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## Assessor Frequently Asked Questions (updated 6/12/2014)

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**Q: Once I am certified to score a RESA task, how do I sign up for shifts? (added 6/12/2014)**

**A:** Once you have passed your certification test, you will select the **Sign Up For a Work Period** button at the bottom of the **Training** page. Next, you will select the **Schedule Work** button on the Assessor Home page.

The next four work periods will appear in the scheduler at any given time. Assessors cannot schedule time or modify the schedule in a work period that is currently active or one that is within 24 hours of beginning.

To schedule time to work during a particular period, you must select **Details** and enter a number of hours that you are available and willing to work during that period. Assessors cannot schedule fewer than 2 hours or more than 29 hours in a single work period.

Once the schedule request is approved, you will be able to request work by selecting **Request New Task**, after which you will be automatically assigned a submission to begin scoring.

More detailed instructions about requesting work can be found in the Assessor Training module *Using the Scoring Software*, and are available through screencasts within the scoring system.

**Q: I requested a task to score but did not receive one right away to score. Why? (added 6/12/2014)**

**A:** If you did not receive a task automatically after selecting **Request New Task**, there are currently no RESA submissions in the queue for you to score. You should log in to your assessor account 24–48 hours after your initial request and select **Request New Task** to check if any new submissions are in the queue. If you still do not receive a task to score, then you should try to schedule work in a different time period. If there are no more submissions left to score, then the system will not let you schedule work and your work as an assessor will be complete.

**Q: I have a question about how to score a specific RESA submission. How do I get help? (added 6/12/2014)**

**A:** Lead assessors are able to provide assistance on interpreting the individual rubrics, but cannot help with scoring specific submissions. If you encounter difficulty scoring a submission, please review the training materials, exemplars, and rationales for the task. To assist you in the scoring process, benchmarks for the score levels, which are used in training, are easily referenced within the scoring system.

To get help on rubric interpretation, email the RESA Help Desk at [resa.assessor@teachscape.com](mailto:resa.assessor@teachscape.com) with the subject line “Training or scoring content support.” You will receive a response from a lead assessor for your task within 48 hours.

**Q: I received notice that I failed the calibration exercise. What do I do now? (added 6/12/2014)**

**A:** If you fail two attempts at the calibration exercise, you will be blocked from the RESA scoring system for the next 24 hours. We strongly suggest that you review the training and exemplars and complete additional practice scoring.

After 24 hours have passed, you will be able access the scoring system but must pass calibration before being permitted to resume RESA scoring. If you fail three (3) sets of two (2) calibration attempts, you will be permanently removed from the scoring system and terminated as a RESA assessor. Please review the [Assessor Employment Policies](#) for more information on calibration.

**Q: I was terminated as an assessor because I failed three calibration attempts. Can I be invited to train for a different task? (added 6/12/2014)**

**A:** No, Teachscope appreciates your time and effort but cannot invite you to train for a different task.

**Q: I did not pass my second attempt at the certification test. Can I be invited to train for a different task? (added 6/9/2014)**

**A:** No, Teachscope appreciates your time and effort but cannot invite you to train for a different task.

**Q: I've been assigned to score a submission outside my scoring content area. What do I do? (added 6/12/2014)**

**A:** As part of the quality control of scoring, you occasionally may be assigned submissions to score that are outside of your immediate content area(s) of expertise. As long as the content of these lessons is understandable, you should score these submissions.

If you truly do not understand the content that is being taught and are unable to follow along the lesson, you should defer the submission for content reasons. Examples of deferrals for content reasons include: the lesson is predominantly taught in a foreign language that you do not speak, consists of an advanced academic content area—such as physics or calculus—that is not your own, or is in your academic content area but is on a topic that is substantially beyond your own expertise level.

To defer a submission at any time, select the red **Defer Task** button at the top of the screen. A small window will appear and you should select **Content Reasons**. You can provide more context around your deferral request in the text box provided. After your deferral request, you will be able to go back and request another submission to score by selecting **Request New Task**.

More detailed instructions about deferring tasks can be found in the Assessor Training module *Using the Scoring Software*.

**Q: I was invited to train for a task but have not logged in and started the training. Will my invitation expire? (added 6/12/2014)**

**A:** If you are assigned to train for a task, but you are currently on vacation, simply log in and start training when you return from your vacation. If you do not log in within 3 weeks of receiving the invitation to train, we will assume you are no longer interested in becoming a RESA assessor.

**Q: How long will it take to complete assessor training for a task? Is there a time limit? (added 6/12/2014)**

**A:** There is no time limit to complete training. The training materials include a recommendation for how much time you should spend reviewing each area; however, assessors should take as much time as needed to review the training materials in order to pass certification. Teachscape will monitor assessors' progress throughout training.

**Q: What will happen to the submission I was assigned after I defer it? (added 6/12/2014)**

**A:** If you defer the submission because you recognize the person or anyone in the video, the submission will be placed back into the queue and will be assigned to a different assessor. If you defer the submission for a technical or for a personally identifiable information (PII) issue, the submission will undergo a secondary review by Teachscape and will either be removed from the scoring pool or may be assigned back to you or another assessor should Teachscape determine that the submission is scorable.

**Q: I know someone in the training modules. Can I inform this candidate that he or she is featured as an exemplar? (added 6/12/2014)**

**A:** No. The strict [Non-disclosure Agreement](#) that all assessors read and signed prior to training applies to the training materials.

**Q: I'm a Program Coordinator and would like to share these training materials with my Resident Educators who will be taking the RESA next year, but I know that I am under a strict [Non-Disclosure Agreement \(NDA\)](#). Will some of the materials be made available to guide candidates? (added 6/12/2014)**

**A:** No, the assessor training materials are **exclusively** meant for training assessors to score RESA task submissions. The NDA applies to the training materials and prohibits assessors from sharing any portion of the materials with anyone, including Resident Educators. Assessors who publicize or otherwise share the training materials will be terminated and are liable for violating the Non-disclosure Agreement.

The Ohio RESA Participant Handbook, FAQs, and other candidate [Resources](#) are available to help instruct and guide Resident Educators in completing the RESA.

**Q: What forms do I need to complete to begin assessor training and scoring? (added 5/27/2014)**

**A:** All assessors must complete the following:

- Assessor Profile
- Employment Forms (ESC-CC New Vendor Form and W-9)
- Non-disclosure Agreement
- Employment Policies

Assessors can submit their profile and download the employment forms and instructions by logging on to their [RESA assessor account](#). The Non-disclosure Agreement and Employment Policies can be downloaded from the [Assessor page](#) of OhioRESA.com. All forms should be completed, signed, and returned via mail or email to:

ESC-CC  
Attention Sue Coughlin  
6393 Oak Tree Boulevard  
Independence, OH 44131  
[sue.coughlin@esc-cc.org](mailto:sue.coughlin@esc-cc.org)

**Q: If I fill out my profile and send my forms to the Educational Service Center of Cuyahoga County (ESC-CC), am I guaranteed the opportunity to train to be a RESA assessor? (added 5/27/2014)**

**A:** No, the RESA Scoring Director will begin inviting assessor applicants to train for RESA tasks on a rolling basis beginning in mid-June and extending through July. Assignments are made based on the RESA's scoring needs. Not all registered assessor applicants will be assigned to train for a scoring task at the beginning of the training and scoring process. Likewise, not all applicants currently in the system will be assigned to train and score. However, assessors will not be considered for training and scoring until they complete their profile and return the required forms to the ESC-CC.

**Q: What are the Assessor Employment Policies? (added 5/27/2014)**

**A:** Assessor Employment Policies are published by the Educational Service Center of Cuyahoga County (ESC-CC) and provide more details on technical requirements for scoring, assignment to training, certification, scoring assignments, deferring tasks, calibration, termination, and payment. The Assessor Employment Policies can be found on the [RESA Assessor](#) page of OhioRESA.com.

**Q: What is the Non-disclosure Agreement? (added 5/27/2014)**

**A:** Because of the highly confidential nature of the RESA submissions and to protect the privacy of candidates, students, and parents, all assessors must complete a Non-disclosure Agreement (NDA) before they can be assigned to training. The NDA can be found on the [RESA Assessor](#) page of OhioRESA.com.

**Q: How does the assessor payment process work? (added 5/27/2014)**

**A:** Following certification, the RESA scoring system will monitor the number of hours that an assessor spends scoring submissions and will send a report of hours worked to the Educational Service Center of Cuyahoga County (ESC-CC) to process payment.

On the 15th and 30th of every month, the ESC-CC will issue payment to assessors for work completed during the following two periods. The payment on the 15th of the month will be for hours worked (and/or training completed) during the 22nd of the month prior through the 7th of the current month. The payment on the 30th of the month will be for hours worked (and/or training completed) during the 8th of the month prior through the 21st of the current month. Payment for training will be included in the first pay period processed after successful certification.

Once certified, assessors **will not** be paid for time spent outside of scoring. Those activities include but are not limited to: time spent signing up for shifts, reviewing resources on the resources page, reviewing training modules, and doing practice scoring. Time spent on training after certification will not be compensated.

Assessors who do not complete certification will be paid for training after their second and final certification attempt.

**Q: Is there a maximum number of hours that I can work per day? (added 5/27/2014)**

**A:** Assessors cannot work more than six hours per day in order to protect against assessor fatigue and to ensure the quality of scoring.

**Q: How do I get additional help? (added 5/27/2014)**

**A:** If you have technical issues with the RESA scoring system, such as problems accessing the system, deferring tasks, and signing up for shifts, contact the RESA Help Desk by calling toll-free (855) 538-8634, Monday through Friday, 2 p.m.–10 p.m. EST, or by emailing [resa.assessor@teachscope.com](mailto:resa.assessor@teachscope.com) with the subject line “Technical issue.”

If you have questions about assessor payment or other employment policy questions, please contact Sue Coughlin at the Educational Service Center of Cuyahoga County at [Sue.Coughlin@esc-cc.org](mailto:Sue.Coughlin@esc-cc.org). If you have an issue with the number of hours worked, contact the RESA Help Desk at [resa.assessor@teachscope.com](mailto:resa.assessor@teachscope.com).

If you have substantive questions about RESA training and scoring, please contact the RESA Help Desk at [resa.assessor@teachscope.com](mailto:resa.assessor@teachscope.com) with the subject line “Training or scoring content support.” You will receive a response from a lead assessor for your task within 48 hours. Note: Lead assessors **cannot** provide guidance on scoring a specific task; however, they can provide assistance on interpreting the rubric.

**Q: Is there a minimum or maximum number of hours an assessor can work per week? (added 5/5/2014)**

**A:** Assessors must work a minimum of two hours in any given work period (there are two work periods per week). However, assessors will have the flexibility to determine which work period they will work. Assessors may not work more than 29 hours per week.

Assessors are encouraged to begin scoring tasks as soon as possible after passing certification to ensure quality and accuracy in scoring, and may not be assigned a submission on request if too much time has passed since certification.

**Q: How will assessors be compensated for training and scoring? (updated 5/5/2014)**

**A:** Assessors will be paid a flat fee of \$300 for training for the first task. If an assessor is assigned to score a second task, he or she will be paid a flat fee of \$150 to train for a subsequent task. Payment for training will be processed after assessors have completed all online training and have taken the certification test (with at least one attempt).

Assessors will be paid \$19 per hour for scoring RESA submissions. The RESA scoring system will record all active time spent scoring submissions, and the Education Service Center of Cuyahoga County will issue payments accordingly. Assessors will be paid every two weeks.

All assessors will be eligible for performance-based bonuses for highly productive and accurate scoring. Additional details about this bonus structure will be available once scoring begins.

**Q: How long will it take to score a RESA submission? (updated 5/5/2014)**

**A:** The RESA tasks vary in complexity; therefore, the time it takes to score individual submissions will vary. Teachscape estimates that scoring for Task 1, Task 3, and Task 4 submissions will each take approximately 1.25 hours, and scoring for Task 2 will take 1–2 hours.

Note that these are estimates as no one has ever scored these submissions—assessors this year will be the first to do operational RESA scoring. However, Teachscape will be measuring the averages and ranges of time spent scoring tasks throughout the scoring process and prioritizing assignments to assessors who can score productively and accurately. In general, it is expected that assessors will score submissions faster as they gain experience in the process, and individual assessors will vary in how quickly they score submissions. RESA submissions will vary in complexity and length as well, so some may score quickly and some will take longer than the "average" time. Most importantly, assessors are expected to score submissions as quickly as is consistent with accurate, high-quality results.

**Q: How do I become an assessor for the Ohio Resident Educator Summative Assessment (RESA)? (updated 1/17/2014)**

**A:** Educators who would like to be RESA assessors must meet the qualifications and register with Teachscape to create an account. Teachscape sent registration emails to educators who applied to the Ohio Department of Education in the summer of 2013.

Educators who have not received a registration email, but would like to apply to become a RESA assessor, should send their name and email address to Teachscape at [resa.assessor@teachscape.com](mailto:resa.assessor@teachscape.com). Teachscape will then send a registration email that includes a link to a registration page on which the individual will be asked to create a username and password.

The RESA assessor application period will be open until a sufficient number of assessors are available. The sooner the application is received, the sooner assessors can begin their training, prepare for the certification test, and upon completion begin scoring submissions.

After creating a Teachscape account, an assessor will find additional information on the "news" page within that account. Assessors must complete their Profile within the scoring system in early 2014. They must also complete online training and scoring practice, and pass a certification test. After passing certification, an assessor will be eligible to score RESA submissions.

**Q: What are the assessor qualifications?**

**A:** Assessors must have a minimum of five years of teaching experience in either a pre-kindergarten through grade 12 setting or in teacher education at a college or university. It is strongly preferred that applicants have a current professional educator license or a permanent teaching certificate.

Assessors also must complete online training and pass certification for scoring RESA submissions. Additionally, assessors must sign a non-disclosure agreement and agree to not conduct assessments of teachers whom they know.

**Q: Can a RESA program coordinator, facilitator, or mentor be an assessor?**

**A:** Yes. However, assessors cannot score RESA submissions from candidates they know. Assessors who are also program coordinators, facilitators, and/or mentors must include in their Profile which RESA candidates with whom they have worked in the past. For more information on the assessor Profile, see the FAQ "**What is the assessor Profile?**"

**Q: What is the assessor Profile?**

**A:** The assessor Profile is a series of online forms within the RESA scoring system that all assessors must complete. In each Profile, assessors are asked to provide information about their education, training, employment, as well as selected professional and school-related volunteer activities for the past five years. Assessors also will list any RESA candidates with whom they have worked in the past.

The information submitted in the Profile will only be used to ensure fairness and anonymity in assigning assessors to tasks within the submission scoring system. To achieve this objective, all candidates are asked similar questions, and Teachscape will use the information given by both assessors and candidates to ensure that assessors will not be assigned tasks submitted by candidates with whom they may have had contact in the past. The information provided in the Profile is confidential and secure.

**Q: What is the assessor training? (updated 1/30/2014)**

**A:** Most assessors will be assigned by Teachscape to train on one RESA task depending on their skills and background as well as the demands of RESA scoring. Assessors will complete online training modules for their assigned task that cover both non-task-specific and task-specific information. During training, assessors will learn principles of reliable scoring and complete activities to help minimize bias. They will also study the task rubric components in-depth and see examples of candidates' submissions at each score point in the rubric along with rationales for their scores. The training includes activities to help assessors check their understanding of the RESA scoring process and gives them access to an online community of other assessors and master coders. (Master coders are the experts in the task rubrics who score these examples in training and write the scoring rationales.)

**Q: How will I practice scoring RESA submissions?**

**A:** After completing the training modules, assessors will be able to practice scoring RESA submissions. Scoring practice helps assessors refine their understanding of the task rubric and improve their scoring accuracy. During a practice exercise, assessors will review a complete task submission from a candidate and assign a score to each component in the rubric. Assessors will then compare scores with scores assigned by master coders and read their scoring rationales.

**Q: How is the certification test given and scored?**

**A:** After completing training and practicing scoring sample RESA submissions, assessors will take the certification test in which they will score a set of sample tasks. The assessors' scores will be compared with the scores assigned to the same task by master coders. These master coders will create a minimum accuracy standard which must be met in order to pass certification. Assessors are given two chances to pass the certification test.

**Q: Can I score multiple tasks, and, if so, do I need to go through training again for each task that I score? (updated 1/30/2014)**

**A:** RESA assessors will not score all tasks for a candidate's entire assessment; instead, assessors will specialize in a single task. Most assessors will be assigned to train for only one task because RESA submissions are complex and contain a large amount of information and evidence. Assessors may request to score more than one task, and

some may be asked to train for a second or third task based on the RESA program scoring needs. Assessors who have already completed the training and certification process for one task will not have to re-take the non-task specific training for another task. However, they will have to complete the task-specific training and pass certification for the second task.

See the FAQ "**When does training/scoring begin, and how long will it take to complete training?**" for more information.

**Q: When does training/scoring begin, and how long will it take to complete training? (updated 5/5/2014)**

**A:** Because of the weather-related school closures and uncertainty of further school closures, the Ohio Department of Education has extended the remaining RESA tasks deadline to June 1. RESA assessor training materials are based on real candidate submissions that are master coded by senior Ohio educators and customized for the RESA. **As a result of the new deadline, assessor training and scoring will now begin in early June and extend to September.**

Assessors must meet accuracy and consistency standards when scoring RESA submissions. The certification test that all assessors must pass is the mechanism by which assessors show their ability to meet these RESA scoring thresholds. The training and practice materials are provided to help assessors pass the certification test.

As the RESA is a new initiative that has not been previously scored, time estimates for training are uncertain and will be dependent on the task and the assessor. Teachscape will not monitor the time assessors spend on the training materials; therefore, assessors should spend as much time reviewing the training materials and practicing as needed to pass the certification test.

**Note:** Assessors are not required to be trained and certified to score more than one task, but they will be assigned to complete the training modules for particular tasks according to the RESA's scoring needs. For more information on scoring multiple tasks, see the FAQ "**Can I score multiple tasks, and, if so, do I need to go through training again for each task that I score?**"

**Q: For how long after certification will I be qualified to score RESA submissions?**

**A:** Upon successful completion of the certification test for a task, you will be qualified to score tasks submitted during the 2013–2014 school year. Additional training will be needed for returning assessors in the next school year, but it is anticipated that this training may not be as extensive as the initial training. Returning assessors may choose

to bypass certain areas of training as long as their preparation allows them to pass certification for 2014–2015 scoring.

**Q: I have a specialization in more than one subject area; can I score task submissions in each of my specializations?**

**A:** Yes. Assessors will be able to score as many specialties as they have in their Profile. Teachscape will assign assessors RESA submissions to score based on the information in the Profile.

**Q: What are the technical requirements to complete training and score tasks?**

**A:** Assessors will need a computer with a broadband Internet connection and a Chrome or Firefox browser installed for optimal video review. Assessors will also need a computer monitor with a screen resolution of at least 1280x1024.

**Q: How will I be assigned RESA submissions to score?**

**A:** Teachscape will use the information provided in the assessor and candidate Profiles to match individuals who are not likely to know each other. Teachscape will then assign RESA submissions to assessors based on experience with relevant grade level, subject matter, and teaching context.

**Q: What do I do if I begin scoring and I recognize the RESA candidate?**

**A:** There will be a mechanism within the scoring software that allows an assessor to note that he or she knows the candidate, stop scoring the submission, and send it back to be assigned to a different assessor. Assessors will be given more instruction on this process during the non-task-specific training.

**Q: Will the quality of my work be checked throughout the scoring process?**

**A:** Yes. RESA submissions that have been pre-scored by master coders will be given to assessors to score as they complete their regular scoring work and will be checked for accuracy. More details on this process will be given during non-task-specific training. If an assessor is found to be having accuracy issues, Teachscape will contact the assessor to discuss remediation and resolution of the concerns.

**Q: Is there a limit to how many tasks I can score?**

**A:** No. Assessors can score as many tasks as can be assigned to them by Teachscape. However, an assessor can score only one task per candidate and cannot score any tasks submitted by candidates they know.

**Q: What are the circumstances for assessor termination?**

**A:** An assessor who is unable to pass the certification test after two attempts will be paid for training but will not be permitted to score RESA submissions. Assessors who have consistent accuracy issues during scoring will be terminated.

**Q: Where can I get additional help?**

**A:** Assessors can contact Teachscape's RESA Help Desk by calling toll-free (855) 538-8634, Monday through Friday, 2 p.m.–10 p.m. EST, or by emailing [resa.assessor@teachscape.com](mailto:resa.assessor@teachscape.com).