

Quick Guide to TIDE: Appeals

2020–2021

Published October 9, 2020

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Introduction to This User Guide

District-level users and school coordinators use TIDE to manage appeal requests for students participating in the online South Dakota Assessments. This Quick Guide provides a brief overview for managing the appeals systems in TIDE.

Complete information about TIDE is available in the TIDE User Guide located on the [South Dakota Gateway](#).

Managing Appeal Requests

In the normal flow of a test opportunity, a student takes the test in TDS and then submits it. After the test is submitted (and hand scoring is completed for the ELA or Math), the result will show up in the Reporting System.

Test appeals are a way of interrupting this normal flow. A student may want to retake a test or have another test opportunity. A proctor may want to invalidate a test because of a hardware malfunction or an impropriety. This section describes how you view, create, and approve test appeal requests.

[Table 1](#) provides descriptions of each appeal request type.

Table 1. Types of Appeal Requests

Type	Description
Reset a test	Allows the student to restart a test opportunity (removing all responses on the test). The main use for a reset is the student not having accommodations set properly in TIDE prior to administration. You can submit these appeal requests until the end of the test window. Note: Due to state policy, resets will be rejected for tests with the result status of completed, scored, reported, or invalidated.
Re-open a test	Reopens a test that was completed, invalidated, or expired. Note: Due to state policy, re-opens will be rejected for tests with the result status of completed, scored, reported, or invalidated.
Grace period extension (GPE)	Allows the student to review previously answered questions upon resuming a test or test segment after expiration of the pause timer. For example, a student pauses a test, and a 20-minute pause timer starts running. The following scenarios are possible: <ul style="list-style-type: none">• If resuming the test within 20 minutes, student can review previously answered questions.• Without a GPE, student resuming the test after 20 minutes cannot review previously answered questions—student can only work on unanswered questions.• Upon receiving a GPE, student can review previously answered questions upon resuming the test. The normal pause rules apply to this opportunity.

Type	Description
Re-open test segment	<p>A user can choose to reopen a previous or current test segment. Note: the test segments available are determined if the student has progressed to the next segment.</p> <ul style="list-style-type: none"> • Re-Open (Previous) Segment: This appeal is useful when a student inadvertently or accidentally leaves a test segment incomplete and starts a new test segment. Students can answer unanswered items, and can modify responses to answered items in the reopened segment. • Re-Open (Current) Test Segment: Reopens a test segment that a student submitted. Available only if the student has not yet started a new test segment. For example, use this appeal request if a student submitted a test segment, and wants to change a response on that segment before starting a new test segment. <ul style="list-style-type: none"> ○ If you submit this appeal request before the 20-minute pause timer expires, students can review and answer all questions in the reopened test segment. <p>If you submit this appeal request after the 20-minute pause timer expires, students can review and answer only unanswered test questions in the reopened test segment. If you want students to review and answer all questions (even answered ones) in the reopened test segment after the pause timer expires, submit and get approval for a Grace Period Extension appeal request.</p>
Restore a test that was reset	<p>Reverses a reset, restoring the student's responses on the test when the reset was processed.</p> <p>Note: Due to state policy, restores will be rejected for tests with the result status of completed, scored, or reported.</p>



Warning: Timing of resets and restores Submit reset and reverts at least 48 hours prior to the end of a test window so that students can complete their test opportunity or data entry can be completed for paper-based tests.

An appeal request's status can change throughout its life cycle. [Table 2](#) lists the available statuses.

Table 2. Statuses of Appeal Requests

Appeal Request Status	Description of Status
Error Occurred	An error occurred while the appeal request was being processed.
Item Information Sent	Information regarding a Report Problem with Item appeal was sent to the designated recipients.
Pending Approval	Appeal request is pending approval.
Processed	Appeal request was successfully processed, and the test opportunity has been updated.
Rejected	Another user rejected the appeal request.
Rejected by System	Test Delivery System was unable to process the appeal request.
Requires Resubmission	Appeal request must be resubmitted.
Retracted	Originator retracted the appeal request.

Appeal Request Status	Description of Status
Submitted for Processing	Appeal request submitted to Test Delivery System for processing.
Resolved	Appeal was resolved.

[Table 3](#) lists the valid combinations of appeal requests and test statuses. For example, you can invalidate a test that is in one of the following statuses: Completed, Denied, Expired, Paused, Reported, Scored, or Submitted.

Table 3. Available Appeal Requests by Test Result Status

Test Status	Grace period extension	Invalidate a test	Re-open a test	Re-open test segment	Reset a test	Restore a test that was reset
Approved						✓
Completed*		✓	✓		N/A	N/A
Denied	✓	✓		✓	✓	✓
Expired		✓	✓		✓	✓
Invalidated*			N/A		N/A	N/A
Paused	✓	✓		✓	✓	✓
Pending					✓	✓
Processing					✓	✓
Reported*		✓	✓		N/A	N/A
Review					✓	✓
Scored*		✓	✓		N/A	N/A
Started					✓	✓
Submitted*		✓	✓		✓	✓
Suspended					✓	✓

*Although TIDE will send these appeal requests for consideration, the State will reject all requests to reset or re-open a test that have a result status of completed, reported, or scored. The state will also reject tests to reset or reopen tests that were previously approved to be invalidated. Tests with a status of submitted will be evaluated first, but state policy has been to reject this appeal type as well.

Creating Appeal Requests

You can create a test appeal request for a given test result.

To create appeal requests:

1. Retrieve the result for which you want to create a test appeal by doing the following:
 - a. From the **Appeal** task menu on the TIDE dashboard, select **Create Requests**. The **Create Requests** page appears (see [Figure 1](#)).

Figure 1. Selection Fields in the Create Requests Page

The screenshot shows the 'Create Requests' page with the following elements:

- Header: Create Requests
- Info: Use this page to create appeal requests. [more info](#)
- Section: Select Request Type and Search
- *Request Type:
 - Reset a test ?
 - Re-open a test ?
 - Grace period extension ?
 - Re-open test segment ?
 - Restore a test that was reset ?
- *Search Student By:
- Search button

- b. Select a request type.
- c. From the drop-down lists and in the text field, enter search criteria.
- d. Click **Search**. TIDE displays the found results at the bottom of the **Create Requests** page (see [Figure 2](#)).

Figure 2. Retrieved Test Results

The screenshot shows the 'Create Requests' page with the following elements:

- Header: Create Requests
- Info: Use this page to create appeal requests. [more info](#)
- Section: Select Request Type and Search
- Create button
- Number of records found: 8
- Table of retrieved test results:

<input type="checkbox"/>	Request Type	School	ResultID	Student's Last Name	Student's First Name	SSID	Test Opp #	Test Status	Test Start Date	Date of Last Activity	Test
<input checked="" type="checkbox"/>	Invalidate a test	09998_09000	12513	Jackson	Cynthia	99996704	1	paused	10/12/2016 6:09:02 PM	10/12/2016 6:11:31 PM	Interim Math G6 NumSys
<input type="checkbox"/>	Invalidate a test	09998_09000	12463	Jackson	Cynthia	99996704	1	paused	10/12/2016 10:47:06 AM	10/12/2016 10:47:47 AM	Interim Math G4 Geometry
<input type="checkbox"/>	Invalidate a test	09998_09000	12049	Jackson	Cynthia	99996704	1	reported	8/25/2016 2:53:33 PM	8/25/2016 2:54:41 PM	Interim ELA G6 ReadInfo
<input type="checkbox"/>	Invalidate a test	09998_09000	12048	Jackson	Cynthia	99996704	1	expired	8/25/2016 2:51:24 PM	8/25/2016 2:51:53 PM	Interim Grade 6 ELA ICA

2. Mark the checkbox for each result for which you want to create a test appeal, and then click **Create**.
3. Enter a reason for the request in the window that pops up.
4. Click **Submit**. TIDE displays a confirmation message.

Viewing Appeal Requests

To approve, reject, or retract appeal requests:

1. From the **Appeal** task menu on the TIDE dashboard, select **View/Approve/Export Requests**. The **View/Approve/Export Requests** page appears (see [Figure 3](#)).

Figure 3. Selection Fields in the View Requests Page

View/Approve/Export Requests

Use this page to view, edit, export, or process appeal requests. [more info](#)

- Appeal Information

Choose a Request Type

Request Type: All ?

- Invalidate a test ?
- Reset a test ?
- Re-open a test ?
- Grace period extension ?
- Re-open test segment ?
- Restore a test that was reset ?

Choose a Request Status

Request Status: All ?

- Submitted for Processing ?
- Processed ?
- Rejected by System ?
- Error Occurred ?
- Requires Resubmission ?
- Pending Approval ?
- Rejected ?
- Retracted ?

Additional Request Criteria


Session ID:

Filter By: All ▼

2. Retrieve the appeal requests you want to view by following the procedure in the section Searching for Records (found in TIDE manual). [Figure 4](#) shows retrieved appeal requests.

Figure 4. Retrieved Appeal Requests

Case Number	Request Type	School	ResultID	Student's Last Name	Student's First Name	SSID	Segments	Request Status	Request Date	Test	Test Opp #	Test Status	Requested By	Test Start Date	Date of Last Activity	Requested By Email
3412	Invalidate a test	09998_09000	12019	Jackson	Cynthia	99996702		Pending Approval	11/3/2016 12:26:54 PM	Interim ELA G4 BriefWrite	1	reported	Demo User, DA	8/25/2016 1:52:48 PM	8/25/2016 1:53:13 PM	SD-DA1@demo.user
3413	Invalidate a test	09998_09000	12020	Jackson	Cynthia	99996702		Pending Approval	11/3/2016 12:29:23 PM	Interim ELA G4 ListenInt	1	reported	DemoUser, STATE	8/25/2016 1:54:21 PM	8/25/2016 1:55:32 PM	SD-STATE1@demo.user
3417	Reset a test	09998_09000	12293	Jackson	Cynthia	99996703		Pending Approval	11/3/2016 12:44:10 PM	Interim ELA G5 Edit	1	paused	Demo User, DC	9/1/2016 11:44:25 AM	11/1/2016 4:31:41 PM	SD-DC1@demo.user
3387	Re-open a test	09998_09000	12493	Jackson	Cynthia	99996705		Pending Approval	11/1/2016 11:11:11 AM	Interim Math		paused	User, SDState1	10/12/2016 11:29:14 AM	10/12/2016 11:29:31 AM	SDStateUser@air.org
3388	Re-open a test	09998_09000	12496	Jackson	Cynthia	99996705		Pending Approval	11/1/2016 4:41:51 PM	Interim Grade 7 Math ICA	2	paused	User, SDState1	10/12/2016 11:30:49 AM	10/12/2016 11:31:33 AM	SDStateUser@air.org

3. *Optional*: Review the initiator's reason for the appeal request by clicking  in the Status column.

Approving Appeal Requests

All appeal request types require the State to approve or reject them before TDS can process them. You can also retract invalidation requests you created.



Caution: Persistence of Appeal Requests You cannot delete an approved or rejected appeal request.

To approve, reject, or retract appeal requests:

1. Retrieve the Appeal requests you want to process by following the procedure in the section [Viewing Appeal Requests](#).
2. Do one of the following:
 - Mark the checkboxes for the requests you want to process.
 - Mark the checkbox at the top of the table to process all the retrieved requests.
3. Click **Process** above the table and select an action:
 - For State users only, to approve the selected requests, select **Approve**.
 - For State users only, to reject the selected requests, select **Reject**.
 - For DAs, ACs, and SCs, to retract the selected requests, select **Retract**.
 - For DAs, ACs, and SCs, to resubmit a request that the TDS could not process, select **Resubmit**.
4. Enter a reason for the requested action in the window that pops up.
5. Click **Submit**. TIDE displays a confirmation message.

TIDE removes the selected appeal requests from the list of retrieved requests.

Creating Appeal Requests Through File Uploads

If you have many appeal requests to create, it may be easier to perform those transactions through file uploads. This task required familiarity with composing comma-separated value (CSV) files or working with Microsoft Excel.

To upload appeal requests:

1. From the **Appeal** task menu on the TIDE dashboard, select **Upload Requests**. The **Upload Requests** page appears.
2. Following the instructions in the section [Uploading Records](#) and using [Table 4](#), fill out the Appeal Request template and upload it to TIDE.

[Table 4](#) provides the guidelines for filling out the Appeal Request template that you can download from the **Upload Requests** page.

Table 4. Columns in the Appeal Requests Upload File

Column Name	Description	Valid Values
Type*	Type of appeal request.	One of the following: Invalidate a Test Reset a Test Re-open a Test Grace period extension Restore a test that was reset Re-open Test Segment
Search Type*	Student field to search.	One of the following: Result ID SSID Session ID
Search Value*	Search value corresponding to the search type.	Up to 1,000 alphanumeric characters. The value must exist in TDS or TIDE. For example, specifying a result ID of 123456 requires that this result ID exist in TDS.
Reason*	Reason for creating appeal request. **	One of the following: ELA only - student is first year in country Issue not listed will email SDDOE Pause was more than 20 minutes Pause was more than 20 minutes and needs to finish segment Student accommodations not in place in TIDE and/or TDS Student is taking alternate assessments Student started wrong test Student use of inappropriate technology during test Summative CAT expired Summative Performance Task expired Technology issues forced student out of test Text-to-Speech not working
Comments	Additional comments for the appeal request.	Up to 1,000 alphanumeric characters.

*Required field.

**Reasons vary based on the appeal request type.

[Figure 5](#) is an example of an upload file that restores all tests associated with session ID UAT-9444-1.

Figure 5. Sample Appeal Requests Upload File

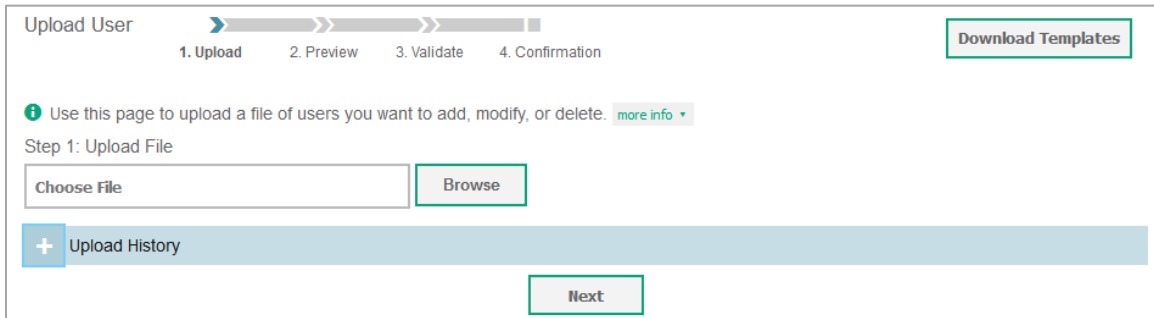
	A	B	C	D	E
1	TYPE	SEARCHTYPE	SEARCHVALUE	REASON	COMMENTS
2	Restore a test that was reset	Session ID	UAT-9444-1	Issue not listed see additional comments	Indavertently reset a test
3					

Uploading Records


This section describes how to add records via file uploads.

Some TIDE tasks require you to add a large number of records via a file upload. This section provides an overview of the basic steps for using and navigating the file upload pages (see [Figure 6](#)).

Figure 6. Sample File Upload Page



When uploading a file to TIDE, you must first download a file template and fill it out in a spreadsheet application. The guidelines for a template depend on the record type. Guidelines for each record type are provided throughout the section Preparing for Testing in the TIDE Guide.


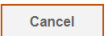
You can click  next to the *Upload History* panel on the **File Upload** page to view a log of the files that have previously been uploaded for the selected record type.



To upload a file:

1. On the file upload page, click **Download Templates** and select the appropriate file type.
2. Open the file in a spreadsheet application, fill it out, and save it.
3. On the file upload page, click **Browse** and select the file you created in the previous step.
4. Click **Next**. The **Preview** page appears (see [Figure 7](#)). Use the file preview on this page to verify you uploaded the correct file.

Figure 7. File Upload Preview (partial view)

Row Number	District ID	School ID	First Name	Last Name	Email address	Phone Number	Role	Action
1	09999	09998_09998-01	Thomas	Walker	tw@demo.com	305-555-2020	TE	ADD
2	09999	09998_09998-01	Thomas	Walker	tw@demo.com	305-555-2020	SC	ADD
3	09998	09999_09999-01	Thomas	Walker	tw@demo.com	305-555-2020	TE	DELETE
4	09997	09998-09998-01	Patricia	Martin	pm@demo.com	305-555-2020	PR	ADD
5	09997	09997-09997-01	Patricia	Martin	pm@demo.com	305-555-2020	PR	ADD

- Click **Next**. TIDE validates the file and displays any errors () or warnings () on the **Validate** page (see [Figure 8](#)).



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 8. Sample Validation Page

Upload Users [Download Validation Report](#)

1. Upload 2. Preview 3. **Validate** 4. Confirmation

i Review the validation results, then click **Continue with Upload**. [more info](#)

Step 3: Validate Legend:  Error: The file can be uploaded, but this row will not be included.  Warning: This field is invalid, but the row will be uploaded.

Row Number	District ID	School ID	First Name	Last Name	Email address	Phone Number	Role	Action
3	09998	09999_09999-01	Thomas	Walker	 tw@demo.com	305-555-2020	TE	DELETE
4	09997	 09998-09998-01	Patricia	Martin	pm@demo.com	305-555-2020	PR	ADD
5	09997	 09997-09997-01	Patricia	Martin	pm@demo.com	 3055552020	PR	ADD

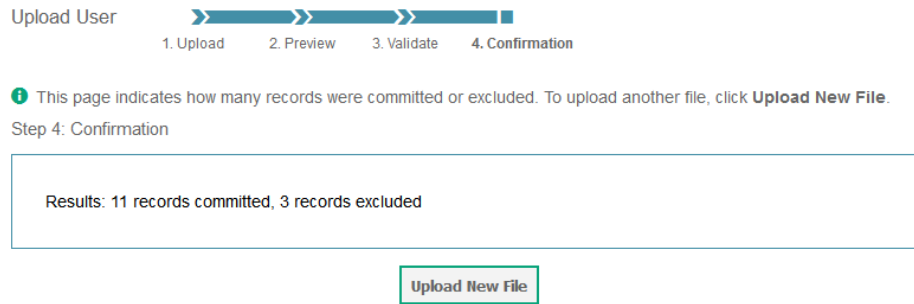
[Continue with Upload](#)
[Upload Revised File](#)
[Cancel](#)



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

- Do one of the following:
 - Click **Continue with Upload**. TIDE 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 (see [Figure 9](#)).

Figure 9. Confirmation Page



8. *Optional:* To upload another file of the same record type, click **Upload New File**.

User Support

For additional information and assistance contact the South Dakota CAI Assessments Help Desk. The Help Desk is open Monday–Friday from 6:00 a.m. to 6:00 p.m. Central Time (except holidays or as otherwise indicated on the South Dakota gateway).

South Dakota CAI Assessments Help Desk

Toll-Free Phone Support: 1-855-838-8378

Email Support: SDHelpDesk@cambiumassessment.com

Please provide the help desk with a detailed description of your problem, as well as the following:

- If the issue pertains to a student, provide the SSID and associated district or school for that student. Do not provide the student's name.
- If the issue pertains to a TIDE user, provide the user's full name and email address.
- Any error messages that appeared.
- Operating system and browser information, including version numbers (e.g., Windows 8 and Firefox 13 or Mac OS 10.7 and Safari 5).