Online Reporting System
User Guide
2018–2019

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Introduction to the User Guide

This user guide describes the features of the Online Reporting System (ORS), which provides score reports for each student who takes a Ohio’s State Tests, Ohio’s Alternate Assessment for Students with Significant Cognitive Disabilities (AASCD), the Ohio English Language Proficiency Assessment (OELPA), the ELPA21 Screener or the Ohio Graduation Tests (OGT) test.

This section describes the structure and organization of the user guide and the stylistic features used in the document.

Organization of this User Guide

This user guide includes the following sections:

- **Section I, Overview of the Online Reporting System**, provides an introduction to the ORS and describes its available user roles.

- **Section II, Accessing the ORS**, includes instructions for logging in and out of the ORS and switching between different Ohio Online Assessment systems.

- **Section III, Understanding the ORS Interface**, describes the layout and key features of the ORS interface.

- **Section IV, Viewing Score Reports**, includes an in-depth overview of the available score reports.

- **Section V, Viewing Reports & Files**, describes how to download student results and view test statistics.

- **Section VI, Working with Student Rosters**, provides instructions for creating and managing student rosters.

- **Section VII, Searching for a Student’s Score Reports**, explains how to search for score reports for particular students in the ORS.

- **Appendix A, Printing Reports in the ORS**, explains how to print reports in the ORS.

- **Appendix B, User Support**, provides Help Desk information.
Document Conventions

Table 1 describes the key icons and elements used in this user guide.

Table 1. Key Symbols and Elements

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Alert]</td>
<td>This symbol accompanies important information regarding actions that may cause minor errors.</td>
</tr>
<tr>
<td>![Note]</td>
<td>This symbol accompanies additional information or instructions of which users must take note.</td>
</tr>
<tr>
<td>![Warning]</td>
<td>This symbol accompanies important information regarding actions that may cause fatal errors.</td>
</tr>
<tr>
<td>![Tip]</td>
<td>This symbol accompanies useful information on how to perform a task.</td>
</tr>
</tbody>
</table>

Intended Audience

This user guide is intended for district and school personnel involved in administering Ohio Online Assessment to students.

You should be familiar with using a web browser to retrieve data and fill out web forms. If you want to use the file download features, you also need to be familiar with using a spreadsheet application and working with comma-separated value (CSV) files.

Additional Resources

The following publications provide additional information:

- For policies and procedures that govern secure and valid test administration, see the relevant Test Administration Manual.

- For information about which operating systems and browsers are supported, see the Online System Requirements.

- For information about student and user management, see the TIDE User Guide.

- For information about network and Internet requirements, general peripheral and software requirements, and configuring text-to-speech settings, see the Technical Specifications Manual for Online Testing.

The above resources are available on the Ohio Online Assessment portal oh.portal.airast.org.
Section I. Overview of the Online Reporting System

The ORS contains two major features: Score Reports and Reports & Files.

- **Score Reports**: Provide performance data for Ohio Online Assessment tests. These reports allow you to compare performance data between students, rosters, and other institutions. Score reports in the ORS provide information about student performance on the overall test subject, as well as the content categories within a subject (such as reporting category).

- **Reports & Files**: Enables you to download student data files containing test scores and demographic information.

The ORS also enables you to create and manage rosters for analyzing score data for specific student groups.

**Note**: The dynamic data in the ORS can be used to gauge students’ achievement on various assessments but should not be used for official accountability purposes.

Understanding User Roles and Permissions

Access to the ORS reports and features depends on your user role. You can only view data for your associated entity (such as a district or school) and the students, rosters, and entities that belong to it.

**Table 2** explains which reports and features are accessible to each user role within the ORS.

Table 2. User Roles and Access in the Online Reporting System

<table>
<thead>
<tr>
<th>Access Level and Roles*</th>
<th>District</th>
<th>School</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>DTC</td>
<td>DA</td>
</tr>
<tr>
<td>Score Reports</td>
<td></td>
<td></td>
</tr>
<tr>
<td>School Listing</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Personnel Listing</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Roster Listing</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Student Listing</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Individual Student Score Report</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Reports &amp; Files</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Retrieve Student Results</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Manage Rosters</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Search Students</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

* DTC–District Test Coordinator; DA–District Administrator; DRU–District Reporting User; EC– EMIS Coordinator; BTC–Building Test Coordinator; BRU–Building Reporting User; TE–Teacher; TA–Test Administrator; SR–Second Rater
Section II. Accessing the ORS

This section explains how to log in and out of the ORS and switch between different systems.

Logging in to the ORS

To log in to the ORS, you must have an authorized username and password.

Warning: Do not share your login information with anyone. All Ohio Online Assessment systems provide access to student information, which must be protected in accordance with federal privacy laws.

To log in to ORS:

1. Open your web browser and navigate to the Ohio Online Assessment portal (oh.portal.airast.org).

2. Select the required assessment card.

3. Select your user role.

4. Click Online Reporting System (ORS). The Login page opens.
Online Reporting System

Accessing the ORS

5. Enter your email address and password.

6. Click **Secure Login**.

   a. If the *Enter Code* page appears, an authentication code is automatically emailed to you. You must enter this code in the *Enter Emailed Code* field and click **Submit** within 15 minutes of receiving the email. (If the code has expired, click **Resend Code** to request a new code.)

   The ORS **Welcome** page appears.

---

**About Usernames and Passwords**

Your username is the email address associated with your account in TIDE. When your account is created, you receive an activation email containing a temporary link to the **Reset Your Password** page. To activate your account, you must set your password within 15 minutes of receiving this email.

- **If your first temporary link expired:**

  In the activation email you received, click the second link provided and request a new temporary link.

- **If you forgot your password:**

  On the **Login** page, click **Forgot Your Password?** and then enter your email address in the **Email Address** field to reset your password. You will receive an email with a new temporary link to reset your password.

- **If you did not receive an email containing a temporary link or authentication code:**

  Check your spam folder to make sure your email program did not categorize it as junk mail. If you still do not have an email, contact your School or District Test Coordinator to make sure you are listed in TIDE.

- **Additional Help**

  If you are unable to log in, contact the Ohio Online Assessment Help Desk for assistance. You must provide your name and email address. Contact information is available in the **Appendix B, User Support** section of this user guide.
Switching Between Ohio Online Assessment Online Systems

When you are logged in to any Ohio Online Assessment online system, you can switch between systems without having to log in again.

**Note:** Your access to systems depends on your user role. Though you can navigate to TDS, the navigation menu does not appear in TDS, in order to prevent you from accidentally closing a session.

To switch between the Ohio Online Assessment systems:

1. Select a system from the system name drop-down list in the upper-left corner of the ORS.

Logging out of the ORS

When you finish using the ORS, be sure to log out so that unauthorized users do not access students’ personally identifying information.

**Warning:** Logging out of the ORS logs you out of all Ohio Online Assessment systems. If you log out of the ORS while administering a test using the TA Interface, your test session stops and all students in the session are logged out of their tests. ORS has a timeout feature that automatically logs you out after 20 minutes of inactivity.

To log out of the ORS:

- Click **Log Out** in the upper-right corner of the page.
Section III. Understanding the ORS Interface

This section describes the ORS features and layout.

ORS Welcome Page

When you log in to the ORS, the **Welcome** page appears. From here, you can select the report you want to view.

![Welcome Page](image)

**To view the ORS reports:**

1. If you are associated with multiple roles or entities, the **Select** drop-down list appears. From this drop-down list, select the district or school whose reports you want to view.

2. Do one of the following:
   - To view score reports, click **Score Reports**.
   - To download student results, click **Retrieve Student Results**.

Using the ORS Banner

The banner provides links to all the ORS reports and features.

![ORS Banner](image)

- **Score Reports** links to the **Homepage Dashboard** (see Figure 8). For more information, see Viewing Score Reports.
• The **Reports & Files** drop-down menu provides access to the Reports & Files options listed below. For more information, see [Viewing Reports & Files](#).
  - Retrieve Student Results

• **Inbox** opens the **Inbox** window, where you can access student performance data files. For more information, see [Accessing Files from the Inbox](#).

• **Search Students** opens a pop-up window where you can search for students to access their test results. For more information, see [Searching for a Student’s Score Reports](#).

• Each of the following roster links only appears for authorized users (for more information, see [Working with Student Rosters](#)).
  - **Add Rosters** opens the **Add Roster** page, where you can create student rosters.
  - **View/Edit Rosters** opens the **View/Edit Roster** page, where you can view and edit student rosters.
  - **Upload Rosters** opens the **Upload Roster** page where, you can upload roster files.

• **Help** opens the online version of this user guide.

• **Print** allows you to print the data on the current page. For more information, see [Appendix A](#).

• **Export** allows you to export the data displayed on the page. The data is exported as a Microsoft Excel (.xls) file.
Section IV. Viewing Score Reports

This section describes score reports and their features. It also provides instructions for accessing the different score reports.

Overview of Score Reports

Score reports display data for district, school, teacher, roster, and student performance on Ohio Online Assessment tests. The Online Reporting System provides score reports for the overall subject of a test, as well as the content categories within a subject (such as reporting category).

You can use these reports to identify areas where students are performing well and where student performance can be improved. You can view performance trends to see if overall performance is improving over time. Data can be compared with the overall state and district averages for the test you are analyzing.

All score report data are based on the number of students with scored tests

⚠️ **Alert:** ORS does not take into account any accountability rules. Hence, ORS data is preliminary and may not be used for accountability purposes.

If a test includes hand-scored items, all items must be scored before the test’s data appears in ORS reports.

📝 **Note:** For additional information about when scores are made available in ORS, please refer to the documentation available on the Ohio Online Assessment portal oh.portal.airast.org.

If students continue to complete tests over the course of the testing window, the data may change constantly. Users should exercise caution when comparing aggregate data before all scores are available in the ORS.

You can view score report data at various levels. For example, you can view a Grade 5 English language arts (ELA) report for a roster, for all of a teacher’s students, for an entire school, or for a district.

Table 3 provides an overview of the types of score reports available and the levels of aggregation at which they can be viewed. Score reports provide data for the administration you select from the **Homepage Dashboard**.
Table 3. Available Score Reports

<table>
<thead>
<tr>
<th>Report</th>
<th>District Level</th>
<th>School Level</th>
<th>Personnel Level</th>
<th>Roster Level</th>
<th>Student Level</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Home Page Dashboard</strong></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Summary of performance (to date) across grades and subjects or courses for the current administration.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Subject Detail</strong></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Data for a subject within a particular grade or course for the current administration.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Reporting Category Level Detail</strong>*</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Reporting category-level percent at each performance level for a subject within a particular grade or course for the current administration.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>*Only applies to Ohio’s State Tests and Ohio Graduation Tests</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Domain Level Detail</strong>*</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Domain-level percent at each performance level for a particular grade or grade band for the current administration.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>*Only applies to OELPA and ELPA21 Screener</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Item Level Detail</strong>*</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Summary of performance on each operational item for a specified subject for the current administration.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>*Only applies to Ohio’s State Tests</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Trend</strong>*</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Longitudinal comparison of scores for a selected administration (across time).</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>*Not available for all tests</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Student Listing</strong></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>List of all students who belong to a school, teacher, or roster with their associated subject or course scores for the current administration.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Student Detail</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Detailed information about a selected student’s performance in a specified subject or course.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Accessing Score Reports

The **Homepage Dashboard** displays a summary of the overall score data and testing progress for your associated entity. From this page, you can define the students whose scores you want to view and navigate to more detailed score reports.

**Figure 8. Homepage Dashboard**

![Homepage Dashboard](image)

To view the **Homepage Dashboard**:  
- If you are on the **Welcome** page, select the required entity from the **Select** drop-down list (if available) and then click **Score Reports**.

- If you are on any other page of the ORS, click **Score Reports** in the banner.

Defining the Student Population

From the **Homepage Dashboard**, you can specify the test, administration, and student group whose data you wish to view. To watch a tutorial for making selections on the **Homepage Dashboard**, see the ORS Tutorial: Data Selection, Tools and Features on the **Online Systems Resources – Tutorials** page of the portal.
To specify the score report parameters:

1. From the Test drop-down list, select a type of assessment.

2. From the Administration drop-down list, select the administration period (such as Spring2018).

3. Select the radio button for the group of students whose scores you wish to view:
   - Scores for students who were mine at the end of the selected administration—Displays scores only for students associated with your school or district who were associated with your rosters at the end of the selected administration. The reports will exclude scores of students who have been removed from TIDE or left your rosters prior to the end of the administration.
   - Scores for my current students—Displays scores for students associated with your current rosters, even if they were enrolled in a different school or district during the selected administration.
   - Scores for students who were mine when they tested during the selected administration—Displays scores for students who were associated with your district, school, or roster at the time when they completed the selected test during the selected administration. This option includes students who transferred away or were removed from TIDE after testing.

The Homepage Dashboard displays aggregation tables based on your selected parameters.
Understanding the Dashboard Aggregation Tables

Aggregation tables on the **Homepage Dashboard** display score data for students by grade (or grade-band) and subject. These tables provide access to more detailed score reports.

**Figure 9.** Homepage Dashboard Aggregation Tables (Ohio’s State Tests)

For Ohio’s State Tests, AASCD and OGT, aggregation tables display the following columns:

- **Number of Students Tested**—Displays the number of students to date who completed their test and have a valid score.

- **Percent Proficient**—Displays the percentage of students from the Number of Students Tested column who scored proficient or above on each test.

For OELPA and ELPA21 Screener tests, aggregation tables display the following columns:

- **Number of Students Tested**—Displays the number of students to date who completed their test and have a valid score.

- **Percent Determined Proficient**—Displays the percentage of students from the Number of Students Tested column who reached the proficiency threshold on the ELPA21 test.

Accessing Subject Detail Score Reports

To access detailed score reports for a particular subject:

- On the appropriate aggregation table, click the cell for the grade and subject whose reports you wish to view. For example, to view the subject detail report for Grade 3 ELA, you would click the cell outlined in **Figure 9**.
Working with Score Report Features

Most score reports in the ORS share similar features. Figure 10 illustrates some of the common features of score reports.

Note: The actual features available in a report may vary. Not all features covered in this section are available for every report in the ORS.

Figure 10. Annotated Subject Detail Score Report

Common score report features include the following:

- **Name**: The name of the score report, the test, the administration, and the entity appear above the report.

- **Report Table**: All score reports provide one or more tables depicting the performance data.

- **Student Population**: The student group parameter you selected on the Homepage Dashboard appears above the report. You can click the Change your Selection link in this label to return to the Homepage Dashboard and change the selected student population option, if necessary.

- **Time Stamp**: A time stamp appears at the bottom of every report to indicate when the report was generated.
Online Reporting System

Viewing Score Reports

- **Legend**: A legend appears above the report to describe any color codes used to illustrate performance level data.

Other score report features allow you to do the following:

- [Navigating between Score Reports using the Exploration Menu](#)
- [Viewing Scores Based on Demographic Subgroup](#) You can also select cross-sections of groups, such as Ethnicity by Gender.
- [The available cross-sections are Enrolled Grade](#) by Ethnicity, Enrolled Grade by Migrant Student, Enrolled Grade by Gender, Ethnicity by Gender, and Gender by Migrant Student.
- [Showing and Hiding a Report’s Columns](#)
- [Sorting Data in a Report](#)
- [Showing and Hiding Comparison Data](#)

### Navigating between Score Reports using the Exploration Menu

Using the Exploration Menu (see Figure 11), you can navigate between score reports across subjects, grades, and dimensions for the assessment selected on the **Homepage Dashboard**.

![Figure 11. Exploration Menu](#)

**To navigate between score reports:**

1. To open the Exploration Menu, click ![Search](#) beside an entity in the Name column of a report.

2. From the Exploration Menu drop-down lists, select the subject, grade, and type of report that you wish to view. The report options that are available may vary. For information, see [Understanding the Exploration Menu Options](#).

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3. Click **View**.

**Understanding the Exploration Menu Options**

The Exploration Menu allows you to navigate to different types of score reports. By default, the first two drop-down lists display the subject and grade you selected from the *Homepage Dashboard* aggregation tables.

The **Subject** and **Grade** drop-down lists allow you to navigate to score reports for a different subject or grade in the selected test, respectively. The available options depend on the test you selected from the *Homepage Dashboard*.

---

**Note:** The Exploration Menu does not allow you to navigate to a different assessment. To view score reports for a different assessment, you must return to the *Homepage Dashboard* and select the required assessment from the **Test** drop-down list. For more information, see *Defining the Student Population*.

---

The remaining drop-down lists allow you to select parameters for the type of score report you wish to view. For navigation purposes, score report parameters can be broadly categorized into three dimensions: **Who**, **What**, and **When**. The options available in these drop-down lists depend on your user role, the report you are viewing, and the entity you clicked to open the Exploration Menu. If a drop-down list shows no options, you cannot navigate any further in that dimension.

---

**Example: Navigating with the Exploration Menu**

If you are a district-level user, you can view all levels of Subject Detail Reports, such as the School Listing, Teacher Listing, Roster Listing, and Student Listing.

While viewing the School Listing Report (see *Figure 16*), if you open the Exploration Menu from the district level, the only available option in the **Who** drop-down list will be **School**, since you cannot view reports listing all the teachers, rosters, or students in a district.

However, if you open the Exploration Menu from the school level, you can select **Teacher**, **Roster**, or **Student** from the **Who** drop-down list to navigate to the reports for each of those entities within the selected school.

---

*Table 4* provides an overview of the Exploration Menu drop-down lists and the options available for each one.
Table 4. Exploration Menu Options

<table>
<thead>
<tr>
<th>Dimension</th>
<th>Description</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>Selects the subject for the score report.</td>
<td>[Subjects available for the selected test]</td>
</tr>
<tr>
<td>Grade</td>
<td>Selects the grade for the score report.</td>
<td>[Grades available for the selected test]</td>
</tr>
</tbody>
</table>
| Who       | Selects the groups or individuals by which the score report provides data. | • School  
            |                                                               | • Teacher  
            |                                                               | • Roster  
            |                                                               | • Student  |
| What      | Selects the type of test data covered in the score report.   | • Subject  
            |                                                               | • Reporting Categories/Domains/Content Standards  
            |                                                               | • Items  |
| When      | Sets the report to display data for a single testing window or multiple testing windows over time. | • Trend  
            |                                                               | • Current Admin  |

Viewing Scores Based on Demographic Subgroup

The **Breakdown By** feature allows you to split up the score data into specific demographic subgroups (such as gender-based subgroups).

To view score reports by a demographic subgroup:

1. From the **Breakdown By** drop-down list (see Figure 12), select the required demographic subgroup. See Table 5 for the available subgroups.
   a. If you are working with the Student Listing Report, select a specific subgroup from the **Values** drop-down list (for example, select **Male** for the subgroup **Gender**).
2. Click **Go**, if available.

   The report updates with score data for the selected subgroups.

   **Note:** When breaking down a Student Listing Report, the report will show only the students in the subgroup you selected from the **Values** drop-down list.
Table 5. Demographic Subgroups

<table>
<thead>
<tr>
<th>Subgroup</th>
<th>Description</th>
<th>Possible Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gender</td>
<td>Student’s gender</td>
<td>• Female&lt;br&gt;• Male</td>
</tr>
<tr>
<td>Enrolled Grade</td>
<td>Grade in which student is enrolled during the test administration</td>
<td>• Kindergarten&lt;br&gt;• Grade 01 through Grade 14</td>
</tr>
<tr>
<td>Migrant Student</td>
<td>Indicates student’s migrant status</td>
<td>• Yes&lt;br&gt;• No</td>
</tr>
<tr>
<td>Race/Ethnicity</td>
<td>Student’s ethnicity code</td>
<td>• Two or more races&lt;br&gt;• American Indian or Alaskan Native&lt;br&gt;• Native Hawaiian or Other Pacific Islander&lt;br&gt;• Asian&lt;br&gt;• Hispanic or Latino&lt;br&gt;• Black or African American&lt;br&gt;• White&lt;br&gt;• Other/Unknown</td>
</tr>
</tbody>
</table>
You can also select cross-sections of groups, such as Ethnicity by Gender.

The available cross-sections are Enrolled Grade by Ethnicity, Enrolled Grade by Migrant Student, Enrolled Grade by Gender, Ethnicity by Gender, and Gender by Migrant Student.

**Showing and Hiding a Report’s Columns**

You can choose which columns to display on a score report.

*To show or hide a report’s columns:*

1. Click in the upper-right corner of the table. A list of the columns in the table appears.
2. To show columns, mark the checkboxes next to the columns that you wish to see.
3. To hide columns, clear the checkboxes next to the columns that you wish to hide.
4. To exit this list, move your cursor away from the arrow icon.

**Sorting Data in a Report**

For each column in a report, you can sort data in ascending or descending order. By default, reports are sorted by Name in ascending order.

*To sort the data:*

1. Click the column header to sort data in ascending order.
2. Click the column header again to sort the data in descending order.

*Note:* The selected sort order will automatically apply to all the reports that you view while logged in to the ORS.
Showing and Hiding Comparison Data

By default, score reports display score data of the state, district, or school in the top rows above the green line. You can use this data to compare your students results to those of entities they belong to. If the comparison data appear in the same table as the rest of the report, you can choose to show or hide the comparison data when viewing the report.

**Note**: The available comparison rows depend on the entity level from which you accessed the report. For example, the comparison rows will show teacher score data if you access the Roster Listing Report from the Teacher Listing Report rather than the School Listing Report.

To show or hide comparison data:

- Click the **Comparison** button above the report.
  - When **Comparison: On** shows, comparison rows display on the report (see **Figure 14**).
  - When **Comparison: Off** shows, comparison rows are hidden from view (**Figure 15**).

**Figure 14. Score Report with Comparison On**

<table>
<thead>
<tr>
<th>Name</th>
<th>Student Count</th>
<th>Average Scale Score</th>
<th>Percent Proficient</th>
<th>Pre</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ohio Department of Education</td>
<td>7315</td>
<td>417</td>
<td>75</td>
<td></td>
</tr>
<tr>
<td>Demo District (000004)</td>
<td>11</td>
<td>439</td>
<td>79</td>
<td></td>
</tr>
<tr>
<td>Demo School A (000003)</td>
<td>9</td>
<td>439</td>
<td>78</td>
<td></td>
</tr>
<tr>
<td>Demo School B (000002)</td>
<td>5</td>
<td>430</td>
<td>80</td>
<td></td>
</tr>
</tbody>
</table>

**Figure 15. Score Report with Comparison Off**

<table>
<thead>
<tr>
<th>Name</th>
<th>Student Count</th>
<th>Average Scale Score</th>
<th>Percent Proficient</th>
<th>Pre</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demo School A (000003)</td>
<td>9</td>
<td>430</td>
<td>78</td>
<td></td>
</tr>
<tr>
<td>Demo School B (000002)</td>
<td>5</td>
<td>430</td>
<td>80</td>
<td></td>
</tr>
</tbody>
</table>
Viewing Subject Detail Score Reports

The Subject Detail Report is the first score report that you can access from the Homepage Dashboard.

The Subject Detail Reports display overall student performance for the selected test subject. Table 6 describes the Subject Detail Reports columns for Smarter Balanced Summative Assessments and ICAs, while Table 7 describes the Subject Detail Report Columns for ELPA21.

Table 6. Subject Detail Report Columns (Ohio’s State Tests, AASCD and OGT)

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>The name of the entity/individual you are viewing (e.g., district, school, personnel, roster, student).</td>
</tr>
<tr>
<td>Student Count</td>
<td>The number of students who have a valid score for the grade, subject, and administration selected. The student count does not include records with a condition code, such as invalidated (INV) or did not attempt (DNA) records.</td>
</tr>
<tr>
<td>Average Scale Score</td>
<td>The average scale score of students who have completed the selected test.</td>
</tr>
<tr>
<td>Percent Proficient</td>
<td>The percentage of students who were proficient or above in the selected test.</td>
</tr>
<tr>
<td>Percent at Each Performance Level</td>
<td>The distribution of students across the performance levels based on their scaled scores.</td>
</tr>
<tr>
<td>Counts of Students at each Level</td>
<td>The actual counts of students at each performance level.</td>
</tr>
</tbody>
</table>

Table 7. Subject Detail Report Columns (OELPA and ELPA21 Screener)

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>The name of the entity/individual you are viewing (district, school, teacher, roster, or student).</td>
</tr>
<tr>
<td>Number of Students</td>
<td>The number of students to date who submitted the test for scoring.</td>
</tr>
<tr>
<td>Average Overall Scale</td>
<td>The mean overall scale score for students who completed a test in the given administration.</td>
</tr>
<tr>
<td>Average Comprehension</td>
<td>The mean comprehension scale score that includes reading and listening scores for students who completed a test in the given administration.</td>
</tr>
<tr>
<td>Percent Determined</td>
<td>Percent of students who completed a test in the given administration whose scores are in the Proficient ranges.</td>
</tr>
</tbody>
</table>
Viewing School Listing Subject Detail Reports

The School Listing Subject Detail Report shows how each school in the district performed on the selected grade and subject. Comparison data for the district and state also appear in this report. This report is available to district-level users. For an explanation of the report columns, see Table 6.

To access a school listing subject detail report from the Homepage Dashboard:

1. From the Homepage Dashboard, define the student population as described in the section Defining the Student Population.

2. On the Homepage Dashboard aggregate tables, click the grade-subject cell for the report you wish to view. The School Listing Subject Detail Report for the selected grade-subject opens.

For information about the actions you can perform on this report, see the sections Working with Score Report Features, Printing Reports in the ORS, and Using the ORS Banner.


Viewing Teacher Listing Subject Detail Reports

The Teacher Listing Subject Detail Report displays data for all the teachers in a selected school whose students completed the selected test grade and subject. It is available to district- and school-level users. For an explanation of the report columns, see Table 6.

![Figure 17. Teacher Listing Subject Detail Report](image)

To navigate to the Teacher Listing Subject Detail Report:

1. On the School Listing Subject Detail Report (Figure 16), click next to a school name. The Exploration Menu opens.

2. On the Exploration Menu, do the following:
   a. From the **Subject** and **Grade** drop-down lists, select the required subject and grade.
   b. From the **Who** drop-down list, select **Teacher**.
   c. From the **What** drop-down list, select **Subject**.
   d. From the **When** drop-down list, select **Current Admin**.

3. Click **View**. The Teacher Listing Subject Detail Report for the selected grade-subject opens.

For information about the actions you can perform on this report, see the sections **Working with Score Report Features**, **Printing Reports in the ORS**, and **Using the ORS Banner**.
Viewing Roster Listing Subject Detail Reports

The Roster Listing Subject Detail Report displays data for all the rosters associated with a selected school or teacher whose students completed the selected test. For more information about rosters, see Working with Student Rosters. For an explanation of the report columns, see Table 6.

To navigate to the Roster Listing Subject Detail Report:

1. On the Teacher Listing Subject Detail Report (Figure 17), click next to a teacher’s name. The Exploration Menu opens.

2. On the Exploration Menu, do the following:
   a. From the Subject and Grade drop-down lists, select the required subject and grade.
   b. From the Who drop-down list, select Roster.
   c. From the What drop-down list, select Subject.
   d. From the When drop-down list, select Current Admin.

3. Click View. The Roster Listing Subject Detail Report for the selected grade-subject opens.

For information about the actions you can perform on this report, see the sections Working with Score Report Features, Printing Reports in the ORS, and Using the ORS Banner.
Viewing Student Listing Subject Detail Reports

The Student Listing Subject Detail Report displays data for all the students associated with the selected school, teacher, or roster who have completed the selected test. For an explanation of the report columns, see Table 8.

To navigate to the Student Listing Subject Detail Report:

1. On the Roster Listing Subject Detail Report (Figure 18), click next to a roster’s name. The Exploration Menu opens.

2. On the Exploration Menu, do the following:
   a. From the Subject and Grade drop-down lists, select the required subject and grade.
   b. From the Who drop-down list, select Student.
   c. From the What drop-down list, select Subject.
   d. From the When drop-down list, select Current Admin.
3. Click **View**. The Student Listing Subject Detail Report for the selected grade-subject opens.

Table 8. Student Listing Subject Detail Report Columns for Ohio’s State Tests, AASCD and OGT

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>The name of the student.</td>
</tr>
<tr>
<td>SSID</td>
<td>The student’s unique identifier.</td>
</tr>
<tr>
<td>Scale Score</td>
<td>The student’s overall subject scale score.</td>
</tr>
<tr>
<td>Performance Level</td>
<td>The performance level associated with the student’s score.</td>
</tr>
</tbody>
</table>

Table 9. Student Listing Subject Detail Report Columns for OELPA and ELPA21 Screener

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>The name of the student.</td>
</tr>
<tr>
<td>SSID</td>
<td>The student’s unique identifier.</td>
</tr>
<tr>
<td>Proficiency Status</td>
<td>The student’s proficiency status.</td>
</tr>
<tr>
<td>Overall Scale Score</td>
<td>The student’s overall scale score and standard error of the mean.</td>
</tr>
<tr>
<td></td>
<td>The ELPA21 Screener does not include overall scale scores.</td>
</tr>
<tr>
<td>Comprehension Scale Score</td>
<td>The student’s comprehension score (combined scores) for Reading and Listening and standard error of the mean.</td>
</tr>
<tr>
<td></td>
<td>The ELPA21 Screener does not include comprehension scale scores.</td>
</tr>
</tbody>
</table>

For information about the actions you can perform on this report, see the sections [Working with Score Report Features](#), [Printing Reports from the Student Listing Report Page](#), and [Using the ORS Banner](#).
Viewing Individual Student Reports

The Individual Student Report (ISR) (see Figure 20) provides more specific details about a particular student’s performance on an assessment.

To navigate to the Individual Student Report:

1. On the Student Listing Report (Figure 19), click next to a student’s name. The Exploration Menu opens.

2. On the Exploration Menu, do the following:
   a. From the Subject and Grade drop-down lists, select the required subject and grade.
   b. From the Who drop-down list, select Student.
   c. From the What drop-down list, select Subject.
   d. From the When drop-down list, select Current Admin.

3. Click View. The Individual Student Report opens.

For information about the data on the Individual Student Report page, see About the Individual Student Report.

For information about the actions you can perform on this report, see the sections Working with Score Report Features, Printing Reports from the Individual Student Report Page, and Using the ORS Banner.
Online Reporting System
Viewing Score Reports

Figure 20. Individual Student Report Partial View (Ohio's State Tests)

Individual Student Report
How did my student perform on the Mathematics test?

Text: Grade 3 Mathematics
Year: Spring2017
Name: LastName, FirstName M.

Overall Performance on Grade 3 Mathematics Test, LastName, FirstName M., Spring2017

<table>
<thead>
<tr>
<th>Name</th>
<th>BID</th>
<th>Scale Score</th>
<th>Performance Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>LastName, FirstName M.</td>
<td>734</td>
<td></td>
<td>Accelerated</td>
</tr>
</tbody>
</table>

Scale Score and Performance on Grade 3 Mathematics Test, LastName, FirstName M., Spring2017

<table>
<thead>
<tr>
<th>Test Area</th>
<th>Category</th>
<th>Performance</th>
<th>Scale Score</th>
<th>Average Scale Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Multiplication</td>
<td>Above Proficient</td>
<td></td>
<td>734</td>
<td>632</td>
</tr>
<tr>
<td>Division</td>
<td>Above Proficient</td>
<td></td>
<td>734</td>
<td>632</td>
</tr>
<tr>
<td>Number and Operations</td>
<td>Near Proficient</td>
<td></td>
<td>734</td>
<td>632</td>
</tr>
<tr>
<td>Fractions</td>
<td>Above Proficient</td>
<td></td>
<td>734</td>
<td>632</td>
</tr>
<tr>
<td>Geometry</td>
<td>Near Proficient</td>
<td></td>
<td>734</td>
<td>632</td>
</tr>
<tr>
<td>Modeling and Reasoning</td>
<td>Above Proficient</td>
<td></td>
<td>734</td>
<td>632</td>
</tr>
</tbody>
</table>

Performance on the Grade 3 Mathematics Test, by Reporting Category: LastName, FirstName M., Spring2017

<table>
<thead>
<tr>
<th>Item A</th>
<th>Content Statement</th>
<th>Points Possible</th>
<th>Points Earned</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1. Interpret products of whole numbers e.g., interpret 5 × 7 as the total number of objects in 5 groups of 7 objects each. For example, describe a context in which a total number of objects can be expressed as 5 × 7. This item also counts towards the Modeling and Reasoning category.</td>
<td>1 Point Possible</td>
<td>1 Point</td>
</tr>
<tr>
<td>2</td>
<td>2. Understand division as an unknown-factor problem. For example, find 32 ÷ 8 by finding the number that makes 32 when multiplied by 8.</td>
<td>1 Point Possible</td>
<td>1 Point</td>
</tr>
</tbody>
</table>

Legend: Reporting Category Performance Levels
Below Proficient | Near Proficient | Above Proficient

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Figure 21. Individual Student Report (AASCD)
Online Reporting System

Viewing Score Reports

Figure 22. Individual Student Report (OELPA)
Online Reporting System  View Score Reports

Figure 23. Individual Student Report (ELPA21 Screener)

**Individual Student Report**

**How did my student perform on the ELPA21 Screener?**

**Test:** Grade 4 ELPA21 Screener  
**Year:** 2018-2019  
**Name:** Student, Dome

**Overall Performance on the Grade 4 ELPA21 Screener Test Demonstration, Test 1, 2018-2019**

<table>
<thead>
<tr>
<th>Name</th>
<th>UID</th>
<th>Proficiency Status</th>
<th>Date Tested</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student, Dome</td>
<td>Z23955117</td>
<td>Beginning</td>
<td>5/2/2018</td>
</tr>
</tbody>
</table>

**Information on Standard Error of Measurement**

Use all test scores. These results potentially include some error. However, they are the best available estimate of the student's English proficiency given the student's test performance on the ELPA21 Screener.

**Performance on the Grade 4 ELPA21 Screener Test, by Domain Demonstration, Test 1, 2018-2019**

<table>
<thead>
<tr>
<th>Domain</th>
<th>Performance Level</th>
<th>Domain Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Listening</td>
<td>Intermediate</td>
<td>When listening, the student at Level 2 is working on...</td>
</tr>
<tr>
<td>Reading</td>
<td>Beginning</td>
<td>When reading grade-appropriate text, the student at Level 1 is working on...</td>
</tr>
<tr>
<td>Speaking</td>
<td>Beginning</td>
<td>When speaking, the student at Level 1 is working on...</td>
</tr>
<tr>
<td>Writing</td>
<td>Beginning</td>
<td>When writing, the student at Level 1 is working on...</td>
</tr>
</tbody>
</table>

**Proficiency Determination**

**Proficient:** Students are Proficient when they demonstrate a level of English language skill necessary to independently produce, interpret, collaborate on, and succeed in grade-level academic tasks in English. This is indicated on the ELPA21 Screener by scoring Level 4 or higher in all domains. Proficient students are not identified as English Language Learners and do not receive English language development services.

**Proficient:** Students are Proficient when they demonstrate a level of English language skill necessary to independently produce, interpret, collaborate on, and succeed in grade-level academic tasks in English. This is indicated on the ELPA21 Screener by scoring Level 4 or higher in all domains. Proficient students are not identified as English Language Learners and do not receive English language development services.

**Proficient Not Demonstrated:** Students receive a status of Proficient Not Demonstrated when testing is stopped due to the student not participating. State policy determines whether or not a non-participating student is eligible for English language development services.
About the Individual Student Report

The information included in the Individual Student Report may vary based on the selected assessment and subject. A student’s performance data is divided into separate tables, often with accompanying descriptions of the report data.

The Individual Student Report provides the following information, depending on administration (Ohio’s State Tests, AASCD, OELPA, ELPA21 Screener or OGT):

- **Overall Performance on the [Test Name and Details] Test: [Student Name], [Administration]—** This table may include the following:
  - The student’s name and SSID.
  - The student’s overall scale score (except for the ELPA21 Screener).
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- The performance level (Ohio’s State Tests, AASCD and OGT) or proficiency status (OELPA and ELPA21 Screener) associated with the student’s score.

- The reading subscale score and Third Grade Reading Guarantee promotion score met (grade 3 English language arts Ohio’s State Tests only).

- Comprehension scale score (OELPA only)

- Date tested (ELPA21 Screener only)

- **Scale Score and Performance on the [Test Name and Details] Test: [Student Name], [Administration]**—This barrel chart depicts the student’s achievement level based on their overall scale score. It also depicts the Highest Obtainable Scale Score (HOSS) and the Lowest Obtainable Scale Score (LOSS) for the test. Available on Ohio’s State Tests, AASCD and OGT reports.

- **Performance on the [Test Name and Details] Test by Reporting Category/Content Standard: [Student Name], [Administration]**—This table includes:
  - The student’s performance level in each of the reporting categories or content standards. A legend at the top of the report explains the symbols used. Available on Ohio’s State Tests and OGT reports.
  - Interpretations of the student’s results along with recommendations on the next steps. Available on Ohio’s State Tests reports.

- **Performance on the [Test Name and Details] Test by Domain: [Student Name], [Administration]**—This table includes:
  - The name of the domain, as well as the student’s scale score and standard error of measurement for each domain.
  - The student’s performance level in each of the domains.
  - The domain description.
  - Available on OELPA and ELPA21 Screener reports.

- **Information on the Standard Error of Measurement**—This text box provides a description of the standard error of measurement. Available on OELPA and ELPA21 Screener reports.

- **Average Scale Scores on the [Test Name and Details] Test: [Entity] and Comparison Groups, [Administration]**—This table includes average scale scores for the student’s associated state, district, and school. Not available on ELPA21 Screener reports.

- **Information on What These Results Mean and Next Steps**. Available on AASCD reports.
• *Information on Proficiency Determination.* This includes descriptions of each proficiency level. Available on ELPA21 Screener reports.

• *Performance on the [Test Name and Details] Test, by Item: [Student Name], [Administration]*—This table includes:
  - Item number and content statement for each item included for the reporting category. A content statement may be repeated since a test may include more than one item associated with the same standard.
  - The number of points earned on an item.
  - The number of points possible for an item.
  - Available on Ohio’s State Tests reports.
**Viewing Reporting Category Score Reports**

The Reporting Category Score report shows the percentage of your students in each Reporting Category for the selected test grade and subject.

*Note:* Reporting Category reports are available for Ohio's State Tests only. The OGT has Content Standard reports which are identical except they replace “Reporting Category” with “Content Standard.”

**Table 10** describes the Reporting Category Score Report columns.

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>The name of the entity you are viewing (e.g., district, school, teacher, roster, student).</td>
</tr>
<tr>
<td>Student Count</td>
<td>The number of students who have a valid score for the grade, subject, and administration selected.</td>
</tr>
<tr>
<td>Average Scale Score</td>
<td>The mean scale score of students who have completed the selected test.</td>
</tr>
<tr>
<td>Percent Proficient</td>
<td>The percentage of students who were proficient or above in the selected test.</td>
</tr>
<tr>
<td>Reporting Category or</td>
<td>The reporting categories constituting the selected subject.</td>
</tr>
<tr>
<td>Percent at Each</td>
<td>Percent of students at each reporting category performance level who</td>
</tr>
<tr>
<td>Performance Category</td>
<td>have taken the selected test.</td>
</tr>
<tr>
<td>Performance Level</td>
<td></td>
</tr>
</tbody>
</table>

**Viewing School Listing Reporting Categories Report**

The School Listing Reporting Categories Report (see **Figure 25**) is available for district-level users. For each school in the district, the report displays performance data on each reporting category within the selected grade, along with the comparison date for the district and state.
To access the School Listing Reporting Categories Report:

1. On the School Listing Subject Detail Report (Figure 16), click next to the district name. The Exploration Menu opens.

2. On the Exploration Menu, do the following:
   a. From the Subject and Grade drop-down lists, select the required subject and grade.
   b. From the Who drop-down list, select School.
   c. From the What drop-down list, select Reporting Category.
   d. From the When drop-down list, select Current Admin.


For an explanation of the report columns, see Table 10. For information about the actions you can perform on this report, see the sections Working with Score Report Features, Printing Reports in the ORS, and Using the ORS Banner.
Viewing Student Listing Reporting Categories Report

The Student Listing Reporting Categories Report (see Figure 26) displays reporting category performance data for all the students associated with the selected school, teacher, or roster. Each report also displays comparison data for the state, district, and school in a separate table (as applicable).

To access the Student Listing Reporting Categories Report:

1. On the School Listing Reporting Categories Report (Figure 25), click next to a school’s name. The Exploration Menu opens.

2. On the Exploration Menu, do the following:
   a. From the Subject and Grade drop-down lists, select the required subject and grade.
   b. From the Who drop-down list, select Student.
   c. From the What drop-down list, select Reporting Category.
d. From the **When** drop-down list, select **Current Admin**.

3. Click **View**. The Student Listing Reporting Categories Report opens (see **Figure 26**).

The Student Listing Reporting Categories Score Report displays a student’s name, student identification number, overall subject scale score, and their performance level for each reporting category. The legend above the report explains the data represented.

For information about the actions you can perform on this report, see the sections **Working with Score Report Features**, **Printing Reports from the Student Listing Report Page**, and **Using the ORS Banner**.

### Viewing Item Level Reports

The Item Level Report summarizes the district’s, school’s, teacher’s, or roster’s performance on each item in a test subject and grade. You can view a listing of all items in a subject sorted by target or block, as well as the selected entity’s performance data for those items.

**Note**: These reports are only available for Ohio’s State Tests for Mathematics, Science and Social Studies beginning with the Spring 2017 administration and for English Language Arts beginning with the Fall 2017 administration. Students that have tested on paper, large print, braille or breach will not be included in the percentages of this report.

*To access the District-Level Item Report:*

1. On the School Listing Subject Detail Report (**Figure 16**), click next to the district name. The Exploration Menu opens.

2. On the Exploration Menu, do the following:
   a. From the **Subject** and **Grade** drop-down lists, select the required subject and grade.
   b. From the **What** drop-down list, select **Items**.
   c. From the **When** drop-down list, select **Current Admin**.

3. Click **View**. The District-Level Item Report opens.
Table 11 lists the columns appearing in the Item Report.

Table 11. Columns in the Item Report

<table>
<thead>
<tr>
<th>Column</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Item #/Content Statement</td>
<td>Item number and description of the content statement for each item included for the standard. The content statement may be repeated since a test may include more than one item associated with the same standard. The item numbers may not appear chronologically.</td>
</tr>
<tr>
<td>Percent 0 Points Earned</td>
<td>The percentage of students who did not earn any points on the item.</td>
</tr>
<tr>
<td>Percent 1 Point Earned</td>
<td>The percentage of students who earned exactly one point on the item.</td>
</tr>
<tr>
<td>Percent [Number of Points] Points Earned*</td>
<td>The percentage of students who earned the corresponding number of points on the item, if applicable.</td>
</tr>
</tbody>
</table>

* The amount of Percent Points Earned columns that appear in the report depend on the item with the highest possible points in the selected subject. If the maximum number of points a student can score for English Language Arts is 4, then the report will display columns up to Percent 4 Points Earned.
For information about the actions you can perform on this report, see the sections Working with Score Report Features, Printing Reports in the ORS, and Using the ORS Banner.

Viewing Trend Reports

Trend reports display the overall performance of a student or group of students in the selected subject over time. For each testing window, the report displays either the average scale score or the percentage of proficient students.

Scores from previous years represent either a group’s average score or a student’s individual score from that year’s testing window. All tests taken within the current school year are valid only for individual student trends.

Figure 28. School Listing Trend Report

Note: Trend reports are only available for AASCD ELA and Mathematics tests and grades 3-8 Ohio’s State Tests in ELA and Mathematics.
Understanding Trend Report Features

The trend report shows the performance progress for the entity or individual you are analyzing. The graph plots the data points for the selected groups of students or individual students at each point in time (across test administrations and school years). You can see additional details by hovering over a point on the line graph.

Trend reports are interactive, allowing you to specify which data you want to plot on the graph.

This section explains some of the features specific to trend reports. For information about more general report features, see the sections Working with Score Report Features, Printing Reports in the ORS, and Using the ORS Banner.

Selecting the Type of Trend Data to Plot

By default, trend reports display average scale scores on the graph. However, you may choose to plot the percentage of students who are proficient across all aggregate levels.

*To view the percentage of students who are proficient:*

1. From the **Trend Data** drop-down list, select **Percent Proficient**. The trend report displays the percent of students who are proficient across time for the selected assessment and administration.

Selecting Which Administrations to Plot

By default, trend reports display spring administrations on the graph. For grade 3 ELA only, an additional option is available to plot each administration within a school year (fall, spring and summer).

*To plot grade 3 ELA administrations within a school year:*

1. From the **Display** drop-down list, select **Selected Test**.
2. Click **Go**. The trend report plots the data points for the selected administration.

Choose Who to Graph

You can select up to five entities or individuals to plot and compare at a time.

*To select an entity to plot:*

- In the **Choose Who to Graph** section, mark the checkbox for each required entity. A trend line for each selected entity appears on the graph, color-coded to indicate the achievement levels associated with the plotted score.
- You can click the magnifying glass next to each entity in the **Choose Who to Graph** panel to open the Exploration Menu and navigate to different dimensions of trend data.
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Viewing Data by Demographic Subgroup
You can break down the data and plot data points by demographic subgroups (such as gender).

To view data by demographic subgroup:
1. From the Breakdown By drop-down list, select the required subgroup.
2. Click Go. The Choose Who to Graph section displays the available options for the selected subgroup for each entity.
3. Select the combination of entities and subgroups that you want to plot by marking up to five checkboxes.

About Dropped Students
All trend report pages include a Dropped Students column. Students are dropped from a trend report if they have not completed the selected test across all the plotted test windows.

For example, a student who took the Grade 5 Mathematics test in the current school year but not in the previous school year will be excluded from a trend report that includes both school years.

- If the Dropped Students column contains a View button, it indicates that some students were excluded from the trend report. Click this button to see which students were dropped.
- If the column displays N/A, then no students were excluded from the trend report.

Note: Why Students Are Dropped
When viewing data for a student group over time, it is important to use the same sample of students. By excluding students who missed a testing window in the trend report, the ORS ensures that observed changes are the result of actual differences in performance and not the result of a particular student’s absence.

Because of this, the average score on the trend report may not always match that of the Subject Detail Report, especially if many students were dropped from the trend calculations.

Hiding Trend Lines
The label box below a graph allows you to temporarily hide a trend line to better view data.

Figure 29. Trend Line Box
To hide/unhide the trend lines:
1. Locate the box listing the trend lines for the report (see Figure 29).
2. Click the trends you want to hide. The selected trend grays out and the line disappears from the graph.
3. To display the trend line, click the trend name again. The line reappears on the graph.

Zoom Feature
Sometimes data points are plotted close together, and it can be difficult to tell which points belong to which entity or reporting category. You can use your mouse to zoom in on specified areas of the graph.

To zoom in or out of a trend graph:
1. To zoom in, click and drag the mouse over an area of the graph that has at least one data point.
2. To zoom out and return to the full trend graph, click Reset zoom in the upper-left corner of the graph.

Viewing School Listing Trend Reports
The School Listing Trend report available to district-level users displays the trends for the selected schools within the district. For information about the trend report features, see Understanding Trend Report Features.
To view the School Listing Trend Report:

1. On the School Listing Subject Detail Report (see Figure 16), click next to the district. The Exploration Menu opens.

2. On the Exploration Menu, do the following:
   a. From the Subject and Grade drop-down lists, select the required subject and grade.
   b. From the Who drop-down list, select School.
   c. From the What drop-down list, select the required content type.
   d. From the When drop-down list, select Trend.

Viewing Teacher Listing Trend Reports

The Teacher Listing Trend Report available to school-level users displays the average scale score trends for the selected personnel within a school. For information about the trend report features, see Understanding Trend Report Features.

To view the Teacher Listing Trend Report:
1. On the School Listing Trend Report (see Figure 30), click next to a school.

2. On the Exploration Menu, do the following:
   a. From the Subject and Grade drop-down lists, select the required subject and grade.
   b. From the Who drop-down list, select Teacher.
   c. From the What drop-down list, select the required content type.
   d. From the When drop-down list, select Trend.

3. Click View. The Teacher Listing Trend report opens.
Viewing Roster Listing Trend Reports

The Roster Listing Trend report displays the average scale score trends for the selected rosters associated with a school or teacher. For information about the trend report features, see Understanding Trend Report Features.

To view the roster listing trend report:

1. On the Teacher Listing Trend Report (see Figure 31), click next to a teacher.

2. On the Exploration Menu, do the following:
   a. From the Subject and Grade drop-down lists, select the required subject and grade.
   b. From the Who drop-down list, select Roster.
   c. From the What drop-down list, select the required content type.
d. From the **When** drop-down list, select **Trend**.

3. Click **View**. The Roster Listing Trend report opens.

**Figure 32. Roster Listing Trend Report**

---

### Viewing Student Listing Trend Report

The Student Listing Trend report displays the trends for the selected students associated with a school, teacher, or roster. For information about the trend report features, see **Understanding Trend Report Features**.

**To view the student listing trend report:**

1. On the Roster Listing Trend Report (see **Figure 32**), click next to a roster.

2. On the Exploration Menu, do the following:
a. From the **Subject** and **Grade** drop-down lists, select the required subject and grade.

b. From the **Who** drop-down list, select **Student**.

c. From the **What** drop-down list, select the required content type.

d. From the **When** drop-down list, select **Trend**.

3. Click **View**. The Roster Listing Trend report opens.

![Figure 33. Student Listing Trend Report](image)

**Viewing Individual Student Trend Report**

The Individual Student Trend Report displays the performance trend for a student. For information about the trend report features, see [Understanding Trend Report Features](#).
To navigate to the Individual Student Trend Report:

1. On the Student Listing Trend Report (Figure 19), click next to a student’s name. The Exploration Menu opens.

2. On the Exploration Menu, do the following:
   a. From the **Subject** and **Grade** drop-down lists, select the required subject and grade.
   b. From the **Who** drop-down list, select **Student**.
   c. From the **What** drop-down list, select the required content type.
   d. From the **When** drop-down list, select **Trend**.

3. Click **View**. The Individual Student Trend Report opens.

---

**Figure 34. Individual Student Trend Report**

- Longitudinal Report: How did my students perform over time?
- Subject: Grade 3 English Language Arts
- Name: Lastname, Firstname1

Highlight a section of the graph to zoom in. Hover over a data point to see an exact score or refer to the table below.
Section V. Viewing Reports & Files

The Reports & Files feature in the ORS allows you to retrieve student results. This section provides instructions on how to generate and view the available reports and files.

Retrieving Student Results

You can download student data for a selected administration by district or school. Refer to the District Student Results File Layout on the portal for details on these files. You can also generate PDFs of Individual Student Reports in a Zip file.

This section discusses the following:

- Generating a Data File or PDF of Individual Student Reports
- Accessing Files from the Inbox

Generating a Data File or PDF of Individual Student Reports

*To generate a student data file or PDF of Individual Student Reports:*

1. From the Reports & Files drop-down list in the banner, select Retrieve Student Results. The Retrieve Student Results page opens.

   ![Figure 35. Retrieve Student Results Page](image)

2. In the *Step 1: Choose What* section, select the following report parameters:

   a. **Report Type:** Select a report. The available options are Student Data and Individual Student Reports.
   
   b. **Test:** Select a test (such as Ohio's State Tests).
   
   c. **Administration:** Select an administration period (such as Spring2018).
d. **Tested Grade** (optional): Select a grade. You can reopen this drop-down list to select additional grades or select **All Grades** to create a Zip file containing separate files for each selected grade. To remove a selected grade, click X next to that grade level. District student results files can only be generated with the **All Grades** option.

e. **Download Format**: Select a file format from the options available for the selected report:

- **Student Data**: The default format is a Fixed Width (.txt) text file. You can select a different format, such as CSV (comma separated value).

- **PDF of Student Reports**: A PDF file is the only available format.

   **Note**: The **PDF of Student Reports** option creates a Zip file that contains individual PDFs of each ISR for all the students associated with the selected entity. It also includes a manifest, which is an Excel (csv) file listing all the PDFs included in the Zip file. If multiple schools are selected, separate Zip files are created for each school.

f. **PDF Type** (available for the PDF of Student Reports option only): Select the level of detail to include on the ISR. You can select from the following options:

- **Simple ISR**: Includes the student’s overall performance table, along with the barrel graph and comparison scores table.

- **Detailed ISR**: Includes all the information available on the Simple ISR along with detailed reporting category table that includes the next steps recommended for a student based on his or her performance level, and item level information (for applicable tests only).

g. **Filter By** (optional): Select a specific demographic subgroup.

   - If you select a demographic subgroup, a **Values** field appears. Select the required filter criteria from the available options.

3. **From the Step 2: Choose Who section**, select which entity or individual should be included in the report. For most users, your associated entity is pre-selected. Users associated with multiple districts or schools must select an entity.

   a. **District**: Select a district, if applicable.

   b. **School**: Select a school, if applicable. You can also select **All** to generate a report that includes all your schools. For the Student Data report, data for all your schools is listed in a single file. For PDFs of Student Reports, separate PDF reports are generated for each of your schools.
c. **Teacher** (optional): If a school was selected, choose a teacher. The default setting includes all teachers associated with the school. For teacher-level users, the school is already selected. Only available for ISR PDFs.

d. **Roster** (optional): If a teacher was selected, choose a roster. The default setting includes all rosters associated with the selected teacher. Only available for ISR PDFs.

4. Click **Export to Inbox**. A confirmation message indicates that your request has been queued and you will be informed via email once the file is ready.

5. Once the file generates, it appears in the **Inbox** window accessible from the banner. For more information, see the section **Accessing Files from the Inbox**.

### Accessing Files from the Inbox

The Inbox lists the student data files and reports that you generate from the **Retrieve Student Results** page as well as the PDFs of ISRs generated on the **Student Listing Report** page and **Student Search Results** page.

**Note**: You can also access the Inbox from the Ohio portals oh.portal.airast.org and http://oh-alt.portal.airast.org.

![Figure 36. Inbox](image)

*To access files stored in the inbox:*

1. In the banner, click **Inbox**. The **Inbox** window opens, listing available files (see Figure 36).

2. Select a file from the available tabs:
   - **Inbox**: Displays all the files except for those that you have archived.
   - **Archived**: Displays files that you archived.

3. **Optional**: To filter the files by keyword, enter a search term in the text box above the list of files.
4. Do one of the following:
   - To download a file, click the name of that file.
   - To archive a file, click 📄.

### Understanding the PDF of Individual Student Reports Zip File

The **Individual Student Reports** option on the **Retrieve Student Results & My Inbox** page creates a Zip file that contains individual PDFs of each Individual Student Report for all the students associated with the selected entity. It also includes a manifest, which is an Excel (csv) file that lists all the PDFs included in the Zip file. If multiple schools are selected, separate Zip files are created for each school.

**Note:** The **Print** tool on the **Student Listing Report** page allows you to create a similar Zip file for all the students listed on the report. However, the manifest file is not included.

You can unzip the file (see **Figure 37**) after you have downloaded the file on your computer.

![Figure 37. Zip File of PDFs of Student Reports](image)

The Zip file also contains a manifest, which is an Excel (csv) file that lists all the PDFs included in the Zip file as shown in **Figure 38**.
Figure 38. Manifest File with PDF References
Section VI. Working with Student Rosters

Rosters are groups of students associated with a teacher or other user. Rosters can represent entire classes, individual class periods, and other groups of students within a class or program. Students can belong to multiple rosters.

Rosters allow you to easily analyze aggregate data and track students’ test scores. You can use rosters to organize students into groups based on their accommodations, level of performance, and other criteria. For example, if certain students in a teacher’s class are performing below the standard, that teacher may want to create a custom remedial roster for those students who need more attention.

This feature is accessible at all times except when TIDE is unavailable as a result of scheduled maintenance.

Note: Rosters may include students from different grades, but score reports display data only for a single subject and grade at a time. If a roster includes students from multiple grades, you will only see scores of those students in the roster who have taken the test you selected on the Homepage Dashboard.

Adding a New Roster

Authorized users can create rosters of students associated with their school or district. Teachers cannot create rosters for other teachers.

Note: If a group of students has the same teacher for multiple subjects, that teacher can use the same roster to view their students’ performance in each subject. However, if different teachers teach each subject to the same student group, then separate rosters should be created for each teacher.
To add a roster:

1. In the banner (see Figure 7), click Add Rosters. The **Add Rosters** page opens (see Figure 39).

   ![Figure 39. Add Rosters Page](image)

2. In the **Roster Information** panel, enter the necessary search criteria to search for students.

3. **Optional:** From the **Advanced Search** panel, select values to further refine the search results:
   
   a. To include the additional search criterion in the search, select it and click **Add**.
   
   b. **Optional:** To delete an added search criterion, select it and click **Remove Selected**. To delete all additional search criteria, click **Remove All**.

4. Click **Search**. The list of retrieved students appears in the **Available Students** panel.

5. In the **Available** panel (see Figure 40), do the following:
   
   a. In the **Roster Name** field, enter a name for the roster.
   
   b. From the **Teacher Name** drop-down list, select a teacher or a school-level user.
   
   c. **Optional:** To include former students in the **Add Roster** form, mark the **Current and Past Students** radio button. The **Available Students** list will include students who have left the selected school, while the **Selected Students** list will include students who have left the roster.
   
   d. To add students, from the **Available Students** list, do one of the following:
      
      - To move one student to the roster, click + for that student.
To move selected students to the roster, mark the checkboxes for the students you want to add, then click **Add Selected**.

To move all the students in the *Available Students* list to the roster, click **Add All**.

6. Click **Save**, and in the affirmation dialog box click **Continue**.

**Creating Rosters Through File Uploads**

If you have many rosters to create, you can perform those transactions through file uploads. This task requires familiarity with composing comma-separated value (CSV) files or working with Microsoft Excel. Modifying rosters via file Uploads is applicable for current year rosters.
only. Previous year’s rosters can be modified using the steps described in the Viewing and Modifying a Roster section below.

To upload rosters:

1. In the banner (see Figure 7), click Upload Rosters. The Upload Roster page appears (see Figure 39).

   Figure 41. Upload Roster Page

2. On the Upload Roster page, click Download Templates and select the appropriate file type.

3. Open the template file in a spreadsheet application.

4. Using Table 12 as a reference, fill out the template and save it.

5. On the Upload Roster page, click Browse and select the file you created in the previous step.

6. Click Next. The Preview page appears (see Figure 42). Use the file preview on this page to verify you uploaded the correct file.

   Figure 42. File Upload Preview

7. Click Next to validate the file. Any errors (⚠️) or warnings (⚠️) are displayed on the Validate page (see Figure 43).

   Note: If a record contains an error, that record will not be included in the upload. If a record contains a warning, that record will be uploaded, but the field with the warning will be invalid.

   Optional: Click the error and warning icons in the validation results to view the reason a field is invalid.
**Optional:** Click **Download Validation Report** in the upper-right corner to view a PDF file listing the validation results for the upload file.

**Figure 43. Validation Page**

![Validation Page](image)

**Note:** If your file contains a large number of records, the ORS processes it offline and sends you a confirmation email when complete. While the ORS is validating the file, do not press **Cancel**, as ORS may have already started processing some of the records.

8. Do one of the following:
   - Click **Continue with Upload**. The ORS commits those records that do not have errors.
   - Click **Upload Revised File** to upload a different file. Follow the prompts on the **Upload Revised File** page to submit, validate, and commit the file.

   The **Confirmation** page appears, displaying a message that summarizes how many records were committed and excluded.

9. **Optional:** To upload another roster file, click **Upload New File**.

Table 12 provides the guidelines for filling out the Roster template that you can download from the **Upload Roster** page.

**Table 12. Columns in the Rosters Upload File**

<table>
<thead>
<tr>
<th>Column Name</th>
<th>Description</th>
<th>Valid Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>District IRN*</td>
<td>District associated with the roster.</td>
<td>District IRN that exists in TIDE. Up to 6 characters.</td>
</tr>
</tbody>
</table>
### Column Name | Description | Valid Values
--- | --- | ---
School IRN | School associated with the roster. | School IRN that exists in TIDE. Up to 6 characters. Must be associated with the SSID. Can be blank when adding district-level rosters.

User Email ID* | Email address of the user associated with the roster. | Email address of a User existing in TIDE.

Roster Name* | Name of the roster. | Up to 20 characters.

SSID* | Student’s unique identifier. | Up to 9 alphanumeric characters.

*Required field.

## Viewing and Modifying a Roster

Authorized users can view and modify rosters associated with their district or school.

*To view or modify a roster:*

1. From the banner (see Figure 7), click View Rosters. The View/Edit Rosters page opens (see Figure 44).

![Figure 44. View/Edit Rosters Page](image)

2. In the Search for Rosters to Edit panel, enter the necessary search criteria to search for rosters.

3. Click Search. The list of retrieved rosters appears (see Figure 45).
4. Optional: To filter the retrieved rosters by keyword, enter a search term in the text box above the search results and click . ORS displays only those rosters containing the entered value.

5. Click for the roster whose details you want to view. The Edit Roster pop-up window opens. The pop-up window is similar to the page used to add rosters (see Figure 39).

6. You can change the roster’s name and associated teacher as required.

7. To add students to the roster, do the following:
   a. In the Roster Information panel, enter the necessary search criteria to search for students.
   b. Click Search. The list of retrieved students appears in the Available Students panel.
   c. From the Available Students list, do one of the following:
      - To move one student to the roster, click + for that student.
      - To move selected students to the roster, mark the checkboxes for the students you want to add, then click Add Selected.
      - To move all the students in the Available Students list to the roster, click Add All.

8. To remove students from the roster, from the Selected Students list, do one of the following:
   - To remove one student from the roster, click - for the student.
   - To remove selected students from the roster, mark the checkboxes for the students you want to remove, then click Remove Selected.
   - To remove all the students from the roster, click Remove All.

9. Click Save, and in the affirmation dialog box click Continue.
Deleting a Roster

You can delete a roster if required. The roster will be deleted from ORS and TIDE. Deleting a roster will not delete the student records in that roster.

⚠️ Alert: This action cannot be undone. Use caution when deleting rosters.

To delete a roster:
1. In the banner (see Figure 7), click Edit Rosters. The Edit Rosters page opens (see Figure 44).
2. In the Search for Rosters to Edit panel, enter the necessary search criteria to search for rosters.
3. Click Search. The list of retrieved rosters appears (see Figure 45).
4. Select the rosters that you wish to delete:
   - Mark the checkbox next to each roster you wish to delete.
   - To select all records, mark the checkbox in the header row.
5. Click □ above the table of retrieved rosters to delete the selected rosters.

Printing a Roster

You can print one or more rosters.

To print a roster:
1. In the banner (see Figure 7), click Edit Rosters. The Edit Rosters page opens (see Figure 44).
2. In the Search for Rosters to Edit panel, enter the necessary search criteria to search for rosters.
3. Click Search. The list of retrieved rosters appears (see Figure 45).
4. Select the rosters that you wish to print. To select rosters, do one of the following:
   - Mark the checkbox next to each roster you wish to print.
   - To select all records, mark the checkbox in the header row.
5. Click ■ above the table of retrieved rosters to print the selected rosters.
Section VII. Searching for a Student’s Score Reports

The ORS allows you to search for students by their SSID or name. This is useful if you need to find a student’s score reports but do not know the student’s grade or school.

To search for students:

1. Verify that the radio button selected on the Homepage Dashboard page includes the student or students whose data you are searching for.

   Note: If the student you are looking for does not belong to the student population you selected on the Homepage Dashboard, ORS cannot locate the student. You can click the Change Your Selection link on the Search Students window to return to the Homepage Dashboard and select a different student population. For more information, see Defining the Student Population.

2. In the banner (see Figure 7), click Search Students. The Search Students window opens.

   Figure 46. Student Search Pop-up Window

3. From the School Year drop-down list, select the school year you want to limit your search to.

4. Enter the appropriate search criteria:

   o If searching for students by SSID, enter up to 20 students’ full SSIDs. If you are entering multiple queries, you must separate each one with a comma.

   o If searching for students by name, enter a student’s exact first name, last name, or both in the text boxes provided.

5. Click Search. If the search results in a match, the students’ information appears on the Student Search Results page (see Figure 47).
6. To view the tests a student has taken, click + in the first column. The student row expands.

7. To view the student’s ISR for a test, click the test name.

   - If you mark the checkbox beside a test name, it selects that test for printing. For information about printing ISRs directly from the student search results, see the section Printing ISRs from the Student Search Results Page.

   ![Note: When selecting a test from a different administration than that selected on the Homepage Dashboard, you must confirm that you want to change test administrations.]

   - For information about the Individual Student Report, see Viewing Individual Student Reports.

   - To return to the search results page, click Back to search results.
Appendix A. Printing Reports in the ORS

The Print tool in the banner (see Figure 7) allows you to print any report available in the ORS.

⚠️ Alert: The Family Educational Rights and Privacy Act (FERPA) prohibits the release of any personally identifiable information. Printed reports and exported reports that contain personally identifiable student data must be securely stored or destroyed.

⚠️ Tip: Depending on the report, you may need to set your print options to landscape or horizontal mode to accommodate the various columns in the report. To preview and adjust the scale of the content, use your browser’s Print Preview feature.

To print a page:

1. From the banner, click Print. A print dialog window appears.

   Note: When printing from the Student Listing Report page (see Figure 19), the Individual Student Report page (see Figure 20), or the Student Search Results page (see Figure 47), you must specify additional print options before printing.

2. From the print dialog window, select the required print settings.

3. Print the page. The printed report will include the data displayed on the page (see Figure 48 for a sample printout of the Homepage Dashboard).

Figure 48. Printed Report: Homepage Dashboard
Printing Reports from the Student Listing Report Page

The Print tool on the Student Listing Report page (see Figure 19) opens a print pop-up window that allows you to do the following:

- Print the Student Listing Report
- Print PDFs of ISRs

Print Student Listing Report

You can print the data displayed on the Student Listing Report page.

To print the Student Listing Report page:

1. In the banner, click Print. The print pop-up window opens (see Figure 49).
2. From the Print drop-down list, select Just this Page.
3. Click Print. The print dialog window opens.
4. Specify the print settings and print the Student Listing Report page.

Print PDFs of ISRs from the Student Listing Report Page

On the Student Listing Report, you can use the print tool to generate PDFs of individual student reports for all the students listed on the report.

To print PDFs of ISRs from the Student Listing Report page:

1. In the banner, click Print. The print options window opens (see Figure 50).
2. From the Print drop-down list, select Student Report for All Students in this Group. Additional drop-down lists appear.
3. From the PDF Reports drop-down list, select the type of PDF report you want to generate:
   - To generate individual PDFs for each ISR, select One PDF per ISR in a Zip file.
   - To include all the ISRs in a single PDF file with each ISR listed on a separate page, select Include all ISRs in a Single PDF.
4. If the **PDF Type** drop-down list is available, select the level of detail you want to include:
   - **Simple ISR**: Includes the student’s overall performance table, barrel graph and comparison scores table.
   - **Detailed ISR**: Includes all the information available on the Simple ISR, as well as detailed reporting category table that includes the next steps recommended for the student based on his or her performance level, and item level information (for applicable tests only).

5. Click **Print**. A message appears, indicating that you will be notified via email once the report is generated.

6. After receiving the email, click **Inbox** in the banner.

7. Locate the required file in the Inbox and click the file name to download it.

### Printing Reports from the Individual Student Report Page

The **Print** tool on the *Individual Student Report* page (see Figure 20) allows you to generate a PDF file of the student’s ISR for the selected test opportunities.

*To print reports from the Individual Student Report page:*  
1. In the banner, click **Print**. The print options window opens (see Figure 51).
2. Locate the required file in the Inbox and click the file name to download it.
3. If the **PDF Type** drop-down list is available, select the level of detail you want to include:
   - **Simple ISR**: Includes the student’s overall performance table, barrel graph and comparison scores table.
   - **Detailed ISR**: Includes all the information available on the Simple ISR, as well as detailed reporting category table that includes the next steps recommended for a student based on his or her performance level, and item level information (for applicable tests only).
4. Click **Print**.

![Figure 51. ISR Print Options](image)
Printing ISRs from the Student Search Results Page

You can print PDF files of a student’s Individual Student Reports directly from the Student Search Results page (see Figure 47). You can either print a single ISR for a student or generate a Zip file of multiple ISRs for a single student.

To print ISRs for a student in the search results:

1. After performing a successful search, click + in the first column of the student whose ISR you wish to print.

   Note: If there are multiple students listed in the search results, you can only print ISRs for one student at a time.

2. Mark the checkbox for each test whose ISR you wish to print.

3. Click Print Selected Tests above the search results. The Print Options window appears.

4. Select the required print options from the available drop-down lists (for descriptions of the available options, see the section Print PDFs of ISRs from the Student Listing Report Page).

   Note: If you select multiple tests to print, and the ISRs for those tests have different print options, then the print options you select will apply only to the ISRs that support those options.

5. Click Print.

For more information about performing searches, see Searching for a Student’s Score Reports.
Appendix B. User Support

The Ohio Help Desk will be open during the following hours:

- Regular Hours: Monday–Friday from 7:00 a.m. to 5:00 p.m. ET (except holidays)

<table>
<thead>
<tr>
<th>Ohio Help Desk</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toll-Free Phone Support: 1-877-231-7809</td>
</tr>
<tr>
<td>Email Support: <a href="mailto:ohhelpdesk@air.org">ohhelpdesk@air.org</a></td>
</tr>
</tbody>
</table>

Emails to the Ohio Help Desk will be automatically logged and answered within one working day (typically sooner). Urgent requests will be given priority.

If you contact the Ohio Help Desk, you will be asked to provide as much detail as possible about the issue(s) you encountered. These details may include the following:

- any error messages that appeared
- operating system and browser information
- information about your network configuration
- the steps that you took before the issue occurred