WY-TOPP Test Administration Manual

K-2 Interim Assessments and Modular Assessments

Spring 2018

Revised March 26, 2018

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WY-TOPP Interim and Modular Test Administration Manual

The Wyoming Test of Proficiency and Progress (WY-TOPP) is a system of interim, modular on-demand, and summative assessments in reading, writing, mathematics, and science. The WY-TOPP fall and winter interim assessments in English language arts (ELA) with Writing, ELA without Writing, and mathematics are administered in grades 3–10. ELA with Writing is only administered in grades 3, 5, 7, and 9. ELA and mathematics interim assessments are administered in winter for grades 1–10; Modular ELA, writing, and mathematics assessments are available in each grade 1–10. During the spring interim assessment window, grades K-2 will be assessed in reading and have the option to also be assessed in math. These assessments are designed to assess the knowledge, skills, and abilities described in the Wyoming Content and Performance Standards (WYCPS). American Institutes for Research (AIR) is the test vendor for WY-TOPP and the provider of the online testing platform.

WY-TOPP interim assessments are administered to students by Test Administrators as outlined in this document. This document is divided into three main sections:

- Before Testing

- During Testing

- After Testing

Student results are provided for district and school use. The District Test Coordinator (DTC) is responsible for ensuring that each student has an appropriate opportunity to demonstrate knowledge, skills, and abilities related to WY-TOPP interim assessment subject areas. This ensures that each student has a standardized (similar and fair) testing experience.

WY-TOPP Interim and Modular Assessments

There are two types of interim assessments offered in WY-TOPP: Modular and Interim. Both assessments are intended to support instruction.

Modular assessments are short, standard-specific assessments for grades 1–10 that are focused on a discrete scope of grade-level skills or knowledge. Modular assessments are available on-demand throughout the school year and may be administered as many times as needed.

Interim assessments are generally longer and are designed to provide an experience similar to the summative test in length, content, and format. Interim assessments include the same item types and formats as the summative assessments. These tests are available to students in grades 1–10 during the fall and winter interim test windows in the areas of English Language Arts and mathematics; administration is optional. Interim assessments for grades K–2 will be available in the spring, and administration is required for the reading assessment and is optional for the math assessment.

Interim Test Windows and Scheduling

Students in grades K-2 in the spring must participate in one Interim reading assessment and may participate in one Interim math assessment. Each district is responsible for determining school testing schedules in the testing window.

Some students may be unable to participate in regular testing schedules due to absences, technical difficulties, or other unforeseen circumstances. Opportunities for these students to complete each assessment should be provided in the school's testing window. Other circumstances such as fire drills and power failures may interrupt testing for groups of students. Make-up sessions should be scheduled when normal conditions are restored.

Estimated Testing Times for Interim Assessments

The tables below provide recommended time blocks for WY-TOPP K-2 interim testing by subject area.

Proposed Testing Time for Online WY-TOPP Spring Interim 2017-18		
ELA - READING - Spring Interim		
	TOTAL	Tests are not timed - students' needs will vary
Grade	# of Items	Estimated Time Range
K	12	15-40 minutes
1	12	15-40 minutes
2	12	15-40 minutes
MATHEMATICS - Spring Interim		
	TOTAL	Tests are not timed - students' needs will vary
Grade	# of Items	Estimated Time Range
K	12	15-40 minutes
1	12	15-40 minutes
2	12	15-40 minutes

Test Administrator Responsibilities

Responsibilities of the Test Administrator include

- participating in training activities scheduled by the Building Coordinator;

- reviewing this document in advance of testing;

- adhering to test administration security procedures;

- reading the scripted directions aloud to the student, exactly as stated in this document;

- requesting guidance from the Building Coordinator when unusual circumstances arise or when uncertain about proper procedures;

- confirming that student accommodations and test settings in TIDE are correct; and
- approving WY-TOPP testing access to the appropriate students only.

Administering Grades 1-2 Modular and K-2 Interim Tests

WY-TOPP Modular tests in grades 1 and 2 and Interim tests in kindergarten and grades 1 and 2 include audio recordings that students can listen to while taking the test. Audio recordings within the math tests will read the items in the language that is chosen in TIDE but numbers and symbols will be read in English. In the ELA Modular grades 1-2 and Interim K-1 tests, audio recordings will be available on all items and passages. In the ELA Modular and Interim grade 2 test, audio recordings will be available on all items that do **not** assess reading.

ELA Modular tests for grades 1 and 2 may include items where the Test Administrator will need to work with an individual student or small groups of students. The Test Administrator will read scripted directions that are included in the test itself, then evaluate the student's written or spoken responses. The TA will then need to enter the score into the computer before moving to the next item. To preview the scripted directions for these TA directed items, view these Modular tests in the Modular Previewing System. You can access the *Modular Previewing System User Guide* on the Wyoming Assessment Portal at https://wyoassessment.org/resources/.

Security

The WY-TOPP Interim and Modular assessments are non-secure, non-public assessments that follow the blueprints for each assessed subject. Educators can view test items and use the Interim and Modular assessments to inform instruction. (They are non-secure.) However, the content of the assessments cannot be shared outside the classroom. (They are non-public.) Maintaining testing integrity—both the security of materials and the ethics of personnel in the testing environment—is of paramount importance. Building Coordinators and Test Administrators must discuss assessment ethics and security requirements, and resolve any questions prior to the test administration.

Acceptable Use of WY-TOPP Modular and Interim Assessment Items

WY-TOPP assessment items should not be used as instructional resources. Data from WY-TOPP interim and modular assessments may be used to inform instruction. However, test items should not be used in classroom instruction to verify skill mastery. Please refer to the table below for a list of acceptable and unacceptable uses.

ACCEPTABLE USE	NOT ACCEPTABLE USE
• Viewing items and/or responses on a teacher's device to review student responses, one-on-one, with individual students • Printing items and/or responses to have individual students explain their approach and/or ask them questions on how they answered the item, then properly shredding the paper copies after the meeting • Viewing items and/or responses on a teacher's device to share with other teachers during PLCs or with assessment/district test coordinators • Printing items and/or responses to share with other teachers during PLCs, then properly shredding the paper copies after the meeting	• Projecting items and/or responses for teachers or students on a SmartBoard or whiteboard • Printing items and/or responses to send home • Printing and filing printed copies of items and/or responses in student files • Printing items and/or responses to create handouts for classroom use • Taking screenshots or pictures of items and/or responses • Emailing images of items and/or responses • Asking students to write down items and/or responses

Reporting

The WY-TOPP Interim and Modular student scores are available to schools and districts to support local instruction. Results and detailed student responses will be available in AIR Ways Reporting once the students have completed testing.

Administering WY-TOPP Interim and Modular Assessments

Before testing is conducted, review this *WY-TOPP Interim and Modular Test Administration Manual* (*TAM*), schedule testing times, and review testing procedures and schedules outlined in this manual.

Before Testing

Step 1: Complete Training

Test Administrators must complete the Test Administrator Certification Course before administering WY-TOPP interim assessments. The course can be accessed from the Wyoming Assessment Portal at https://wyoassessment.org/resources/wy-topp-test-admin-coordinator/.

Step 2: Access Resources

Read this *TAM* for policies and procedures. Read the *Test Administrator User Guide* for instructions on test sessions and administration steps. Both documents can be found in the Resources section of the Wyoming Assessment Portal at https://wyoassessment.org/resources/.

Step 3: Verify User Accounts

Each person administering an interim assessment must have a user role created in TIDE. Each school must ensure that current staff members have the appropriate user role. For instructions on managing user accounts, refer to the *TIDE User Guide* found in the Resources section of the Wyoming Assessment Portal at https://wyoassessment.org/resources/.

Step 4: Administer Training Tests

The training tests are provided to help students, teachers, Test Administrators, and Building Coordinators prepare for the WY-TOPP interim and summative assessments. Whenever a training test is administered in a school, it is strongly recommended that the test be accessed using the Secure Browser to provide students with access to text-to-speech accommodation and certify that local technology configurations can support testing. The training tests can be found on the Wyoming Assessment Portal at https://wyoassessment.org/users/teachers-test-administrators.stml.

Administering training tests to students before the interim assessments ensures that both Test Administrators and students are familiar with their respective user interfaces. Training tests allow students to practice logging in to the test, become familiar with the test tools, and practice navigating between and answering questions.

Administering training tests also allows school personnel to confirm that each student testing device is configured correctly. Technology staff should confirm the following and refer to the Technology Resources section on the Wyoming Assessment Portal at https://wyoassessment.org/resources/.

- Local configuration is confirmed, including bandwidth.

- Secure Browser is downloaded.

- Keyboards and headphones are in working order.

Best practices for using the training tests include

- having individual students sign in to the Secure Browser using their WISER ID, their legal first name, and the unique Session ID to log in to a WY-TOPP training test;

- working through training test items as a class, discussing how to navigate the assessment, use tools, and answer each item type; and

- having new faculty and staff use the Secure Browser to log in to WY-TOPP training tests as a guest and experience the assessment system first hand.

Step 5: Verify Student Accommodations and Test Settings

Ensure that student test settings and accommodations, if needed, are correctly set in TIDE before testing.

Accommodations

All Wyoming students should be able to participate in WY-TOPP assessments. To meet students' special needs, assessment accommodations are allowed in specific situations to enable students to better demonstrate their knowledge.

Accommodations are usually determined by an Individualized Education Plan (IEP), Individual English Learner Plan (IELP), or Section 504 team. While interim assessments are optional and not federally required, students should be offered the same accommodations they will be offered for the summative assessment. More information about available accommodations can be found in the *Test Administrator User Guide* available on the Wyoming Assessment Portal at https://wyoassessment.org/.

Step 6: Prepare Testing Materials

To make student login to the Secure Browser as easy as possible, students should have access to their legal name and WISER ID. One way to provide this information to students is by printing test tickets from TIDE. For instructions on this process, please refer to the *TIDE User Guide* found on the Wyoming Assessment Portal at https://wyoassessment.org/resources.

Students with the text-to-speech accommodation will require access to headphones. Students in K-2 will require access to headphones.

During Testing

The following steps outline the process Test Administrators use to log in to the TA Interface and start a test session with a unique Test Session ID and the specific tests to be administered.

Test Administrators will then help students log in to their assessments by reading the Scripted Directions for WY-TOPP Interims and Modular Assessments section of this manual. All scripted directions are indicated by the word "**SAY**" and are in bold type enclosed in a gray box, as shown below.

SAY	Scripted directions to be read exactly as they are written.

Read these directions exactly as they are written. Follow the test-specific instructions for administering each test. Sections that will need to be tailored to the specific testing situation are noted.

Step 1: Distribute Materials

Ensure that blank scratch/graph paper, headphones, and appropriate test materials are distributed. If you are using student testing tickets, ensure that they are also distributed.

Follow local procedures to ensure the Secure Browser is available and launched on each device students will use for testing. Ensure that all students have headphones and a keyboard.

Step 2: Test Administrator Log in to the TA Interface

- Navigate to the Wyoming Assessment Portal at https://wyoassessment.org/.

- Select the Teachers/Test Administrators card.

- You will be directed to a page that includes links to the available WY-TOPP applications.

- Select Operational Test Administration. You will be directed to the login screen.

- Enter your username (e-mail address) and password in the respective text fields.

- Click Log In. You will be directed to the TA Interface.

If you do not have a username and password, contact your Building Coordinator.

Step 3: Select Tests to Administer

Once you have logged in, select the test you will administer using the dropdown filters in the "Test Selection" box. Click the "Start Session" button in the top left corner of the screen.

Step 4: Create a Session ID

Each test session will be automatically assigned a unique Test Session ID. Students must enter the unique Test Session ID to begin the assessment.

Step 5: Help Students Log in to the Test Session

The students' process to log in to the interim assessment involves launching the Secure Browser on the device that will be used for testing, entering login information, and clicking "Sign In." Student login information includes the student's legal first name, his or her WISER ID, and the unique Test Session ID you created in Step 4.

Step 6: Approve Students for Testing

The Test Administrator approves each student to enter the test session. The approval process is an opportunity for the Test Administrator to verify student accommodations and test settings before the student enters the test.

Step 7: Read Scripted Directions

The following section provides scripted directions to be read by the Test Administrator during the interim test administration.

Scripted Directions for WY-TOPP Interim and Modular Assessments

All Test Administrators should refer to the *Test Administrator User Guide* found on the Wyoming Assessment Portal (https://wyoassessment.org/resources/) for step-by-step instructions on the various tasks necessary to administer the interim and modular assessments correctly. Before starting a test session, verify that all students have appropriate accommodations marked in TIDE.

The Building Coordinator, Test Administrator, or Proctor may print testing tickets from TIDE. Please refer to the "Working With Student Information" section of the *TIDE User Guide* for instructions on how to print testing tickets for students. Testing tickets will be generated in a PDF and be displayed 10 tickets per page by default. Tickets should be printed and cut in advance of the test session so that testing is not delayed. If testing tickets are used, distribute them at the beginning of the test session.

Launch the Secure Browser on each device being used for student testing.

- Write the Test Session ID clearly on the board or somewhere else where students will be able to see it.

- Distribute tickets (if you are using them).

Scripted Directions for the Modular Writing Tests

SAY	Today you will be taking a modular Writing test. You should now see a login screen on your device. If you do not, please let me know now. [Pause] On the login screen, please enter your legal first name (not your nickname), your WISER ID, and the Test Session ID in the appropriate areas. Click "Sign In." If you need any help signing in, please raise your hand.

Assist any students who need help signing in.

SAY	Once you have signed in, your legal name, WISER ID, grade, birth date, and school will be displayed on the screen. If all the information on the screen is correct, select "Yes" to continue. If any information is incorrect, please raise your hand, and I will help you.

If any student information is incorrect, the student must not proceed with testing. The student should click "No." Student information must be updated in TIDE or the TA Interface, depending on what setting is incorrect, before testing.

Verify that all students are signed in.

SAY	Now select the Writing modular assessment and you will see the "Waiting for TA Approval" page. You should wait for your test to be approved, but you should not click the "Yes, Start My Test" button until you have been given further instructions. I will approve your tests now.

In the TA Interface, you will see an "Approvals" box in the upper right corner that tells you which students have signed in and are waiting for your approval. Students cannot proceed without the approval of the Test Administrator.

Verify that appropriate accommodations are set before approving students. You may review and edit student test settings during the approval process. All accommodations and settings can be updated in the TA Interface. To confirm the settings and approve the student for testing, click "Set & Approve." To deny a student access to testing, click "Deny" for that student.

Once all students are signed in to the test session and are approved to begin testing:

SAY	Click the "Yes, Start My Test" button. Once you click the button, the "Is This Your Test?" page will appear. Review the name of the test and the test settings. If the test name and settings are correct, click "Yes." If you need help, raise your hand.

Help students review the test settings.

SAY	Once you click the "Yes" button, the "Test Instructions and Help" page will appear. You will have the option of reading or listening to the "Test Instructions and Help" page. You will review this page to understand what test tools are available and how to navigate through the test, but you should not click the "Begin Test Now" button until you have been given further instructions.

Ensure that students see the Test Instructions and Help page.

SAY	When you have finished your test, be sure to check your response. When you are done, click "End Test." Once you click "End Test," you will have a chance to go back and review your response. If you are satisfied with your response, click the "Submit Test" button. Once you click the "Submit Test" button, you will NOT be able to return to your test.
	You must remain silent until the conclusion of the test session.
	Are there any questions before we begin?

Answer any questions.

SAY	Click "Begin Test Now."

While students are taking the test, move around the room to make sure students are progressing through the test. Test Administrators may answer student questions about test directions. Test Administrators may not answer student questions about test content.

When the test session ends:

SAY	The test session is now over. If you have not finished testing, you will be allowed to continue working but click "Pause Your Test" at this time.
	If you have already finished testing, reviewed your response, and clicked "End Test," you may click "Submit Test" now.
	This concludes the test session.

Most students should have had enough time to finish the test during the allotted time. At the end of the test session, identify those students who require additional time to complete the test.

Verify that these students have their test in "pause" status. Verify that all other students have submitted their test. Follow the procedures established by your Building Coordinator for students who need additional testing time.

If all students have completed testing in the test session, click the red "Stop Session" button in the top banner of the TA Interface. This will end the test session. Click "Log Out" in the upper right corner of the TA Interface.

Scripted Directions for the Interim and Modular ELA Tests

SAY	Today you will be taking {**the interim ELA or ELA with Writing test** or [**insert modular test name**] **modular assessment**}.
	You should now see a login screen on your device. If you do not, please let me know now. [Pause]
	On the login screen, please enter your legal first name (not your nickname), your WISER ID, and the Test Session ID in the appropriate areas. Click "Sign In."
	If you need any help signing in, please raise your hand.

Assist any students who need help signing in.

SAY	Once you have signed in, your legal name, WISER ID, grade, birth date, and school will be displayed on the screen. If all the information on the screen is correct, select "Yes" to continue. If any information is incorrect, please raise your hand, and I will help you.

If any student information is incorrect, the student must not proceed with testing. The student should click "No." Student information must be updated in TIDE or the TA Interface, depending on what setting is incorrect, before testing.

Verify that all students are signed in.

SAY	Now select the {**interim ELA or ELA with Writing test** or [**insert modular test name**] **modular assessment**} and you will see the "Waiting for TA Approval" page. You should wait for your test to be approved, but you should not click the "Yes, Start My Test" button until you have been given further instructions. I will approve your tests now.

In the TA Interface, you will see an "Approvals" box in the upper right corner that tells you which students have signed in and are waiting for your approval. Students cannot proceed without the approval of the Test Administrator.

Verify that appropriate accommodations are set before approving students. You may review and edit student test settings during the approval process. All accommodations and settings can be updated in the TA Interface. To confirm the settings and approve the student for testing, click "Set & Approve." To deny a student access to testing, click "Deny" for that student.

Once all students are signed in to the test session and are approved to begin testing:

SAY	Click the "Yes, Start My Test" button. Once you click the button, the "Is This Your Test?" page will appear. Review the name of the test and the test settings. If the test name and settings are correct, click "Yes." If you need help, raise your hand. Next, the "Test Instructions and Help" page will appear. You will have the option of reading or listening to the "Test Instructions and Help" page. You will review this page to understand what test tools are available and how to navigate through the test, but you should not click the "Begin Test Now" button until you have been given further instructions.

Ensure that students see the Test Instructions and Help page.

SAY	When you have finished your test, be sure to check your answers. When you are done, click "End Test." Once you click "End Test," you will have a chance to go back and review your answers. If you are satisfied with your answers, click the "Submit Test" button. Once you click the "Submit Test" button, you will NOT be able to return to your test. You must remain silent until the conclusion of the test session. Are there any questions before we begin?

Answer any questions.

SAY	Click "Begin Test Now."

While students are taking the test, move around the room to make sure students are progressing through the test. Test Administrators may answer student questions about test directions. Test Administrators may not answer student questions about test content.

When the test session ends:

SAY	The test session is now over. If you have not finished testing, you will be allowed to continue working but click "Pause your test" at this time.
	If you have already finished testing, reviewed your responses, and clicked "End Test," you may click "Submit Test" now.
	This concludes the test session.

Most students should have had enough time to finish the test during the allotted time. At the end of the test session, identify those students who require additional time to complete the test.

Verify that these students have their test in "pause" status. Verify that all other students have submitted their test. Follow the procedures established by your Building Coordinator for students who need additional testing time.

If all students have completed testing in the test session, click the red "Stop Session" button in the top banner of the TA Interface. This will end the test session. Click "Log Out" in the upper right corner of the TA Interface.

Scripted Directions for the Interim and Modular Mathematics Tests

SAY	Today you will be taking {**the interim mathematics test** or [**insert modular test name**] **modular assessment**}.
	You should now see a login screen on your device. If you do not, please let me know now. [Pause]
	On the login screen, please enter your legal first name (not your nickname), your WISER ID, and the Test Session ID in the appropriate areas. Click "Sign In."
	If you need any help signing in, please raise your hand.

Assist any students who need help signing in.

SAY	Once you have signed in, your legal name, WISER ID, grade, birth date, and school will be displayed on the screen. If all the information on the screen is correct, select "Yes" to continue. If any information is incorrect, please raise your hand, and I will help you.

If any student information is incorrect, the student must not proceed with testing. The student should click "No." Student information must be updated in TIDE or the TA Interface, depending on what setting is incorrect, before testing.

Verify that all students are signed in.

SAY	Now select the {**interim mathematics test** or [**insert modular test name**] **modular assessment**} and you will see the "Waiting for TA Approval" page. You should wait for your test to be approved, but you should not click the "Yes, Start My Test" button until you have been given further instructions. I will approve your tests now.

In the TA Interface, you will see an "Approvals" box in the upper right corner that tells you which students have signed in and are waiting for your approval. Students cannot proceed without the approval of the Test Administrator.

Verify that appropriate accommodations are set before approving students. You may review and edit student test settings during the approval process. All accommodations and settings can be updated in the TA Interface. To confirm the settings and approve the student for testing, click "Set & Approve." To deny a student access to testing, click "Deny" for that student.

Once all students are signed in to the test session and are approved to begin testing:

SAY	Click the "Yes, Start My Test" button. Once you click the button, the "Is This Your Test?" page will appear. Review the name of the test and the test settings. If the test name and settings are correct, click "Yes." If you need help, raise your hand.

Help students review the test settings.

SAY	Once you click the "Yes" button, the "Test Instructions and Help" page will appear. You will have the option of reading or listening to the "Test Instructions and Help" page. You will review this page to understand what test tools are available and how to navigate through the test, but you should not click the "Begin Test Now" button until you have been given further instructions.

Ensure that students see the Test Instructions and Help page.

SAY	When you have finished your test, be sure to check your answers. When you are done, click "End Test." Once you click "End Test," you will have a chance to go back and review your answers. If you are satisfied with your answers, click the "Submit Test" button. Once you click the "Submit Test" button, you will NOT be able to return to your test. You must remain silent until the conclusion of the test session. Are there any questions before we begin?

Answer any questions.

SAY	Click "Begin Test Now."

While students are taking the test, move around the room to make sure students are progressing through the test. Test Administrators may answer student questions about test directions. Test Administrators may not answer student questions about test content.

When the test session ends:

SAY	The test session is now over. If you have not finished testing, you will be allowed to continue working but click "Pause your test" at this time.
	If you have already finished testing, reviewed your responses, and clicked "End Test," you may click "Submit Test" now.
	This concludes the test session.

Most students should have had enough time to finish the test during the allotted time. At the end of the test session, identify those students who require additional time to complete the test.

Verify that these students have their test in "pause" status. Verify that all other students have submitted their test. Follow the procedures established by your Building Coordinator for students who need additional testing time.

If all students have completed testing in the test session, click the red "Stop Session" button in the top banner of the TA Interface. This will end the test session. "Log Out" in the upper right corner of the TA Interface.

Test Appeals

On rare occasions, a non-standard situation arises during test administration that requires action. Appeals that require action in TIDE are described below. These types of testing appeals will require state approval. You may view these requests at any time in TIDE.

Reset a Test

Resetting a test eliminates all responses for a student. When that student logs in to the test again, the test will start over. This should only be done in situations where the test cannot be appropriately completed as is (e.g., two students accidentally log in to each other's tests; a student requiring Braille was not given the accommodation). A test should never be reset to give a student a second opportunity.

Reopen a Test

Reopening a test changes the test's status from completed or reported to paused. This appeal is appropriate if a student accidentally submits a test before reviewing it. After you reopen a test, a student can resume the test then submit when completed.

Reopen a Test Segment

Reopening a test segment allows a student to return to the first segment if he or she incorrectly exited the segment. This is useful if a student accidentally clicked to complete the first segment of a test before he or she completed and reviewed the items.

Grace Period Extension

Extending the grace period of a test gives a student access to all their previous responses. This appeal should be used if a test session is unexpectedly interrupted (e.g., due to a fire drill or lockdown). The grace period extension should not be applied if the test session ended normally or if the student was given time to review his or her answers before logging out of a test.

Test Invalidation

Tests should be invalidated when a student's performance is not an accurate measure of his or her ability (e.g., the student cheated or used inappropriate materials, instruction related to the test is provided during the administration, students are guided to the correct answers, test questions are discussed with students). If a test is invalidated, the student is not given another opportunity to take the test.

Report Test Irregularity

If something about a test session was irregular but does not rise to the level of needing one of the listed appeals. Test Irregularity sends a report to the Wyoming Department of Education about an unusual circumstance that may potentially affect student performance on the test, test security or test validity. This might be used if a student's cell phone rings, testing is interrupted by a fire drill, etc.

Please refer to the *TIDE User Guide* for detailed instructions for marking, reviewing, and approving test appeals. This user guide is located on the Wyoming Assessment Portal at https://wyoassesment.org/resources.

After Testing

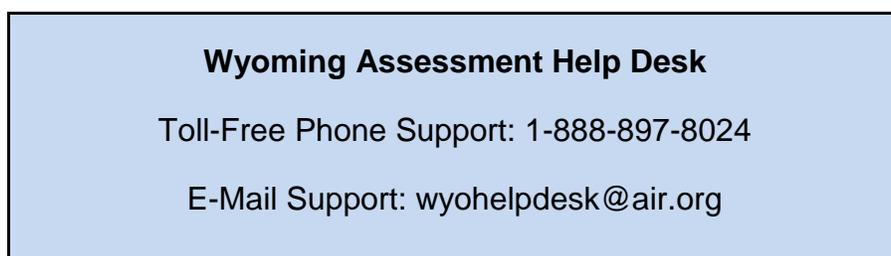**Step 1:** Report any testing anomalies to your Building and/or District Test Coordinator.

Step 2: Check that all students who are eligible have completed the assessments.

Wyoming Assessment Help Desk

Please contact your District Test Coordinator before contacting the Wyoming Assessment Help Desk. If you contact the Help Desk, you will be asked to provide as much detail as possible about the issue(s) you encountered.

Hours of Operation

The Help Desk is open Monday–Friday from 7:00 a.m. to 5:00 p.m. Mountain Time (except holidays).

Wyoming Assessment Help Desk

Toll-Free Phone Support: 1-888-897-8024

E-Mail Support: wyohelpdesk@air.org

If you contact the Help Desk, you will be asked to provide as much detail as possible about the issues you encountered.

Include the following information:

- Test Administrator name and IT/network contact person and contact information

- WISER IDs of affected students

- Results ID for the affected student tests

- Operating system and browser version information

- Any error messages and codes that appeared, if applicable

- Information about your network configuration:

  o Secure Browser installation (to individual machines or network)
  o Wired or wireless Internet network setup