

Discrepancy Resolution System Quick Guide

This quick guide provides information on TIDE’s Discrepancy Resolution System.

Resolving Discrepancies

Due to the nature and complexity of the testing process as well as the great volume of students involved, a variety of test discrepancies may occur when administering a test. After a student submits a paper or online test, TIDE performs checks for discrepancies. These discrepancies are flagged and reported to the designated state-level administrator through the Test Information Distribution Engine (TIDE). The administrator needs to take appropriate action to resolve the discrepancies before any further action can be taken on the discrepant tests.

This section explains those discrepancies and how to resolve them.

Resolving Student-Not-Found Discrepancies

A student-not-found discrepancy occurs when the identifying information on a paper answer document is not found in TIDE. The causes for this discrepancy include the following:

- SSID is missing from the answer document.
- SSID on the answer document is not present in TIDE.
- The combination of the SSID, first name, and last name on the answer document does not match the SSID, first name, and last name in TIDE.

You can resolve a student-not-found discrepancy in two ways:

- Associate – enables you to associate the test with an existing student
- Add Student – enables you to add or edit information for the student with whom the test should be associated in TIDE

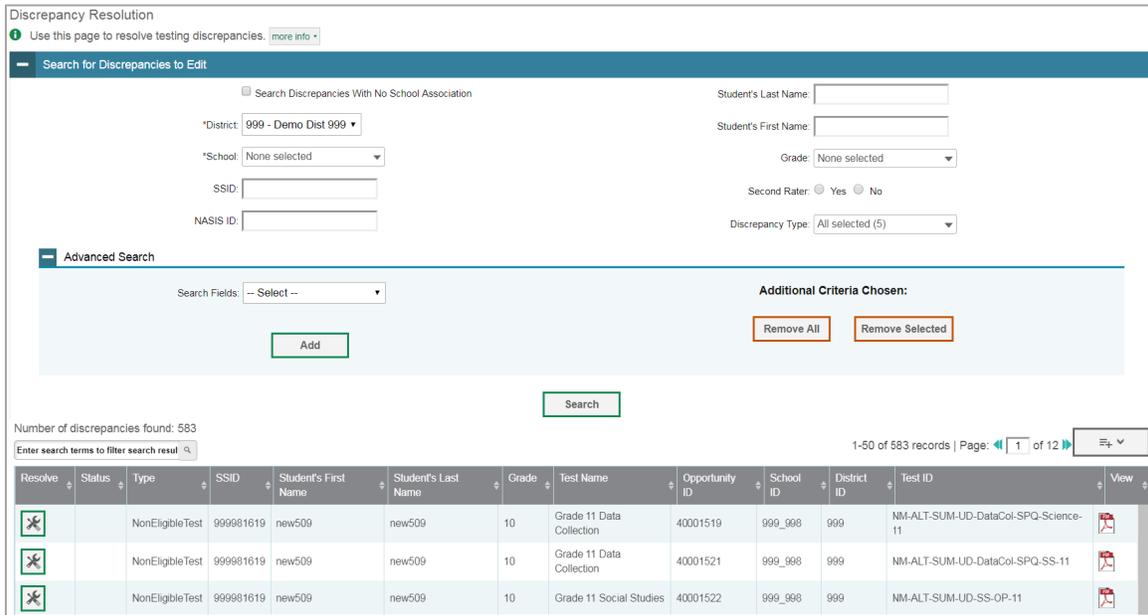
To resolve student-not-found discrepancies by associating a student:

1. From the **Data Cleanup** task menu on the TIDE dashboard, select **Resolve Discrepancies**. The **Resolve Discrepancies** page (see [Figure 1](#)) appears.
2. Retrieve the list of discrepancies for your district and school by following the procedure in the section “Searching for Records” in the TIDE User Guide.



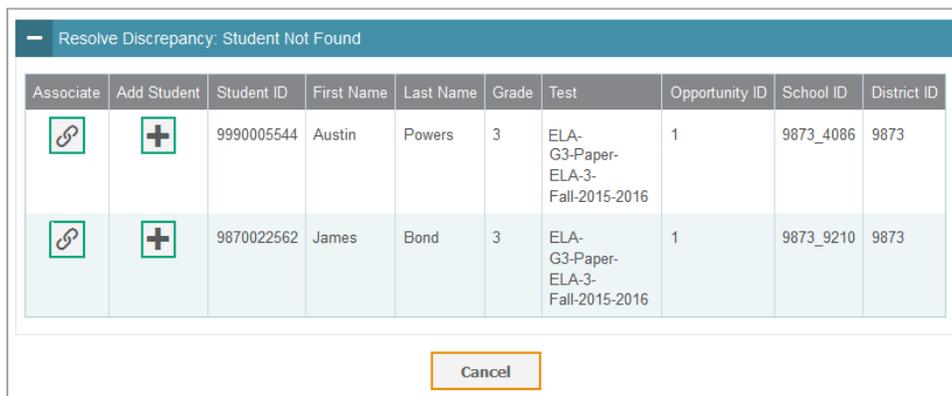
Note: Search Discrepancies With No School Association Discrepancies can be resolved at the district-level. To search for discrepancies which have no school association, mark the **Search Discrepancies With No School Association** checkbox and select a district from the drop-down list. Your search results will return only those discrepancies which have no school association.

Figure 1. Resolve Discrepancies Page



3. *Optional:* To view the answer document for a retrieved discrepancy, click the PDF file in the View column for that discrepancy. The answer document may contain a hint regarding the student to whom the test actually belongs.
4. Click for the student-not-found discrepancy you want to resolve. The **Resolve Discrepancy: Student Not Found** window appears (see [Figure 2](#)).

Figure 2. Resolve Discrepancy: Student Not Found Window



5. If the student with whom you want to associate the test exists in TIDE, click in the Associate column. The *Search for Students to Associate* panel appears (see [Figure 3](#)).

Figure 3. Search for Students to Associate Panel

6. Select the District and School and enter search criteria for the other optional fields, if desired, to retrieve an existing student.
7. Click **Search**.

Number of students found: 2

Student's First Name	Student's Last Name	Birth Date (MMDDYYYY)	SSID
FirstName1	LastName1	08011998	ZZ9999001
FirstName2	LastName2	08121997	ZZ9999002

8. In the list of retrieved students, click  for the student with whom you want to associate the test.
9. To continue with the association, click **Continue** in the Confirmation pop-up window.

10. An affirmation message appears to inform you that the test has been associated with the student and the discrepancy has been successfully resolved. Click **Continue** to return to the **Resolve Discrepancies** page.

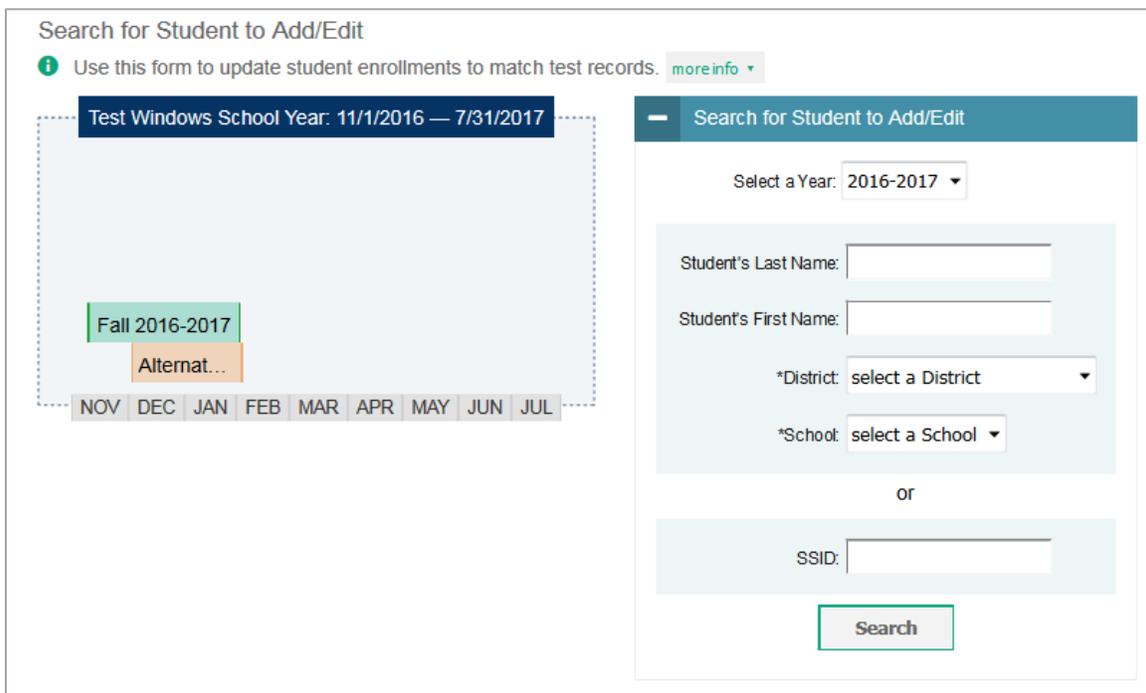
To resolve student-not-found discrepancies by adding/editing a student:

1. If you need to add the student to TIDE, click  in the Add column. The *Search for Students to Add/Edit* panel appears (see [Figure 4](#)).



Note: About the Test Windows School Year TIDE creates a superset of the test administrations for the entire school year that starts from the date the first test administration started to the date the last test administration ends. When adding the student, if the end date of the test administration super set is a date that is already in the past, TIDE adds the student with that date. However, if the end date of the test administration super set is a date that is in the future, then TIDE adds the student with the end date as today's date to prevent overwriting the student's information for the ongoing test administration.

Figure 4. *Search for Students to Add/Edit* Panel



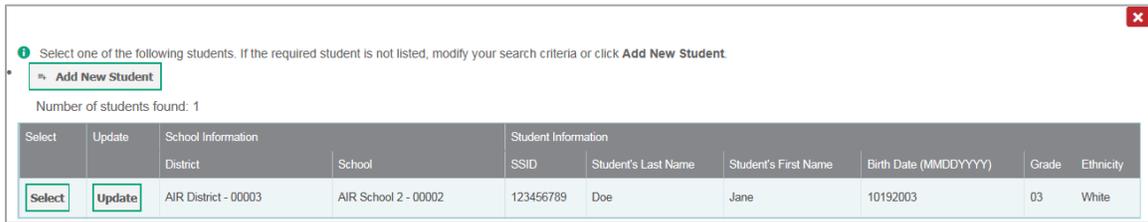
1. In the *Search for Student to Add/Edit* panel, select the school year for which you are adding/editing student and enter the necessary search criteria to search for the student.



Note: You can search by a student's SSID, or by specifying the student's first name and last name in addition to the District and School.

2. Click **Search**. The Add/Edit Student window opens.

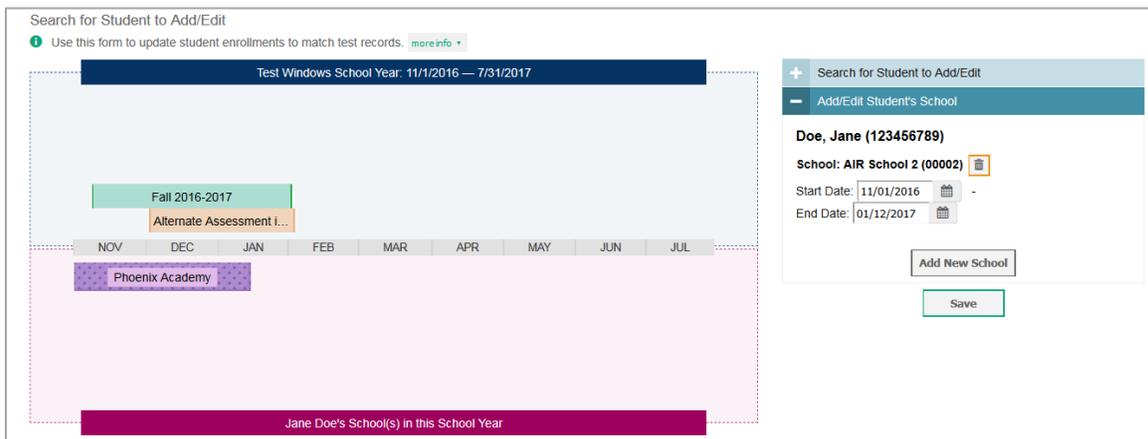
Figure 5. Add/Edit Student Window



3. From the Add/Edit Student window, do one of the following:

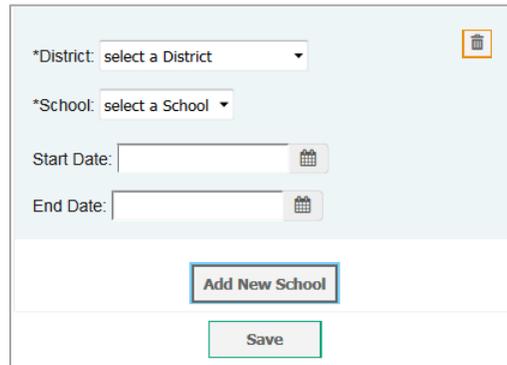
- To select the retrieved student:
 - Click **Select**. The *Search for Students to Add/Edit* panel appears.

Figure 6. Search for Students to Add/Edit Panel with Student Details

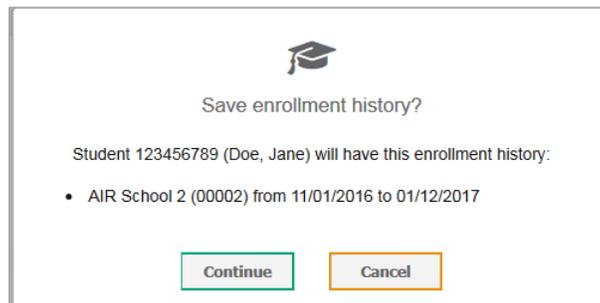


- To add the student to the discrepant test without any modifications, click **Save**.
- To add the student to the discrepant test with modifications, make the necessary modifications in the *Add/Edit Student's School* panel and then click **Save**. You can make the following modifications:
 - (1) Modify the enrollment dates to reflect the student's actual attendance at the listed schools.
 - (2) If the required school does not appear in the panel, add the new school information. To add school information, click **Add New School** and enter the student's new school information in the displayed fields (see [Figure 7](#)).

Figure 7. New School Fields in the Add/Edit Student's School Panel

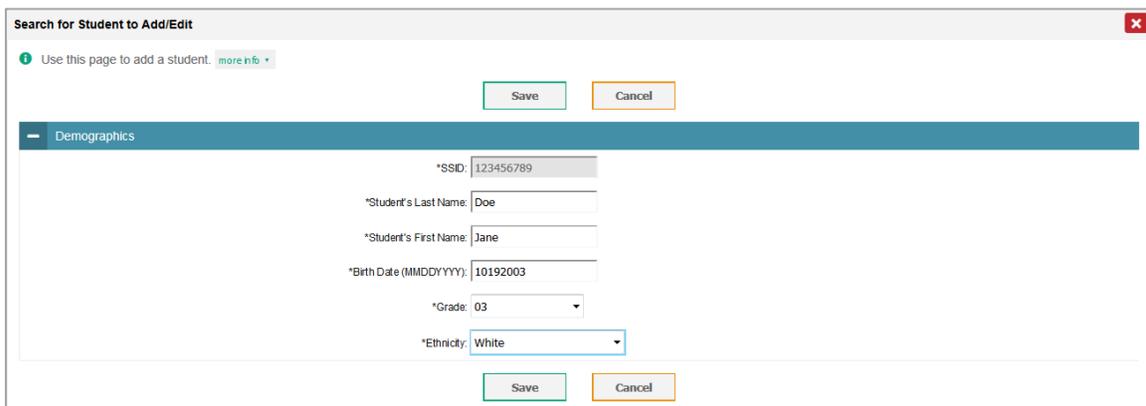


- Click **Continue** on the confirmation message that appears.



- Click **Continue** on the affirmation message to return to the **Resolve Discrepancy** page.
- To update the student's demographic information and then select the student:
 - Click **Update**. The **Demographics** window (see [Figure 8](#)) will appear.

Figure 8. Fields in the Demographics Window



- Complete the form for the student you want to add, and click **Save**.

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- In the confirmation dialog, click **Continue** to return to the Add/Student Edit Window (see [Figure 5](#)).
- Click **Select** and follow the procedure described below to resolve the discrepancy.
 - To select the retrieved student:
 - i. Click **Select**. The **Search for Students to Add/Edit** page appears displaying the selected student's record.

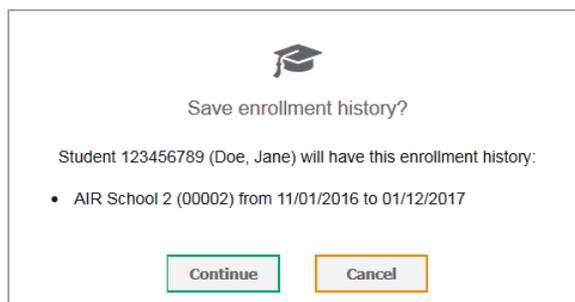
Figure 9. Search for Students to Add/Edit Page with Student Details

- ii. In the **Add/Edit Student's School** panel, make the necessary modifications to the student's record. You can make the following modifications:
 - Modify the enrollment dates to reflect the student's actual attendance at the listed schools.
 - If the required school does not appear in the panel, add the new school information. To add school information, click **Add New School**, and enter the student's new school information in the displayed fields (see [Figure 10](#)).

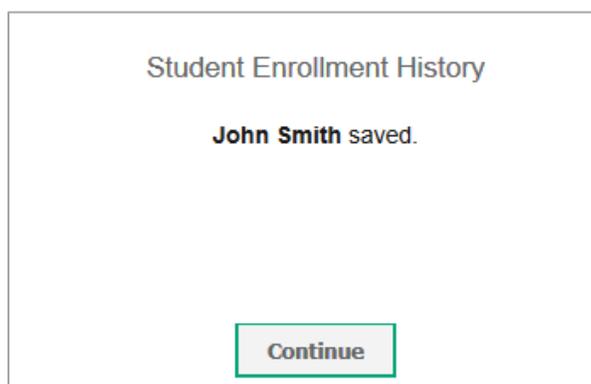
Figure 10. New School Fields in the Add/Edit Student's School Panel

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- iii. Click **Save** to save your modifications.
- iv. Click **Continue** on the confirmation message that appears.



- v. Click **Continue** on the affirmation message to return to the **Search for Student to Add/Edit** page.
- o To add a new student:
 - Click **Add New Student**. The **Demographics** window (see [Figure 8](#)) will appear.
 - Complete the form for the student you want to add, and click **Save**.
 - In the confirmation dialog, click **Continue** to return to the **Search for Students to Add/Edit** Panel (see [Figure 4](#)).



- Follow steps [2](#) – [4](#) to add the student to the test and resolve the discrepancy.

Resolving Duplicate-Test Discrepancies

A duplicate-test discrepancy occurs when TIDE detects two or more tests submitted by the same student. This discrepancy can occur when a student submitted an online test and later submitted a paper test, or when one student inadvertently submitted a test under another student’s name.

You can resolve a duplicate-test discrepancy in two ways:

- Invalidate – enables you to invalidate the test and prevent any further action on the test
- Reassign – enables you to reassign the test and related data to the correct student.

To resolve duplicate test discrepancies:

1. From the **Data Cleanup** task menu on the TIDE dashboard, select **Resolve Discrepancies**. The **Resolve Discrepancies** page appears.
2. Retrieve the list of discrepancies for your district and school by following the procedure in the section “Searching for Records” in the TIDE User Guide.



Note: Search Discrepancies With No School Association Discrepancies can be resolved at the district-level. To search for discrepancies which have no school association, mark the **Search Discrepancies With No School Association** checkbox and select a district from the drop-down list. Your search results will return only those discrepancies which have no school association.

3. *Optional:* To view the answer document for a retrieved discrepancy, click the PDF file in the View column for that discrepancy. The answer document may contain a hint regarding the student to whom the test actually belongs.
4. Click  for the duplicate discrepancy you want to resolve. The **Resolve Discrepancy: Duplicate-Test** window appears (see [Figure 11](#)).

Figure 11. Resolve Discrepancy: Duplicate-Test Window

Resolve Discrepancy: Duplicated Records					
Invalidate	Reassign	First Name	Last Name	Opportunity ID	Test
		Austin	Powers	1	ELA
		James	Bond	1	ELA

5. Do one of the following:
 - To invalidate the duplicate test, click  in the Invalidate column.

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- To reassign the duplicate test to another student, click  in the Reassign column. TIDE displays a list of search fields to retrieve the other student (similar to [Figure 3](#)).
 - i. Enter search criteria to retrieve an existing student and click **Search**.
 - ii. From the list of found students, click  for the student to whom you want to reassign the test.
6. In the dialog box that pops up, click **Continue**.

Resolving Student-Tested-Out-of-Grade Discrepancies

A non-eligible test discrepancy occurs when students submit tests for which they are not eligible. This can occur when a student accidentally receives or submits an incorrect answer document.

You can resolve a duplicate-test discrepancy in two ways:

- Invalidate – enables you to invalidate the test and prevent any further action on the test
- Ignore – enables you to overrule the discrepancy and forward the test for scoring.

To resolve non-eligible-test discrepancies:

1. From the **Data Cleanup** task menu on the TIDE dashboard, select **Resolve Discrepancies**. The **Resolve Discrepancies** page appears.
2. Retrieve the list of discrepancies for your district and school by following the procedure in the section “Searching for Records” in the TIDE User Guide.



Note: Search Discrepancies With No School Association Discrepancies can be resolved at the district-level. To search for discrepancies which have no school association, mark the **Search Discrepancies With No School Association** checkbox and select a district from the drop-down list. Your search results will return only those discrepancies which have no school association.

3. *Optional:* To view the answer document for a retrieved discrepancy, click the PDF file in the View column for that discrepancy. The answer document may contain a hint regarding the student to whom the test actually belongs.
4. Click  for the non-eligible test discrepancy you want to resolve. The **Resolve Discrepancy: Student-Tested-Out-of-Grade** window appears (see [Figure 12](#)).
5. If you want to ignore the discrepancy and forward the test for scoring, click the icon in the Ignore column.

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6. If you want to invalidate the test, do the following:

- a. Click the icon in the Invalidate column.

Figure 12. Resolve Discrepancy: Student-Tested-Out-of-Grade

Invalidate	Ignore	First Name	Last Name	Opportunity ID	Test
		Austin	Powers	1	OHIO ELA
		James	Bond	1	OHIO ELA

Cancel

- a. In the dialog box that pops up, click **Continue**.

Resolving Non-participated Students Discrepancies

You can resolve a non-participated student discrepancy, which occurs when a student has not taken a test that he is eligible for at the time when DRS opens, by assigning a non-participation code for the discrepant test. For example, if the DRS opens two weeks before the end of a test administration and based on the test eligibilities and participation data a student is found to have not tested, then a discrepancy is reported.



Note: The DRS only reports tests for which non-participation codes have not yet been established. For example, if a teacher finds out that a student will not take a test because of a medical reason and a non-participation code is set up for the student's test through TIDE's Non-Participation Code module before the DRS opens, then that test will not be displayed as a discrepancy in the DRS.

To resolve duplicate test discrepancies:

1. From the **Data Cleanup** task menu on the TIDE dashboard, select **Resolve Discrepancies**. The **Resolve Discrepancies** page appears.
2. Retrieve the list of discrepancies for your district and school by following the procedure in the section "Searching for Records" in the TIDE User Guide.

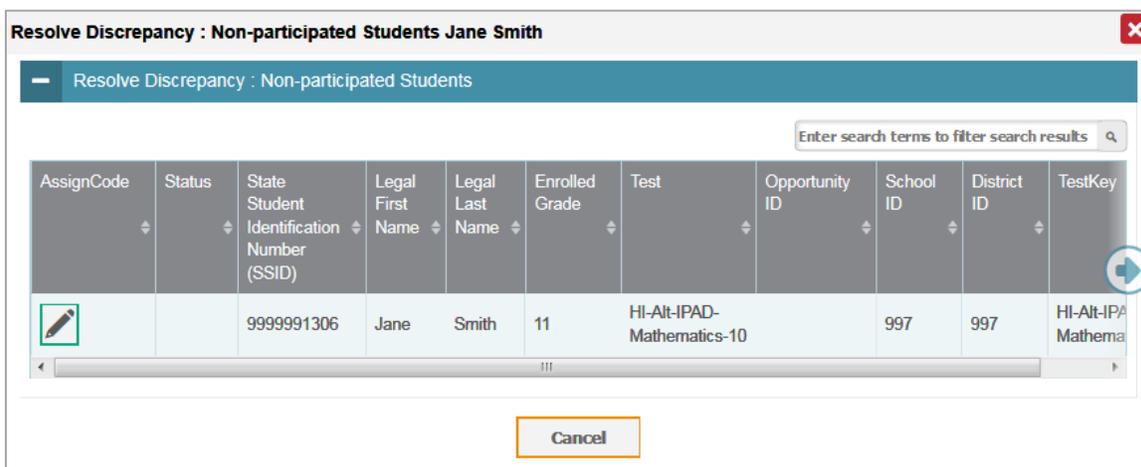


Note: Search Discrepancies With No School Association Discrepancies can be resolved at the district-level. To search for discrepancies which have no school association, mark the **Search Discrepancies With No School Association** checkbox and select a district from the drop-down list. Your search results will return only those discrepancies which have no school association.

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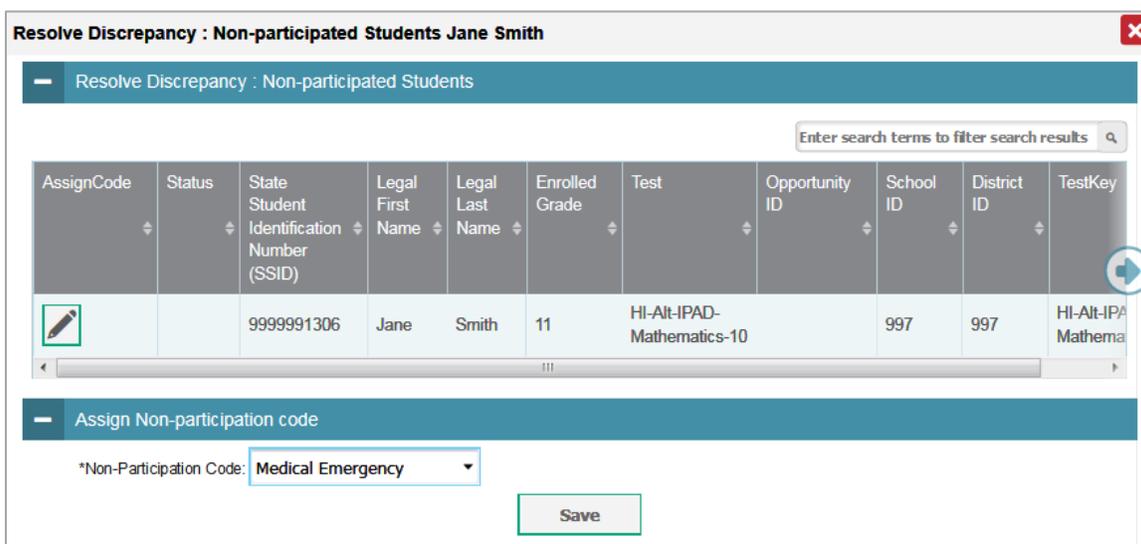
3. Click  for the non-participated student discrepancy you want to resolve. The **Resolve Discrepancy: Non-participated Students** window appears (see [Figure 11](#)).

Figure 13. Resolve Discrepancy: Non-participated Students Page



4. To assign a non-participation code to the discrepant test, click  in the AssignCode column. The *Assign Non-participation code* panel appears.

Figure 14: Resolve Discrepancy: Non-participated Students – Assign Non-participation code Panel



5. From the *Non-Participation Code* drop-down list, select the appropriate non-participation code.
6. Click **Save**. A confirmation message appears to notify you that the discrepancy has been successfully resolved.
7. Click **Continue** to close the confirmation message and return to the discrepancy listing.