available. Refer to the [Accessibility Manual](#) for details. The information provided in the PNP profile for each student directs the system as to which accommodations will be provided. The information provided in the FCS also directs the system as to the level of the first testlet delivered to the student. Together the FCS and the PNP profile are called the Personal Learning Profile.

Q: Will I have an opportunity to view sample assessment items (i.e., Testlets) before administering the assessment?

A: Yes. There are opportunities to complete practice activities and view released testlets. This information is available in the [Guide to Practice Activities and Released Testlets](#). Released testlets are also available by selecting the [Instructional Resources](#) link at the top of the PA DLM web page.

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Click on Instructional Resources for YE Model States, select the subject and click on 'Testlets'. **Practice activities within the Kite Student portal are only available prior to the assessment window opening. Once the testing window opens, accessing practice activities in the portal ceases.**

Q: Where are student usernames and passwords found and when are they available?

A: Once students are enrolled and rostered in the system, the RTAT is completed, FCS are updated/completed, and the testing window opens, teachers will be able to access student usernames/passwords in Educator Portal for students on their rosters. Specific directions to access student usernames/passwords can be found in the [Educator Portal User Guide](). A Student Login Usernames/Passwords Extract will be available to ACs and BTCs this year as well. As a reminder, Kite Student Portal must be loaded on all devices students will be using to complete the assessment. The most up to date version of Kite Student Portal must be used. Updates may need to occur from year to year. **Note: A new Kite Student Portal client is available for the 2024-2025 school year. Please see directions at the [DLM Kite Suite webpage]() for updating all student devices prior to the testing window.**

Q: Once I begin administering the assessment to a student, can I stop in the middle?

A: DLM is made up of a series of testlets (sets of 3-9 test items). It is best to complete each testlet in its entirety. You may take breaks in between testlets as often and for as long as needed. If taking a break during a testlet, the system will time out after 90 minutes of inactivity. Testlets can be administered across several days if necessary, but a single testlet should be completed within the day. If a testlet is started and testing needs to cease, the test administrator may use the "EXIT DOES NOT SAVE" button.

NOTE: Test Administrators should log out after every student and when done testing. This prevents errors in test administration and ensures that test administration data is accurate. Educator Portal will timeout after 40 minutes of inactivity.

Q: How do I know that I have completed all testlets for a student?

A: The number of testlets vary by subject area, grade and/or linkage level. Teachers may check on the Test Management screen in the Educator Portal. The Test Progress column allows the test administrator to monitor a student's testing progress for each subject. The Test Progress column will indicate the number of testlets (e.g., Testlet 3 of 9). The teacher should not assume that not having a testlet currently available means the student has completed all testlets. There is sometimes a delay in delivery of testlets as well as delays if any PNP settings are changed. If in doubt, the Assessment Coordinators can verify completion using the Data Extract 'DLM Test Administration Monitoring'. Updated information in the extract can be delayed for up to 24 hours, however.

☆Q: How should Assessment Coordinators manage students who are not being tested?

A: All eligible students must be enrolled and rostered in the KITE Educator Portal, even if they will not be participating. In addition, the test administrator must complete the First Contact Survey (FCS) for

the student. The FCS must be completed so that the system generates the first testlet in each subject area. **The first testlet in each subject area must be coded appropriately with the reason for non-participation**. These codes are referred to as "Special Circumstance Codes" and will be provided by the PA Alternate Assessment Team. Special Circumstance Codes will be provided annually to ACs and made available on the PA DLM homepage. ACs can only enter Special Circumstance Codes while the testing window is open. **Only ACs and Building Test Coordinators can enter "Special Circumstance Codes". Teachers/Test Administrators cannot do this**.

Instructional/IEP

Q: Previously IEP goals and short-term objectives were written to reflect all the areas of the PASA including science. Is that a current best practice, or have we moved away from that?

A: Nothing has changed in this area. IDEA, Part B Final Regulations require students with disabilities who take alternate assessments aligned to alternate achievement standards to have an IEP that includes a description of short-term objectives aligned to grade level standards. This requirement is noted in Individualized Education Program (IEP) (Annotated) (pattan.net), p. 46. When using the PASA DLM system, the IEP Team may refer to the essential elements (EEs) and PA Core Standards in ELA and Mathematics and PA STEELS Standards (Science).

Q: Are there resources available to help support instruction in academic subject areas?

A: Yes. DLM has extensive Professional Development modules available on the PA DLM website demonstrating strategies for teaching reading, writing, mathematics, and science. The modules are available in both self-directed and facilitated formats (e.g., calculating accurately with addition, division, multiplication, subtraction; composing, decomposing, and comparing numbers; emergent writing; conventional writing; beginning communicators, etc.). The modules are also grouped together as 'professional development packages' that identify the number of training hours and provide a certificate upon completion.

Additionally, DLM also provides links to instructional resources that support reading such as Familiar Texts in ELA. These are stories used in testlets that can be used in daily classroom instruction. Familiar Texts come from Tar Heel Reader. More stories can be found at Tar Heel Reader. DLM also provides Shared Reading Vignettes at Text Resources via the Instructional Resources tab on the PA DLM website. Shared Reading Vignettes are similar to scripted reading lessons.

*Beginning in July 2024 Tar Heel Reader will join Monarch Reader by Building Wings. Resources continue to be available on the DLM website.

Key Roles and Terminology

Q: What are the key roles and duties for PASA DLM?

A: The **assessment coordinator's** (AC) key responsibility is to serve as a resource for test administrators, data managers, and technology personnel. PA requires that a special education

administrator serve as one of the ACs for the PA DLM. A school can have more than one AC. The [Assessment Coordinator Manual](#) includes a checklist of key duties to help you support assessment in your district or school. The AC has the role of District Test Coordinator in Kite Educator Portal.

The **data manager**'s key responsibility is to upload users, student data and rosters to [Kite® Educator Portal](#), verify information, and to make changes as necessary. The [Data Management Manual](#) includes a checklist of key duties to help you support assessment in your district or school. In Pennsylvania, the data manager overseeing Kite Educator Portal typically has the role of District Test Coordinator (DTC).

The key responsibility of **technology personnel** is to download Kite Student Portal onto all testing devices (desktop computers, laptops, and iPads). The [Technology Specifications Manual](#) includes a checklist of key duties to help you support assessment in your district or school. The technology person typically does not need to have login credentials in Kite Educator Portal.

Assessment coordinators, data managers, and technology personnel must read their respective manuals, explore the DLM website (particularly the state's specific page and the helplet videos), and watch the district training video. An optional follow-up Q&A session is offered and recommended.

Details are also provided in the chart.

DLM Title	Description	Pennsylvania/Other Interchangeable Titles
Test Administrator	Educator responsible for administering the DLM assessment to students and ensuring accessibility support is entered in the Educator Portal. Also responsible for: ● Completing the Personal Learning Profile including the First Contact Survey and Personal Needs and Preferences for each student ● Completing the Required Test Administrator Training ● Reviewing and verifying student data ● Preparing students for assessment ● Administering the DLM alternate assessment to students	Teacher Assessor User
District Test Coordinator (DTC)	Recommended to be the Special Education Administrator associated with the LEA and is the main point of contact between PDE/BSE, the DLM service desk, and the district. Key duties include: ● Overseeing the assessment process ● Enroll Test Administrators and eligible students ● Managing staff and educator roles and responsibilities ● Developing and implementing a training plan	Assessment Coordinator (AC) Data Manager

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	• Developing a schedule for assessment implementation (in line with the state mandated assessment window) • Monitoring and supporting assessment preparations and administration • Developing a plan to facilitate communication with parents/guardians and staff • Managing User, Student and Roster information in Kite Educator Portal	

*The DTC/AC is role responsible for ensuring completion of test administration tasks of all eligible students. Other roles assist the AC/DTC and will be included in communications as appropriate.

DLM Term	**Description**
Dynamic Learning Maps (DLM)	Dynamic Learning Maps® (DLM®) assessments are designed for students with the most significant cognitive disabilities for whom general state assessments are not appropriate, even with accommodations. DLM assessments offer these students a way to show what they know and can do in mathematics, English language arts, and science.
Kite® Suite	Kite® Suite is the technology platform DLM assessments use. Kite Student Portal is an app students use to take their testlets. Kite Educator Portal is a web portal educators use to manage student data and retrieve information.
Essential Elements (EE)	The alternate academic achievement standards used for the DLM assessment are called Essential Elements. Essential Elements are provided for grades 3 through high school. They are based on states' general education standards but are reduced in depth, breadth, and complexity from the general education standards. Essential Elements are now used in place of the Alternate Eligible Content (AEC).
Linkage Levels	An incremental level of complexity toward the learning target. English Language Arts and Math have five Linkage Levels (Initial Precursor, Distal Precursor, Proximal Precursor, Target, Successor). Science has three Linkage Levels (Initial, Precursor, Target).
Testlets	The short assessments that comprise the DLM assessment as a whole.

☆**Q: Why should the PASA AC contact the DLM Service Desk or PA Alternate Assessment Team? Can't the teacher do that?**

Test administrators should not be encouraged to contact the Service Desk directly since this takes time away from their responsibilities for students in the classroom. Instead, test administrators should provide the AC with the pertinent information about any testing issues they encounter or

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difficulty in using Educator Portal. By serving as the point of contact, the AC may identify that several test administrators are having the same issue or question. Technology personnel may be able to assist test administrators. Use the manuals as your guide to troubleshoot. All the manuals contain troubleshooting tips.

Getting More Help

Q: Where can I go to get more help?

A: There are many places to go for help!

1. [PaTTAN PASA](#) webpage
2. DLM [Manuals & Blueprints](#) – *select "Assessment Resources" within Filters on website*
3. DLM [Educator Resources Videos](#)
4. DLM [District Staff Training Resources](#)
5. [Kite Suite Information and Support](#)

If you need help with...	Contact...
● Adding/revising an AC	**alternateassessment@pattankop.net**
● KITE Student Portal installation ● General computer support ● Internet availability ● Display resolution ● Issues with sound, headphones, speakers, etc.	**Your local technology support/representative**
PA DLM Specific Requirements ● Assessment requirements and scheduling ● Eligibility and Individualized Education Program (IEP) questions ● Test invalidation requirements ● Testlet resets requests (may take up to 72 hours) ● Training requirements	**First, contact your Assessment Coordinator.** **Assessment Coordinators may contact:** ● **alternateassessment@pattankop.net**
General DLM Questions ● How to use Educator and Student Portal ● Educator and Student Portal 'lockouts' (i.e., the red screen) ● Password resets	**DLM Service Desk** ● **1-855-277-9751 (toll-free)** ● **DLM-support@ku.edu** or ● **DLM Live Chat (select the Live Chat Link in the lower left corner of the homepage in Educator Portal).**

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● Training questions (i.e., RTAT displaying as incomplete)	*Do **not** send any Personally Identifiable Information (PII) for a student via email. **Do send - contact information (email address and name) - your school and district - error messages, including testlet number, if applicable.