

PARCC
Performance-Based Assessment (PBA)
Rhode Island Feedback Results

Spring 2015



RIDE Rhode Island
Department
of Education



1. To gather feedback on the support RIDE provided during the PBA administration to inform our processes for the EOY administration.
2. Identify problematic issues or unclear processes related to general test administration that RIDE can address prior to the EOY administration.
3. Identify issues or processes related to PARCC testing for which RIDE and/or PARCC should begin to develop long term solutions.
4. Gather input on larger administration topics such as testing time, administration windows, and reporting.

Rhode Island Feedback Sessions

“Test Administration” Feedback Results



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Test Administration Feedback Results



“What did RIDE do well?”

- Training for test coordinators;
- Timely email/phone/tech support;
- Weekly summary of PARCC changes and updates
- Communication
- Support/Assistance with issues

“What does RIDE need to improve on?”

- Clearer guidance from RIDE on refusals
- Deeper, more specific training on
 - PearsonAccess^{Next}
 - What do teachers need to do on day of testing?
 - Step-by-step demos of commonly used features and frequent tasks
 - TestNav8
 - PNP file
- Improve PANext user interface

Test Administration Feedback Results



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“Were there any specific administration policies or processes that you’d like to see changed?”:

- EOY data should not be due as early as it is (it was outdated before testing began)
- Shorten testing time
- More guidance on ticket and seal code process is needed

“What are three ‘PBA lessons learned’ that you feel might help others in your role as they prepare for EOY testing?”:

- Call RIDE not Pearson
- Identify refusals earlier to better coordinate scheduling
- Start early and check online testing session data thoroughly

PARCC Feedback In-Person Sessions

Technology Feedback Results



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Technology Feedback Results



“What did RIDE do well?”

- Response time on unsubmit issues
- Response time on void requests
- Very helpful with direct (via in-person or phone/email) support and information
- Provision of materials
- Assistance with proctor caching

“What does RIDE need to improve on?”

- CBT technical difficulties with saving student responses
- CBT text box for extended responses too small and does not mirror how students respond in classroom with word processing software
- CBT asked students to “show their work,” which is better suited for a paper and pencil test
- Improve data uploads - EOY uploads deadline too soon, multiple and duplicate uploads

Technology Feedback Results



“What aspects(s) of PearsonAccessNext and/or TestNav should PARCC focus on?”

- Fix the Java problem for Lenovas
- Eliminate Tier 1 tech support or let people get to Tier 2 quicker
- PearsonAccess^{Next} is not user-friendly
- Pearson customer support is lacking/did not understand the basic problems
- Reduction and simplification of proctor manuals

PARCC Feedback In-Person Sessions

“PARCC Design” Feedback Results



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Think about the PARCC assessment design including the item types, the quality of the items, the online experience, and the accessibility features and accommodations:

“What do you see as strengths of the PARCC assessment?”

- Content is well aligned with CCSS
- Students enjoyed the electronic format as well as the videos
- Open-ended and multi-step questions prioritize higher-level engagement
- Accessibility features worked well

“What do you see as areas for future improvement of the PARCC assessment?”

- Combine PBA and EOY into one testing window
- Enlarge text box for essays/allow pop-up box option
- Smooth out technical issues and glitches

Think about the administration of the PARCC assessment and how that was implemented in your school(s):

“What are your thoughts about the timing of the PARCC assessments including the length of the tests, number of units, two windows, and timing of the windows?”

- Condense two windows to one that combines PBA and EOY
- Testing windows are too close together, too close to NECAP Science
- Shorten testing time and reduce the number of sessions

“What final thoughts do you have on areas of improvement based on our discussion?”

- Have one testing window and not two
- Either establish one window with longer sessions or two windows with shorter sessions

Spring 2015 PARCC PBA

Rhode Island Online Survey

Feedback Results

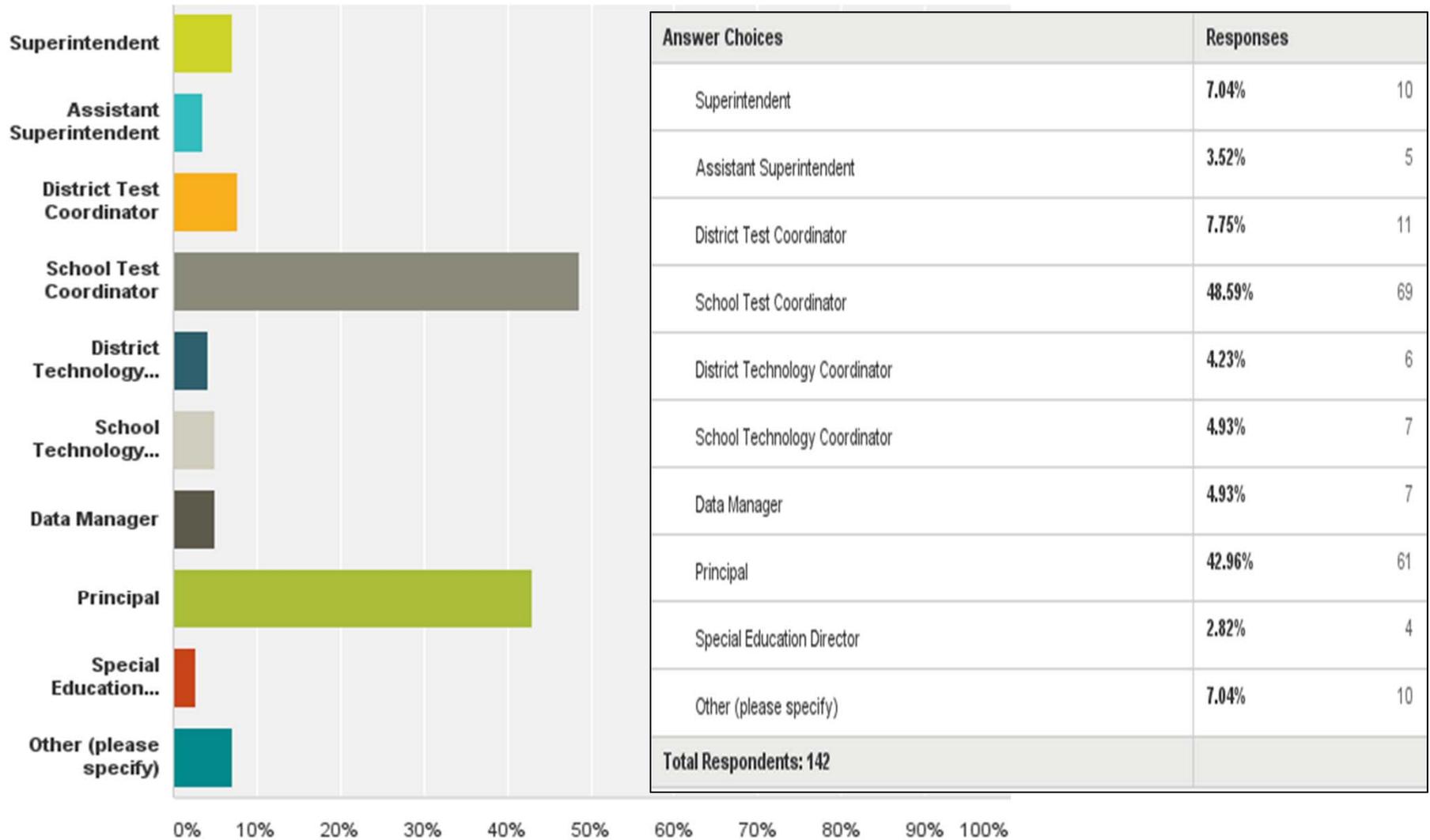


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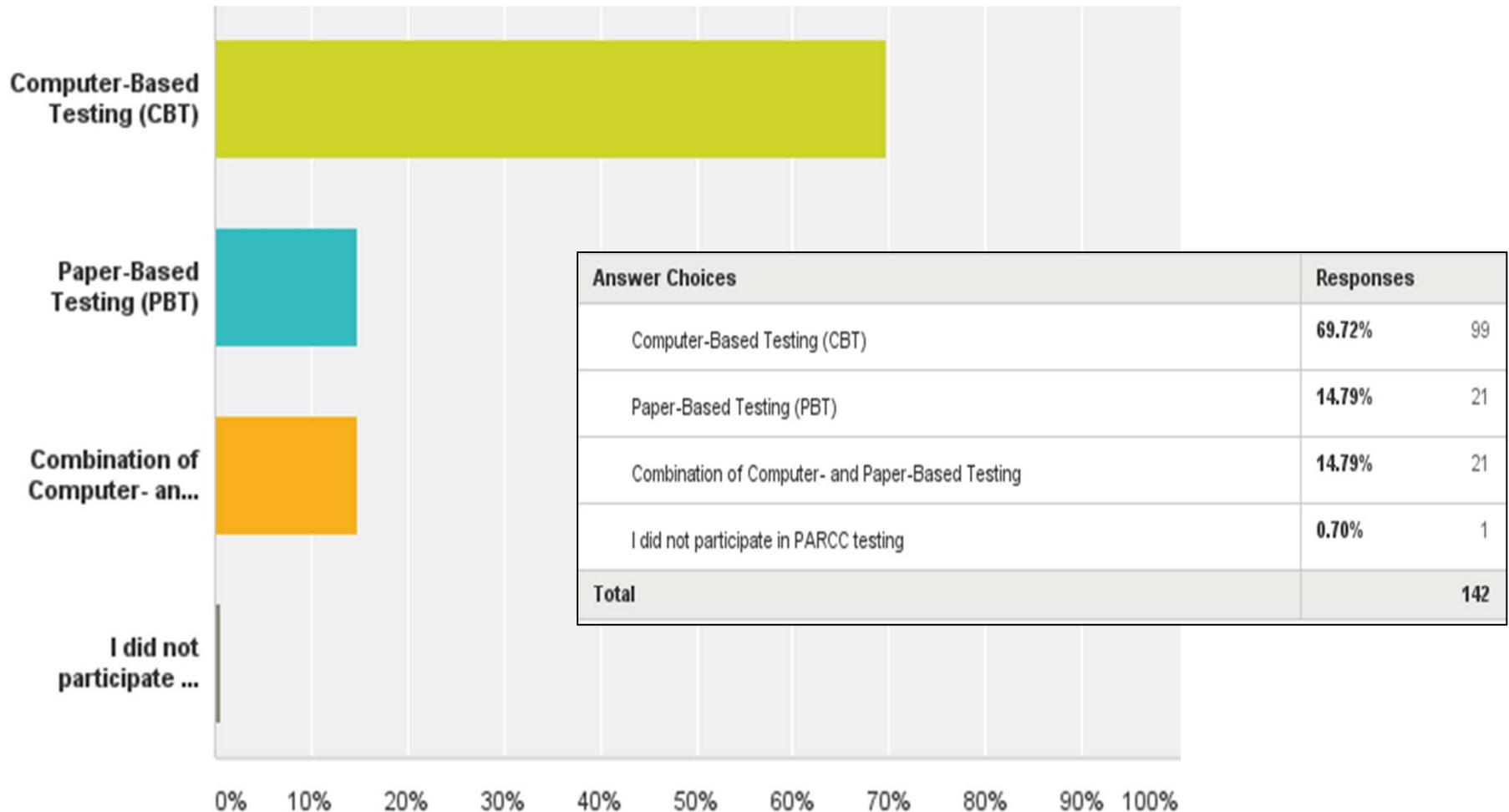
In addition to the in-person sessions, RIDE sent out a link to an online survey to gather feedback. The following slides include results from this survey.

- ✓ **142 people responded to items on the survey**
- ✓ **61% of LEAs had a least 1 person respond to the survey**
 - **Note:** *Most of the LEAs that did not have at least one respondent for the online survey had representation at the in-person sessions.*

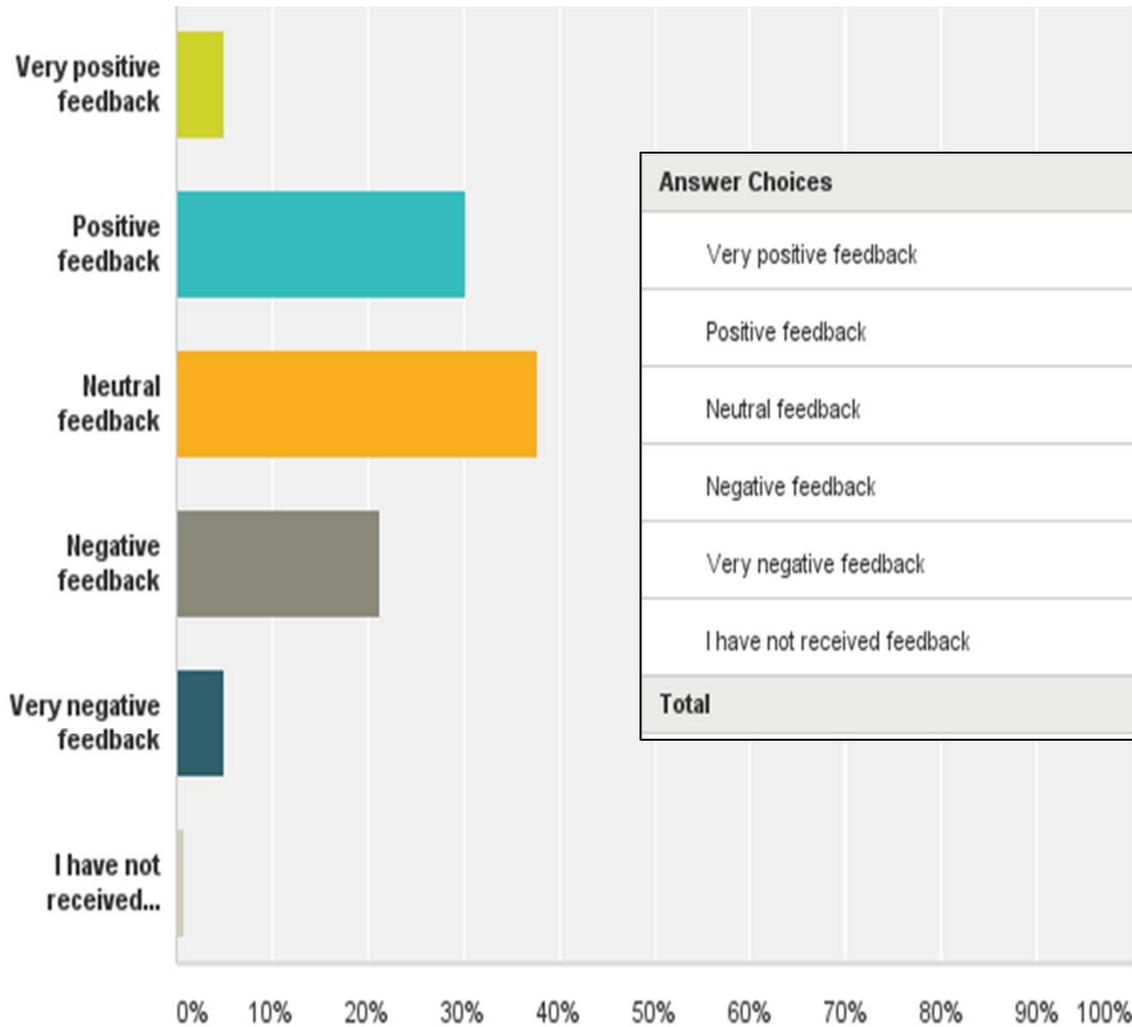
Q2: Please identify your role/title



Q3: In which mode of PARCC testing did your district/school participate?



Q4: Overall, what kind of feedback have you received from Test Administrators/ Teachers about PARCC administration?



| Answer Choices | Responses |
|------------------------------|------------|
| Very positive feedback | 4.92% 6 |
| Positive feedback | 30.33% 37 |
| Neutral feedback | 37.70% 46 |
| Negative feedback | 21.31% 26 |
| Very negative feedback | 4.92% 6 |
| I have not received feedback | 0.82% 1 |
| Total | 122 |

Q4 Additional comments (feedback from teachers):



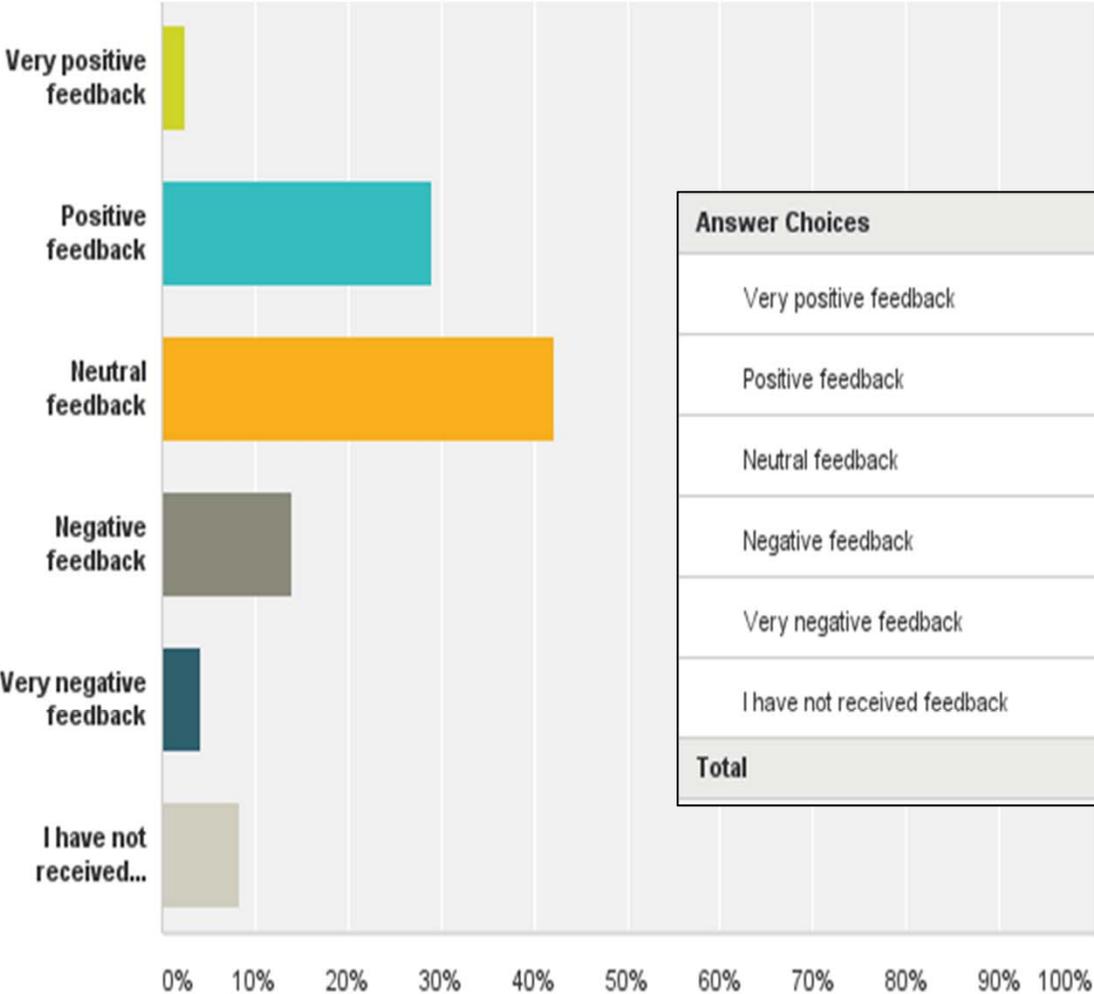
Specific negative feedback received included the following:

- Technical issues in TestNav8
- Teachers concerned that math questions may have covered content not taught yet at the time of testing
- Too much time spent testing
- Text boxes too small for extended responses
- Test manuals need to be streamlined and more step-by-step instructions needed
- Student registration process and PNP file requirements cumbersome and confusing
- Scheduling tougher for PARCC than for NECAP or Science testing.

Specific positive feedback received included the following:

- Testing online went smoothly overall and process was much easier than expected.
- Loved not having to count/keep track of test booklets; test administration and proctoring easier with online testing

Q5: Overall, what feedback have you received from students about their experience taking PARCC assessments?



| Answer Choices | Responses |
|------------------------------|------------|
| Very positive feedback | 2.48% 3 |
| Positive feedback | 28.93% 35 |
| Neutral feedback | 42.15% 51 |
| Negative feedback | 14.05% 17 |
| Very negative feedback | 4.13% 5 |
| I have not received feedback | 8.26% 10 |
| Total | 121 |

Q5 Additional *comments* (feedback from students):



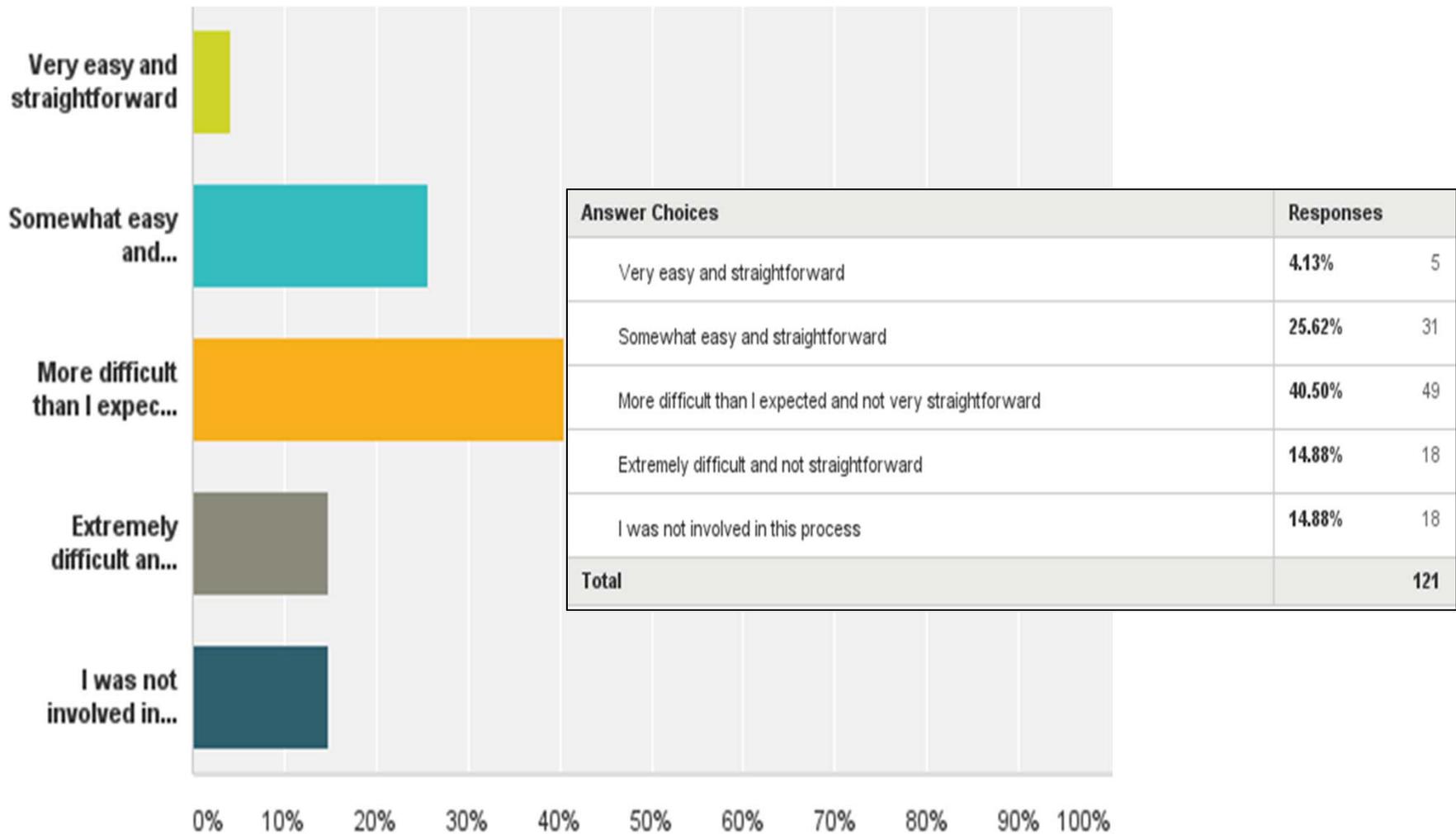
Specific negative feedback received included the following:

- Directions were difficult to understand and questions had too many steps
- Students expressed frustration while they were trying to get their answer to look a certain way and the formatting of the computer would change it or not allow them to write equations and fractions the way they wanted to
- Technical issues
- Test was too long (too many sessions; two test windows too much)
- Students couldn't understand why teachers couldn't help with reading challenging words
- Students reported Math tests were more challenging than ELA/Literacy tests

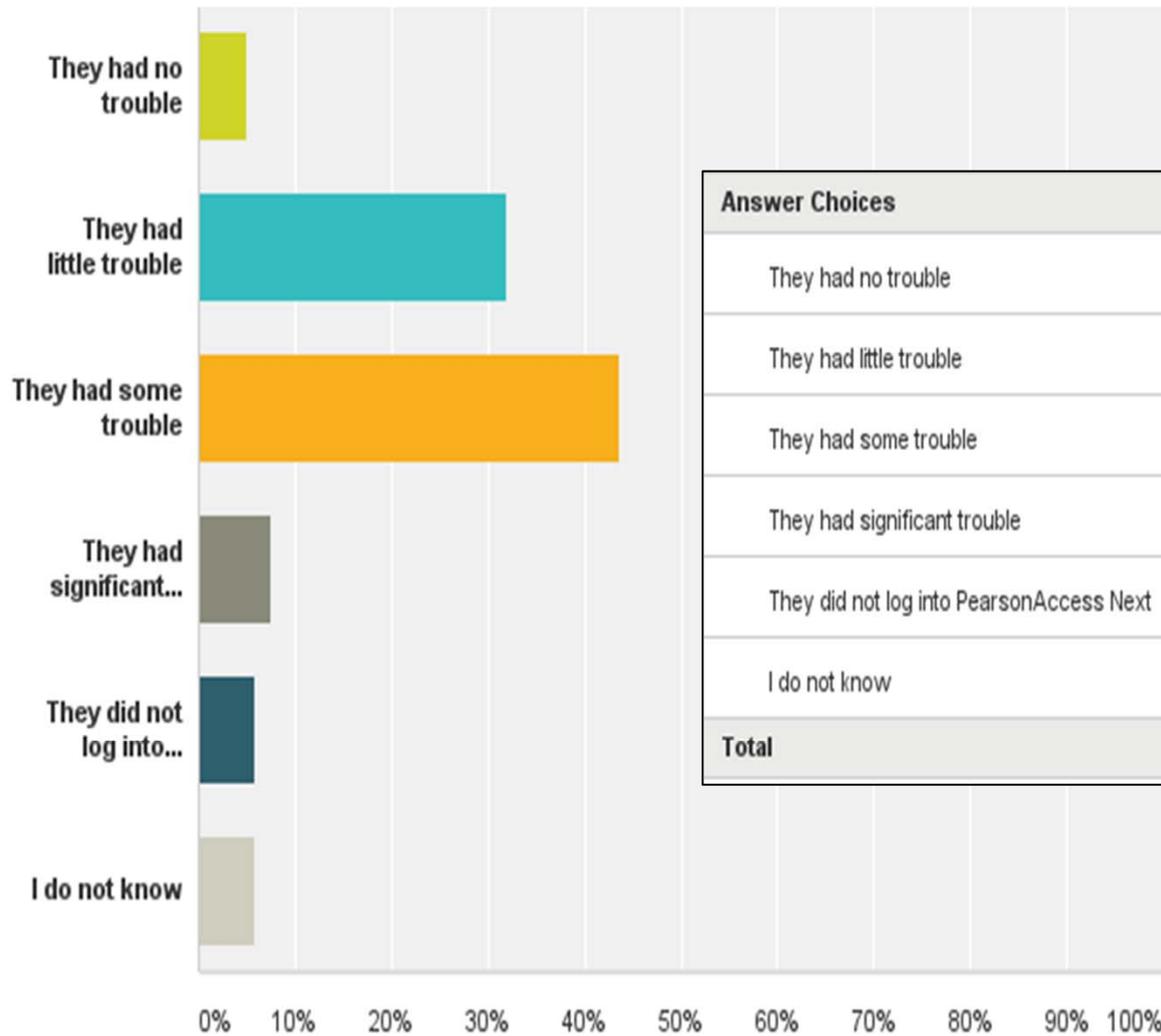
Specific positive feedback received included the following:

- Students reported ELA tests were much easier than expected and that both ELA and Math practice tests were harder than the actual tests
- Students liked interactive content and online features; found TestNav8 easy to navigate
- Students were comfortable and confident in using tools for online testing
- Students reported that PARCC tests were more engaging than NECAP

Q8: Overall, how do you rate the process of preparing for PARCC PBA in PearsonAccess Next? This includes registering students, uploading PNP information, creating test sessions, etc.

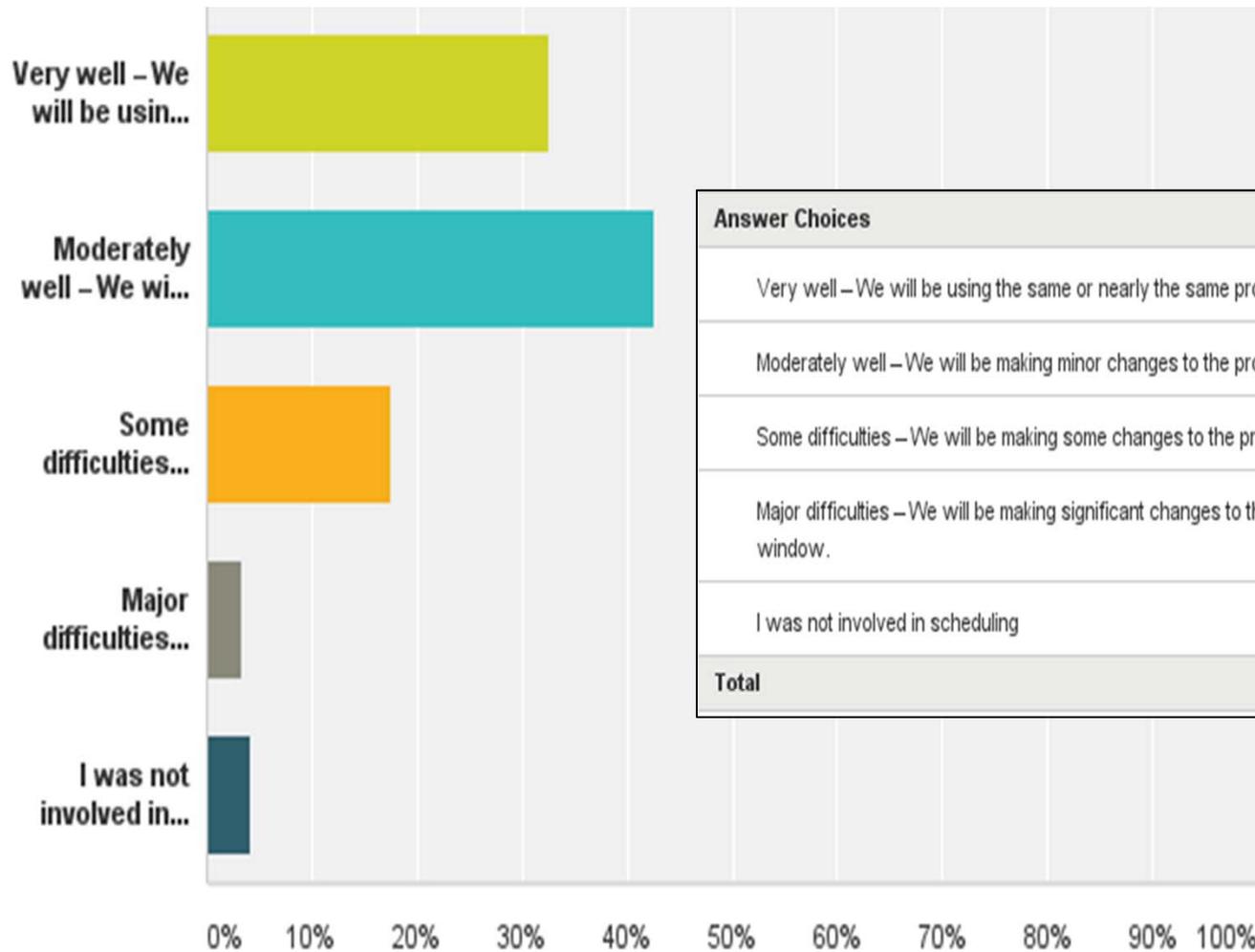


Q9: Did Test Administrators/Teachers have trouble navigating PearsonAccess Next?



| Answer Choices | Responses |
|--|------------|
| They had no trouble | 5.04% 6 |
| They had little trouble | 31.93% 38 |
| They had some trouble | 43.70% 52 |
| They had significant trouble | 7.56% 9 |
| They did not log into PearsonAccess Next | 5.88% 7 |
| I do not know | 5.88% 7 |
| Total | 119 |

Q10: How well did your test schedule work for PBA administration?



| Answer Choices | Responses |
|---|------------|
| Very well – We will be using the same or nearly the same process for the EOY testing window. | 32.50% 39 |
| Moderately well – We will be making minor changes to the process for the EOY testing window. | 42.50% 51 |
| Some difficulties – We will be making some changes to the process for the EOY testing window. | 17.50% 21 |
| Major difficulties – We will be making significant changes to the process for the EOY testing window. | 3.33% 4 |
| I was not involved in scheduling | 4.17% 5 |
| Total | 120 |

Q11 For future PARCC administrations, what "helpful hints" or "lessons learned" could you provide to others in your role?



Responses included the following:

- Allow ample time to prepare testing materials for dissemination
- Use training site extensively to prepare everyone for online testing
- Read all manuals from cover to cover
- Create internal directions for staff (e.g. tips, FAQs, hot topics, common problems)
- Stay calm and keep a positive attitude
- Assemble a school-based PARCC team to deal with all aspects of testing
- Have extra computers ready in case of failure
- Have extra trained people available to assist and proctor as needed
- Use clipboards for scrap paper so that students have a hard surface on which to write during online testing
- Make or buy privacy folder to screen students and computers during testing
- Communicate often with families about importance of testing, being on time, etc.

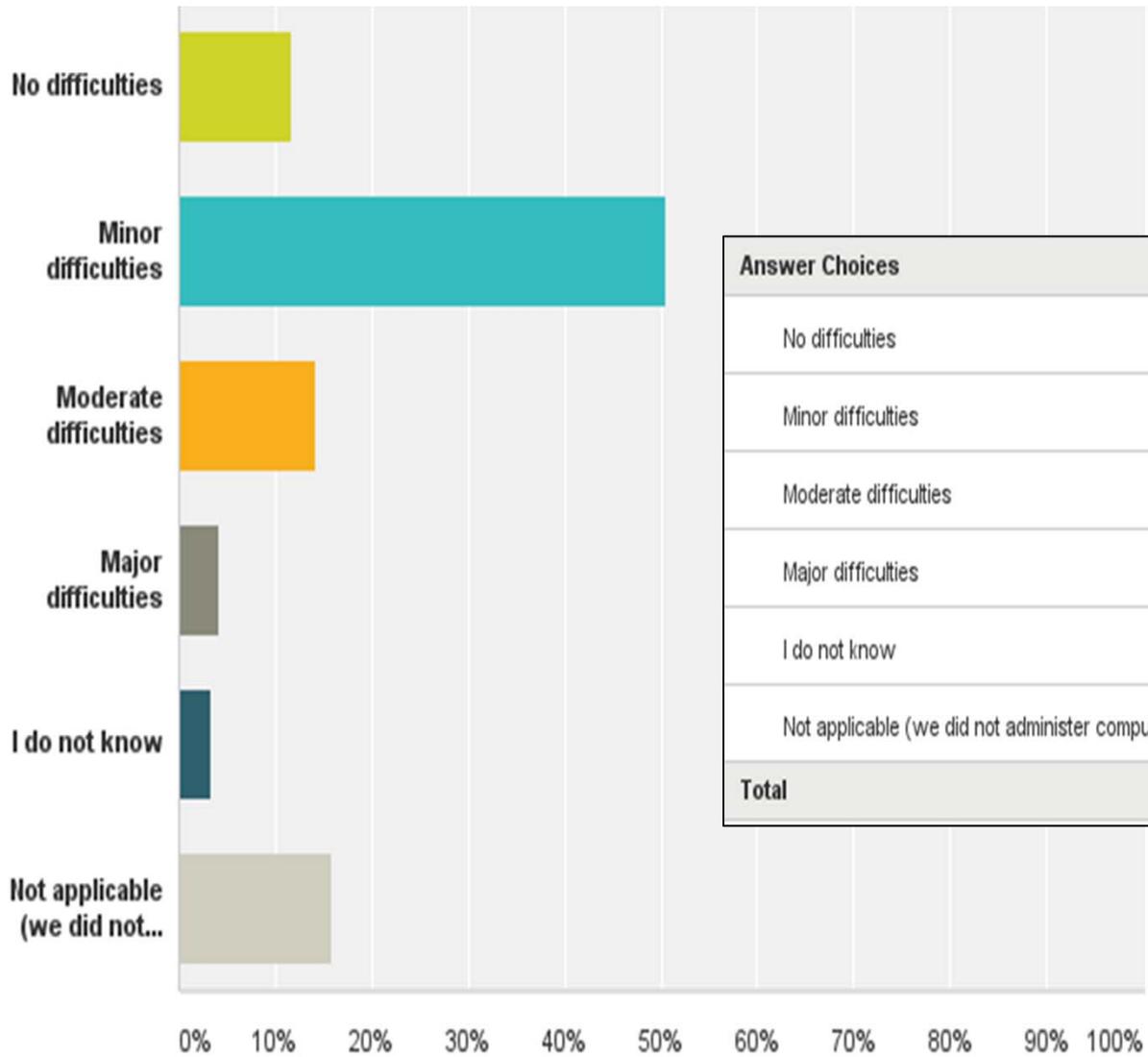
Q11 (*continued*) What "helpful hints" or "lessons learned" could you provide to others in your role?



Responses included the following:

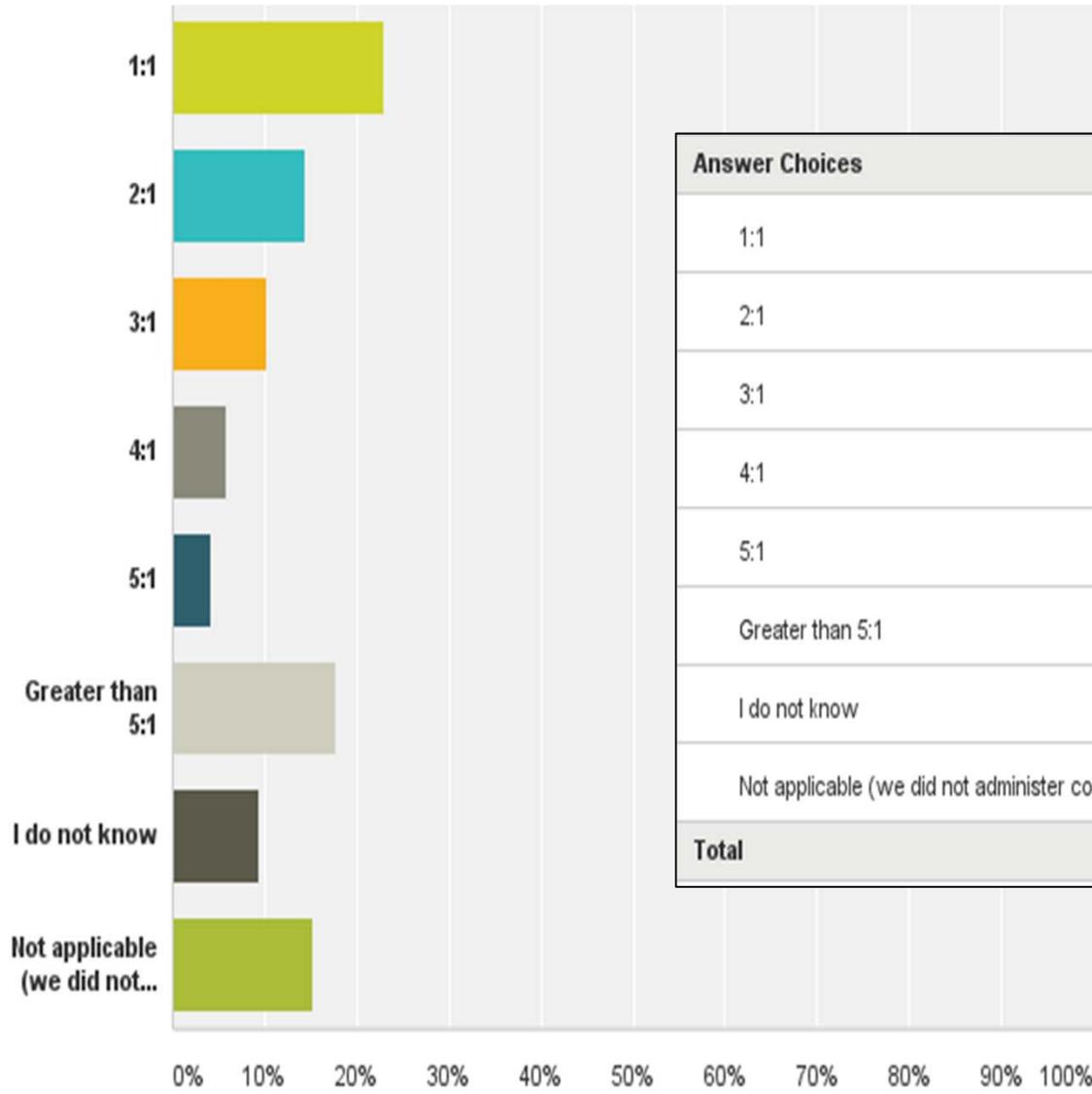
- Test administrators must be given enough training prior to testing so they will not be nervous during the test administration. Test coordinator should be available at all times during testing online to allay fears and assist with any issues.
- Practice, practice, practice! Be sure to give students and teachers ample opportunities to practice logging in with tickets to access secure practice tests.
- Take the time to fully understand Pearson Access Next by navigating the training side first. Once you fully understand it then provide your staff with the instructional leadership they need.
- If possible, avoid setting up test sessions by hand as they do not migrate to EOY.
- Double check all PNPs for accuracy because if this file has errors, students will not get the online accommodations/accessibility features they need during testing.
- Make sure staff know connection between PARCC accessibility/accommodation features and IEP accommodations and are trained properly.

Q12: After they logged in, did students have trouble navigating TestNav during testing?



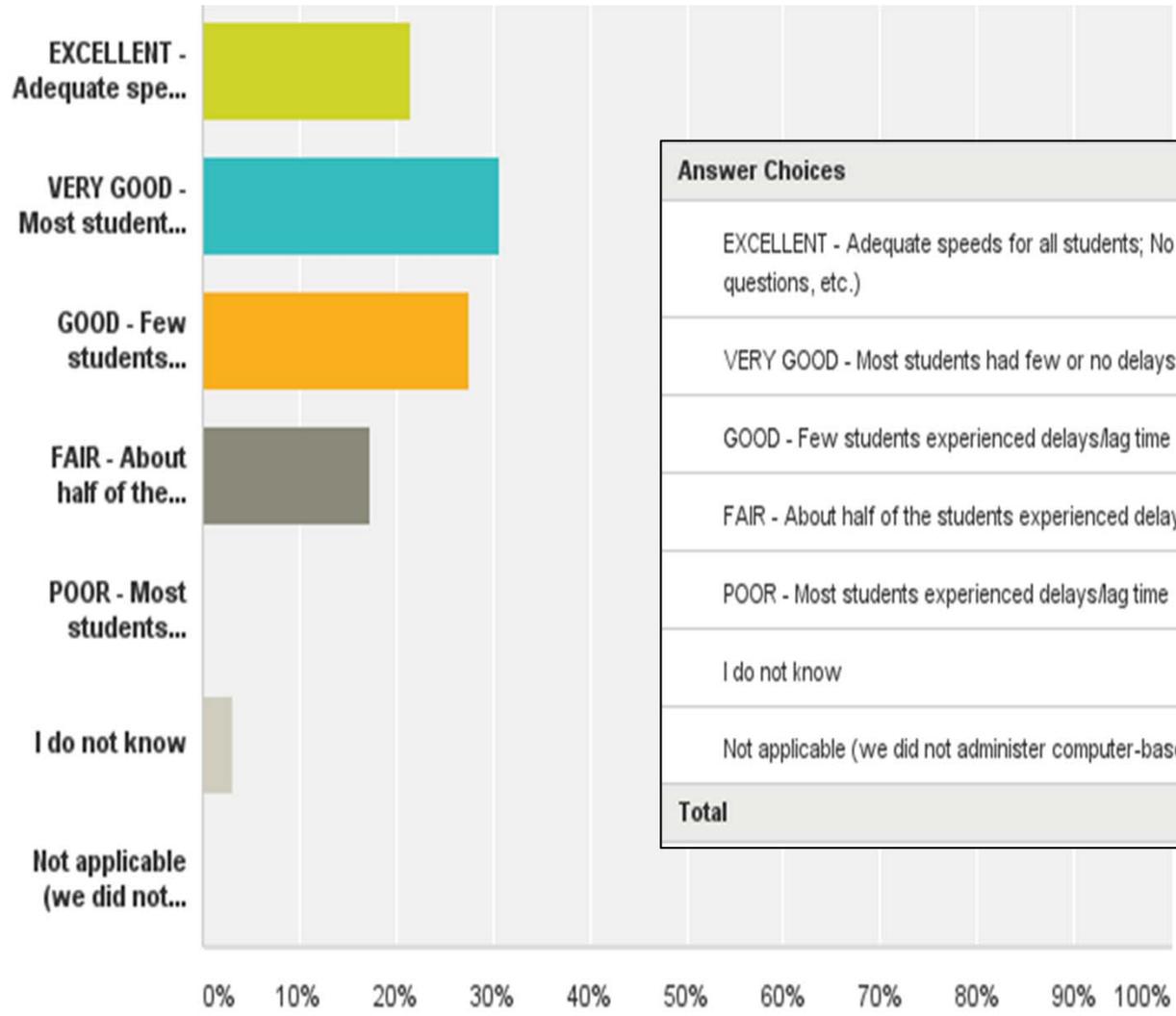
| Answer Choices | Responses |
|---|------------|
| No difficulties | 11.76% 14 |
| Minor difficulties | 50.42% 60 |
| Moderate difficulties | 14.29% 17 |
| Major difficulties | 4.20% 5 |
| I do not know | 3.36% 4 |
| Not applicable (we did not administer computer-based tests) | 15.97% 19 |
| Total | 119 |

Q13: What is your (approximate) "student : device" ratio?



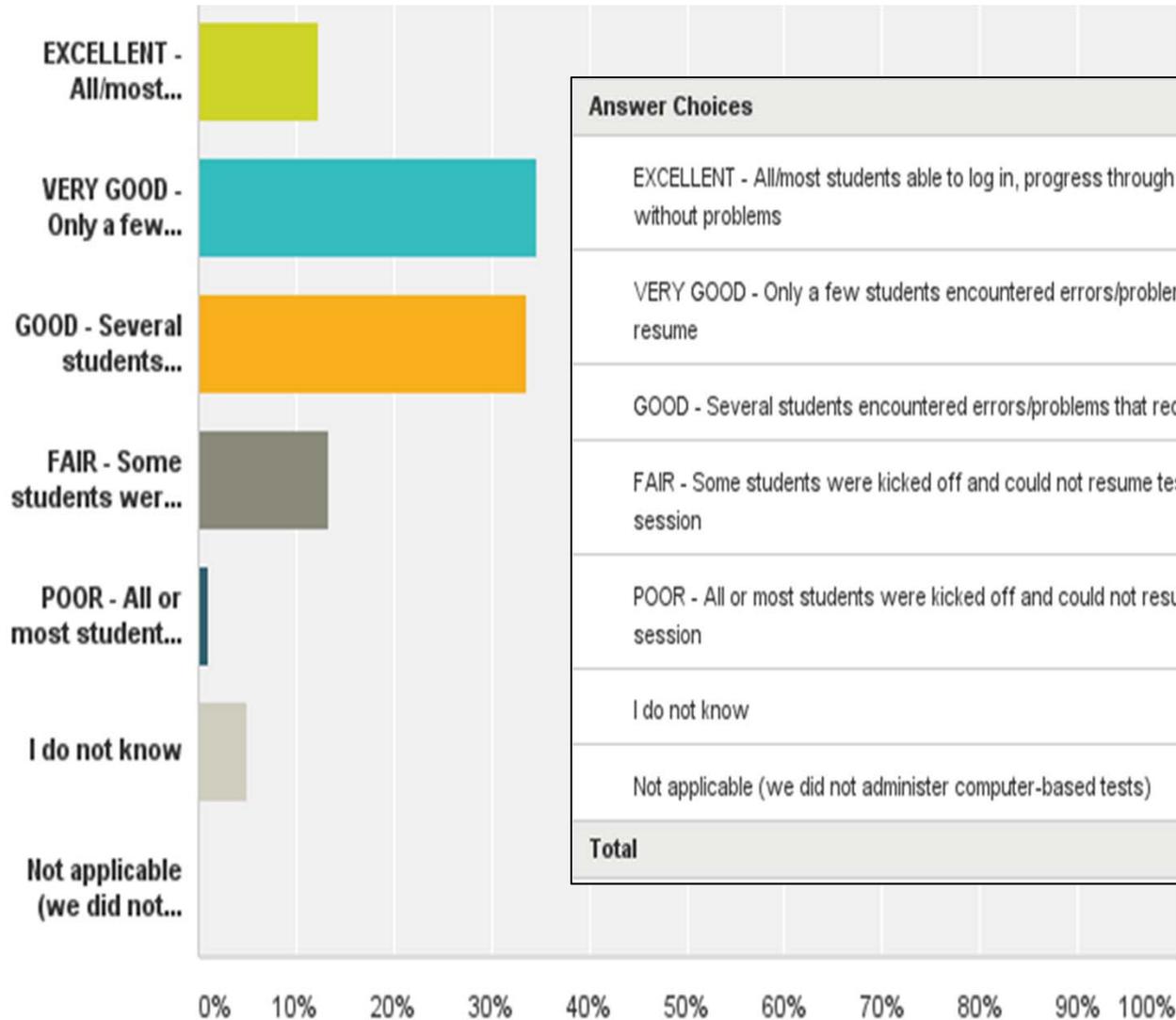
| Answer Choices | Responses |
|---|------------|
| 1:1 | 22.88% 27 |
| 2:1 | 14.41% 17 |
| 3:1 | 10.17% 12 |
| 4:1 | 5.93% 7 |
| 5:1 | 4.24% 5 |
| Greater than 5:1 | 17.80% 21 |
| I do not know | 9.32% 11 |
| Not applicable (we did not administer computer-based tests) | 15.25% 18 |
| Total | 118 |

Q14: Rate your network performance during testing



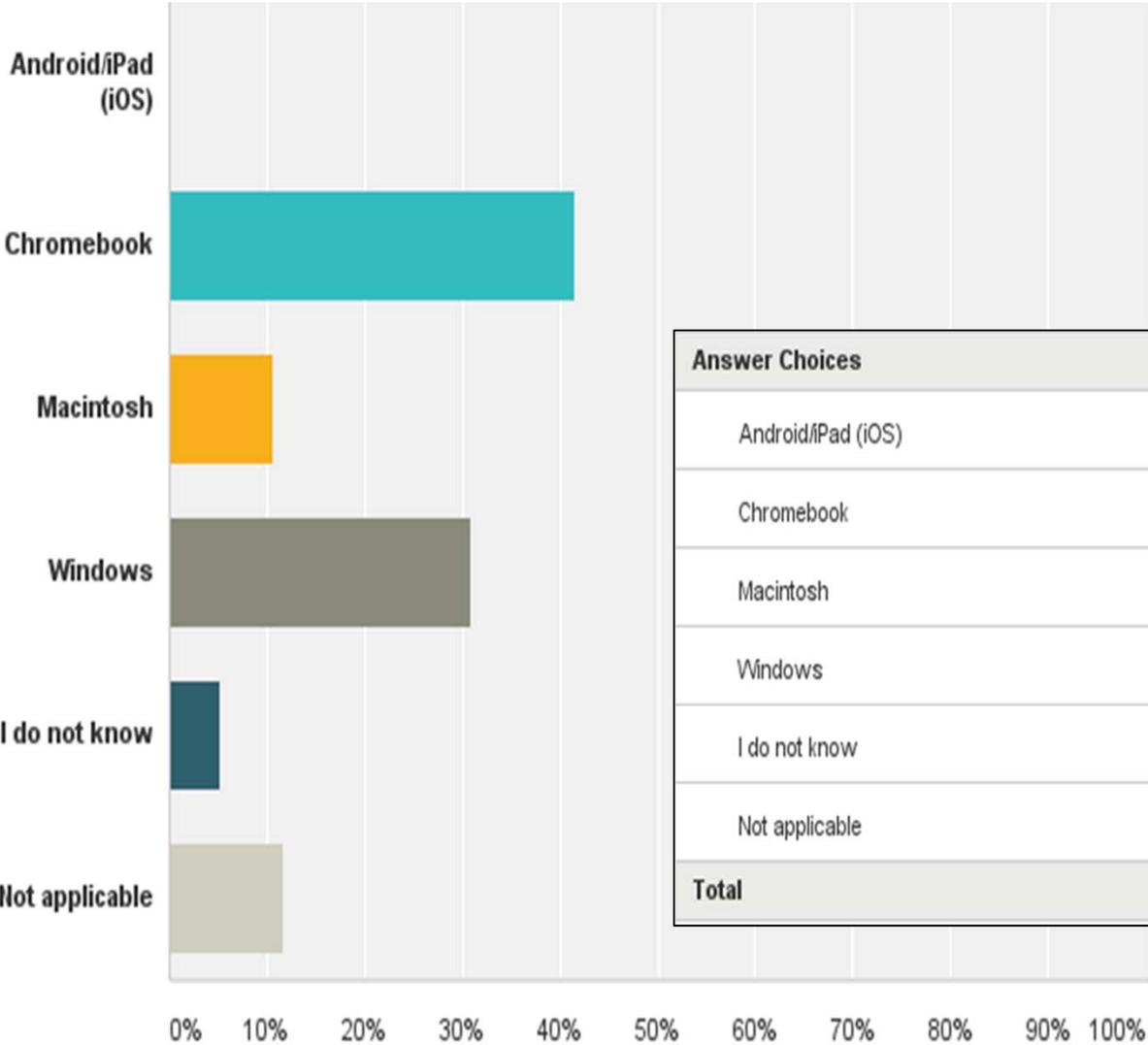
| Answer Choices | Responses |
|--|-----------|
| EXCELLENT - Adequate speeds for all students; No delays (fast log ins, no lag between questions, etc.) | 21.43% 21 |
| VERY GOOD - Most students had few or no delays/lag time | 30.61% 30 |
| GOOD - Few students experienced delays/lag time | 27.55% 27 |
| FAIR - About half of the students experienced delays/lag time | 17.35% 17 |
| POOR - Most students experienced delays/lag time | 0.00% 0 |
| I do not know | 3.06% 3 |
| Not applicable (we did not administer computer-based tests) | 0.00% 0 |
| Total | 98 |

Q15: Rate your computer/browser performance during testing.



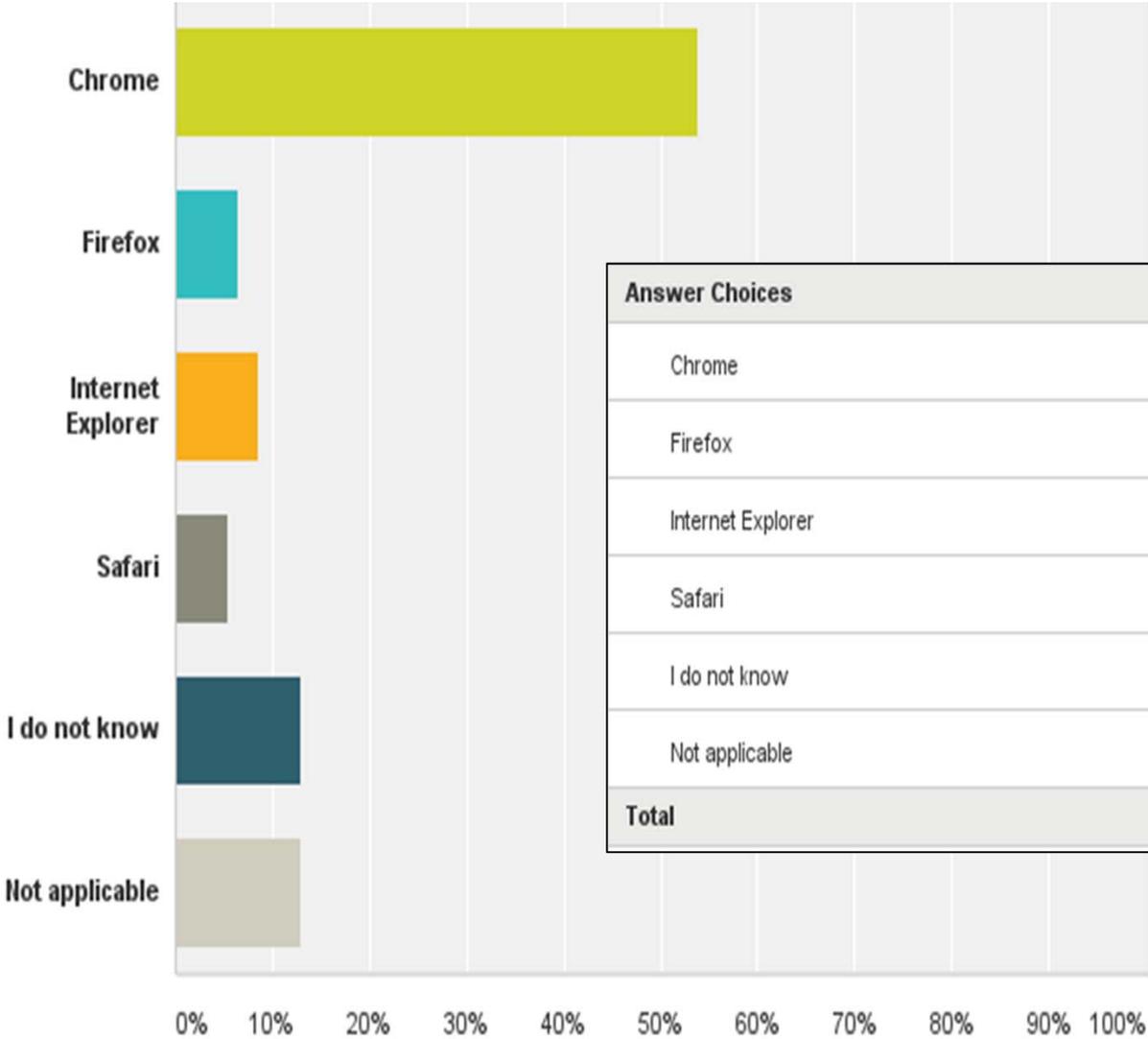
| Answer Choices | Responses |
|--|-----------|
| EXCELLENT - All/most students able to log in, progress through tests, and save/complete without problems | 12.24% 12 |
| VERY GOOD - Only a few students encountered errors/problems that required them to exit and resume | 34.69% 34 |
| GOOD - Several students encountered errors/problems that required them to exit and resume | 33.67% 33 |
| FAIR - Some students were kicked off and could not resume testing during the scheduled session | 13.27% 13 |
| POOR - All or most students were kicked off and could not resume testing during the scheduled session | 1.02% 1 |
| I do not know | 5.10% 5 |
| Not applicable (we did not administer computer-based tests) | 0.00% 0 |
| Total | 98 |

Q16: If you had technical issues during testing, please indicate which technology platform was used during testing.



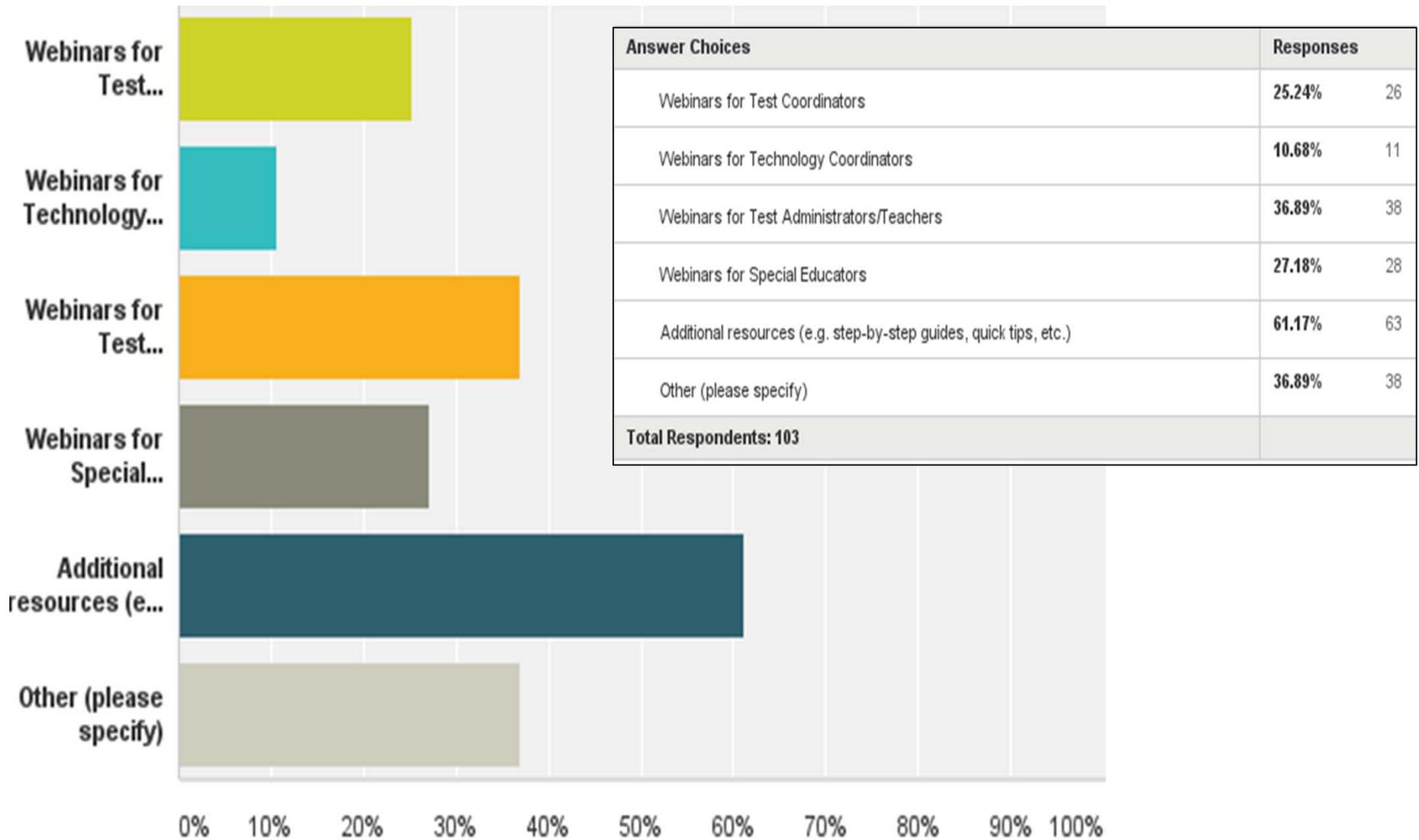
| Answer Choices | Responses |
|--------------------|-----------|
| Android/iPad (iOS) | 0.00% 0 |
| Chromebook | 41.49% 39 |
| Macintosh | 10.64% 10 |
| Windows | 30.85% 29 |
| I do not know | 5.32% 5 |
| Not applicable | 11.70% 11 |
| Total | 94 |

Q17: If you had technical issues during testing, please indicate which web browser was used during testing.



| Answer Choices | Responses | Count |
|-------------------|-----------|-----------|
| Chrome | 53.76% | 50 |
| Firefox | 6.45% | 6 |
| Internet Explorer | 8.60% | 8 |
| Safari | 5.38% | 5 |
| I do not know | 12.90% | 12 |
| Not applicable | 12.90% | 12 |
| Total | | 93 |

Q18: What could RIDE do to better facilitate and support EOY test administration? Select all that apply.



Q19: Please rate the quality of support from the following sources.



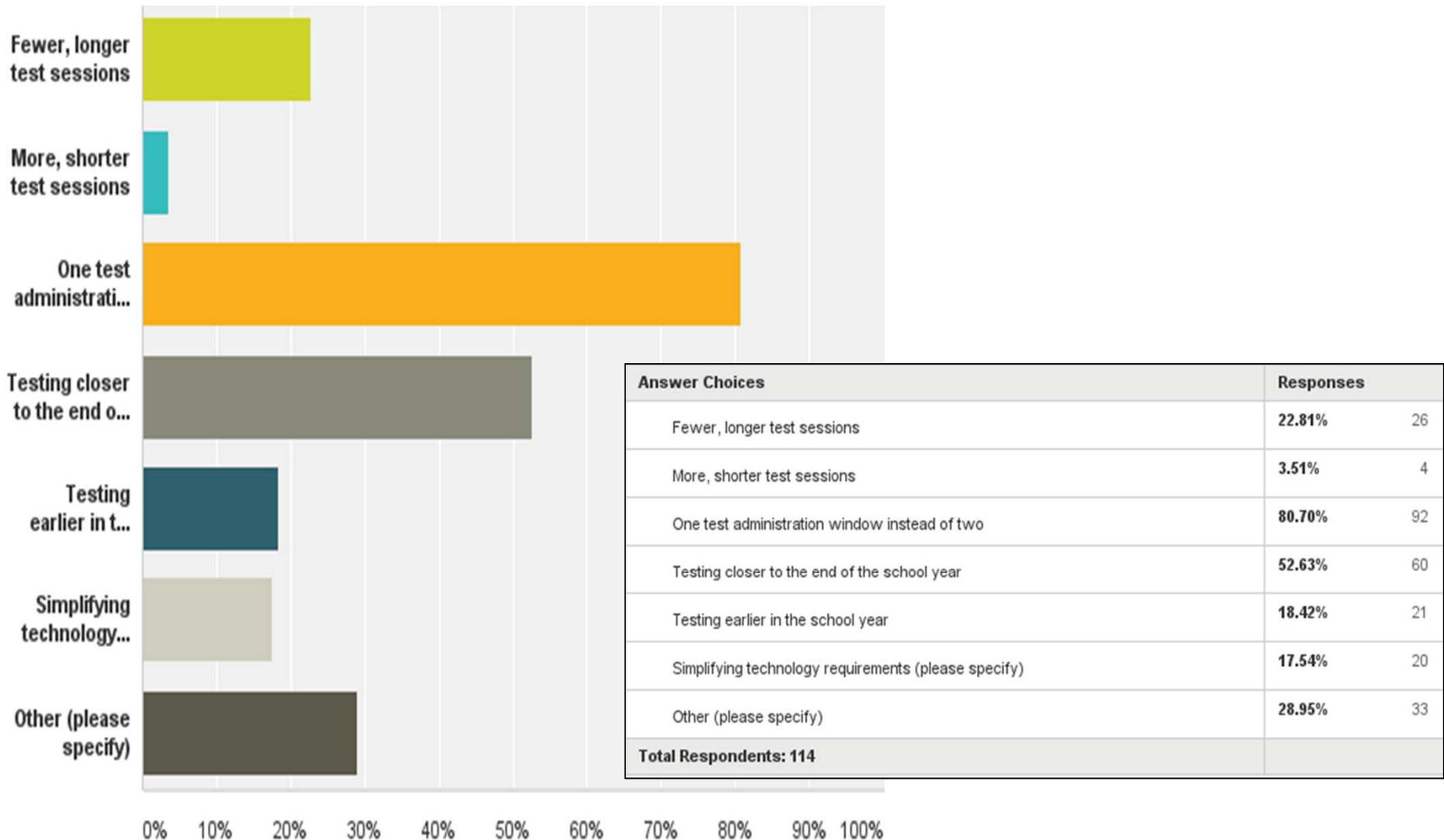
| | High quality responses | Satisfactory responses | Unsatisfactory responses | Incorrect responses | Not applicable/not used | Total |
|--------------------------------|-------------------------------|-------------------------------|---------------------------------|----------------------------|--------------------------------|--------------|
| PARCC Support/Pearson Helpdesk | 11.01% 12 | 43.12% 47 | 16.51% 18 | 5.50% 6 | 23.85% 26 | 109 |
| RIDE Technology/Data Support | 23.85% 26 | 42.20% 46 | 1.83% 2 | 0.92% 1 | 31.19% 34 | 109 |
| RIDE Assessment Team Support | 30.28% 33 | 36.70% 40 | 0.92% 1 | 0.00% 0 | 32.11% 35 | 109 |

Q20: Please rate the timeliness of support from the following sources.



| | Fast response time | Satisfactory response time | Unsatisfactory response time | Unacceptable response time | Not applicable/not used | Total |
|--------------------------------|---------------------------|-----------------------------------|-------------------------------------|-----------------------------------|--------------------------------|--------------|
| PARCC Support/Pearson Helpdesk | 12.84% 14 | 44.04% 48 | 10.09% 11 | 6.42% 7 | 26.61% 29 | 109 |
| RIDE Technology/Data Support | 25.00% 27 | 41.67% 45 | 0.93% 1 | 0.93% 1 | 31.48% 34 | 108 |
| RIDE Assessment Team Support | 35.51% 38 | 31.78% 34 | 0.00% 0 | 0.93% 1 | 31.78% 34 | 107 |

Q21: In your opinion, which of the following would be beneficial in improving PARCC administration?



Improvements Being Made



1. Weekly listserv updates are now more specific in subject lines to facilitate getting info to target audiences .
2. PARCC has redesigned the English Language Arts and Mathematics assessments for next year. PARCC will
 - consolidate the two testing windows into one testing period of approximately 30 days;
 - Reduce the number of test units from 8 or 9, depending on grade level, to 7 or 6; and
 - reduce the testing time for students by 90 minutes overall.
3. Test Coordinator and Administrator manuals will be streamlined for next year.
4. Data upload process will be streamlined with one administration window and merging the Registration and PNP files.

Next Steps



1. RIDE and the other PARCC states will work with Pearson to determine what other improvements will be made and the timeline for those improvements.
2. RIDE will provide updates to district and school leaders.