We had a wonderful turnout for our inaugural Iowa TIER Support Webinar. Many thanks to all who attended!

Along with this excellent turnout were lots of great questions asked by our users. Here is a recap of some of those questions and answers –

**Iowa TIER Support Webinar Questions**

Q: “How often are these webinars?”

A: Every Friday afternoon. Make sure you check the schedule for start times.

Q: “Will these sessions include other information on interpreting assessments, Early Literacy Implementation Law, or will it mostly be technical support?”

A: At this time, we are beginning with technical support as the initial implementation rolls out. We can always discuss other future subjects based upon need once the system is stable. Please make sure you also check the Knowledge Base occasionally for updates. There will be a series of webinars scheduled specifically to address other issues related to 279.68 implementation. This schedule will be posted on the DE website soon. [https://www.educateiowa.gov/early-literacy-implementation](https://www.educateiowa.gov/early-literacy-implementation)

Q: “Will this webinar be available through an archive?”

A: Yes. We will have these webinars published in an archive. We’ll have video and an accompanying document of the Q & A’s for your reference. You will be able to find them at [https://www.educateiowa.gov/early-literacy-implementation](https://www.educateiowa.gov/early-literacy-implementation)

**Single User Access Role Type Assignment and Staff Management**

Q: “What are the three things needed to be set up in SIS at the very beginning?”

A: The first and last name of each staff member, their school email address, and a role for each building.

Q: “Can Internal Coaches have access to more than one building or do they need to be coded for each building they will be working in?”

A: An internal coach can have access to multiple buildings, but needs to be set up for each building.

Q: “We are a small school and would like more than one person as internal coach. Can multiple people be assigned to the same role?”
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A: Yes, but please keep in mind that there should only be 1-2 people assigned the role of internal coach for each building.

Q: “We used the Iowa TIER system last year. Who do we contact if we feel we have assigned roles in our SIS management system and we still get an error message?”
A: Please contact Janell or Connor by email if you can’t get into TIER, but if you are able to access TIER and getting errors afterwards, please submit a support ticket.

Q: “Will an AEA have access to Iowa TIER if you have been trained as a MTSS School?”
A: Yes, AEAs will have access to Iowa TIER. Each AEA will have someone assigned to manage this access.

Q: “When can we start putting AEA staff members in?”
A: AEA staff members should be able to be set up in Iowa TIER, but will need to have their account set up separately. Please do NOT set up any AEA staff in the local SIS systems.

Q: “Where is a list of roles that staff can be assigned? Was this in email sent to each school in summer to tech person?”
A: The final page of the Required Data Entry document describes the roles and gives the code for each role. There are specific directions available for each SIS.

Q: “Can we have multiple screeners that could assess at different buildings?”
A: Please refer to the documentation of how to add users in Iowa TIER. This can be found on the IDOE ELI website at https://www.educateiowa.gov/early-literacy-implementation

Q: “I have tried to log into Iowa TIER and I can’t get in only to look at sample pages. Why?”
A: There might be an issue with your profile setup in your local SIS. Please contact your local SIS administrator for confirmation of the correct profile setup. You may also be trying to log into the training site. Access to Iowa TIER is made via the Iowa Education Portal.

Q: “Do we have to assign all roles? As an internal coach, does that fall under my role?”
A: You don’t have to assign all roles. You can assign the roles that you need, although you will need the 1-2 internal coaches per building. The person who assigns roles can vary by district, so check with your local tech department to see how the roles are assigned.
Q: “As an internal coach, if I update access in TIER but it is not yet updated in my SIS, will the person’s access change?”

A: Please do not edit any staff data in Iowa TIER. This is something that should be done exclusively by your local SIS system. It will cause problems within the system if you do update user info manually in Iowa TIER.

Q: “Should teachers be assigned Teacher access only?”

A: A user is set to a teacher role by default if no other role is assigned for that user. They can always be set to another level in your SIS depending on their level of involvement with the system. Please make sure the role is assigned according to the user’s direct student involvement needs.

**A&A (EdPortal) Account Setup**

Q: “What role do we request once we get an A&A account?”

A: Please do not request a role in the A&A account. Once you’ve set up your A&A account, there is a button present that will let you continue on to the Iowa EdPortal. Please make sure you click on that button to continue as your role and user information will not activate in the portal until you do. The Portal will then get the necessary information from your local SIS (Power School, Infinite Campus, JMC) and will update your TIER role from there – assuming that you have been set up in your SIS with name, assignment, role, and district email.

Q: “What happens if teachers have already requested a role in the A&A account?”

A: If someone did request a role in their A&A account, it’s not the end of the world. It will either have been automatically denied, or will be moved over to a pending status. This is okay as it will come up and will eventually be automatically updated to the correct status.

Q: “How do we change the email address associated with our A&A account?”

A: You can do so by going to the A&A login screen. Enter your username and password, then go to the Account Details button instead of signing in. You can view and change the current email address here.

Q: “My email address is old, and it isn’t the email that matches the email on the data management system, but when I hit edit on my A&A account, it won’t let me make changes.”

A: Please contact Janell or Connor if you can’t get into TIER, but if you are able to access TIER and getting errors afterwards, please submit a support ticket. If you need assistance making changes in a portal account, please contact [ed.portal@iowa.gov](mailto:ed.portal@iowa.gov)
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Q: “Only one person in our district has received the email from edspring.org to verify their email address. We have already checked the spam filters and found nothing wrong. What are some other possible reasons staff members may not be receiving that email?”

A: If one person is receiving it, then it’s most likely not a spam issue. You may need to double check everyone else’s roles and addresses with your local SIS administrator. If there is still an issue, please contact Janell or Connor by email if you can’t get in, but if you are able to access TIER and getting errors afterwards, please submit a support ticket.

Q: “When teachers create their A&A account and are filling out the address section, should they put their personal address or school?”

A: There is no need to enter street address, etc. in the portal. The critical element is to use your district email address.

Q: “I have one teacher who is having trouble getting her A&A account set up. Who should she call?”

A: Please try to use the troubleshooting directions on the A&A page and/or similar directions found in the Iowa TIER knowledge base. If you are unable to access Iowa TIER, please contact Janell or Connor at the email addresses listed below, but if you are able to access TIER and getting errors afterwards, please submit a support ticket.

Accessing Iowa TIER via the Iowa EdPortal

Q: “We are logged into the Iowa Portal and when we click the Iowa Tier tab on the left corner, we get “An Error Occurred” message. This is happening to everyone on our FAST team. Thoughts?”

A: You can start off by getting a screenshot of the error message. Screenshots are preferred when dealing with error messages. Once you have the screenshot, if you are unable to access Iowa TIER, please contact Janell or Connor at the email addresses listed below, but if you are able to access TIER and getting errors afterwards, please submit a support ticket.

Q: “I’ve signed on to A&A. How do I get to Iowa TIER?” “We don’t have the TIER tab on our portal.”

A: Once you’ve signed into the EdPortal, you should see a link next to your A&A account that says “Iowa TIER”. Simply click on this link, and it should redirect you to the Iowa TIER website. If you do not see the link, try clicking on the district name in the upper right and select your building from the dropdown menu.

Q: “We can see the staff. They are all there in TIER, but do not have Iowa TIER listed in their A&A account.”
A: The update that occurred over the weekend should have updated any missing user info. If you are unable to access Iowa TIER, please contact Janell or Connor at the email addresses listed below, but if you are able to access TIER and getting errors afterwards, please submit a support ticket.

**Reporting**

Q: “Is there a role that will be developed to allow district level one click reports?”

A: No. There is not a report at this point that works like the regular one click building reports. There are summary reports that can be run at different levels to get the reporting data that you will need. Those reports have been temporarily inactivated, and will be returned after some additional programming to enhance performance.

Q: “We have a year round school who have their screeners completed, but now nothing is showing up in one click reports. Is there something being worked on at the State level?”

A: Yes, there is currently an issue with the reports. We are in the process of patching some things up and this should be up and running again very soon (if not already).

**Testing and Measurement**

Q: “Why can’t we see the K Fall testing?”

A: It all depends on what it is that you can’t see. The Fall 2014 testing does not begin until August 28th, so you will not be able to view any testing info. On the other hand, if you go to the Universal Screening tab in Iowa TIER and click on the class you want to view, you should at least see a list of students. You may also need to adjust your date filter as well. If you are still having an issue, please contact your local SIS administrator.

Q: “After testing a student on grade level, is it possible to have students take assessments that are below grade level, such as the early reading assessments? This would be to get a better idea of what skills to work on.”

A: It is possible. Please check our supporting documentation on the ELI website at https://www.educateiowa.gov/early-literacy-implementation

This will help explain testing procedure in cases of exception. It is also to do progress monitoring for a student, but universal screening will need to stay on grade level.

Q: “Are there any groups of students exempt from taking the screeners besides students that have IEPs? For example; Non-English, first year ELs that have just arrived from a native country?”
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A: If a student specifically has an alternate assessment set up on their IEP, that student would be exempt from taking the FAST assessment. This does not apply to all students. Specific information about exemptions from screening are available in the latest 279.68 Q&A document. There will be settings that administrators can use to indicate any sorts of exceptions or exemptions.

**Staff Training and Certification**

Q: “How do we access the TIER Training site?”

A: Go to [https://tiertraining.edspring.org](https://tiertraining.edspring.org) and click on “Create New User” Enter your first and last name and enter the access code (currently: melinda, but will begin to change periodically in the next month or so). Remember that this session will only remember your info as long as you are logged in. Once you log out at the end of the day, it will automatically reset.

Q: “When will we be able to access the FAST certification?”

A: You should be able to access Iowa TIER Certification by now. If you have Iowa TIER access, click the checkmark icon on the right side of the page to get to certification. See above for guidance on troubleshooting Iowa TIER access issues.

Q: “We finished the certification yesterday and found it frustrating that we could not see what we missed when taking the tests.”

A: Under the practice section, you will get feedback on your errors. You do not get feedback when you are under the certification tab. You do have to get 95% accuracy in order to pass the certification for each assessment. The intent here is that it isn’t so much about getting the answers right, but being confident enough that each person has internalized the rules and processes so that they can be reliable test administrators.

Q: “Where is the certification? Is it on the DE portal site or the TIER Training site?”

A: You can practice for certification on the TIER Training site, but you will need to take the actual certification tests on the Iowa TIER site. Look for the checkmark on the right side of the Iowa TIER page.

Q: “There has been no staff development on progress monitoring. Are there videos on how to get started with this?”

A: Not quite yet. We are currently working with the vendor to develop a set of training videos, and hope to have them online by the end of the Fall 2014 testing window.
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Q: “How can people do practice trainings that didn't attend the summer session?”
A: You can access the Iowa TIER Training Site anytime. (See the question “How Do we access the TIER Training Site?” for login instructions.)

Student Management

Q: “We can't see any students from the elementary school. Just the middle school/high school. Our SIS is for the whole district, so it's just one building, although students are assigned to the elementary and secondary.”
A: If you are encountering an issue with being able to view students, please contact an internal coach to have them submit a support ticket.

Q: “How are students assigned to teachers in Iowa TIER?”
A: All classes are set up in Iowa TIER through the automatic scheduling of classes in your local SIS system. The information is simply migrated over to Iowa TIER via the SIF agents.

Q: “A preschool building closed and the preschool moved to the elementary building. In the Iowa TIER system, we can only see the preschool building and not the elementary building. What would you suggest we do?”
A: This would be a specific case that an internal coach should submit a support ticket for. We would need to enable some grade levels in a particular building.

Q: “Why are we only seeing all the students who are NOT in the elementary school?”
A: This is a current issue that we are working on. If this continues, please have an internal coach submit a ticket with the necessary details.

Q: “Can someone at the district level enter interventions that are being used at all schools in the district so that each school doesn't have to enter them individually?”
A: Unfortunately, this is a building by building sort of issue, but we would be interested to hear your thoughts on it. Our big challenge here is that there is so much that we can do with this system, that we have a hard time narrowing down what to do. We always try to keep our ears and eyes open to any possible enhancement to the system! Remember that you can submit ideas for new development in the idea forum in the Iowa TIER knowledge base. You can also comment on and vote for other people’s ideas as well.
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**SIS (Infinite Campus, JMC, and Power School) Functionality**

Q: “We are just starting to use Iowa TIER. We are wondering how we begin with the SIS. We use JMC for student information now. Will Iowa TIER sync with SIS?”

A: Yes. JMC has built brand new SIF agents that should be able to synch data with Iowa TIER. No extra steps should be required, but if you are experiencing an issue, we always advise contacting your local JMC administrator. If they report that there are no issues, please have an internal coach submit a support ticket. If all else fails, please contact us.

Q: “Can you share an update on Infinite Campus districts. I know there was work being done.”

A: At this time, the only issues that we are aware of with IC are mostly isolated single user/student issues. If you are having an issue with IC, please contact your local tech administrator for follow up.

Q: “We have done the training. We want to build our own school page. Do we do that in Iowa Tier?”

A: You should have access specifically set up for your building with Iowa TIER when you log in. You should see your school name at the top of the Iowa TIER banner. You may have to click the person icon at the top in order to change buildings. There is currently a known issue with some users viewing the wrong building, but we are in the process of correcting this issue. Stay tuned for further updates.

Q: “Our JMC is only one building, but on the student data page, our students are assigned to the elementary building.”

A: This sounds like it’s working as designed, mainly due to the fact that Iowa TIER was designed for elementary schools.

Q: “Do I understand correctly that PowerSchool will roll into Iowa TIER with SIS info or will we need to input student info such as IEP students?”

A: Power School interacts with Iowa TIER by automatically updating student data via SIF agents. No manual entry should be required.

**Technical Requirements**

Q: “Will having a 25 MBps line with average 3 MBps connection be a problem accessing Iowa Tier?”

A: At this point, this is one that is still left up in the air. We had previously mentioned that a 10 MBps connection was recommended of available data bandwidth. If your pipeline is taken up with others using broadband intensive apps (streaming video, constant data transfers, etc.), it could spell trouble when testing time comes around. The best thing to do would be to work with your local tech team and
local network provider to come up with a strategy that would best utilize your bandwidth. Please bear in mind that there will be times when you will be testing multiple students, which can be a big drain on your network.

Q: “If we have been able to run a class on MAP testing while we are waiting on DC Power Plant, should we should be able to run a class for FAST?”

A: If you know you have limited bandwidth, please plan accordingly. Some districts with limited bandwidth have been creative with their testing setups. Please contact your local tech department for further details.

Q: “I used all three browsers with the same results for not getting elementary students from JMC.”

A: Iowa TIER works only in Chrome or Firefox browsers. It will not work in Internet Explorer. We are aware of this issue and will correct it as soon as possible.

Q: “Since you are doing a “refresh” this weekend, will Iowa TIER still be available for us to log on to?”

A: Yes. The login will be available, but the data will not update right away.

**Iowa TIER Support Ticketing System**

Q: “We have been waiting for a while on a trouble ticket but we are an Infinite Campus school. Is that most likely the reason we still can't see anything?”

A: Actually, it could be a combination of reasons. If you feel that the cause of an issue might be related to your local SIS interface, we always advise to contact your SIS administrator first. If they confirm that the issue is not related to their system, then please have an internal coach submit a support ticket in Iowa TIER.

Q: “How long does it typically take for an answer after submitting a trouble ticket?”

A: Depending on the user impact and severity of the issue, we typically try for a 1 hour turnaround time. We always have someone monitoring issues and will try to respond accordingly. Of course, some issues may take time to understand and resolve.

Q: “Will someone get in touch with us if we are missing something?”

A: If we notice something going wrong with your system, i.e. your local SIF agent not updating, or a known outage in your area, we’ll reach out to follow up with your location through appropriate
communication channels like email or phone. We are also in the process of setting up an incident notification system in case of any major issues. Stay tuned for further updates.

If you would like to get access to the latest Q & A documents, go to the DE website at https://www.educateiowa.gov/early-literacy-implementation, click on “A to Z Index”, click on “E”, and find “Early Literacy Implementation”. Scroll down to find “A&A Setup Directions” and other documents that deal with setup.

If you are still unable to get into Iowa TIER, please contact either Janell Brandhorst or Connor Hood at Janell.brandhorst@iowa.gov and connor.hood@iowa.gov

For all other Iowa TIER issues, please contact an internal coach and have them submit a support ticket. We would prefer for all support issues to eventually come to us via the support ticket system. This will allow more rapid responses, better situation tracking and documentation, and a direct pathway to pass issues to the programming team if needed.