

User Questions and Answers from the 9/12/2014 Iowa TIER Support Webinar

We had a wonderful turnout for our webinar. Many thanks to all who attended!

There 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

No questions at this time.

Single User Access Role Type Assignment and Staff Management

Q: “Besides the workaround suggestion of putting teachers in as Universal Screeners, how are we coming on a fix for teachers in the Teacher role to be able to see their students?”

A: There are known issues that have been affecting teacher setups by creating duplicate records. There have been fixes put in by our programmers that should correct this issue soon. If issues remain, please submit a ticket describing the location, teacher, grade and a few example students so we can follow up.

Q: “Is there a role to assign staff in order for them to see results of all students, K-6, but sorted by grade?”

A: Not at this time. There is a summary report that is currently unavailable, but we hope to have it back online by the close of the testing window.

Q: “What does my administrator need to do if I can’t access the portal because I have no active sites assigned? I am the internal coach.”

A: In order for the portal to process and provision correctly, it has to get info that you are assigned to a building, have a user role, and have the correct email address. If you are getting this message in TIER, verify that all of these items are set up correctly. If they are set up correctly in your local SIS, contact an internal coach in order to submit a support ticket. NOTE: a refresh of staff data in the last few days should have resolved this issue for most users.

A&A (EdPortal) Account Setup

Q: “When teachers are setting their A & A account and they see that warning about not changing Iowa TIER role. I have had one who said she saw it, but she thinks she messed with it. What happens then?”

A: We would like if people would only set up their A&A account according to directions. This means not making any additional configurations to their profile as this can cause delays in provisioning. The only exception would be to change your email address. If they requested multiple TIER roles, it may be necessary to contact ed.portal@iowa.gov to fix the problem. If they only requested their own building, it should automatically resolve once we receive the building assignment, role, and email from the student information system.

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Q: "Is there a way we (Internal Coach) check to see if they did that?"

A: You can have your district assign you directory search access in EdPortal that will give you the ability to search users to see if they have updated their info correctly. You can also use the "show-me" approach on your users as well. Have them log in and look at their screen. If they are showing in pending status for their TIER role, then you will have to review their setup.

Accessing Iowa TIER via the Iowa EdPortal

Q: "I am able to log into my EdPortal with my A&A account, but I can't see the Iowa TIER tab. Our building has the roles set up correctly in our SIS. What should we do?"

A: the first thing to do would be to have an internal coach look at the staff list in TIER. They can see if you have the correct building assignment, TIER user role, and email address needed in order for TIER and EdPortal to synch up correctly. You can also check your A&A account to make sure your email address matches the one in TIER. Also, check to make sure that your location dropdown in your EdPortal is set to the correct building. This can be found in the upper right hand corner just under your name.

Reporting

Q: "Is there any way to print scores for aReading?"

A: There are a variety of ways that you can gather information from the One-Click Reports into PDF format and you can also export the data. You can find out more in the TIER Knowledge Base.

Testing and Measurement

Q: "We are unable to enter our IGDIs results because when we go to Universal Screening, There are no AGE5 category to select. Should IGDIs be available?"

A: As of this time, IGDIs is only available to Phase 1 schools. New schools will not have access as of yet (training is planned for October). If you are a Phase 1 school, please submit a TIER Support Ticket for follow up.

Q: "Is the Progress Monitoring piece available?"

A: Not quite yet. We are in the process in checking everything out to make sure it works okay with the new interface, and should have it ready soon.

Q: "Just to clarify concerning ELI, the progress monitoring piece for students not meeting benchmark (and is supposed to start August 2014) has some leeway for the TIER system to get adjusted for this new requirement? So, if we start in October, we may be okay?"

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A: Yes. You are definitely okay. The expectation at the start included knowing that there would be some gaps and bugs. The important thing during this screening is to make sure that we can make this system stable, reliable, and a very good thing for our kids!

Q: "I am a Title 1 reading teacher and I monitor my students' progress every week/every other week. I used to start at the back of the DIBELS testing booklet while the regular Ed teachers would start at the beginning of the booklet. We never overlapped this way. Is there a way to do that in FAST, or do you have to do the passage it gives you? The classroom teachers like to progress monitor their Title students with the rest of their class so they can make comparisons."

A: With Iowa TIER it is possible to have both teachers view the same progress monitoring data and have two interventions assigned. The software does select the next available passage for a student.

Staff Training and Certification

No questions at this time.

Student Management

Q: "We still can't filter by Special Ed and Title 1. Is this a problem specific to us, or are other schools also having this issue?"

A: It seems to be an overall issue. We will check on the Special Ed and Title 1 filters with our programmers. In the meantime, it's not a deal breaker as far as universal screening. We can always go back in later and fix it.

Q: "The closing window for us is still quite a while off but since we have a student that is still not showing up in Universal Screening is there a protocol set for extending case by case?"

A: We're still just over three weeks off, so we still have some time left. Let us know who the student is and we can examine on a case by case basis.

Q: "Has there been a reason that some kids disappear and then later will reappear in TIER (or not sometimes)?"

A: There was a load this last week that refreshed all students. This was meant to take care of duplicate student issues, and they are adding additional fixes. We may run into some cases where students might still not be visible. If this is the case, please let us know by submitting a support ticket. There was a period of time where the programmers were testing ways of combining duplicate students. Hopefully we have the correct combination of filters to keep this from continuing.

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Q: “We are using the SWAT team method this fall to do our testing. It is actually going well. We are wondering if it would be beneficial to continue this way in the future? What is your recommendation? Why?”

A: The SWAT team approach is a team that specializes in testing kids. There are logistical benefits to this approach, but something could be lost in the experience that the teachers could have by directly testing the student and getting an insight into student performance. What it comes down to is what works best overall for your school.

Q: “We have homeschool students in our SIS because they take Basic Skills but they do not take FAST. Do we just ignore them in Universal Screening or do we need to address this?”

A: The question comes down to working with the families to see what their preferences are. They will not impact reporting. Please do not remove them from the system. There is a dropdown you can use for stating a reason why they are not being tested.

Q: “Follow-up similar to home school question: Will there be a way to indicate a student in outside placements that are on our district rosters?”

A: We are currently working on how to get these kids assessed, but are currently working procedures and guidelines for making this happen. This would also cover progress monitoring. Stay tuned.

UPDATE – Students enrolled in the district need to be assessed under one of the regular elementary building numbers.

Q: “So, are we okay to not have them screened this first time until we hear something definite? If we screened, we wouldn't get "dinged" for not having the progress monitoring piece in place?”

A: At this point, we'd recommend screening the student, if for nothing else, then out of best interest for the student's needs.

Q: “If we have students who were in our SIS but have moved since then, should we submit a support ticket to let you know? They are currently showing up in TIER.”

A: No notification is needed as the SIS should take care of eventually updating everything. There is currently a known issue with former and duplicate students that is going to be addressed with a system fix soon. We'll let everyone know when this happens.

SIS (Infinite Campus, JMC, and Power School) Functionality

Q: “We use JMC in our school. We have a few students who are in the Iowa TIER system and listed with their classroom teacher in JMC, but are not included in the correct classroom in Iowa TIER. Any ideas?”

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A: We have discovered a new issue where some duplicate entries are coming up and we're trying to figure out how to merge them. If they're listed in your system, cross reference them with another student in the same class, and if there is still an issue after matching everything out, please submit a support ticket for follow up. Make sure you include information with what building, grade and teacher he/she is with, and we can start investigating why they are showing up or not showing up.

Technical Requirements

Q: "How often does the system update? If we have new students or changes in staff info how soon can we expect to see a change in Iowa Tier?"

A: If all SIF agents are set up correctly, changes should go through almost immediately, sometimes within 5 minutes, but usually within 10-30 minutes. If a district makes a very large amount of changes into the TIER system, there will most likely be a backlog of transactions and may take a bit longer.

Iowa TIER Support Ticketing System

Q: "I'm sometimes not sure what should be a ticket or an email. We were told at our training not to submit too many tickets. So I'm paranoid I might send too many."

A: The TIER Support ticket system should be used to report all student and user issues. The TIER Support team mailbox should be used only in cases if you are unable to access the system and are unable to have anyone else submit for you. Please use these support resources and do not send emails and make phone calls to the extent possible. It is very difficult to ensure that all responses are documented and answered in a timely fashion when the ticket system is not used.

Q: "Is there someplace where we can submit suggestions or talk to others with new ideas?"

A: Yes. We have an idea forum in our TIER Knowledge Base where you can go do things like post a suggestion, There is also a chat forum to share an idea or a question with your peers.

If you would like to get access to the latest Q&A documents, please 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 "Supporting Documents" and other documents that deal with setup.

If you are still unable to get into Iowa TIER, please contact us at TIERSupport@iowa.gov

For all other Iowa TIER issues, please contact an internal coach and have them submit a support ticket.