WIDA™

WHAT'S NEW?
ACCESS FOR ELLS 2.0 2016-17 ADMINISTRATION

This document outlines the changes in test content and scoring, preparation and training, customer service, and technology related to ACCESS for ELLs 2.0 for the 2016-17 school year.

Test Content & Scoring

As every year, test content for grades 1-12 (Online and Paper) has been refreshed but there are no changes to the test design.

Scores will reflect the results of the recent standard setting. This means that students will need to demonstrate higher language skills in 2016-17 to achieve the same proficiency level scores (1.0 – 6.0). Standard setting is expected to impact 2017 ACCESS for ELLs 2.0 scores in the following ways:

- Some students' scores may go down.
- Fewer students may exit program support.

Learn more about this important change and find resources to support you at www.wida.us/proficiency.

Test Preparation & Training

A committee of state education agency representatives worked with WIDA to analyze thousands of educator comments from surveys and customer service inquiries. As a result, the following resources were added or enhanced.

- **State Checklist:** Highlights all tasks that each state education agency requires to be completed before, during, and after testing, available in the training course and on states' webpages at www.wida.us/membership/states.

- **Manuals:** Reorganized to consolidate and streamline information.
  - **The Test Administrator Manual** contains information for individuals responsible for administering or proctoring the test.
  - **The District and School Test Coordinator Manual** contains information for individuals responsible for coordinating and managing testing in a school or district.

- **Training Tutorials:** Replace the training checklist that was used in 2015-16. The training course for the Grades 1-12 Online and Paper assessments has been enhanced to include interactive training tutorials.

- **Supplemental Speaking Training (Paper):** Available to help prepare to score this year's paper-based Speaking test. These materials are available under the Speaking tab of the training course for Paper.

- **Quizzes:** Include two new quizzes that new Test Administrators and those required to recertify must pass with a score of 80% or higher: an Online Administration Quiz and a Paper Administration Quiz for Grades 1-12.

- **Webinars:** Offered by WIDA and DRC throughout 2016-17 to provide key information and answer questions. A calendar of over 100 free webinars covering a range topics is available at www.wida.us/accesswebinars.

- **ACCESS 2.0 Webpage:** Contains testing statistics, training manual errata, WIDA AMS outage information, and announcements at www.wida.us/accessupdates.

Customer Service

Both DRC and WIDA Customer Service teams have undergone changes to improve the quality and timeliness of support provided to educators.

- **State profiles:** Provide the most current state-specific policies and procedures related to ACCESS for ELLs 2.0 administration to customer service representatives at WIDA and DRC.

- **DRC Customer Support**
  - Enhanced training program and internal communications with coaching process for customer service representatives.
  - Developed a knowledge article reference base for representatives to look up information.
  - Selected new phone vendor.
  - Improved internal quality assurance.

- **WIDA Client Services Center**
  - Increased number of Client Services Specialists earlier in school year.
  - Participated in DRC training regarding online testing systems and enhancements.
  - Implemented Customer Relationship Management software to track and report customer service interactions.
  - Provides weekly summary reports to state education agencies.

Technology

DRC and WIDA Assessment & Information Technology teams have worked together to improve the reliability and usability of the delivery platform.

- **WIDA Assessment Management System (WIDA AMS) Enhancements**
  - Upon initial log in, users will be required to agree to a new security agreement.
  - Users can reset their own password.
  - Supports tablet and smartphone access.
  - Navigation Menu appears horizontally rather than vertically.
  - Student Transfer Form can now be submitted online.

- **Technology Readiness Checklist:** Outlines Technology Coordinators and Test Coordinators' tasks as they collaborate to prepare technology resources to administer ACCESS for ELLs 2.0 Online.

- **Supported System Requirements:** lists the current requirements recommended by WIDA for INSIGHT and the TSM at www.wida.us/accesstech.

- **Testing Site Manager (TSM) Updates**
  - Upgraded to Version 9.1.0_2.
  - Greater TSM Scalability with 64-bit TSM, allowing faster processing and higher testing volumes.
  - More resiliency to ensure that all test content is downloaded prior to testing.

- **DRC INSIGHT Secure Browser Updates**
  - Transitioned to version 7.1 (iPad version 7.2).
  - More specific error messaging to help diagnose issues.
  - More resiliency and retries for content and response processing reaching DRC servers.