Teacher Hand Scoring System (THSS) User Guide

2016–2017

If you have any questions regarding the *Teacher Hand Scoring System (THSS) User Guide*, please contact the Delaware Department of Education, Office of Assessment, at (302) 857-3391.

For questions or additional assistance regarding the online testing system, please contact the Delaware System of Student Assessments (DeSSA) Help Desk at the American Institutes for Research (AIR).

Important Contact Numbers

DeSSA Help Desk	(877) 560-8331
DCAS-Alt1 Help Desk	(877) 206-7039
Delaware Department of Education Office of Assessment	(302) 857-3391

Table of Contents

1.0   Introduction

This user guide describes the overall layout of the Teacher Hand Scoring System (THSS) and highlights the important task and function details inherent to the system. This guide supports scorers using the THSS to score the Smarter Balanced Interim Comprehensive Assessments (ICA) and Interim Assessment Blocks (IAB) non-machine scored responses. These responses require human scoring at the local level using resources on the THSS, followed by the entry of scores in the system for interim assessments.

1.1   Contact Information

If you have any questions regarding the Teacher Hand Scoring System User Guide for Test Administrators 2016–2017, please contact the Delaware Department of Education, Office of Assessment, at (302) 857-3391.

For questions or additional assistance regarding the online testing system, please contact the DeSSA Help Desk at the American Institutes for Research (AIR).

> **American Institutes for Research**
> Help Desk Contact Information
> Phone: 1-877-560-8331
> E-mail: DeSSAHelpDesk@air.org

The Help Desk is open Monday through Friday from **6:30 a.m. to 6:30 p.m.** Eastern Time. During these hours, staff will respond promptly to calls.

When contacting the Help Desk, provide as much detail as possible about any issues encountered. This may include the following information:

- Test Administrator name
- SSID(s) of affected student(s)
    - Do NOT provide any other student information, as doing so may violate Family Educational Rights and Privacy Act (FERPA) policies.
- Results ID for the affected student test(s)
- Test Session ID
- List of embedded accommodations
- Test name and grade
- Question number
- Operating system and browser version information
- Any error messages and codes that appeared, if applicable
- Information about your network configuration, if known:
    - Secure browser installation (to individual machines or network)
    - Wired or wireless Internet network setup

1.2   Intended Audience

This user guide is intended for individuals responsible for hand scoring or reassigning non-machine scored student responses. To use this system, you should be familiar with using a web browser to retrieve data and with filling out web forms.

Additional information related to online assessments may be found on the DeSSA Portal at http://de.portal.airast.org.

1.3   Usage Note

While using this guide, you will find key icons and elements that are helpful in accessing the information. Table 1–1 describes the key icons and elements appearing within this guide.

Table 1–1: Key Icons and Elements

Icon	Description
	Note: This symbol accompanies helpful information or reminders.
	Warning: This symbol accompanies important information regarding actions that may cause errors.
	Caution: This symbol accompanies important information regarding a task.
1. text 2. text	**Shaded Box:** Text that appears in a shaded box provides instructions relevant to the task described: ▪ Numbered (ordered) lists provide step-by-step instructions. ▪ Bulleted lists provide instructions that do not need to be performed in a specific order.
[Text]	**Brackets:** Text in brackets is used to indicate a button or link that is clickable.

1.4   Additional Resources

- For information about supported browsers and operating systems, see the *System Requirements*.
- For information about hardware and software requirements, see the *Technical Specifications Manual*.
- For information about registering students for assessments and managing user accounts, see the *TIDE User Guide*.
- For information about administering online tests in the Test Delivery System, see the *Test Administrator User Guide*.
- For information about viewing reports, see the *Online Reporting System User Guide*.

All user guides and related documents for Delaware systems are available on the DeSSA portal (http://de.portal.airast.org).

2.0   Security Procedures

The security of DeSSA assessments and the confidentiality of student information are vital to maintaining the validity, reliability, and fairness of assessment results. Administering the Smarter Balanced summative assessment and interacting with the summative item pool require test administrators and all those involved in the test administration process to adhere to the strict security protocols discussed during the DeSSA test security training module. Security policies and procedures for the summative assessment are detailed in the DeSSA Security Manual and the Smarter Balanced Summative Test Administrator (TA) training and manual, available on the DeSSA Portal.

During the administration of an ICA or IAB, the **security expectations remain the same** for students as they are for the summative administrations. However, due to the "more open" nature of the ICA and the IAB, the security status of interim assessments is considered "not secure but not public."

2.1 "Not Secure but Not Public" Policy

With the implementation of the interim assessments, teachers are able to collaborate with other trained scorers to review, discuss, score, and make instructional decisions in a closed environment. Student responses may be temporarily displayed but not captured, such as on a Smart Board, within a closed environment in order to facilitate discussion and make formative decisions.

The premise of "not secure but not public" is based on the value of limiting the exposure of interim items such that the items can serve to provide valid information throughout the school year while still allowing interim assessments as part of teacher's professional practice. The testing environment must be secure (i.e., students should not have phones or cameras) and must follow the testing procedures also described in the DeSSA Test Security manual and the Smarter Balanced ELA/Literacy and Mathematics Online Summative TAM, available on the DeSSA Portal. The major differences in security requirements associated with the interim assessments relate to the activities that occur following the administration of these assessments.

Once students complete the interim assessments, the hand-scored student responses will be transmitted to the TA administering the assessment via the Teacher Hand Scoring System (THSS). Teachers view items while accessing student responses and online resources—such as rubrics, exemplars, and training guides—to complete the scoring process and submit the scores.

Questions regarding the "not secure but not public" policy should be addressed to the School Test Coordinator (STC) with possible elevation to the District Test Coordinator (DTC) and the Delaware Department of Education (DDOE). Teachers must maintain the privacy of students consistent with district policies and the Family Educational Rights and Privacy Act (FERPA).

⚠️	**IMPORTANT:** Any additional modifications and updates to this policy on interim assessment security from Smarter Balanced will be disseminated via the assessment website, DeSSA Portal, and notification to the DTCs.

> **Note:** Refer to Section 4.0, Ensuring Test Security and Security Procedures in the Smarter Balanced ELA/Literacy and Mathematics ICA and IABs Test Administration Manual for additional information as well as acceptable and not acceptable practices within the not secure but not public policy. This manual is available on the DeSSA Portal.

2.2 Destroying Test Materials

> **Important:** FERPA prohibits the release of any student's personally identifiable information. Any printed materials must be securely stored and then shredded.

As a reminder, test materials identified in the DeSSA Test Security Manual must be securely shredded immediately following each test session and may not be retained from one test session to the next.

Scratch paper used during the classroom activity (CA) may not be kept and used during the performance task (PT). If the performance task occurs in more than one session, scratch paper may be retained during the PT, used during the PT, and securely shredded at the conclusion of the PT. Handling scratch paper should be in accordance with the guidance provided in the DeSSA Test Security Manual, available on the DeSSA Portal.

Student responses can be viewed collaboratively with other scorers to advance instructional best practices and promote student success. The information must be protected from view and must not be capable of being heard by those outside of the discussion during collaborative discussions, such as in a professional learning community (PLC) situation. These activities must be conducted within a closed environment. Items may be displayed live, such as on a Smart Board. However, no recording or storing of student items or student responses is permitted.

While reviewing and/or scoring items and student responses individually or collaboratively, any paper copies must be stored in a secure location and destroyed after use.

3.0   Items Scored Using the Teacher Hand Scoring System (THSS)

The THSS provides the online resources and the system interface for scorers to use while scoring non-machine scored student responses on interim assessments. When students participating in a test session submit responses, the non-machine scored responses are automatically sent to the session TA in the THSS. The TA will be able to view, score, and enter scores and/or condition codes within the THSS. Table 3–1 provides information on the response types that require hand scoring.

Table 3–1: Response Types

Content Area	Response Type
ELA/Literacy	Short text
	Constructed response
	Essay
Mathematics	Short text
	Constructed response
	Short text (fill-in tables) or equations

3.1   THSS User Roles

The following users can access THSS:

- **Scorers:** These users can score the non-machine scored responses for any student whose items are sent to them in the THSS.

> **Note:** Items are assigned by default to the TA for that student's test session.

- **Score Managers:** These users can view items completed by any student associated to their school (if a school-level user) or district (if a district-level user) and reassign them to any scorers in their school or district (depending on their user level). Score Managers can also score item responses that have been reassigned to them. Score Managers are generally DTCs as well as STCs.

> **Warning:** School-level scorers and district-level scorers can reassign items to other scorers for feedback. However, please consult your DTC for specific details related to this process. When multiple scorers score the same student response, the last score overrides previous scores. For any questions regarding this procedure, check with your DTC.

- **State Administrator:** These users can view the status and assigned scorer for item responses. They cannot enter scores or reassign responses. For more information, see Appendix B:
About State-Level Users

About State-Level Users[Table 3–2](#) describes the user roles within the THSS and the features that are accessible to each user role.

Table 3–2: User Roles and Access in THSS

User Roles and Access Level*	State	District		School	
	State User	DTC	DAM	STC	TA
State Administrator	✓ (view only all students in the state)				
Score Assigned Items		✓ (all students within district)	✓ (all students within district)	✓ (all students within school)	✓ (all students assigned to them)
Reassign Items to Other Scorers		✓ (reassign to another scorer within district)	✓ (reassign to another scorer within district)	✓ (reassign to another scorer within school)	✓ (reassign to another scorer within school)

DTC−District Test Coordinator; DAM-District Accommodations Manager; STC−School Test Coordinator; TA−Test Administrator

4.0   Accessing the Teacher Hand Scoring System

4.1   Supported Browsers

AIR recommends using current versions of supported web browsers. Each application requires disabling pop-up blocking software and enabling JavaScript. Be sure to use the correct combination of operating system and web browser. For example, Windows 8 requires Internet Explorer 10 or 11. For a complete list, please see the Supported Browsers page in the DeSSA Portal at http://de.portal.airast.org/supported-browsers/.

4.2   Logging in to the THSS

This section contains information about how to log in to the THSS. The THSS is accessed through DDOE's Identity Management System (IMS) application.

1. Access the DDOE IMS login page at https://login.doe.k12.de.us. Use your regular IMS ID and password to log in.

Figure 4–1: DDOE Identity Management System (IMS) Login Page

2. After you have successfully logged in to IMS, you will see a list of applications available to you, including DeSSA/DCAS.

    •   Click the [DeSSA/DCAS] button. You will be directed to the DeSSA Portal.

Figure 4–2: DDOE IMS Page Displaying DeSSA/DCAS Icon

- Click the [Smarter Balanced ELA & Mathematics] user card. You will be directed to the selected "Welcome" page, which includes links to the available DeSSA applications.

Figure 4–3: DeSSA Portal User Cards
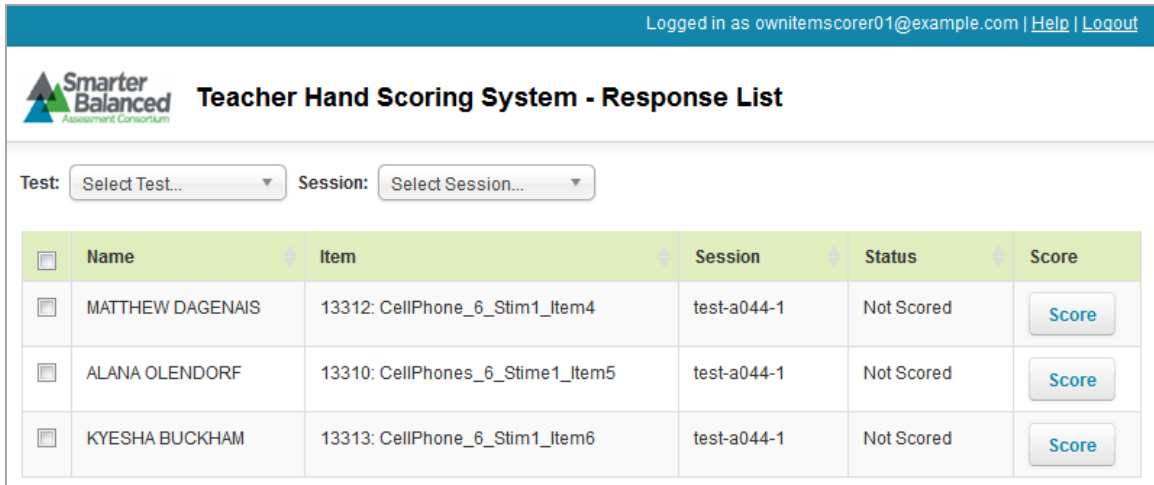
3. The selected assessment page includes links to the available DeSSA applications.
   - To access the THSS Interface, select the [Teacher Hand Scoring System] button (see Figure 4–4).

Figure 4–4: DeSSA Portal Smarter Balanced Assessments Page

The Response List page appears. This page, shown in Figure 4–5, shows a listing of students, items to be hand scored, session number, status of scoring the item response, and access to score the individual student responses.

Figure 4–5: THSS Response List Page

4.3 Switching between DeSSA applications

DeSSA applications, including THSS, use an integrated Single Sign-On (SSO) system that allows users to log in once and access all available applications. Access to all systems, tasks, and features is dependent upon the user role.

The top-left corner of the browser contains a drop-down menu that displays the DeSSA applications available for your access. From the drop-down menu, select the application for which you want to switch access. The main page for that application appears, and you do not have to log in again.
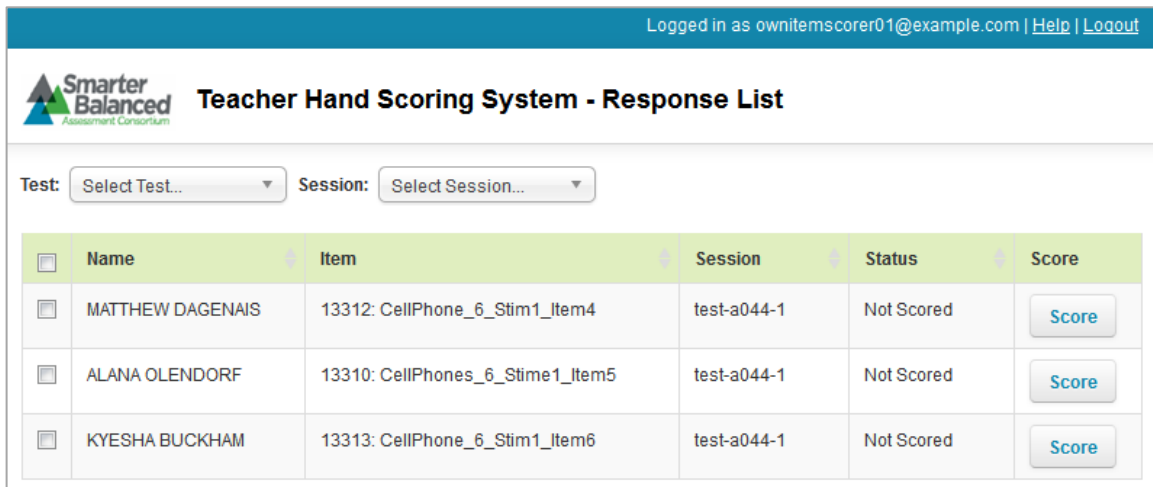
5.0   Using the Teacher Hand Scoring System (THSS)

This section explains how to use THSS to enter scores for responses, mark responses as complete, and reassign responses to other scorers.

5.1   Overview of the Response List Page

After you log in, the Response List page appears—refer to Figure 5–1, Figure 5–2 and Table 5–1. This table populates with the responses assigned to you for scoring.
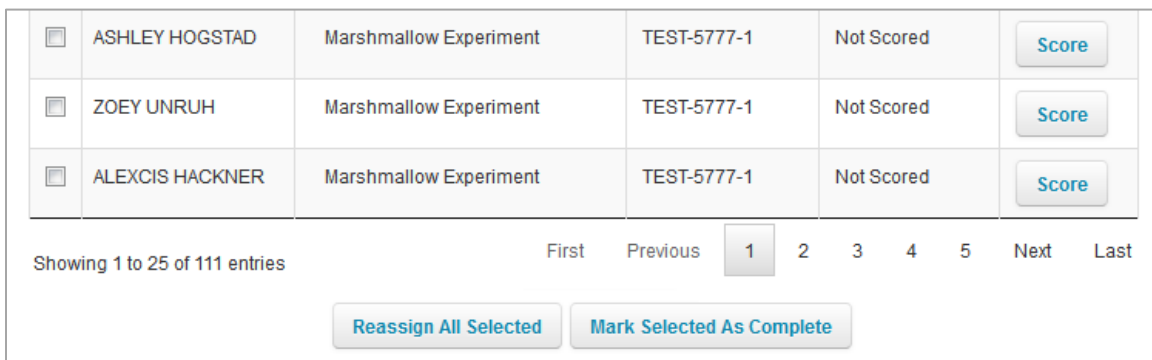
Figure 5–1: Scorer Response List Page (Top)

You can use the navigation links in the lower-right corner to view all of the responses in the list.

Figure 5–2: Scorer Response List Page (Bottom)

Note: If you are a Score Manager, this table displays the hand-scored responses for all of the students in your associated school or district, depending on your user level.

5.1.1 Scorer Response List

The Scorer Response List shows all items available for an individual to score. The table below describes the columns in the Response List table for the scorer.
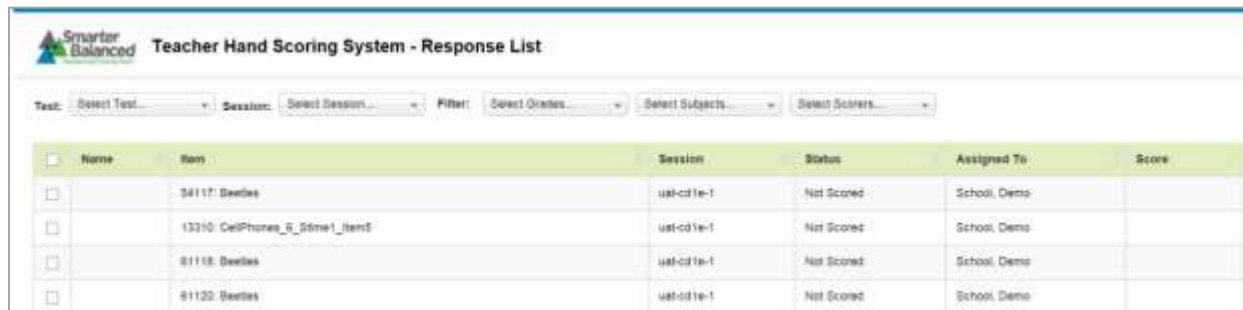
Table 5–1: Response List Table for Scorer

Column	Description
Name	Name of the student.
Item	Name of the hand-scored item.
Session	ID of the session in which the student completed the test containing this response. Student responses are automatically sent via the system to the session TA for which the student completed the assessment.
Status	"Not Scored" indicates the response still needs to be scored. "Tentatively Scored" indicates the response was scored but still needs to be marked as complete.
Score	Click the button in this column to enter a score for the response. If you are a Score Manager, you can only enter scores for responses that are assigned to you.

5.1.2 Score Manager Response List

The Score Manager Response List in Figure 5–3 shows all items available for scoring and the designated scorer.

Figure 5–3: Score Manager Response List Page (Top)

Table 5–2 describes the columns in the Response List table for the Score Manager.

Table 5–2: Response List Table for Score Manager

Column	Description
Name	Name of the student.
Item	Name of the hand-scored item.
Session	ID of the session in which the student completed the test containing this response.
Status	"Not Scored" indicates the response still needs to be scored. "Tentatively Scored" indicates the response was scored but still needs to be marked as complete.
Assigned To	The scorer to whom the response is currently assigned.
Score	Click the button in this column to enter a score for the response. If you are a Score Manager, you can only enter scores for responses that are assigned to you.

5.1.3 Filtering the Response List

You can use the drop-down menus on the Response List page to filter the responses that appear in the table.

Scorers can filter the table by test and/or session:

Figure 5–4: Test Filter for Scorer
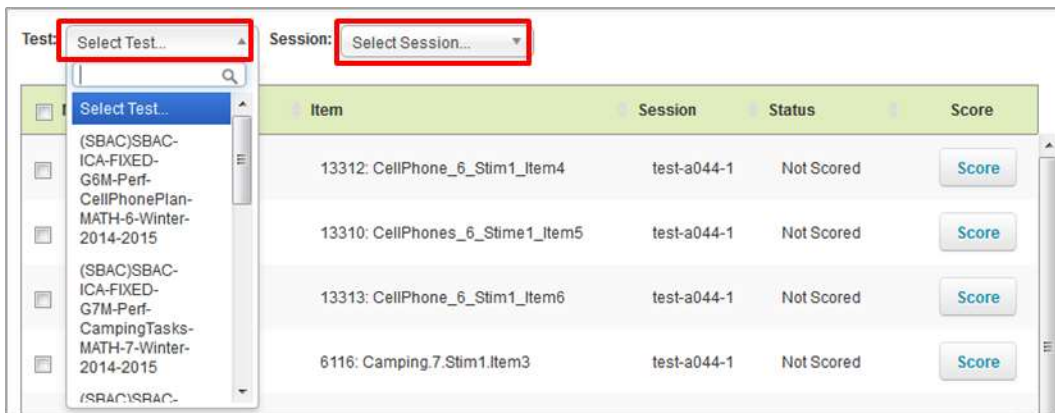
Score Managers can filter the table by test, session, grade, subject, and/or assigned scorer.

Figure 5–5: Test Filter for Score Manager

To filter the list of items:

1. Open a drop-down menu at the top of the Response List table.

2. Click on the option you wish to select, if available. If the option does not appear on the list, enter the desired option in the search bar. The table updates to show only responses associated with the selected option.

3. To apply additional filters, repeat steps 1 and 2 with a different drop-down menu.

5.1.4 Sorting the Response List Table

You can sort the Response List table by student name, item, session ID, or response status.

To sort the table by one of these columns:

Click on a column header. The table lists the responses by that column in ascending order. To sort the responses in descending order, click on the column header again.

> **Note:** Score Managers can also sort the Response List table by the assigned scorer.

5.2   Scoring Responses

Once you are in the Response List table, you will be able to score student responses. Select a response to score by clicking on the [Score] button.

Figure 5–6: Select Item for Score Response

5.2.1   Score Response Screen

Once you have selected a response to score, you will advance to the next screen. Navigation buttons at the top of the screen allow users to return to the Response List table, return to the previous response, or proceed to the next response.

Figure 5–7: Score Response Screen Navigation Buttons

5.2.2   Score Response Screen Resources

The top of the screen identifies the test item that is being scored. It includes item number, description, and information regarding status, test, and session.

Figure 5–8: Score Response Screen

The Score Response area shows the question and the answer entered or selected by the student; the maximum point value is also specified.

This screen also provides access to resources available for the scoring process.

- The [Rubric] link provides a detailed rubric for scoring the specific item and should be used to help determine the score.

- The [Exemplar] link contains either anchor sets or scoring examples based on the specific item to be scored.

- The [Training Guides] link contains either the training description or information for the specific item or scoring documents related to the item.

There are two score options for entry. You can either assign a score to the response or mark it with a condition code. Condition codes are used for any item you cannot score due to the nature of the student's response. If a single item consists of multiple scoring criteria, you should enter a score or condition code for each criterion. For a description of the available condition codes, see Appendix A: Condition Codes.

For more information about how to score responses and use condition codes, the following resources are available:

- DDOE hand scoring training documents and resources

  - Elementary ELA Hand Scoring Training
    (http://dedoe.schoolwires.net/Page/2073)
  - Secondary ELA Hand Scoring Training
    (http://dedoe.schoolwires.net/Page/2074)

- Locally-presented hand scoring resources

- Smarter Balanced Hand Scoring Resources within TIDE (http://de.tide.airast.org). TIDE provides resources for interim assessments that require hand scoring by schools. For each subject there is a training guide and a practice set. The training guide explains how to score a test, and the practice set provides example responses and the corresponding score. See the TIDE User Guide on the DeSSA portal for more information.

For additional questions related to hand scoring, consult your School Test Coordinator (STC), building hand scoring contact, and/or instructional lead.
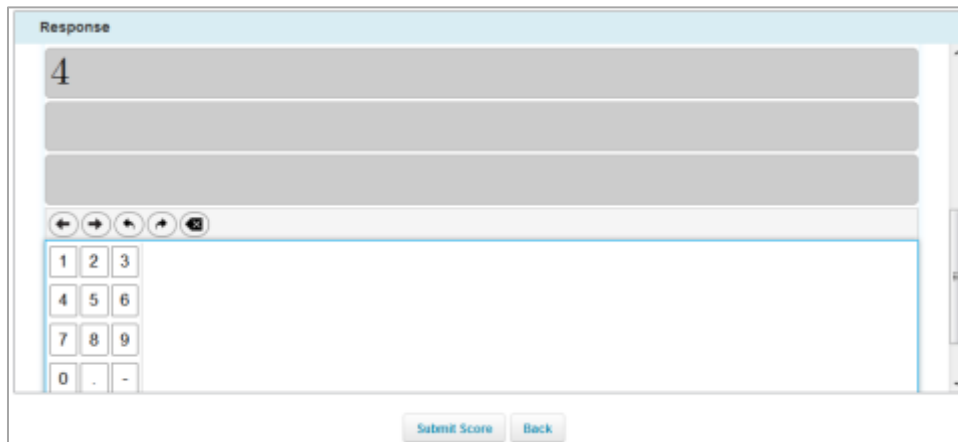
5.2.3   Entering Scores for Responses

This section explains how to enter scores and condition codes for responses.

To score responses:

1. In the Score column of the Response List table, click on [Score] for a response. The Score Response page appears, displaying the item rubric and student response.

2. In the Response section of the Score Response page, review the item stem and the student's response. To view the item's passage and sample responses, click on [Exemplar].
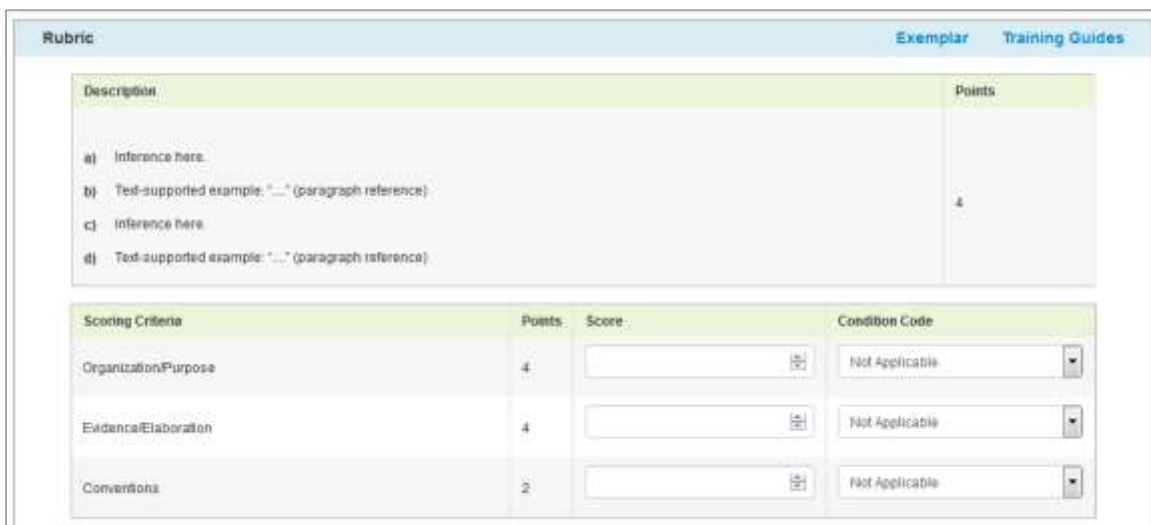
Figure 5–9: Response Section

3. In the Rubric section, review the rubric description:

Figure 5–10: Rubric Section

a. To enter a score for the response, manually enter a numerical score in the Score field or use the arrow button in this field to enter the score in increments of one. The score cannot exceed the value in the Points column.

b. To assign a condition code to the response, select the appropriate option from the Condition Code drop-down list.

Note: To view a guide for scoring the student response, click on [Training Guides].

4. If the item consists of multiple scoring criteria, repeat Step 3 for each criterion.

> General scoring processes for non-machine scored student responses:
> - Click [Rubric] to examine specifics for scoring
> - Click [Exemplar] to see anchor sets and examples
> - Click [Training Guide] for additional details
> - Evaluate student response and determine score for entry

5. When you finish entering scores for the response, click on [Submit Score] at the bottom of the page.

> ⚠ **Warning:** If you have entered a score, you must click on the [Submit Score] button to save the score for the specific item response. If [Back], [Next Response], [Previous Response], or [Back to Response List] is clicked, this will result in the item's response score not being saved. Please remember to click on [Submit Score].

6. To navigate to the Score Item page for a different item, click on [Previous Response] or [Next Response] at the top of the page. The order of responses is determined by the selected sorting on the Response List table. To return to the Response List page, click on [Back to Response List]. The item status now displays "Tentatively Scored."
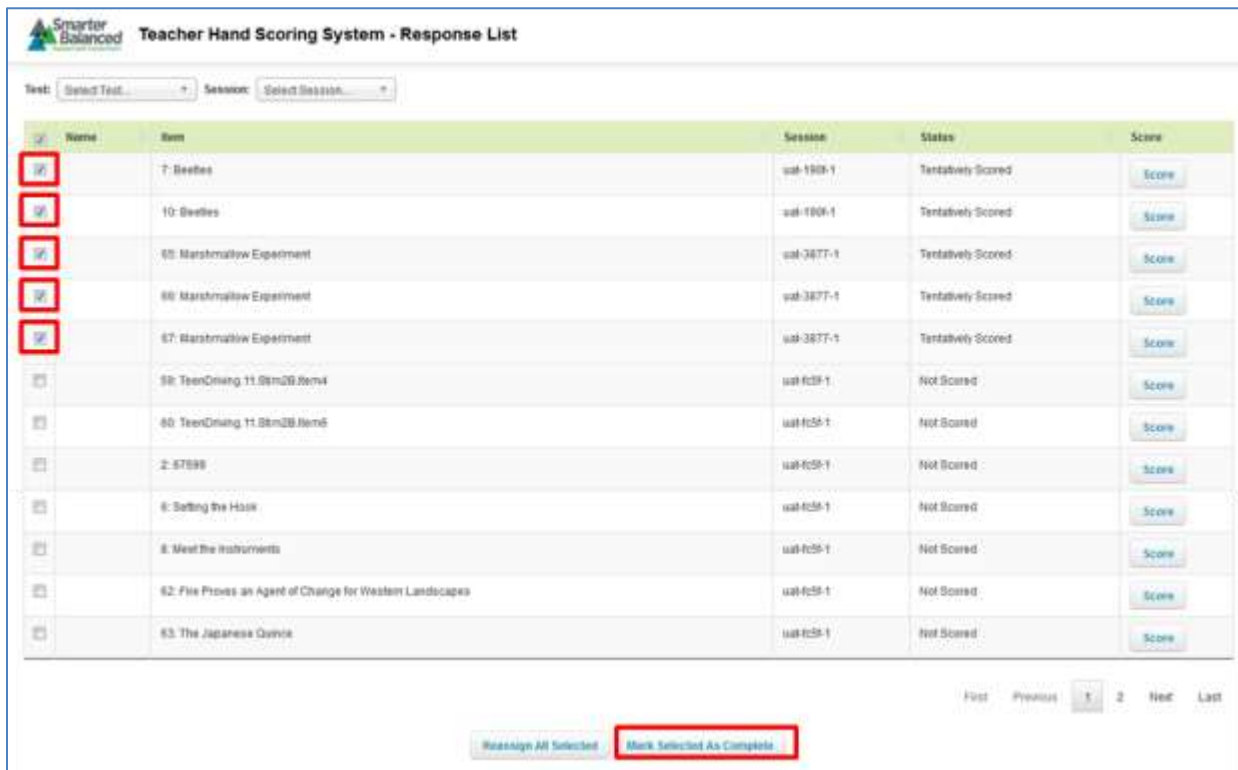

5.2.4 Completing Item Responses

After entering each score or selecting a condition code, mark the response as complete to finish the process.

To mark responses as complete:

1. On the Response List table, click on the checkbox for any responses you have finished scoring; refer toFigure 5–11.

2. Click on [Mark Selected as Complete] at the bottom of the screen.

Figure 5–11: Marking Responses as Complete

3. In the window that pops up, click on [Mark Selected as Complete]. Once you mark a response complete, it is submitted and can no longer be edited or viewed by the scorer submitting the item.

Figure 5–12: Submit the Student Response Scores

6.0   Reassigning Responses

THSS automatically assigns a non-machine scored student response to be scored to the Test Administrator for the session in which the student tested. If a student started a test in one session and completed it in another, the response will appear only to the Test Administrator who proctored the session in which the student completed the test.

You can reassign responses to other scorers in your school. District access users associated with a district can reassign a response to anyone within their district. Check with your DTC for local procedures.

To reassign responses:

1. On the Response List table (see Figure 5–1) mark the checkbox for any items you wish to reassign.

2. Click [Reassign All Selected]. A window pops up.

3. In the pop-up window, select a scorer from the drop-down list. Only users associated with your school or district appear.

4. Click [Reassign]. The selected response is now reassigned to the specified scorer. It will no longer appear on your Response List table. You will no longer be able to access this response unless the receiver of the response resends the response to you after reviewing it.

Figure 6–1: Reassign Selected Students Window
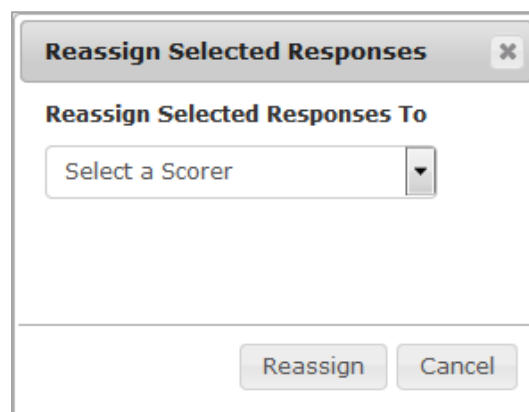
Appendix A:
Condition Codes

Appendix A: Condition Codes

For more information about how to score responses and use condition codes, refer to the Smarter Balanced Hand Scoring Rules document.

Condition Code	Description
Blank	Student did not enter a response.
Insufficient	1. Student has not provided a meaningful response. Some examples: • Random keystrokes • Undecipherable text • "I hate this test" • "I like pizza!" (in response to a reading passage about helicopters) • Response consists entirely of profanity 2. For ELA Full Writes, use the "Insufficient" code for responses described above and also if: • Student's original work is insufficient to make a determination whether he or she is able to organize, cite evidence/elaborate, and use conventions as defined in the rubrics. • Response is too brief to make a determination regarding whether it is on purpose or on topic.
Non-Scorable Language	• ELA/Literacy: language other than English • Mathematics: language other than English or Spanish
Off Topic	For ELA Full Writes Only • A writing sample will be judged off topic when the response is unrelated to the task or the sources or shows no evidence that the student has read the task or the sources (especially for informational/explanatory and opinion/argumentative). • Off-topic responses are generally substantial responses.
Off Purpose	For ELA Full Writes Only A writing sample will be judged off purpose when the student has clearly not written to the purpose designated in the task. • An off-purpose response addresses the topic of the task but not the purpose of the task. • Note that students may use narrative techniques in an explanatory essay or use argumentative/persuasive techniques to explain, for example, and still be on purpose. • Off-purpose responses are generally developed responses (essays, poems, etc.) clearly not written to the designated purpose.

For ELA/Literacy Full Writes: If a response is too brief to make a determination regarding whether it is on purpose or on topic, then it should be coded as "Insufficient."

# Appendix B:
About State-Level Users

Appendix B: About State-Level Users

When state-level users sign in to THSS, the ***Response Search*** page appears. On this page, state-level users can search for item responses by ResultID and view the status and assigned scorer for each response. The information on this page is read-only.

> **Note:** The ResultID is the identification number associated with a student's test opportunity in the Online Reporting System. For more information, see the *Online Reporting System User Guide*.

Figure B.1. Response Search Page
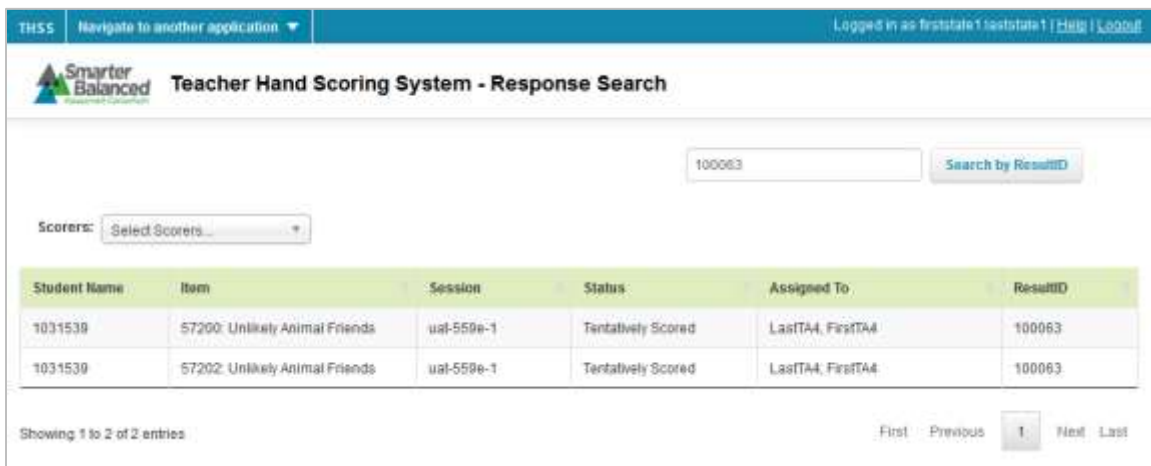
To search for responses:

1. In the search field, enter the ResultID for a test opportunity.

2. Click **Search by ResultID**. If any hand-scored item responses are associated with the entered ResultID, they appear in a table below the search field.

    o   *Optional*: To filter the table by assigned scorer, select an option from the **Scorers** drop-down list.

Appendix C:
List of Acronyms and Abbreviations

Appendix C: List of Acronyms and Abbreviations

A

AIR American Institutes for Research

C

CA	Classroom Activity
CAT	Computer adaptive test
CCSS	Common Core State Standards

D

DDOE	Delaware Department of Education
DeSSA	Delaware System of Student Assessments
DTC	District Test Coordinator

E

ELA	English language arts

F

FERPA	Family Educational Rights and Privacy Act

I

IAB	Interim Assessment Block
ICA	Interim Comprehensive Assessment
IMS	Identity Management System

P

PLC	Professional Learning Community
PT	Performance Task

S

SSID	Statewide student identifier
STC	School Test Coordinator

T

TA	Test Administrator
TAM	Test Administration

Appendix D:
User Support

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If you have any questions regarding the *Teacher Hand Scoring System (THSS) User Guide*, please contact the Delaware Department of Education, Office of Assessment, at (302) 857-3352.

For questions or additional assistance regarding the online testing system, please contact the DeSSA Help Desk at the American Institutes for Research (AIR).

> **American Institutes for Research**
> Help Desk Contact Information
> Phone: 1-877-560-8331
> Fax: 1-877-231-7813
> E-mail: DeSSAHelpDesk@air.org

The Help Desk is open Monday through Friday from **6:30 a.m. to 6:30 p.m.** Eastern Time. During these hours, staff will respond promptly to calls.

When contacting the Help Desk, provide as much detail as possible about any issues encountered. This may include the following information:

- Test Administrator name
- SSID(s) of affected student(s)
  - o Do NOT provide any other student information, as doing so may violate FERPA policies.
- Results ID for the affected student test(s)
- Test Session ID
- List of embedded accommodations
- Test name and grade
- Question number
- Operating system and browser version information
- Any error messages and codes that appeared, if applicable
- Information about your network configuration, if known:
  - o Secure browser installation (to individual machines or network)
  - o Wired or wireless Internet network setup