Ohio | Department of Education

Ohio State Assessment

Test Information Distribution Engine (TIDE) User Guide

Ohio Achievement Assessments (OAA)
Ohio Graduation Tests (OGT)
Ohio Test of English Language Acquisition (OTELA)

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Prepared by

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Introduction

The Test Information Distribution Engine (TIDE) stores your district/school and Pre-ID information and test materials orders for upcoming test administrations.

The TIDE system allows you to do the following:

- Store and manage your district's or school's primary contact information
- Upload and modify your Pre-ID information
- Confirm your test material orders and order additional materials
- Track your materials shipments
- Submit invalidation requests
- Create and view rescore requests and verifications (appeals)

Additional Resources

This manual **does not** provide information on test administration policies and procedures. Refer to www.ohiodocs.org for manuals and other resources pertaining to test administration and policies.

User Guide Organization

This User Guide provides information on how to use TIDE for the Ohio Achievement Assessments (OAA), Ohio Graduation Tests (OGT), and Ohio Test of English Language Acquisition (OTELA).

This User Guide is broken into content sections to help you use TIDE efficiently.

- **Section I** includes minimum computer requirements for accessing TIDE and instructions for logging in.
- **Section II** explains how to navigate TIDE easily.
- **Section III** provides an in-depth overview of the tasks, features and functions available in TIDE. Tasks, features and functions apply to all administrations, except where noted. The information presented in those sections will apply only to the specified administration(s).

I. Accessing TIDE

Computer System Requirements

To access and use TIDE, you will need:

- A computer with a high-speed Internet connection (DSL, cable or LAN). Direct dial-up connections are not recommended.
- A supported Internet browser (see the table below for supported browsers).
- JavaScript (should be enabled in your browser; see box to the right for instructions for Internet Explorer).
- *Optional:* Spreadsheet software such as Microsoft Office Excel. Some reports from the TIDE system have an "Export" feature that allows you to open files in CSV (comma-separated value) format. To view or create these files, you will need spreadsheet software such as Microsoft Excel.

To Enable JavaScript for Internet Explorer 6.0 and Above

1. Select **Tools** > **Internet Options**.
2. Select the **Security** tab at the top of the Internet Options window.
3. From the list of zones at the top of the security options, select the **Internet** icon.
4. Select the **Custom Level** button (*near the bottom*).
5. In the new window that pops up, scroll down to "Active Scripting."
6. Select the **Enable** option and click [**OK**].

If you need assistance enabling JavaScript, contact your school's IT coordinator.

Supported Browsers for TIDE

Operating System	OS Versions	Supported Browsers	Browser Requirements
Windows	*2000, XP, Vista, 7, 8*	*Internet Explorer 6 and above* *Firefox 3.5 and above*	*Pop-up blockers must be disabled* *JavaScript must be enabled*
MAC OS X	*10.4 and above*	*Firefox 3.5 and above* *Safari 3 and above*	

Support of web browsers is also contingent on the machine's operating system. For example, Windows Vista, 7, and 8 do not support Internet Explorer 6. Mozilla Firefox also has stopped providing browser updates for Mac OS 10.4 and Windows 2000. Please check your operating system and web browser versions to ensure that they are compatible.

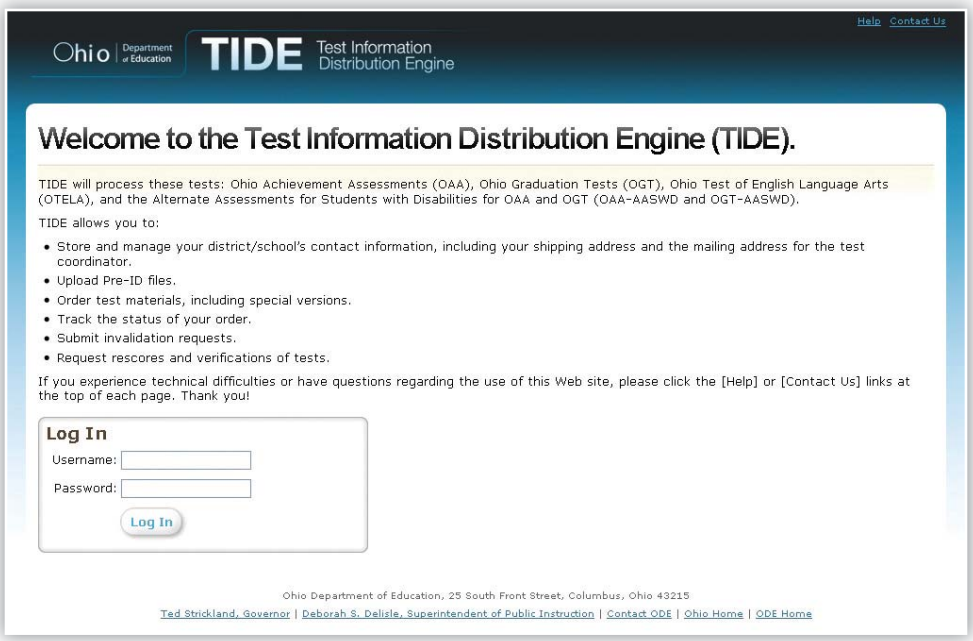
Logging into TIDE

To log into TIDE, you must have an authorized username and password. The American Institutes for Research (AIR) sends login information annually to District Test Coordinators in an official mailing.

If you are a new test coordinator and have not received your login information, contact the appropriate AIR Help Desk. Be prepared to identify yourself. (*Note: Contact information for the Help Desks can be found in the User Support section at the end of this User Guide.*)

Do NOT share your login information with anyone not authorized to access TIDE. TIDE provides access to students' personal information, which must be protected in accordance with federal privacy laws.

Do NOT open more than one tab or window at a time in TIDE. Changes made in one tab or window may overwrite changes made in another and result in loss of data.

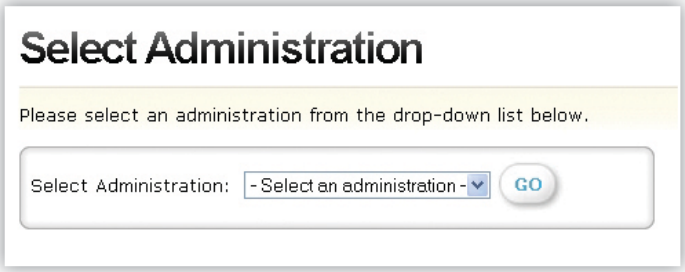


To access TIDE:

1. Open your Web browser.
2. In the address field of your Web browser, enter this URL: https://www.ohtide.org/.
3. Type your username and password in the respective text boxes.
4. Click [**Log In**]. You will be directed to the TIDE Home page.

Select Administration

After you log into the site, you will be prompted to select a test administration. Select a test administration from the drop-down list and click [**Go**].



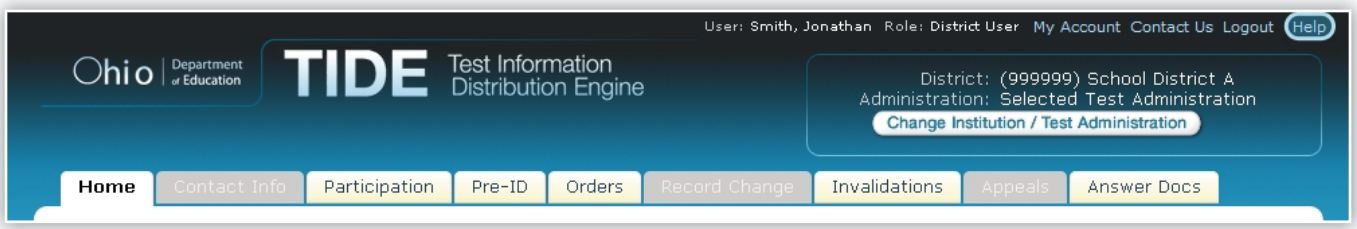
II. Navigating TIDE

The TIDE system is designed to be easy to navigate. It uses tabs as the principal means of navigation. The primary tabs, which resemble file folders, are visible at all times and are clickable. Some tabs may contain sub-tabs that appear after you click the main tab.

- Tabs that are grayed out cannot be accessed until the corresponding task window is active.
- Tabs with a lock icon may be viewed, but changes cannot be made on those pages.

Banner Links

The TIDE banner, which contains the "file" tabs, is visible at all times and also contains specific links and features.



Clicking the Ohio Department of Education logo in the upper left corner will take you to the ODE Web site.

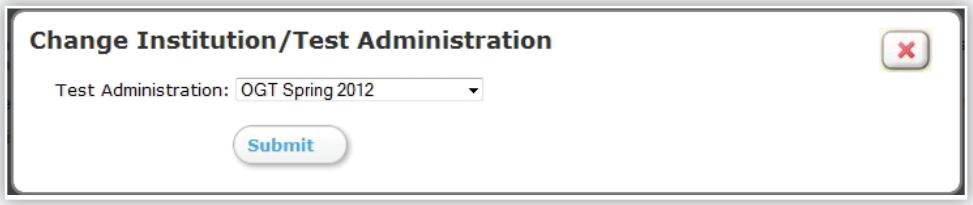
The upper right corner displays the following information and links:

- Your name (User) and assigned role (Role)
- [**My Account**]—Click to view and/or update contact information for the official District Test Coordinator.
- [**Contact Us**]—Click to view Ohio Help Desk contact information.
- [**Log Out**]—Click to log out of the site.
- [**Help**]—Click to view and download this *TIDE User Guide*.

Your district/institution name and selected test administration are also visible in the upper right corner of the screen.

Changing the Selected Test Administration

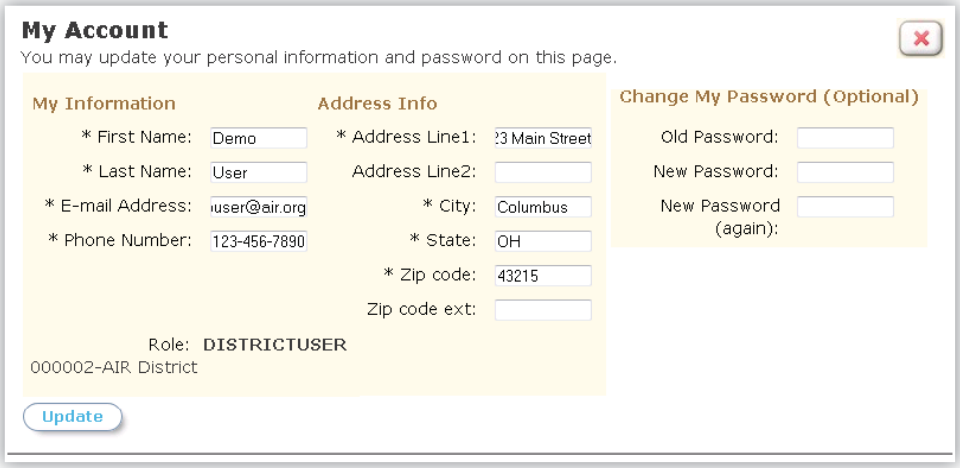
1. Click the [**Change Institution/ Test Administration**] button.
2. Select the test administration.
3. Click [**Submit**] to change the test administration.



Note: *User accounts with only one associated institution will not be able to change schools.*

My Account

This section contains contact information for the official District Test Coordinator associated with the account login. The person listed here should be the district's primary point of contact for all Ohio assessments.



My Information

This section contains the personal information for the test coordinator associated with the login.

Address Information

This section contains the district's mailing address. *Note: This address is NOT used as the shipping address for test materials.*

Change My Password (optional)

You may change your password. Be sure to remember your password; keep it in a safe place where no un-authorized individuals can access it.

If you need to make changes to your information, do so, and then click [**Update**].

Home Page

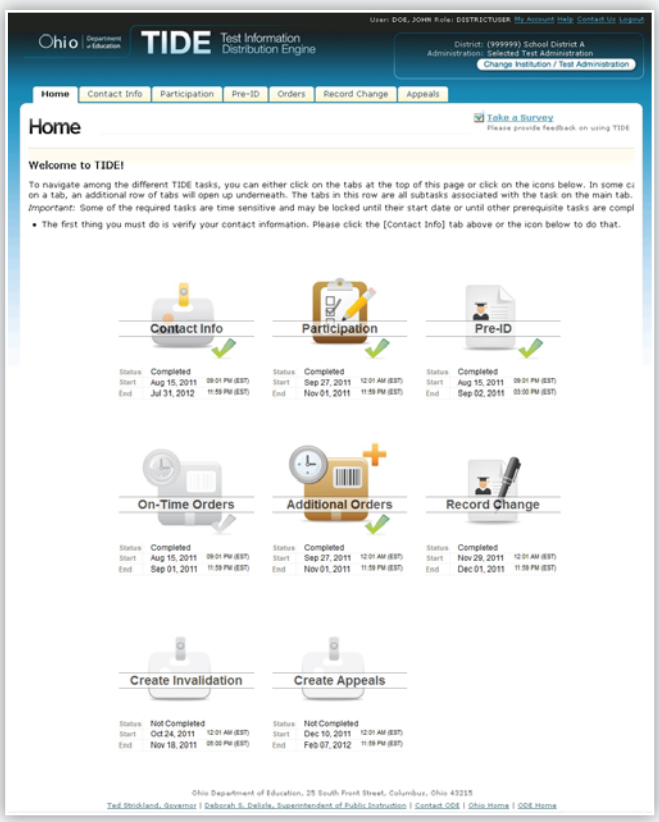
After you log into the site, you will see the **Home** page. The Home page allows you to view available tasks and the start and end dates and times for each task.

Note: *These start and end dates vary by administration.*

To access each task:

- Click the active icon from the Home page or
- Click the tab at the top of the screen. Active tasks are light yellow. Non-active tasks are grayed out and cannot be accessed.

After you view a task, click the [**Home**] tab to return to the Home page or click another active tab.



Task Windows

Some tasks are time-sensitive. You may complete a task only during the time period specified on the Home page. Icons on the Home page identify the major tasks and provide their start and end dates and times, as well as the current status of each one.

The end date is the deadline for completing the task (or the last day the task can be accessed).

The top of each task page also includes the active task period dates.

Reminder! You must complete certain tasks before other tasks will open.
For example, you cannot access Pre-ID tasks until you have verified your contact information and confirmed your participation in the test administration.

Task Status Definitions

Not Started	*The task has not yet started.*
Completed	*The task is complete.*
Not Completed	*The task has not yet been completed.*
Locked	*The task is open but a prerequisite task has not been completed.*
Not Active	*The task is closed.*
Read-Only	*The task is available for viewing.*

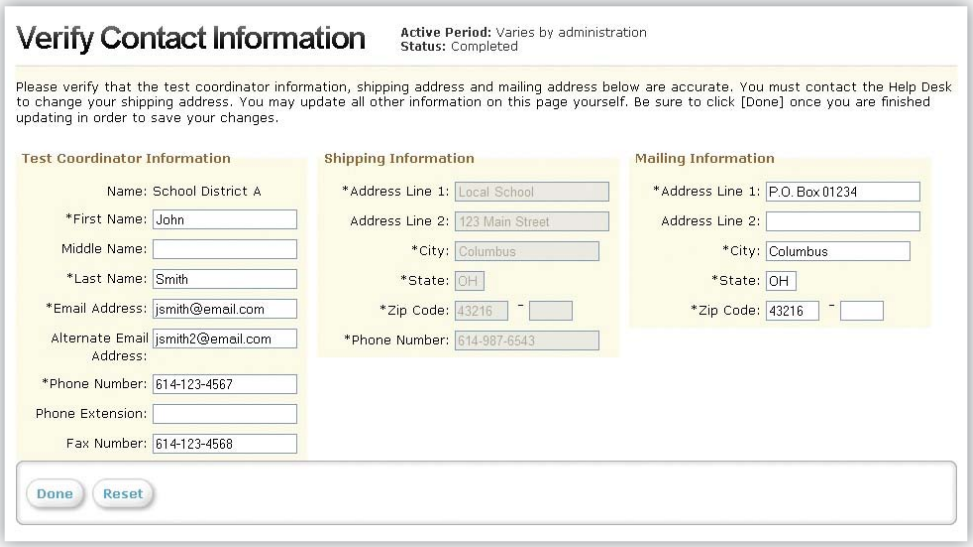
III. TIDE Tasks

The following tasks and features are included in TIDE. Tasks are identified by their tab name.

Task (Tab)	OGT	OAA	OTELA
Contact Info	✓	✓	✓
Confirm Participation	✓	✓	✓
Pre-ID			
Upload Pre-ID File	✓	✓	✓
View/Edit Students	✓	✓	✓
Add Students	✓	✓	✓
Move Students	✓	✓	✓
Orders			
Supplemental Services		✓	
On-Time Orders	✓	✓	✓
Additional Orders	✓	✓	✓
Order History	✓	✓	✓
Order Summary	✓	✓	✓
Reporting Labels	✓	✓	
Track Shipments	✓	✓	✓
Track Return Shipments		✓	
Record Change			
Student Data	✓	✓	✓
Invalidations		✓	
Invalidations			
Create Invalidation	✓		✓
View Invalidations	✓		✓
Appeals			
Create Appeals	✓	✓	✓
View Appeals	✓	✓	✓
Create Demographic Update Request		✓	✓
View Demographic Updates		✓	✓
Answer Documents			
Answer Documents	✓		

Contact Info

The **Verify Contact Information** page is active for all test administrations and allows you to verify and update the test coordinator contact information for the selected administration. Required fields are marked with an asterisk (*).



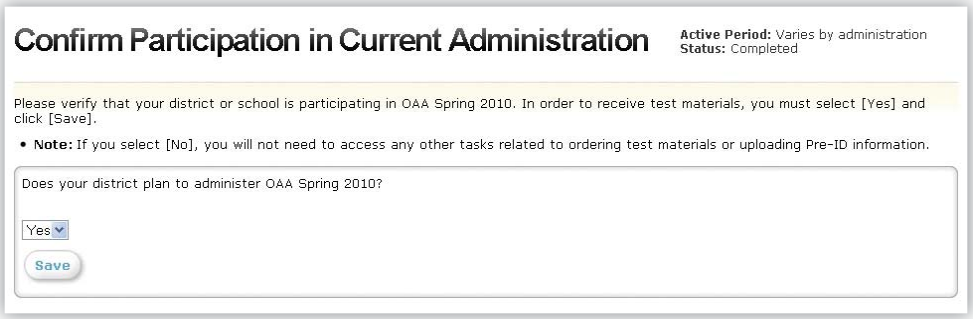
> **Note:** *A district can have a different primary test coordinator for each test administration (e.g., OAA Spring 2010, OGT Summer 2010, and OTELA Spring 2010). This person does not have to be the one listed as the primary District Test Coordinator in "My Account."*

On this page, you **must**:

1. **Verify the test coordinator's contact information for the selected administration.** Verify the mailing address, phone number and e-mail address. A second e-mail field is available if the test coordinator wishes to receive e-mail communications at an alternate e-mail address or to have communications sent to a second person.
   - It is important to ensure that contact information is checked and/or updated regularly. Communication regarding Ohio assessments is sent out via e-mail; please ensure that these email addresses are correct.
2. **Verify the shipping address for the selected administration.** Test materials will be sent to the address listed here. If the shipping address is incorrect, contact the appropriate Help Desk to have it updated. You may not update this information yourself.
   - Your mailing and shipping addresses can be different.
   - Post Office (P.O.) boxes are *not* allowed for the shipping address, as test materials are delivered by a commercial carrier such as FedEx or UPS.
3. When you have finished verifying and/or updating your contact information, click [**Done**].

Participation

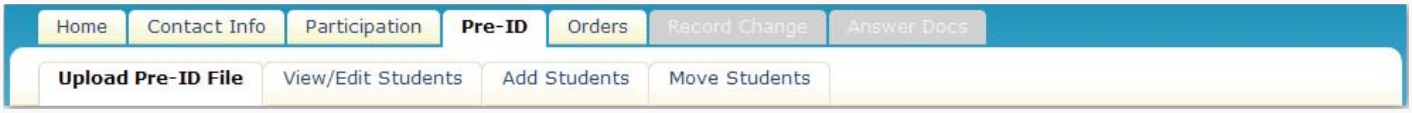
The **Confirm Participation in Current Administration** page is active for all test administrations.



In order to receive test materials, you must verify that your district or school is participating in the current test administration. Select "Yes" from the drop-down list and then click [**Save**].

If you are not participating in the current test administration, simply select "No" and then click [**Save**]. You will not need to access any other tasks related to ordering test materials or uploading Pre-ID information.

Pre-ID



The **Pre-ID** *section includes tasks that are optional for districts and schools participating in the current/selected test administration.*

Upload Pre-ID File (Upload Students)

View/Edit Students

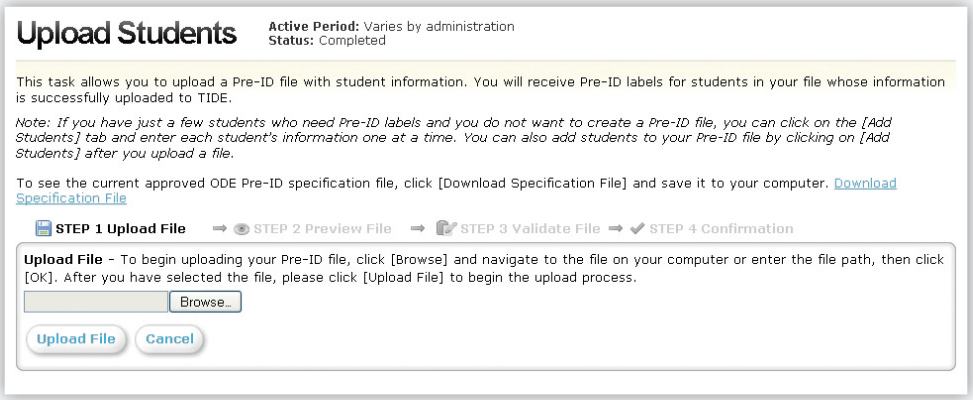
Add Students

Move Students

Upload Pre-ID File

The **Upload Pre-ID File (Upload Students)** page allows you to upload a file with school and student information.

Printed Pre-ID labels will be sent for students whose records are successfully uploaded.



Note: *If you have only a few students who need Pre-ID labels, you may click on the* **[Add Students]** *tab and enter each student's information individually instead of uploading a Pre-ID file.*

Downloading the ODE-Approved Specification File

To minimize errors in your Pre-ID file, download the ODE Pre-ID specification document, which explains how to format your Pre-ID file.

1. Click the [**Download Specification File**] link.
2. Click [**Save**]. Save the file to a location on your computer that will be easy for you to access.

Note: *The ODE file is an Adobe Acrobat PDF document. You must have Adobe Reader to view this file. If you do not have it, you may download it for free. Get Adobe Reader: http://get.adobe.com/reader/*

Creating Your Pre-ID File

Your Pre-ID file **must** have a .txt file extension and match the layout format specified by ODE in the specification file (see previous section).

Your Pre-ID file will undergo validation tests after you upload it to TIDE. If your entire file upload fails, you must make changes to your original file on your computer and then re-upload the file. If you receive errors or warnings in a few records, you can either edit the file and re-upload it or you can proceed with the file upload and then add or edit student information by clicking either [**Add Students**] *or* [**View/Edit Students**].

Step 1—Uploading the Pre-ID File

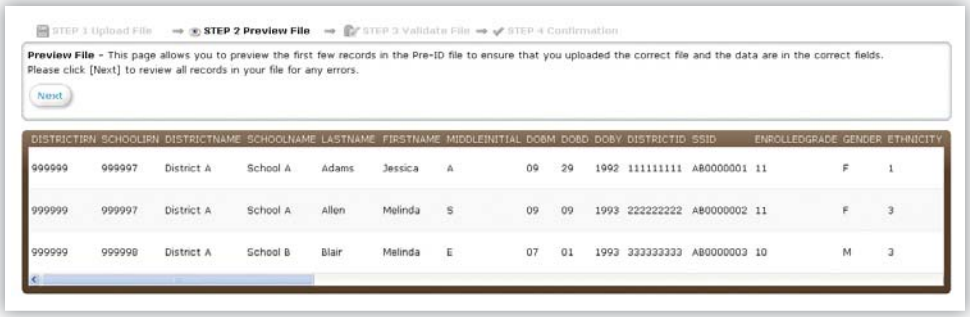
To begin uploading your Pre-ID file:

1. Click [**Browse**] and navigate to the file on your computer.
2. Select the file and click [**Open**]. The file name will appear in the text box on the screen.
3. Click [**Upload File**] to begin the upload process.

Step 2—Previewing the Pre-ID File

The preview page allows you to preview the first few records in the file to ensure that you uploaded the correct file and that the data are in the correct fields. Not all records are visible on the preview page.

1. Click [**Next**] to review all records in your file for any errors.
2. You must proceed through Steps 3 and 4 (on the next page) to complete the upload of your Pre-ID file.



Note: *If your file is large, it may either take a long time to upload (up to 10 minutes) OR be processed offline. Please do NOT cancel the upload and then try again; the system may have already begun processing some of your Pre-ID records.*

If your file is recognized as being too large to upload while you are online, you will be asked for your contact information. Please be assured that changing any information in this field will not affect the default contact information in the system. You will receive an email as soon as the file is processed.

Step 3—Validating the Pre-ID File

TIDE performs validation tests on your Pre-ID file and provides feedback about whether the TIDE system is able to upload the file and/or specific records. There are two types of validation tests: layout validation and data validation.

- The layout validation test determines whether your file has the proper format (e.g., the appropriate fields are numeric or alphanumeric), proper record length and acceptable values.
- The data validation test determines whether your Pre-ID file meets certain criteria based on the information that is on file about your school district (e.g., whether your Pre-ID file includes the schools that are on record as being associated with your district).

These validation tests will identify errors that fail the entire file and errors that prevent individual records from uploading and will warn you of other potential issues.

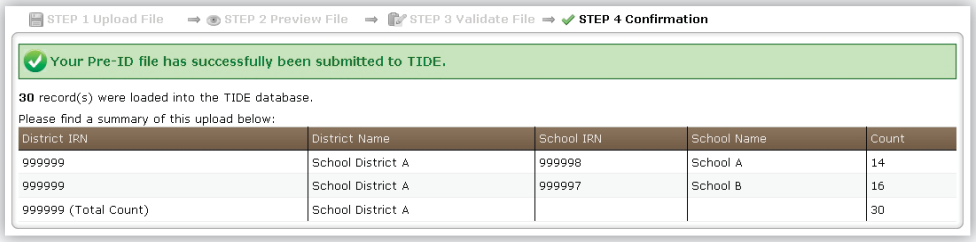
If you have no errors and wish to proceed, click [**Commit Pre-ID File**].

- **If your file has failed**, note the error(s) and the corresponding record number(s). Click [**Cancel**]. Update your Pre-ID .txt file, and then restart the upload process, beginning with Step 1.
- **If you have record errors**, these records *will not be committed* to TIDE. The records that passed validation can be committed to TIDE. You may elect to fix the errors in your Pre-ID file and re-upload it, or to add these records using the [**Add Student**] tab.
- **If you have record warnings**, these records *will be committed*. However, you are strongly encouraged to review the associated records. You may edit these student records using the [**View/Edit Students**] tab.

Step 4—Confirming and Committing the Pre-ID File

After you click [**Commit Pre-ID File**], the error-free records will be uploaded to the TIDE system.

Note that this process might take a few minutes depending on the number of records and the number of users logged into TIDE at that time. Once the file is uploaded, a message will appear on your screen.



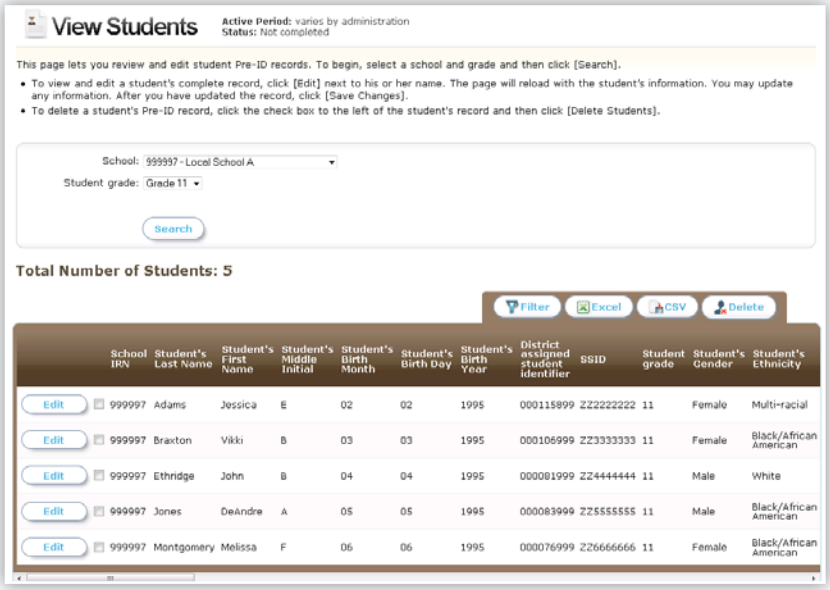
District IRN	District Name	School IRN	School Name	Count
999999	School District A	999998	School A	14
999999	School District A	999997	School B	16
999999 (Total Count)	School District A			30

Note: *You can view a summary of the records you uploaded. This summary shows the total number of records for each school listed in the Pre-ID file.*

If you uploaded a Pre-ID file already, and you need to update multiple records, please upload a complete file that contains all student records. ***Uploading a new file will overwrite student information from the previous file.***

View/Edit Students

The **View/Edit Students** page allows you to retrieve Pre-ID information for individual students and edit the information as necessary. You may also delete students, as well as export student records to a CSV or Microsoft Excel file.



Searching for Students with Pre-ID Records

To find students with Pre-ID records, select a school and grade. The screen will display the student records associated with the school and grade that you selected.

Filtering Search Data

If your initial search results in a large number of student records, you may narrow your search to more easily locate specific students or groups of students.

1. Click [**Filter**]. A pop-up window will appear with demographic fields.
2. Enter or select demographic information and click [**Search**]. The student record listing will update to include only those students who match your search parameters.

Deleting Students

1. To delete the student record(s), click the checkbox(es) next to the desired record(s).
2. Click [**Delete Students**]. A confirmation pop-up window will appear.
3. Click [**OK**] to confirm that you want to delete the selected student records.

Note: *Students may be deleted only when the Pre-ID window is open.*

Deleting individual students will remove those students from the set of students who will receive Pre-ID labels. Verify that you have selected the correct students before deleting their records.

Editing a Student Record

1. To view a student's complete record, click [**Edit**] next to his or her name.
2. A page of demographic fields containing the student's information will appear. You may edit or add student information as necessary.
3. After you update the record, click [**Save Changes**].
4. When you have finished, click [**Go Back to Search Results**].

Exporting Student Records

You can export your student search results as a CSV file, which can be opened using Microsoft Excel or a notepad application, or as a Microsoft Excel .xslx file, which must be opened using Excel 2007 or 2010.

1. Click [**Excel**] or [**CSV**]. A file dialog box will appear.
2. Save the file to the desired location on your computer.

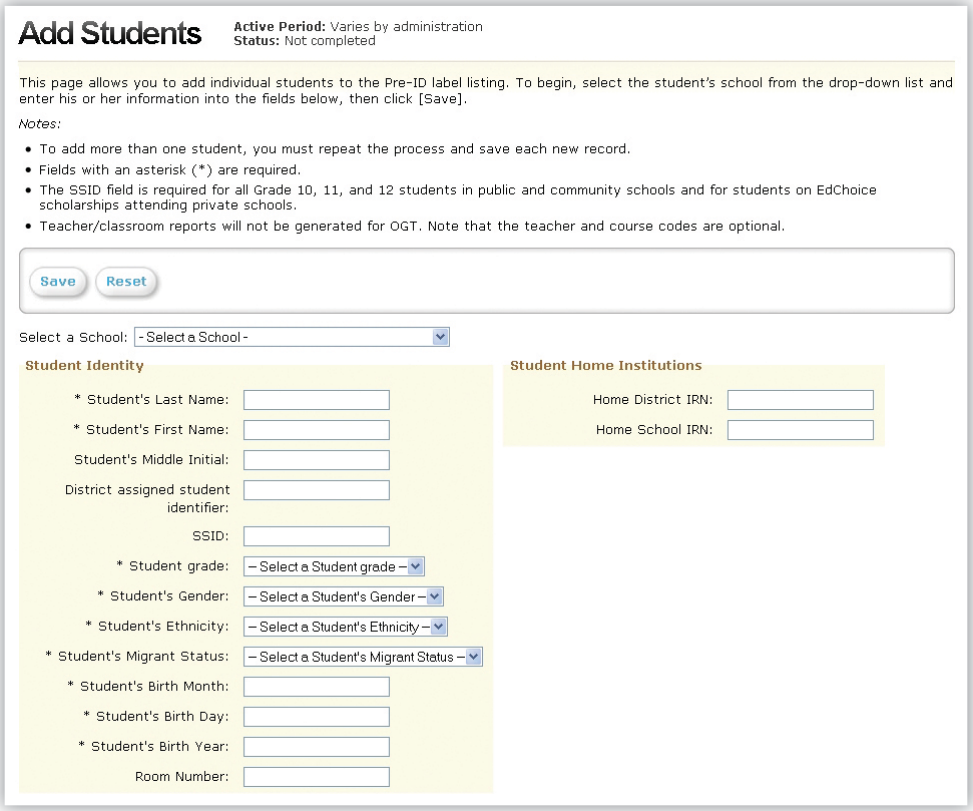
For more information about exported files and whether to download the Excel or CSV version, refer to Appendix A.

Exporting Selected Students:

You can now export a data file that contains only selected (checked) students from the search results table. To do so, select (check) students from the student search results table, and then click the [**Selected Data**] button. You will be prompted to open the file or save it to your computer. This file is an Excel (.xlsx) file and must be opened using Microsoft Excel 2007 or 2010.

Add Students

The **Add Students** page allows you to enter information for an individual student who needs a Pre-ID label but was not included in an uploaded Pre-ID file. You can use this feature to get Pre-ID labels for your students, even if you choose not to upload a Pre-ID file.



To add more than one student, you must save each record and then repeat the process.

*If you upload a Pre-ID file **after** you have added students manually, the information in the uploaded file will overwrite existing student data. Be sure your Pre-ID file contains the latest student information for your district or school.*

To add a student to the Pre-ID list:

1. Select the student's school from the drop-down list.
2. Enter the student's demographic information in the required fields, which are marked with an asterisk (*).
3. Click [**Save**] to add the student to the Pre-ID list.

Student Demographics

The more information you can enter about each student you manually add to TIDE, the less likely it is that this student will be confused with another student. While only fields marked with an asterisk (*) are required, entering information into all fields is encouraged.

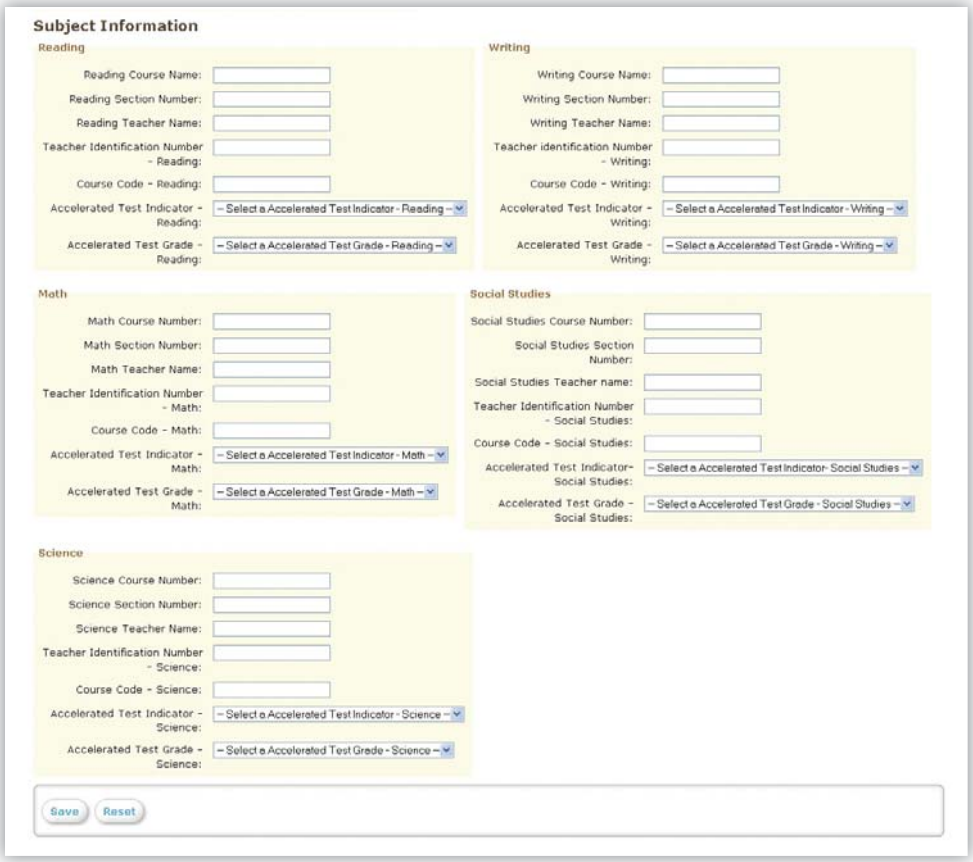
Note: *The "Student Home Institutions" fields are not available for OAA administrations. For OGT or OTELA administrations, a student's home district is defined as the institution that will grant the student's diploma. This field is required for Joint Vocational School District (JVSD) students and is optional for all other OGT and OTELA students. The field should be used only if a student is attending school in a district that is different from the district that will grant the student's diploma.*

Subject Information (OAA, OTELA):

You are encouraged to complete the Subject Information demographic fields for students participating in OAA and OTELA.

Student demographic information is used to generate class reports for OAA. The Reading Teacher Name information is used to generate student rosters by teacher on OTELA school reports.

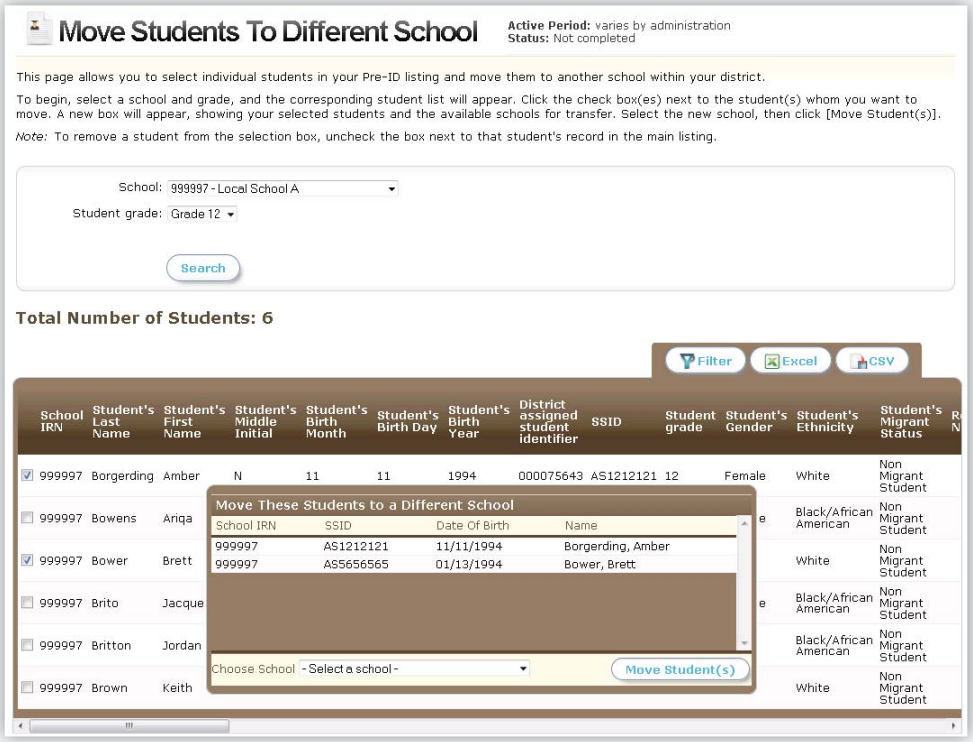
Completing this demographic information is important if you have students taking the OAA who are in accelerated classes or who should be taking a subject test at a grade level higher than their enrolled grade.



Move Students

The **Move Students To Different School** page allows you to select individual students in your Pre-ID listing and move them to another school within your district.

1. Select the original school and grade. The student listing will appear.
2. Click the checkbox(es) next to the student(s) you want to move.
3. A new box will appear, showing your selected students and available schools for transfer.
4. Select the new attending school, and click [**Move Student(s)**].



Orders

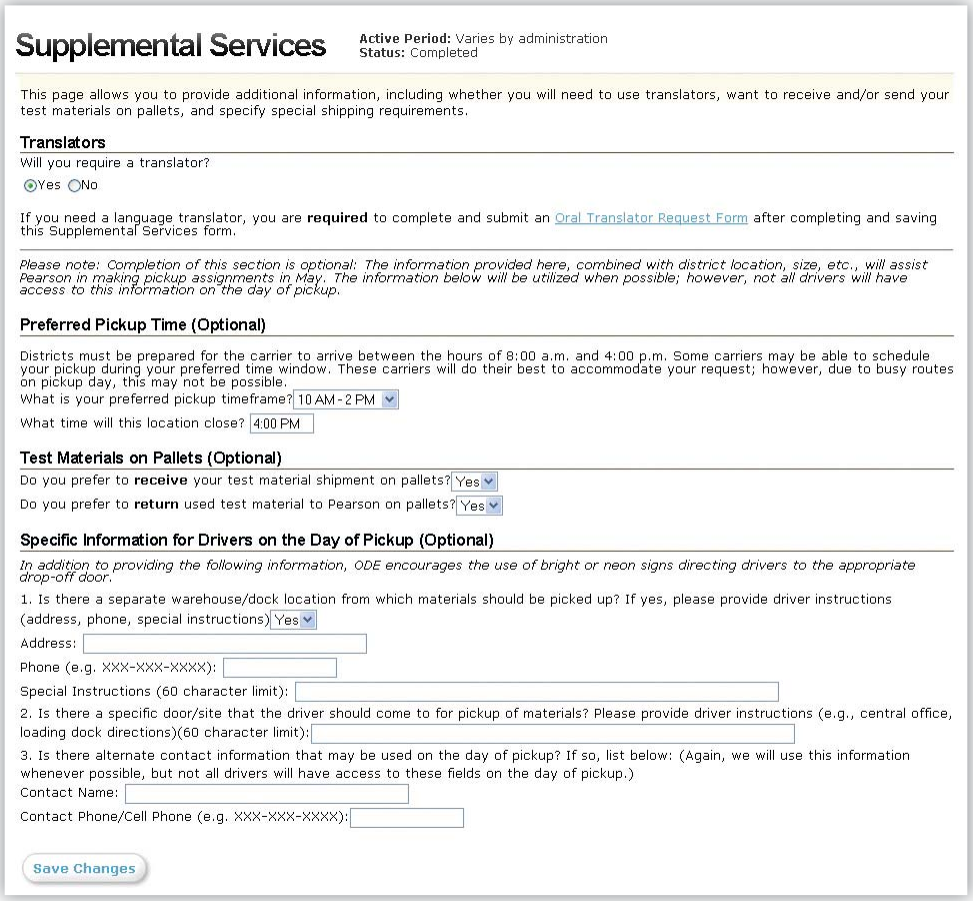
The **Orders** *section includes the following tasks related to ordering test materials:*

- Supplemental Services (OAA)
- On-Time Orders
- Additional Orders
- Order History
- Order Summary
- Reporting Labels (OAA, OGT)
- Track Shipments
- Track Return Shipments (OAA)

Supplemental Services (OAA)

The **Supplemental Services** page allows you to provide additional information that pertains to the administration and shipment and pickup of testing materials, including specifying whether translators will be required, preferences for test materials delivery, etc.

After you specify any requirements and/or make changes to requirements, click [**Save Changes**].



Supplemental Services

Active Period: Varies by administration
Status: Completed

This page allows you to provide additional information, including whether you will need to use translators, want to receive and/or send your test materials on pallets, and specify special shipping requirements.

Translators

Will you require a translator?

◉Yes ○No

If you need a language translator, you are **required** to complete and submit an Oral Translator Request Form after completing and saving this Supplemental Services form.

Please note: Completion of this section is optional: The information provided here, combined with district location, size, etc., will assist Pearson in making pickup assignments in May. The information below will be utilized when possible; however, not all drivers will have access to this information on the day of pickup.

Preferred Pickup Time (Optional)

Districts must be prepared for the carrier to arrive between the hours of 8:00 a.m. and 4:00 p.m. Some carriers may be able to schedule your pickup during your preferred time window. These carriers will do their best to accommodate your request; however, due to busy routes on pickup day, this may not be possible.

What is your preferred pickup timeframe? 10 AM - 2 PM

What time will this location close? 4:00 PM

Test Materials on Pallets (Optional)

Do you prefer to **receive** your test material shipment on pallets? Yes

Do you prefer to **return** used test material to Pearson on pallets? Yes

Specific Information for Drivers on the Day of Pickup (Optional)

In addition to providing the following information, ODE encourages the use of bright or neon signs directing drivers to the appropriate drop-off door.

1. Is there a separate warehouse/dock location from which materials should be picked up? If yes, please provide driver instructions (address, phone, special instructions) Yes

Address:

Phone (e.g. XXX-XXX-XXXX):

Special Instructions (60 character limit):

2. Is there a specific door/site that the driver should come to for pickup of materials? Please provide driver instructions (e.g., central office, loading dock directions)(60 character limit):

3. Is there alternate contact information that may be used on the day of pickup? If so, list below: (Again, we will use this information whenever possible, but not all drivers will have access to these fields on the day of pickup.)

Contact Name:

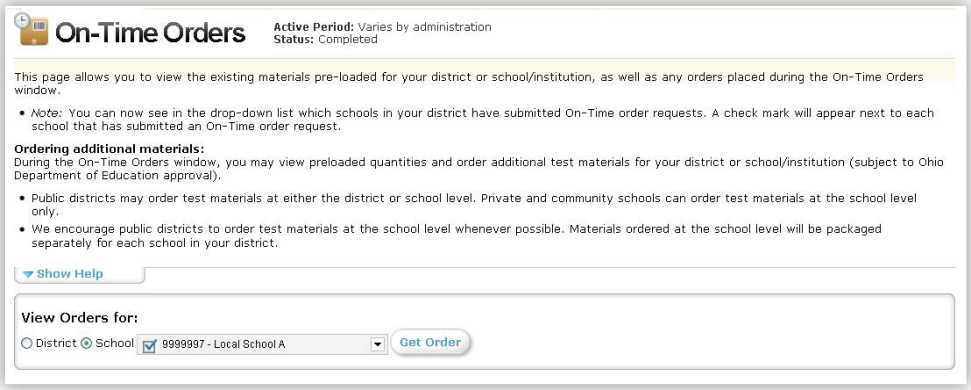
Contact Phone/Cell Phone (e.g. XXX-XXX-XXXX):

Save Changes

Completing this task is required ***before*** *you can access the On-Time Orders task, whether or not you have changes to make.*

On-Time Orders

The **On-Time Orders** page allows you to view the materials preloaded for your school (see "Viewing On-Time Orders and Test Materials" below). You may reduce the preloaded quantities or request additional quantities.



School Orders

To view orders at the school level, click the radio button next to "School." A drop-down list of schools in your district will appear. Select a school and click [**Get Order**].

District Orders

To view orders at the district level, click the radio button next to "District" and click [**Get Order**].

OAA administrations: *During the On-Time Orders window, test materials may be ordered at the school level only.*
OGT and OTELA administrations: *During the On-Time Orders window, test materials may be ordered at either the district or school level. All materials are preloaded at the school level and you are encouraged to order any additional materials at the school level.*

Materials ordered at the school level will be packaged separately for each school in your district. They will be shipped to the location indicated on the Contact Info page in TIDE.

If you need to request additional materials after the On-Time Orders window ends, you must use the Additional Orders feature.

Note: *You may also enter a message into the **Comments** box. The Comments box can be used to send a message to ODE about any order changes (e.g., justification for increasing the quantity of test materials).*

Viewing On-Time Orders and Test Materials

This page will load with the list of test materials for the selected test administration and will show the quantities approved or pending approval for each material type.

Quantities that are pending approval are those that need to be approved by ODE. Once these orders are approved, they will be moved to the Quantity Approved column.

Editing Orders (Adjusting Quantities of Materials)

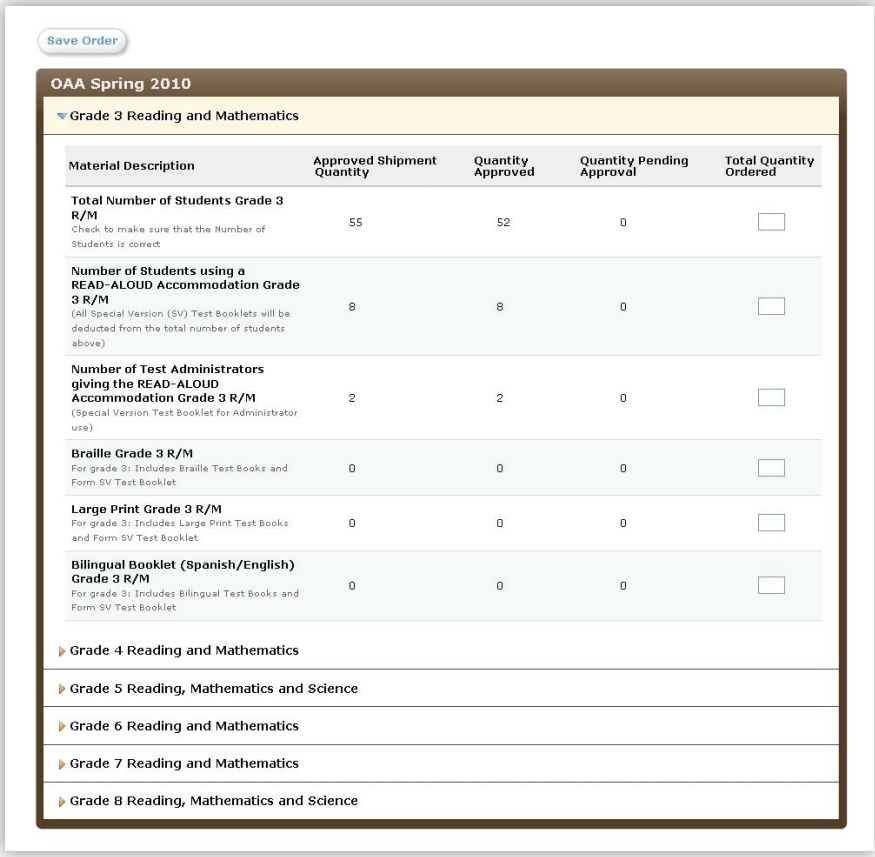
The Total Quantity Ordered column will initially display the amounts preloaded for each material type.

If you would like to increase, decrease, or zero out the quantities of your test materials, enter the new ***total*** quantity for each material type in the boxes in the Total Quantity Ordered column. When you are finished, click [**Save Order**].

Note: *Remember that if you* ***increase*** *the total quantities for any materials, your order request may require ODE approval before TIDE can confirm it.*

Note: *Orders may be edited until the On-Time Orders window closes. After the window closes, orders cannot be changed. Use the Additional Orders feature if you need to request more materials.*

For OAA and OTELA administrations, the page will load with the list of available grade level(s)/band(s). Each grade level/band will automatically expand. Click a grade level/band row to collapse that section when you are done editing your orders. (You can click the row again to expand the section to verify the numbers.)



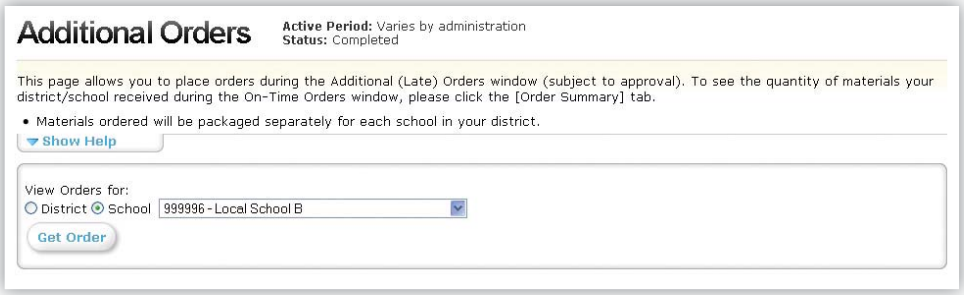
For **OGT** *administrations, the page will load with the list of available test materials.*

Column Definitions

Approved Shipment Quantity	*The quantity of materials that should be shipped (this includes rounding orders to package size).*
Quantity Approved	*These material orders have been approved either automatically or by ODE but have not yet been sent to the vendor for packaging and shipping.*
Quantity Pending Approval	*These materials must be approved by ODE. If ODE denies this quantity, **you will not receive the quantity in this column**. ODE may also choose to approve only part of this order. For example, if you requested 100 answer documents, ODE may approve only 70, in which case you will receive 70 answer documents.* *Orders that have materials that are pending approval will be shipped only after they have been approved by ODE. Partial orders will not be shipped.*
Total Quantity Ordered	*Enter the total number of materials you need (this amount will replace the original quantity preloaded/ordered).*

Additional Orders

The **Additional Orders** page allows you to place orders during the Additional Orders window. To see the quantity of materials your district/school received during the On-Time Orders window, click the [**Order Summary**] tab.



Viewing Additional Orders and Test Materials

School Orders

To view orders at the school level, click the radio button next to "School." A drop-down list of schools in your district will appear. Select a school and click [**Get Order**].

District Orders

To view orders at the district level, click the radio button next to "District" and click [**Get Order**].

- District orders will not include school-level orders. To view a summary of the district ***and*** school orders, click the Order Summary tab.

The orders page will load with the list of test materials for the selected test administration and show the quantities approved or pending approval for each material type. Quantities that are "Pending Approval" are those that need to be approved by ODE. Once these orders are approved, they will be moved to the Quantity Approved column.

OAA administrations: *During the Additional Orders window, test materials can be ordered only at the district level, except for Generic labels, which must be ordered at the school level.*

OGT and OTELA administrations: *During the Additional Orders window, test materials may be ordered at either the district or school level.*

Note: *All materials ordered during the Additional Orders window are subject to ODE approval.*

Note: *You may also enter a message into the **Comments** box. The Comments box can be used to send a message to ODE about any order changes (e.g., justification for increasing the quantity of test materials).*

Requesting Additional Materials (Adjusting Quantities)

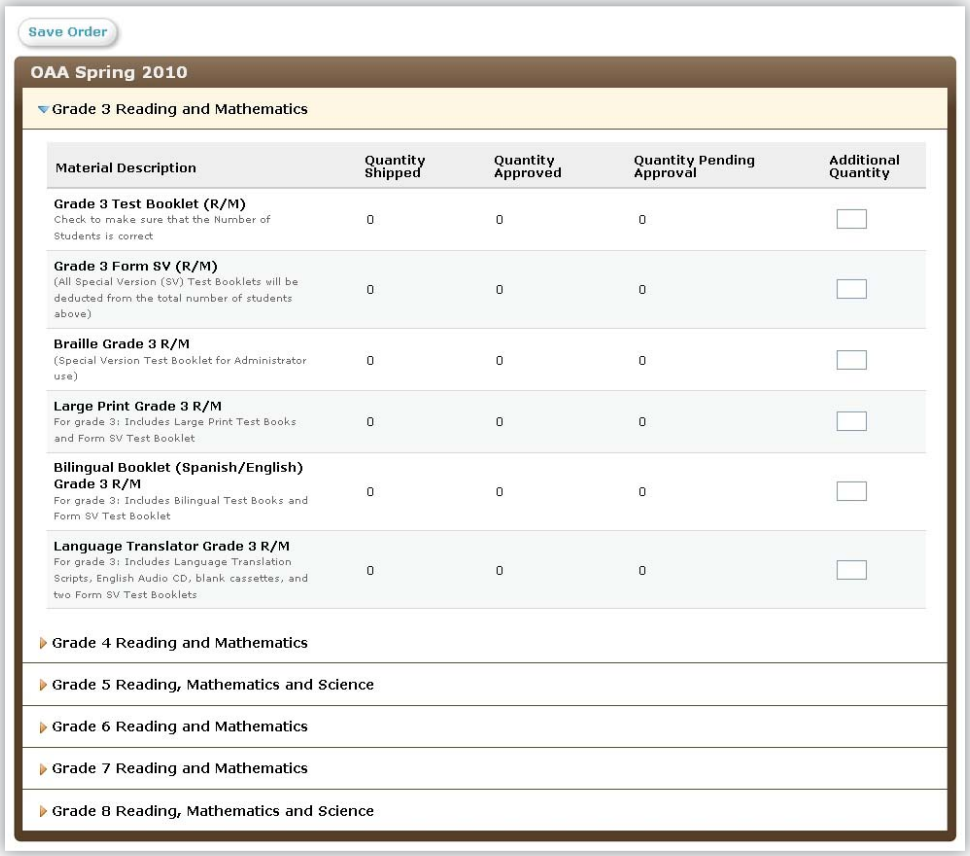
To order additional quantities of test materials, enter the new *additional* quantity into the boxes in the right-hand column.

Once you have entered all your requested additional materials, click [**Save Order**].

You may edit Additional Order quantities until they have been processed and are ready to ship (as indicated in the Quantity Shipped column).

Note: *If you order additional amounts of any materials, your request may require ODE approval.*

For OAA and OTELA administrations, the page will load with the list of available grade level(s)/band(s). Each grade level/band will automatically expand. Click a grade level/band row to collapse that section when you are done editing your orders. (You can click the row again to expand the section to verify the numbers.)



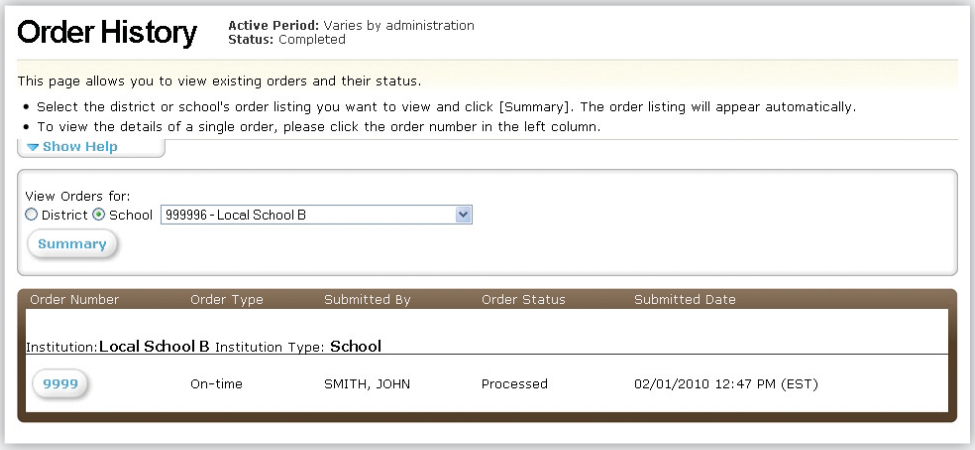
For **OGT** *administrations, the page will load with the list of available test materials.*

Column Definitions

Quantity Shipped	*The quantity of materials that have been shipped (this amount has been rounded to the package size).*
Quantity Approved	*These material orders have been approved either automatically or by ODE but have not yet been sent to the vendor for packaging and shipping.*
Quantity Pending Approval	*These materials must be approved by ODE. If ODE denies this quantity, you will not receive the quantity in this column. ODE may also choose to approve only part of this order. For example, if you requested a quantity of 100 answer documents, ODE may approve only 70, in which case you will receive 70 answer documents.* *Orders that have materials that are pending approval will be shipped only after they have been approved by ODE. Partial orders will not be shipped.*
Additional Quantity	*Enter the total number of additional materials you need.*

Order History

The **Order History** page allows you to view existing orders and their status at either the district or school level.



Viewing District and School Orders

District-Level Order History

To view orders for both your district *and* each school within the district, click the radio button next to "District" and then click [**Summary**].

School-Level Order History

To view orders for an individual school within your district, click the radio button next to "School," select a school from the drop-down list, and click [**Summary**].

Viewing Individual Order Information

To view an individual order, click on the order number below the institution name. You will be able to view the test material types, the quantities approved and awaiting approval, and the status for each material type requested.

Order Status Column Definitions

The following statuses may appear in the Order Status column:

Approved	*Order that needed approval and all test material quantity requests in the order were fully or partially approved (e.g., if you requested 100 quantities of a material type, and the state approves 50, the status will still show as approved).*
Awaiting Approval	*Order request requiring approval has been submitted, and action has not yet been taken on the request.*
Open	*This order had no quantity changes and therefore does not require approval from the state for processing. (On-Time Orders generate preload quantities; if those quantities were not adjusted, then the order status remains "Open." If preload quantities were adjusted, then the order status will change to either "Awaiting Approval" or "Approved.")*
Partially Approved	*This single order contained multiple test material requests requiring approval but was not wholly approved. (At least one test material quantity request was approved, for the actual or different quantity, and at least one was entirely rejected).*
Processed	*Order information has been submitted to vendor for processing and shipping.*
Rejected	*Order requiring approval was rejected (all additional materials requests in a single order were rejected).*

Order Summary

The **Order Summary** page allows you to view a summary of the quantities requested and approval status for each material type. You may view On-Time and Additional Order requests. You may also export the order summary into a Microsoft Excel spreadsheet.

Viewing the Order Summary

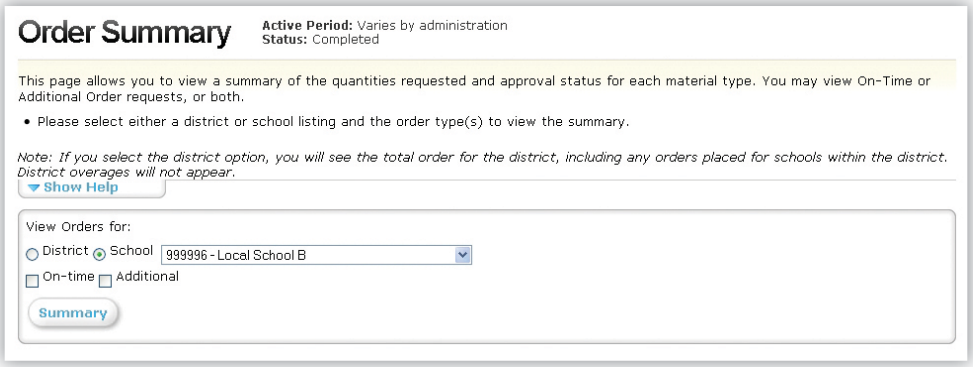
1. To view the order summary, select either district- or school-level orders and click the checkbox(es) next to "On-time" and/or "Additional."
   - For school-level orders, select the school whose summary you want to view.
2. Click [**Summary**] to view the listing.

Exporting the Order Summary

TIDE provides two export options for order summaries.

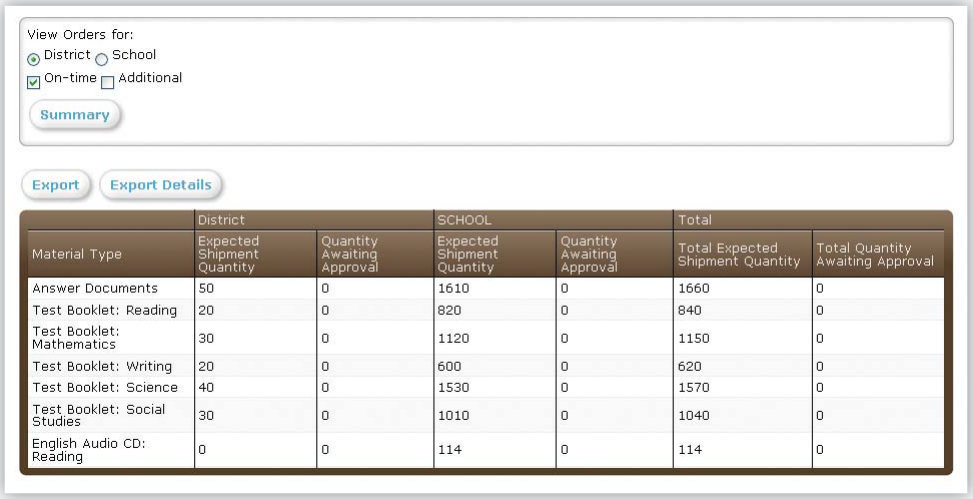
- **Export**—Allows you to export the data you see on the screen to a spreadsheet that can be opened in Microsoft Excel.
- **Export Details**—Allows you to export detailed information, including the order breakdown by district and individual schools within that district.

To export, select the type of order summary you want to view, as described above, then click either [**Export**] or [**Export Details**]. A dialog box will appear, allowing you to either open or save the file. Use Microsoft Excel or another spreadsheet program to view the CSV file.



District Order Summary

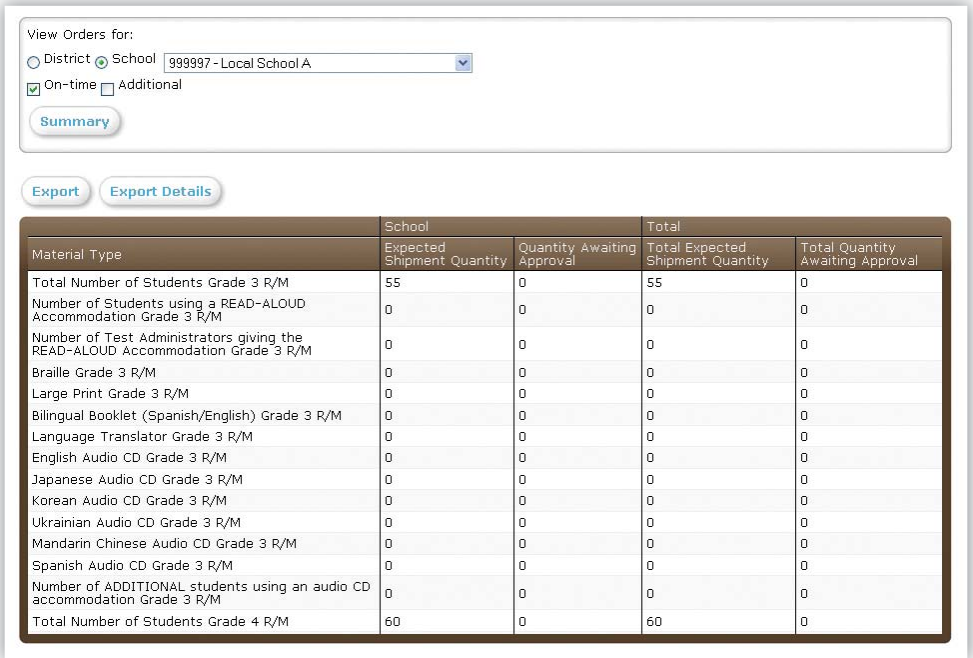
The District Order Summary page will show a listing for each material type and the overall total quantities for the district and all schools in the district.



	District		SCHOOL		Total	
Material Type	Expected Shipment Quantity	Quantity Awaiting Approval	Expected Shipment Quantity	Quantity Awaiting Approval	Total Expected Shipment Quantity	Total Quantity Awaiting Approval
Answer Documents	50	0	1610	0	1660	0
Test Booklet: Reading	20	0	820	0	840	0
Test Booklet: Mathematics	30	0	1120	0	1150	0
Test Booklet: Writing	20	0	600	0	620	0
Test Booklet: Science	40	0	1530	0	1570	0
Test Booklet: Social Studies	30	0	1010	0	1040	0
English Audio CD: Reading	0	0	114	0	114	0

School Order Summary

The School Order Summary page will show a listing for each material type and the overall total quantities requested for the selected school.



	School		Total	
Material Type	Expected Shipment Quantity	Quantity Awaiting Approval	Total Expected Shipment Quantity	Total Quantity Awaiting Approval
Total Number of Students Grade 3 R/M	55	0	55	0
Number of Students using a READ-ALOUD Accommodation Grade 3 R/M	0	0	0	0
Number of Test Administrators giving the READ-ALOUD Accommodation Grade 3 R/M	0	0	0	0
Braille Grade 3 R/M	0	0	0	0
Large Print Grade 3 R/M	0	0	0	0
Bilingual Booklet (Spanish/English) Grade 3 R/M	0	0	0	0
Language Translator Grade 3 R/M	0	0	0	0
English Audio CD Grade 3 R/M	0	0	0	0
Japanese Audio CD Grade 3 R/M	0	0	0	0
Korean Audio CD Grade 3 R/M	0	0	0	0
Ukrainian Audio CD Grade 3 R/M	0	0	0	0
Mandarin Chinese Audio CD Grade 3 R/M	0	0	0	0
Spanish Audio CD Grade 3 R/M	0	0	0	0
Number of ADDITIONAL students using an audio CD accommodation Grade 3 R/M	0	0	0	0
Total Number of Students Grade 4 R/M	60	0	60	0

Reporting Labels (OAA, OGT)

The **Reporting Labels** page allows you to order additional sets of score reporting labels. All districts will automatically receive one free set of reporting labels with students' results for the selected test administration.

Note for OGT administrations:
Districts can use this task to select the type of labels desired for the free set of labels (large or small or no labels).

Districts may purchase additional sets of reporting labels.

If you need additional sets of labels for the current test administration, submit your request on this page. However, for the order to be processed, you must also submit a purchase order to the Ohio Help Desk.

OAA administrations

All districts automatically receive one free set of large score reporting labels.

To order additional OAA reporting labels:

1. Enter the number of additional label sets you are ordering.
2. Enter the purchase order number from the form you will send to the Help Desk.
3. Click [**Submit Request for Additional Label Sets**].
4. After you order your additional labels, mail or fax the purchase order to the Ohio Help Desk:

American Institutes for Research
Attn: Ohio Help Desk, Room 5217
1000 Thomas Jefferson Street, NW
Washington, DC 20007
Fax: 1-877-231-7813

OGT administrations

You must select the score reporting label size you wish to receive (Large, Small, or No Labels). Click [**Save**] to submit your request. (If you do not complete this task within the specified time frame, you will automatically receive a set of large score reporting labels.)

To order additional OGT reporting labels:

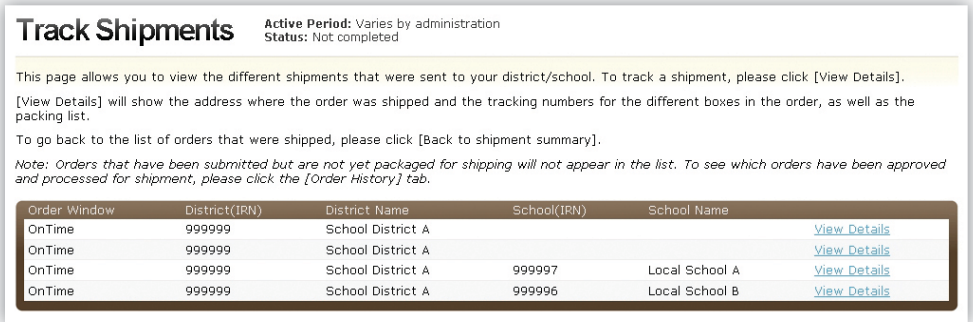
1. Enter the number of additional large and/or small label sets you are ordering.
2. Enter the purchase order number from the form you will send to the Help Desk.
3. Click [**Submit Request for Additional Label Sets**].
4. After you order your additional labels, mail or fax the purchase order to the OGT Help Desk:

American Institutes for Research
Attn: OGT Help Desk, Room 5217
1000 Thomas Jefferson Street, NW
Washington, DC 20007
Fax: 1-877-231-7813

Track Shipments

(All Administrations)

The **Track Shipments** page allows you to view the shipments that were sent to your district/school. You will see a list of each shipment of testing materials and the scheduled delivery date.



Track Shipments **Active Period:** Varies by administration **Status:** Not completed

This page allows you to view the different shipments that were sent to your district/school. To track a shipment, please click [View Details].

[View Details] will show the address where the order was shipped and the tracking numbers for the different boxes in the order, as well as the packing list.

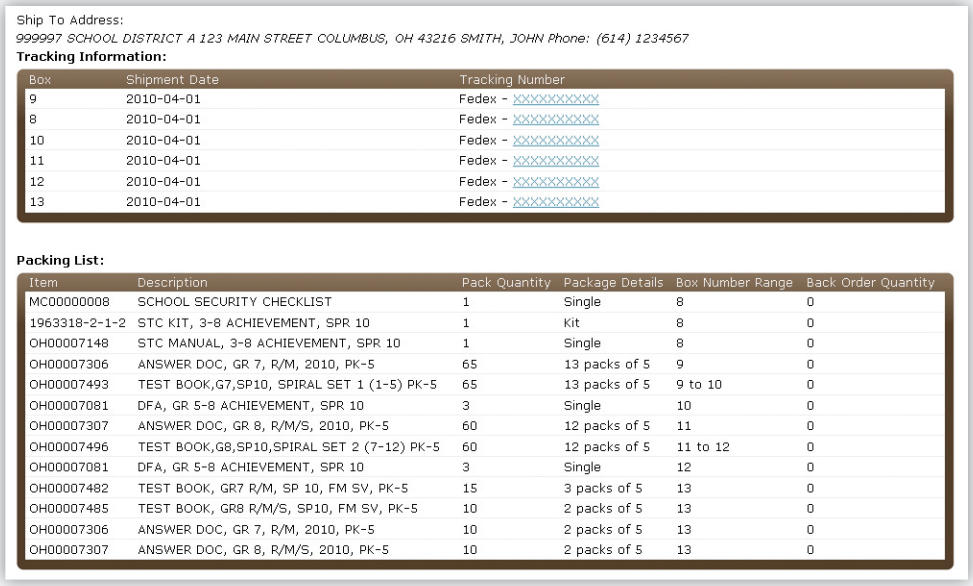
To go back to the list of orders that were shipped, please click [Back to shipment summary].

Note: Orders that have been submitted but are not yet packaged for shipping will not appear in the list. To see which orders have been approved and processed for shipment, please click the [Order History] tab.

Order Window	District(IRN)	District Name	School(IRN)	School Name	
OnTime	999999	School District A			View Details
OnTime	999999	School District A			View Details
OnTime	999999	School District A	999997	Local School A	View Details
OnTime	999999	School District A	999996	Local School B	View Details

Track Return Shipments (OAA)

The **Track Return Shipments** page allows you to view the shipments of testing materials sent from your district and/or school to the scoring center (during or immediately after the testing window).



Ship To Address:

999997 SCHOOL DISTRICT A 123 MAIN STREET COLUMBUS, OH 43216 SMITH, JOHN Phone: (614) 1234567

Tracking Information:

Box	Shipment Date	Tracking Number
9	2010-04-01	Fedex - XXXXXXXXXX
8	2010-04-01	Fedex - XXXXXXXXXX
10	2010-04-01	Fedex - XXXXXXXXXX
11	2010-04-01	Fedex - XXXXXXXXXX
12	2010-04-01	Fedex - XXXXXXXXXX
13	2010-04-01	Fedex - XXXXXXXXXX

Packing List:

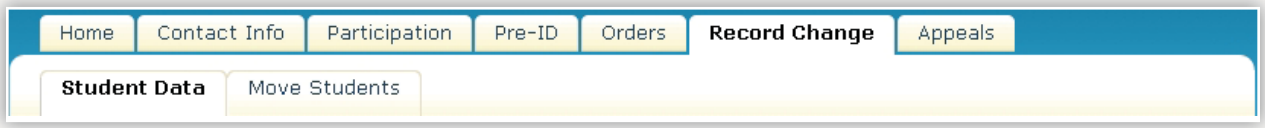
Item	Description	Pack Quantity	Package Details	Box Number Range	Back Order Quantity
MC00000008	SCHOOL SECURITY CHECKLIST	1	Single	8	0
1963318-2-1-2	STC KIT, 3-8 ACHIEVEMENT, SPR 10	1	Kit	8	0
OH00007148	STC MANUAL, 3-8 ACHIEVEMENT, SPR 10	1	Single	8	0
OH00007306	ANSWER DOC, GR 7, R/M, 2010, PK-5	65	13 packs of 5	9	0
OH00007493	TEST BOOK,G7,SP10, SPIRAL SET 1 (1-5) PK-5	65	13 packs of 5	9 to 10	0
OH00007081	DFA, GR 5-8 ACHIEVEMENT, SPR 10	3	Single	10	0
OH00007307	ANSWER DOC, GR 8, R/M/S, 2010, PK-5	60	12 packs of 5	11	0
OH00007496	TEST BOOK,G8,SP10,SPIRAL SET 2 (7-12) PK-5	60	12 packs of 5	11 to 12	0
OH00007081	DFA, GR 5-8 ACHIEVEMENT, SPR 10	3	Single	12	0
OH00007482	TEST BOOK, GR7 R/M, SP 10, FM SV, PK-5	15	3 packs of 5	13	0
OH00007485	TEST BOOK, GR8 R/M/S, SP10, FM SV, PK-5	10	2 packs of 5	13	0
OH00007306	ANSWER DOC, GR 7, R/M, 2010, PK-5	10	2 packs of 5	13	0
OH00007307	ANSWER DOC, GR 8, R/M/S, 2010, PK-5	10	2 packs of 5	13	0

1. To track a shipment, click the **[Tracking Number]** link in the right column. The shipping company's web site will load in a new browser window or tab.
2. To view details for another shipment, return to the browser window or tab with the TIDE page and click on another tracking number.

Note: *Orders that have been submitted but are not yet packaged for shipping will not appear in the list. To see which orders have been approved and processed for shipment, click the* [**Order History**] *tab.*

Record Change

The Record Change feature allows you to edit student demographic information printed on Pre-ID labels and associate student demographic information with Generic labels.



Note: *TIDE has the capability to move students between schools within a district only during the pre-reporting Record Change window. This process is similar to the "Move Students" feature in the Pre-ID task group.*

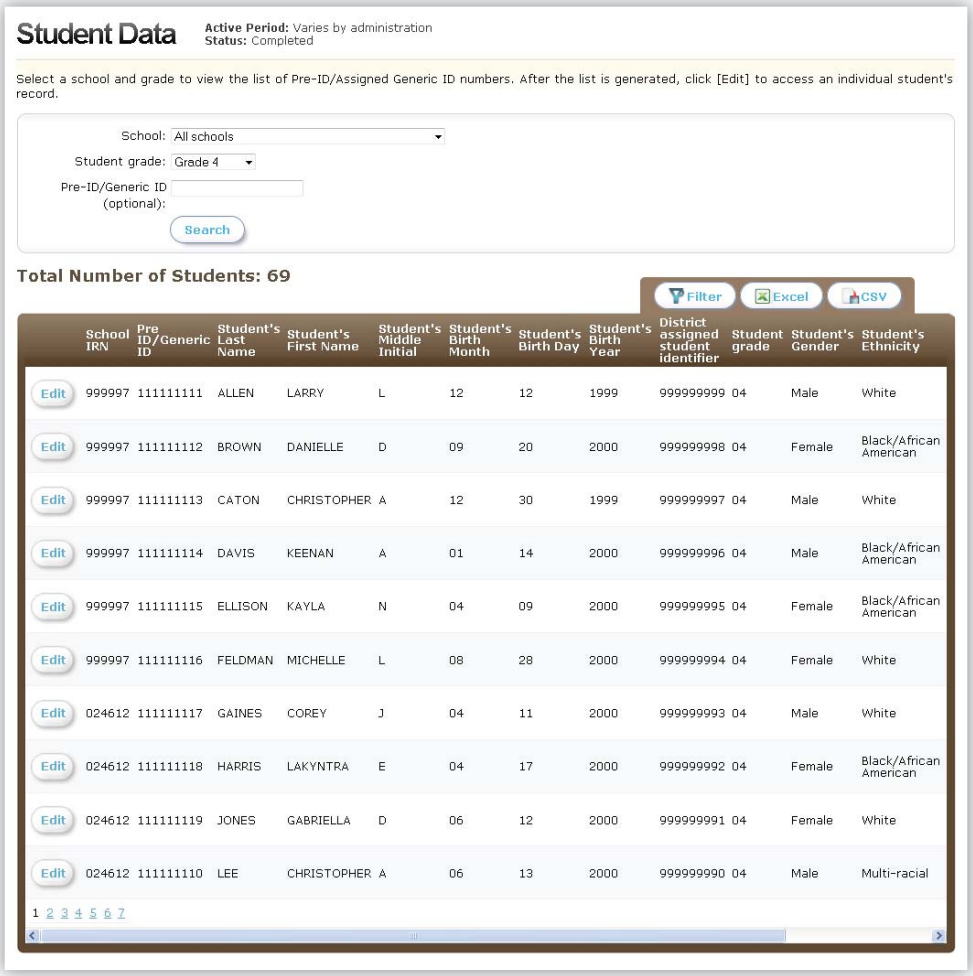
The **Record Change** feature has two windows: pre-processing and pre-reporting. The ***pre-processing*** window is open during the selected administration's testing window. The ***pre-reporting*** window is open after testing (check the newsletters for pre-reporting dates for each administration).

Student Data—Updating Student Information

The **Student Data** page allows you to view and edit demographic data associated with Pre-ID and Generic barcode labels.

Select a school and grade to view the current Pre-ID and Generic ID barcode list. Select "All Grades" to view all records, including any unassigned Generic ID numbers.

After the list is generated, click [**Edit**] to access the record associated with that barcode. The **Edit Students** page will load.



Note: *Some barcode numbers may not have an associated student record. To assign a student record to a "blank" barcode number, click* [**Edit**]. *(These Generic ID records will show only the School IRN and Pre-ID/Generic barcode number.)*

If you selected a Pre-ID label, the fields will be pre-populated with the student's demographic and subject (class) information. You can update any information on the page; all required fields are marked with an asterisk (*).

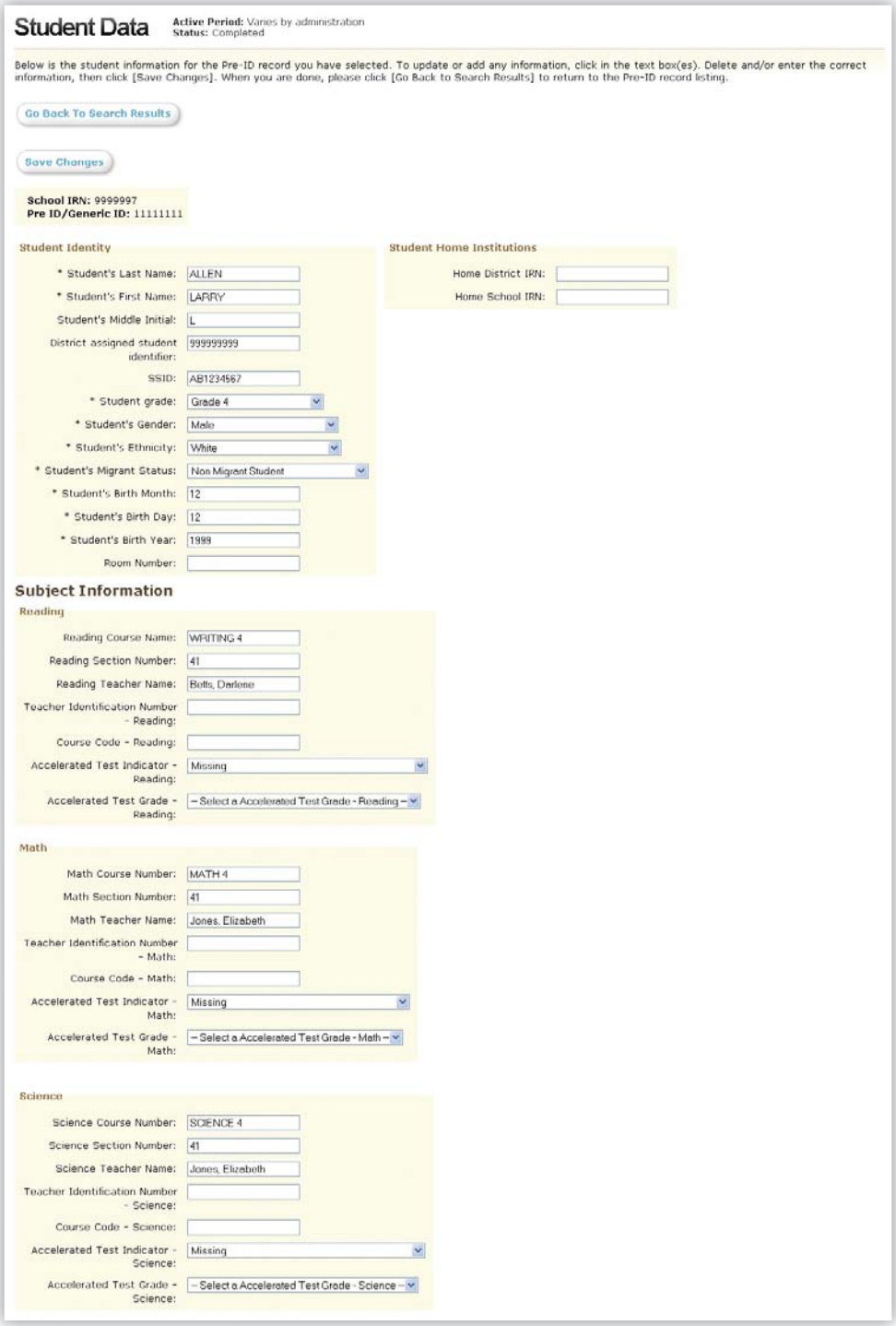
If you selected a Generic ID label that was used during the assessment, the fields will *not* be pre-populated and you will need to enter the student's information yourself.

Note: *SSIDs are required for JVSD, public and community school students.*

Marking Tests for Invalidation or Do Not Score (OAA)

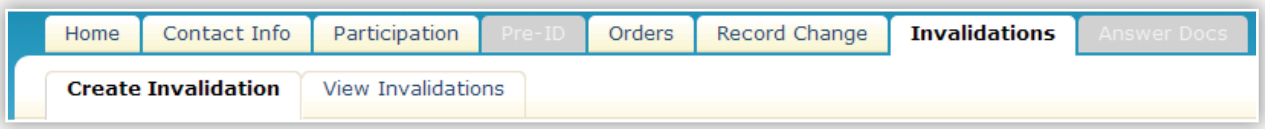
During the *pre-reporting* Record Change window, you will be able to invalidate tests for a student or mark a test as "Do Not Score."

1. To invalidate a test or identify a student's test as "Do Not Score," check the appropriate subject box.
2. Enter the reason for the invalidation or do not score request into the text box.
3. When you have finished updating or adding the student's demographic information, click [**Save Changes**].
4. Click [**Go Back to Search Results**] to return to the Record Change listing.



Note: *OAA Social Studies and Writing Assessments have been temporarily suspended.*

Invalidations (OGT, OTELA)



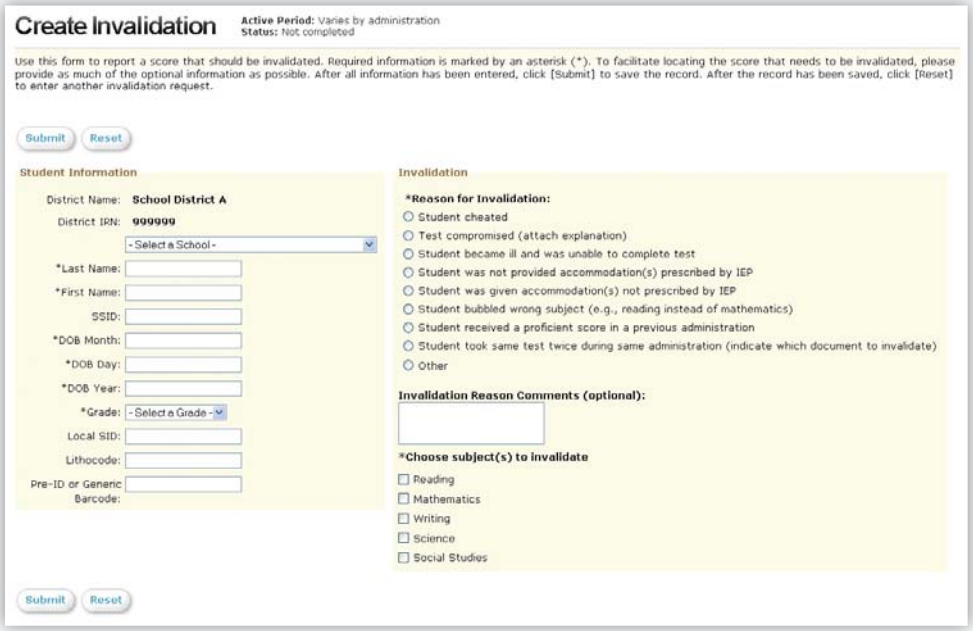
The **Invalidations** *section includes the following tasks:*

- Create Invalidation
- View Invalidations

Create Invalidation

The **Create Invalidation** page allows you to request that a student's score be invalidated for a specified reason. Invalidations can be requested for cases in which a student was caught cheating, a testing accommodation was either incorrect or not provided, or the student already earned a proficient score in a previous administration.

You must submit individual forms for each invalidation request.



1. To begin, select a school from the drop-down list.
2. Enter the student's last and first names, birth date information and grade level.
   - If you can provide an SSID or other information (e.g., barcode), that will help facilitate finding the correct test score to invalidate.
3. To select a reason for the invalidation, click the radio button next to the corresponding statement.
   - If none of the existing statements apply to the situation, select "Other" and provide the rationale in the Invalidation Reason Comments box.
4. Select at least one subject for which the invalidation applies.
5. Click [**Submit**] to send the invalidation request.

View Invalidations

The **View Invalidations** page allows you to review the invalidation requests that have been submitted by your district. You can also export invalidation requests to a spreadsheet and delete invalidation requests.

To view invalidation requests:

1. Select a school from the drop-down list. (To see all invalidation requests for your district, select "All Schools.")
2. Click [**Search**].

The page will load with a list of invalidation requests for your school(s).

To delete invalidation requests:

(Note: This feature is not available when this task is in read-only mode.)

1. In the left column, click the checkbox(es) for the invalidation request(s) you want to delete.
2. Click [**Delete**].

To export invalidation requests:

1. Simply click [**Export**]. A dialog box will appear, prompting you to either open or save the file.
2. Select your preferred option. You must use Microsoft Excel or other spreadsheet software to view the file.

Appeals

*The **Appeals** section allows you to request student verifications and rescores after reviewing test results. The following tasks are available for all administrations:*

Create Appeals

View Appeals

For OAA and OTELA administrations, this section also allows you to submit demographic update request forms (DURFs) and view demographic update requests.

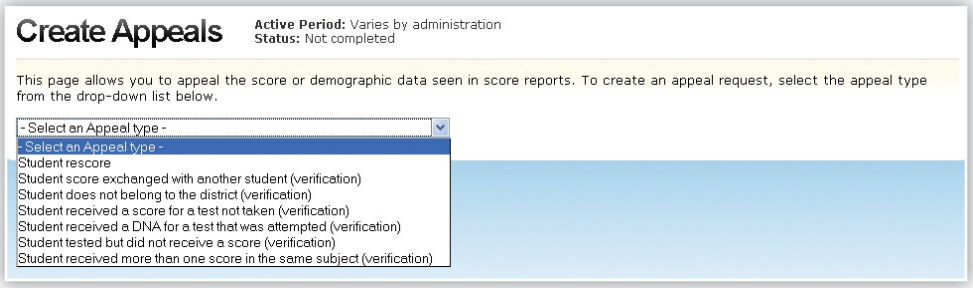
Create Demographic Update Request (OAA, OTELA)

View Demographic Updates (OAA, OTELA)

Create Appeals

This section allows you to submit rescores and requests for student verifications for the following reasons:

- You believe a test score may be inaccurate and want the test rescored (rescore request).
- Two students' scores may have been swapped.
- You received scores for students who do not belong to your district.
- A student received a score for a test he or she did not take.
- A student received a DNA (Did Not Attempt) for a test that was completed.
- You did not receive scores for a student in your district (missing student).
- A student received more than one score in the same subject.



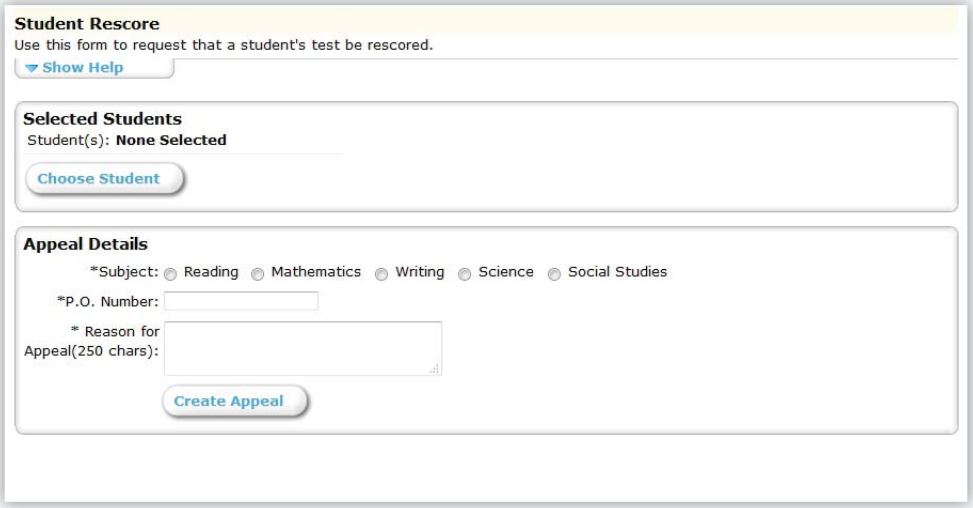
These requests, if approved, will result in the reviewing of the named students' assessments.

To begin, select the appeal request type from the drop-down list. Each appeal type has its own request form.

Note: *The fee for each verification request is $25.00, whether it is an individual request or part of a batch request. For rescores, this fee will be waived if a student's score is changed as a result of the appeal.*

Student Rescore

Use this form to request that a student's test be rescored. You can request rescores for multiple students.



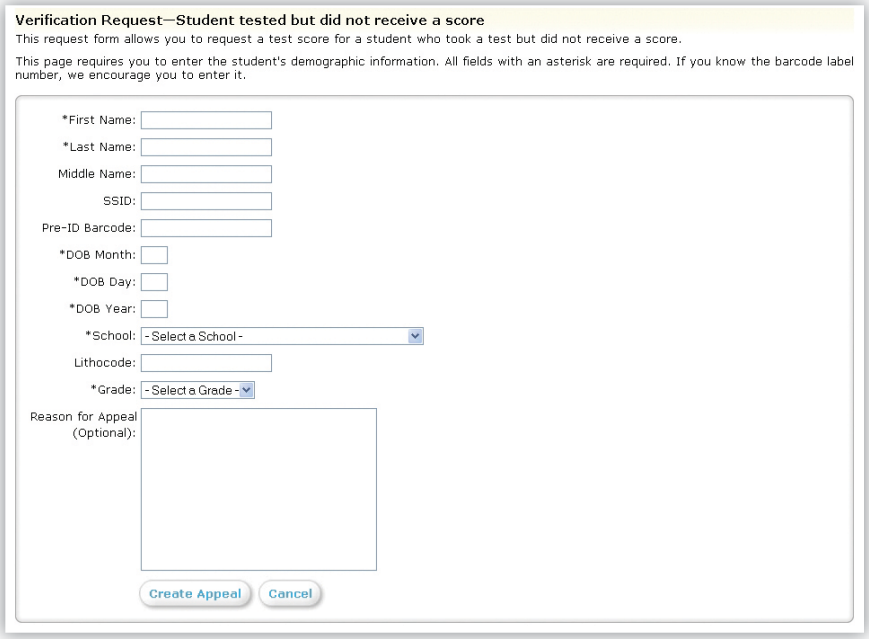
Reminder: *The fee for each rescore request is $25.00, whether it is an individual request or part of a batch request. (The cost will be waived if a student's score is changed as a result of the rescore request.)*

Note: *Rescores are not available for OTELA or Fall OAA administrations.*

1. To begin, click [**Choose Student**]. Select the school and grade level of the first student. (You may also enter the student's last name and SSID.) Click [**Search**] to locate that student in the school. Click [**Select**]. The student's name will now appear under "Selected Students."
   - You may select more than one student.
2. When you have finished selecting the student(s), click [**Done Choosing Student(s)**].
   - If you want to change the selected student(s) for the rescore request, click the red [**X**] by the name(s), then click [**Change Students**] and repeat the process above to select new students.
3. Select the subject that this appeal request applies to.
4. Enter the P.O. number and the reason for requesting the rescore request, and then click [**Create Appeal**].

Student tested but did not receive a score (Verification Request)

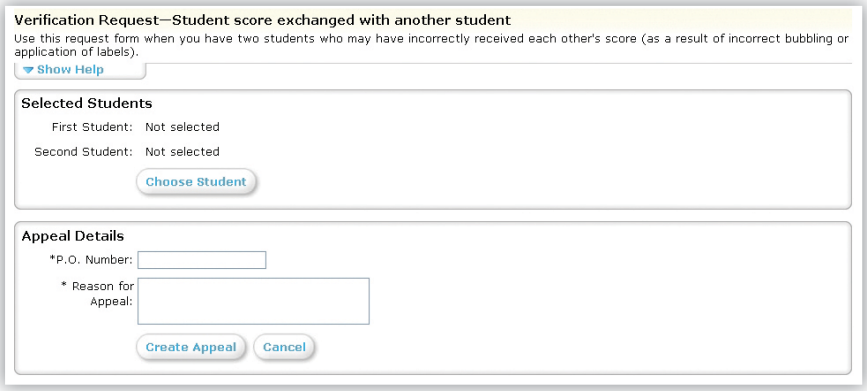
This request form allows you to request a test score for a student who took a test but did not receive a score.



1. To begin, enter the student's primary demographic information.
   - All fields with an asterisk (*) are required.
   - Enter as much other information as possible.
2. Enter the reason for requesting the student's test score (optional), and then click [**Create Appeal**].

Student score exchanged with another student (Verification Request)

Use this request form when you have two students who may have received each other's score (as a result of incorrect bubbling or application of labels).

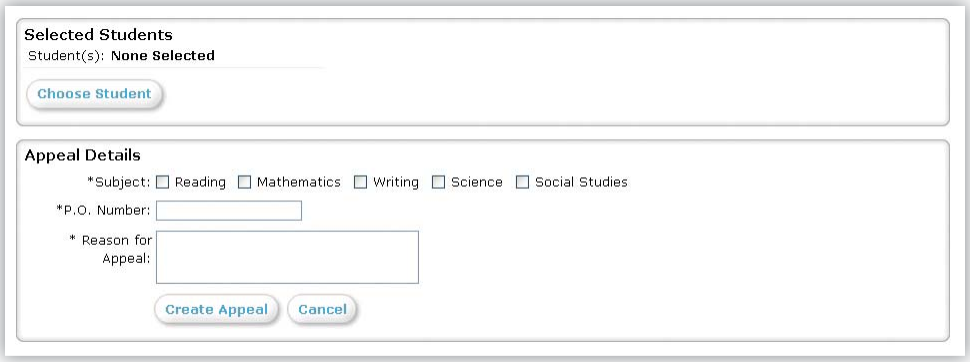


1. To begin, click [**Choose Student**].
   - Select the school and grade level of the first student. (*You may also enter the student's last name and SSID.*)
   - Click [**Search**] to locate that student in the school.
   - Click [**Select**] to identify him or her as the "first student." The student's name will appear next to "First Student."
2. To select the second student from the same pre-populated list, find the student in the table and click [**Select**].
   - To search for a student in a different school and/or grade, click [**Search Again for Students**] and repeat the steps above. The second student's name will appear next to "Second Student."
3. When you have finished selecting the two students, click [**Done Choosing Student(s)**].
   - If you want to change the selected student(s) for the verification request, simply click the red [**X**] by the name(s), then click [**Change Students**] and repeat the process above to select new students.
4. Enter the reason for requesting the score verification, and then click [**Create Appeal**].

Other Verification Requests

The following verification requests follow similar processes.

- Student does not belong to the district.
- Student received a score for a test not taken.
- Student received a DNA for a test that was attempted.
- Student received more than one score in the same subject.



1. To begin, click [**Choose Student**]. Select the school and grade-level of the first student. (You may also enter the student's last name and SSID.) Click [**Search**] to locate that student in the school. Click [**Select**]. The student's name will now appear under "Selected Students."

2. When you have finished selecting the student(s), click [**Done Choosing Student(s)**].

   - You may select more than one student for some verification requests.

3. Select the subject(s) that this appeal request applies to (*applicable to some verification requests*).

   - If you want to change the selected student(s) for the verification request, simply click the red [**X**] by the name(s), then click [**Change Students**] and repeat the process above to select new students.

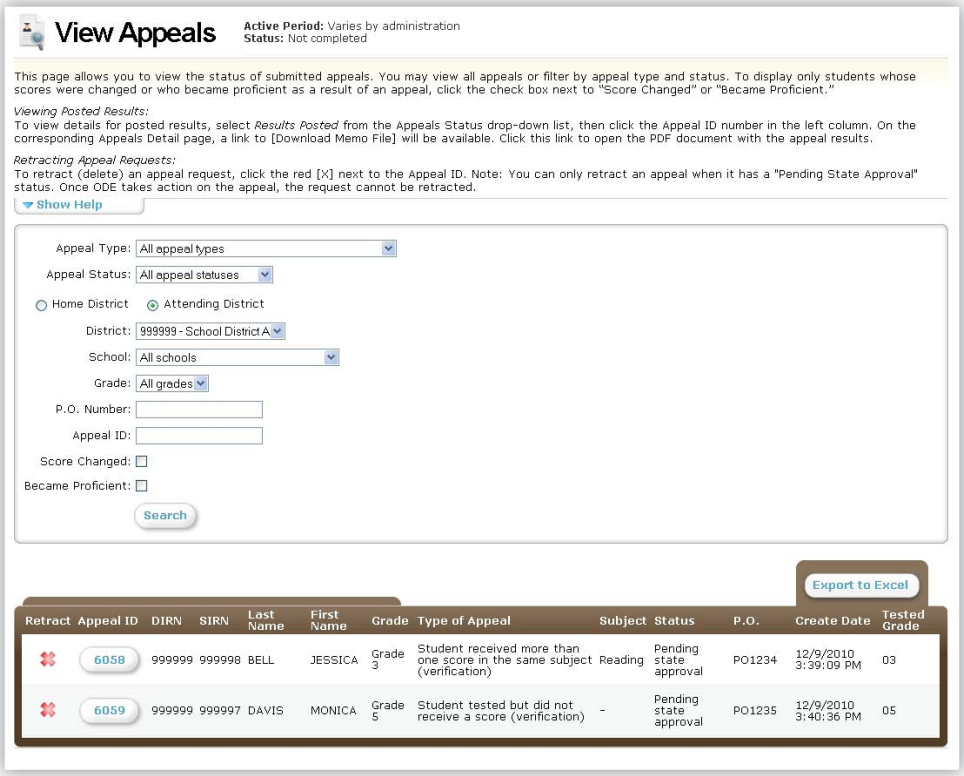
4. Enter the reason for requesting the verification, and then click [**Create Appeal**].

View Appeals

The **View Appeals** page allows you to view the status of submitted appeals for students in your district.

You may view all appeals or filter by appeal type and status. To display only students whose scores were changed or who became proficient as a result of an appeal, click the check box next to "Score Changed" or "Became Proficient."

Note: *If the results of an appeal are posted or if an appeal has been rejected, then a notification e-mail will be sent to the user listed in the "My Account" section.*



Retracting Appeal Requests:

You can retract (delete) an appeal request before it is processed. Simply click the red **[X]** next to the Appeal ID. *Note: You can only retract an appeal when it has a "Pending State Approval" status. Once ODE takes action on the appeal, the request cannot be retracted.*

Viewing Posted Results:

1. Select "All Appeal Types" or a specific appeal type from the Appeal Type drop-down list.
2. Select "Results Posted" from the Appeal Status drop-down list. If records are available, the page will load with the corresponding appeals.
3. Click the Appeal ID number in the left column.
4. On the corresponding **Appeals Detail** page, a link to [**Download Memo File**] will be available. Click this link to open the PDF document with the appeal results.

Appeal Status Descriptions:

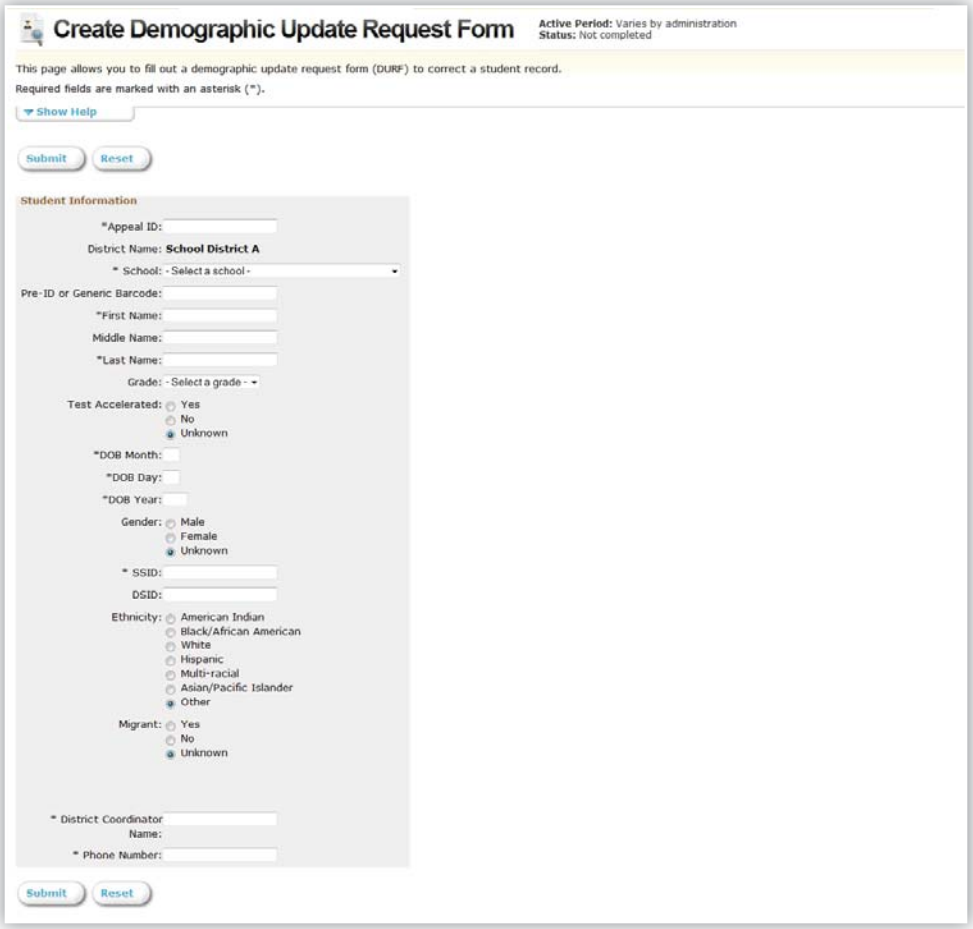
Pending State Approval	*The appeal has been created. The request will not be processed until it has been reviewed and approved by ODE.*
Rejected	*The appeal has been rejected by ODE and will not be submitted for processing.*
Processing Request	*The appeal request has been approved by ODE and is currently being processed by the scoring center.*
Pending State Review	*The scoring center has processed the appeal request and posted a memo for ODE review.*
Results Posted	*ODE has reviewed and approved the appeal memo; the results are available for viewing.*
Need More Information	*ODE has requested additional information from the scoring center after reviewing the appeal memo. The appeal memo is not available to the test coordinator until the state user approves it.*

Create Demographic Update Request Form (OAA, OTELA)

This page allows you to fill out a demographic update request form (DURF) to correct a student record.

Based on verification results, you may request an update to student demographic information currently stored in the Ohio Online Assessment Reporting System (OOARS). If it is determined that there was an error in demographic information or an incorrect Pre-ID label assignment, the data in OOARS can be updated based on information provided in the DURF.

For example, if Pre-ID labels for two students were incorrectly applied, you may submit a DURF for each student affected in order to correct the demographic data associated with each label record.



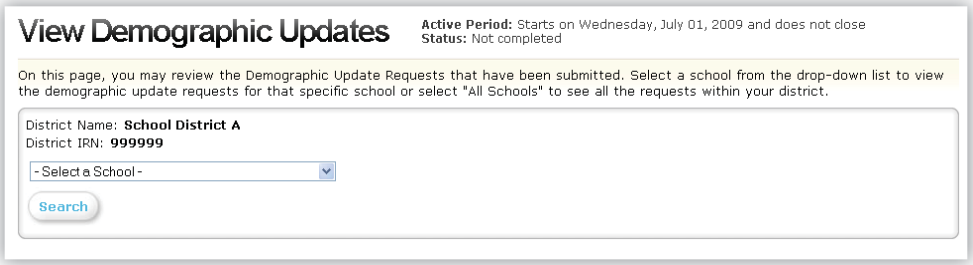
1. Enter required student information.
   (Fields marked with an asterisk (*) are required).
2. Click [**Submit**].

Note: *OOARS updates are not available until after the Appeals window closes. Check the OOARS Web site Announcement section for dates.*

View Demographic Updates (OAA, OTELA)

This section allows you to review the demographic update requests that have been submitted.

Select a school from the drop-down list to view the requests for that specific school or select "All Schools" to see all the requests within your district.



Answer Documents (OGT)

This section allows you to view the status of answer documents that have been returned to DRC for review.

If you have a report on file, you will see the following message: "Click here to download the answer document status report."

- Click the blue text (link) to access your report. A dialog box will appear, prompting you to open or save the file. Select the option you want, and then open the report in Microsoft Excel.
- The file you view is for the current test administration.

If you do not have a report on file, you will see this message: "No answer document status report file was found for your district for *[Selected Administration]*."

Sample Answer Document Report (Microsoft Excel)

This spreadsheet verifies which answer documents were sent back to DRC for review and lists, when possible, the associated student information for that answer document.

	A	B	C	D	E	F	G	H	I	J
1	Answer Document Serial Number	District Answer Document Sent To	School Answer Document Sent To	Status	Date Checked In At DRC	Last Name	First Name	MI	DOB	Local Student ID
2	S99999999999990	99999	99991	Returned	6/29/2009	HARRIS	BRETT	E	12/31/1990	999999998
3	S99999999999991	99999	99991	Returned	6/29/2009	MCNAMARA	ELIZABETH	A	7/28/1991	999999997
4	S99999999999992	99999	99991	Returned	6/29/2009	HANUMANTHA	ANIL		11/10/1989	999999996
5	S99999999999993	99999	99991	Returned	6/29/2009	LOMAN	KATIE	B	3/16/1993	999999995
6	S99999999999994	99999	99991	Returned	6/29/2009	FRANKLIN	JUDD	H	5/9/1993	999999994
7	S99999999999995	99999	99991	Returned	6/29/2009	BROWNING	PAULA		10/21/1992	999999993
8	S99999999999996	99999	99991	Returned	6/29/2009	PANI	ALEJANDRO		4/30/1993	999999992
9	S99999999999997	99999	99991	Returned	6/29/2009	BUTLER	BRIANNA	E	11/11/1989	999999991
10	S99999999999998	99999	99991	Returned	6/29/2009					

Status Descriptions:

Pending	*This answer document has not yet been received by DRC.*
Returned Used	*This used answer document has been returned to DRC and contains student responses.*
Returned Unused	*This unused answer document has been returned to DRC and does not contain student responses.*

Appendix A: About Microsoft Excel and Exported Files

If you download student search results, your version of Excel impacts whether you should download the CSV or Excel file.

Excel:

Microsoft Excel 2007 .xlsx files automatically preserve leading zeros. Excel 2007 or 2010 must be used to correctly open these files. These files cannot be opened using an earlier version of Excel.

CSV:

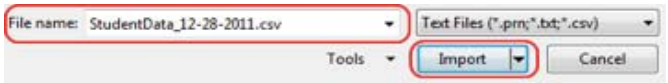
If you have Excel 2003 or earlier, AIR recommends that you download exported records in .csv format. CSV files do not automatically preserve leading zeros (numbers that begin with at least one zero at the beginning, e.g., 0001234). Therefore, to ensure that student data appear in Excel correctly when using the .csv file, follow the instructions in Appendix B: Opening a CSV File in Excel.

Appendix B: Opening a CSV File in Excel

1. Open Microsoft Excel, and click the **Data** menu tab.

2. In the Data menu, click the "From Text" icon. The Import Text File dialog window will open.

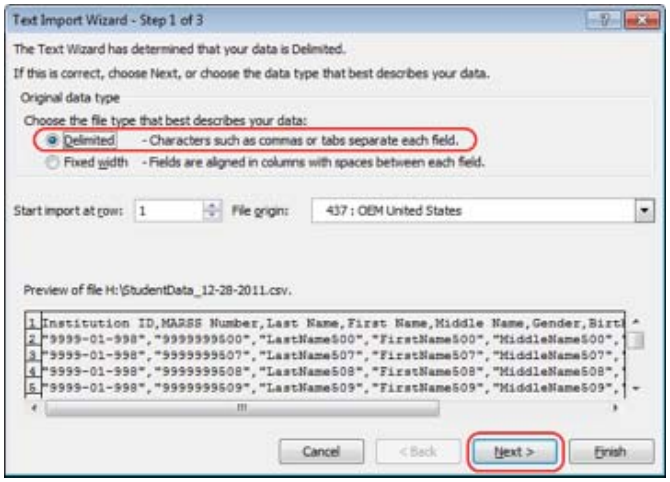
3. Navigate to the location where you saved the file. Select the file and then click **[Import]**.



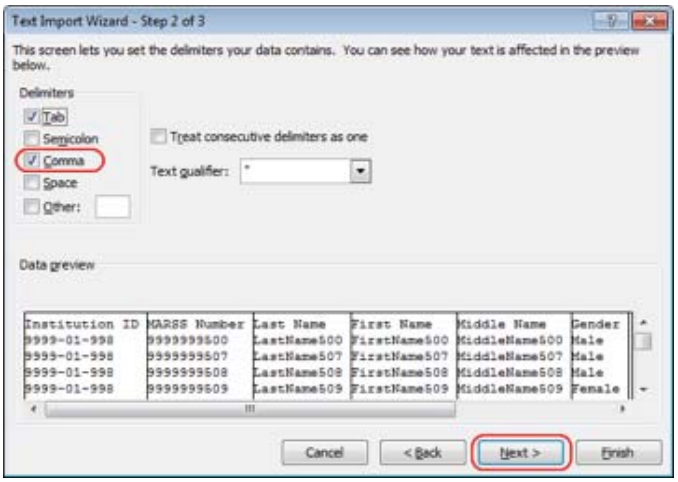
4. The Text Import Wizard window will open. You will have to navigate through three steps:

a. **Step 1:** Make sure "Delimited" is selected, and click [**Next**].

Note: This window also has a preview of the data in the file you selected. This allows you to verify that you selected the correct file.



b. **Step 2:** Click the checkbox next to "Comma," and click **[Next]**.



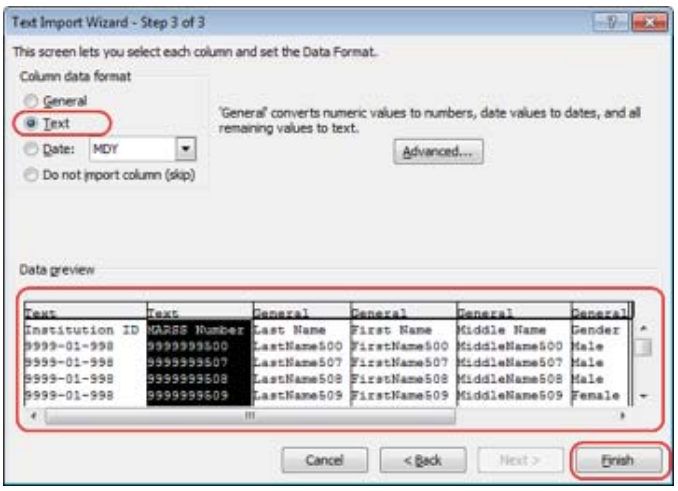
c. **Step 3:** Format numerical data as text.

2. In the Data Preview section, click a column. (The selected column will have a black background.)

3. In the Column Data Format section, click the radio button next to "Text."

4. Repeat for each column (especially for the following columns: District IRN, School IRN, SSID, and Birth Date).

d. Click **[Finish]**. The data should populate in separate columns in Excel.



User Support

For additional assistance, contact the appropriate Ohio Help Desk at the American Institutes for Research (AIR).

When you contact the Help Desk, you will be asked to provide as much detail as possible about the issue(s) you encountered.

The Ohio Help Desks are open Monday–Friday, **7:00 a.m.–5:00 p.m.** EST (except most federal holidays). During these hours, staff will promptly respond to your inquiries.

Ohio Help Desk Contact Information for OGT Questions:

Phone: 1-877-231-7809
Fax: 1-877-231-7813
OGTHelpDesk@air.org

Ohio Help Desk Contact Information for OAA and OTELA Questions:

Phone: 1-888-944-5001
Fax: 1-877-231-7813
OHHelpDesk@air.org