

Texas English Learner Reclassification

Tech Support FAQ

Riverside Insights was selected by TEA as the sole provider for the Statewide Academic Achievement Test – *Iowa Assessments*, Form F – for English Learner Reclassification testing, Grades 1-2, 11-12.

Visit the website for additional information, including order forms, schedules and FAQ's:
<https://www.riverside-assessments.com/texas-assessment>

1. Why did I receive the email for an sFTP site?

Your district responded to the Reclassification survey stating that you would be testing online for EL Reclassification. We created the site for you based on the response.

2. If my district plans to test on paper, do we still have to setup the online account?

If your district does not plan to test online and plans to only test on paper, then you can ignore the email and do not have to setup the sFTP site.

3. Will I need access to the online account/DataManager if I am testing on paper?

No, you will not need access to DataManager if you are testing on paper. Paper testing for the Reclassification program is hand scoring, so no access to DataManager is needed.

4. When do we have to load the data?

We recommend that you have loaded your data by April 1 to allow enough time prior to the testing window to ensure your data file is in the correct format.

5. What training do I need to attend for online testing?

There are 4 required trainings for online testing. You can find additional information for the trainings and who should attend on the website. Below is the list of the trainings:

- a. Technical Readiness
- b. Introductory and Data Set-up
- c. DataManager Set-up and Test Administration
- d. Proctor Training

6. How do I register for the trainings?

You must first place an order for the trainings then you will receive an email with a registration link. From here, you can register for the training that best fits your schedule. You cannot register for the training until you place an order.

7. How do I access my DataManager account?

If you are a new customer, you must first place an order for the online licenses. Once your order is placed and processed, then your DataManager account will be created and you will receive an email allowing you to setup your account.

8. I do not have access to my district sFTP site, how am I granted access?

Please contact Jessica Petter for further assistance: Jessica.petter@riversideinsights.com

9. I currently use DataManager for additional testing in my district. Can I use the roster that is already loaded to our district account?

Yes, you can use the same roster, but you can also create a new roster for this specific testing window.