

**I cannot find my administration materials. Can I get another copy?**

All administration materials can be found online at [http://www.sreb.org/page/1318/administration\\_materials.html](http://www.sreb.org/page/1318/administration_materials.html).

**I never received information about the online teacher survey. What do I do?**

Instructions for the online teacher surveys were e-mailed to sites. Contact Fran Cowart for these instructions if you don't have them.

**Teachers are having trouble logging into the HSTW or TCTW Teacher Survey. Help!**

All teachers will be required to enter a username (e-mail address) and password to enter the survey. These two pieces of information are CaSe SeNsItIvE. Please have teachers record this information exactly as it was entered on the registration page, as it will be required to enter the survey.

**What is my site code?**

Refer to the end of the *Test Administration Guide*. Contact Fran Cowart with any questions.

**I never received my assessment materials. What do I do?**

Assessment materials should arrive at your school by January 23<sup>rd</sup>. Check with your site coordinator, principal, front office and anyone else who may have signed for the packages. Chances are they are in the building somewhere. If they still cannot be found, contact Lisa Rion of ETS to track your materials. Lisa Rion can be reached at (609) 734-5646 or [lrion@ets.org](mailto:lrion@ets.org).

**I have extra answer documents. Can I test additional students?**

No! Schools were sent 10 extra answer documents to use in the event that alternates must be tested. However, schools were still only sent enough test booklets for the number of students they are planning to assess. These books (and answer documents) cannot be photocopied or shared. Schools can only assess the number of students for which they placed an order. Please refer to the Test Administration Guide for more information.

**Where do I return my assessment materials?**

Schools should follow the return procedures found in the Test Coordinator Kit that was included with your assessment materials. Materials should be packed separately according to the directions provided. Please note that the "To Be Scored" answer documents" are mailed using a 2-Day Air shipping label while "Not To Be Scored" materials are mailed using a Ground shipping label. It is critical that the return instructions are followed.

**I am missing return shipping labels or boxes. What do I do?**

The box or envelope to return "To Be Scored" answer documents has a shipping label already attached. An additional shipping label was included in the materials to return the test booklets and unused answer documents. Contact Lisa Rion at ETS to have new labels sent to you.

**I have lost some of my test materials (student books, teacher surveys or answer documents). What do I do?**

Call Lisa Rion at ETS immediately to discuss your options.

**Do I really have to return materials by the deadline?**

Yes! Materials postmarked after the deadline (February 17, 2012) will not be processed which means no report would be produced. Returning your materials late would not only delay your report but it would delay every school's report.

**Can I only administer one or two parts of the student assessment?**

No! Schools must administer all four components of the assessment (reading test, mathematics test, science test and student survey) in order to receive a report.

**The codes on my test booklets and answer documents don't match. Is that ok?**

This is ok. Test form codes for the mathematics and science tests will always be A for regular versions of the test (not for special accommodations). The instructions in the *Test Administration Guide* state to write "A" in the form code (page 28-Math/page 32-Science).

**I have fewer than 60 seniors. Can I administer this test to juniors?**

No! The *HSTW* Assessment is designed to assess and survey seniors based on their full high school experiences. Testing anyone other than seniors would not produce valid results.

**Can I make photocopies of the assessment materials?**

No! Making photocopies of any student assessment materials would violate test security and confidentiality.

**I never received any information about the assessment. What do I do?**

All official assessment correspondence is sent to the site coordinator that was listed on the assessment order form. Physical mailings are addressed to that person and information is sent to that person's email address. If that person no longer works at the school or their contact information has changed, you need to call Fran Cowart at SREB and update that information.

**I am new to this and just do not understand what is going on. Help!**

Start by reading the *Test Administration Guide* and the other administration materials. These documents will fully explain the assessment and how to administer it. If you are still confused or have additional questions, contact Fran Cowart of SREB