2016
Annual Assessment and Accountability Meeting
Agenda

❖ TestNav
❖ PearsonAccess\textsuperscript{next}
❖ Pearson Portal
❖ Electronic Student Reports
❖ Support
TestNav

TestNav8 Tests Delivered 2016

- Operational Tests: 30,000,000
- Practice Tests: 50,000,000
- Training Tests: 0

Pearson
TestNav

2016 Online Tests Delivered- Florida

EOC Spring 2016  Retake Spring 2016  EOC Summer 2016
TestNav

TestNav Use by Platform (Total)

- Windows: 66%
- ChromeOS: 19%
- OSX: 10%
- iOS: 4%
- Android: 1%

Legend:
- Windows
- ChromeOS
- OSX
- iOS
- Android
TestNav

TestNav Use by Platform (Florida)

- Windows: 87%
- ChromeOS: 5%
- OSX: 7%
- iOS: 1%
- Android: 0%

Legend:
- Windows
- ChromeOS
- OSX
- iOS
- Android
TestNav

Upcoming Releases:

8.7 - August 2016
  • Accessibility Enhancements
  • CAT Enhancements
  • Audio Response Capture
  • New Client App’s
  • Blacklist/Whitelist
  • Better Client Side Logging
  • Enhanced support for Chrome and Win10 Touchscreens

8.8 January 2017
8.9 August 2017
PearsonAccess<sup>next</sup>

2016 Usage:

Florida

- 1,240,194 Student Registrations
- 1,302,430 Test Assignments
- 22,537 Educator Accounts

Global

- 15,692,610 Student Registrations
- 61,323,662 Test Assignments
- 512,954 Educator Accounts
What did we learn?

1. Make it easier to use
2. Make it easier to get help
PearsonAccess<sup>next</sup>

Enhancements:

• Ability to select new sessions from within the “Students in Sessions” screen.
• Ability to select which test tickets to print and new formats for test tickets.
• Local Printing of PreID Labels beginning Spring 2017
• Student Reports
Finding Sessions in “Students in Sessions”

Sessions can now be found by typing in the session name or by using the filter.

Users can continue to scroll up and down the list and select the sessions that are needed. The icons next to the session names indicate the status of the session.
Student Authorization Tickets

Improvement to Student Authorization Ticket Layout

• Allows user to dynamically select how many tickets they would like to view/print at a time while viewing the actual tickets.

• Font sizes were increased.
New Security Features

• Prepare Sessions
  • Allows large sessions
  • Prevents day of testing delays

• Lock/Unlock Sessions
  • Lock/Unlock Student Tests within Session
  • Secures student tests in Started Sessions
Prepare Sessions in Advance

• Allows the removal of restrictions on number of students in a session.

• Allows the return of Start All/Stop All/Rerstart All Sessions capability.
Lock or Unlock Student Tests

- This feature will prevent a student from being able to login to a test.
- This is the electronic equivalent to picking up all of the paper test booklets at the end of the testing period.
Local Printing of PreID Labels

Beginning in Spring 2017

• PreID labels can be printed locally
• Labels can be printed for an individual student or for a group of students
• Label size mirrors that of the FSA Program
Student Reports

Beginning in Fall:

• Student Reports will be available in PearsonAccess

• One hard copy report will be delivered to Districts
Support
Support Documents

• Assessment Materials
  • Test Administration Manuals
  • Scripts
  • TestNav 8 Guides
  • FL PearsonAccess\textsuperscript{next} User Guide
  • Support Materials Posted to PearsonAccess\textsuperscript{next}

• YouTube Videos

• Searchable

• Interactive Features
  • Calendar of Events
  • PearsonAccess\textsuperscript{next} User Role Matrix
Support Documents

- How do I get there?
  - www.avocet.pearson.com
  - Landing page of PearsonAccess\textsuperscript{next}
  - Add to your Apple home screen
Pearson Portal

New for Spring!

The PearsonAccess Next website is the portal to all Pearson services used by Florida school districts. Use this site to access test administration activities, training, and other resources.

- **PearsonAccess Next**
  - Sign in to PearsonAccess Next for all administrative tasks for test administration.
  - [View PearsonAccess Next](#)

- **Technology Resources**
  - Prepare your system for online assessments.
  - [View Technology Resources](#)

- **Student Resources**
  - Access student resources, like item samplers and student tutorials, to familiarize students with the format of the test and online tools.
  - [View Student Resources](#)

- **Support**
  - Assistance is available via email or phone.
  - [View Support](#)

- **Resources & Training**
  - Access trainings, manuals, and other resources to prepare for and administer assessments.
  - [View Resources & Training](#)
Customer Service

### Calls Offered
The number of calls coming in at any given time.

<table>
<thead>
<tr>
<th>Year</th>
<th>Calls Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>5,164</td>
</tr>
<tr>
<td>2016</td>
<td>7,068</td>
</tr>
</tbody>
</table>

### Calls Handled
The number of calls that continue through to an agent.

<table>
<thead>
<tr>
<th>Year</th>
<th>Calls Handled</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>4,979</td>
</tr>
<tr>
<td>2016</td>
<td>7,034</td>
</tr>
</tbody>
</table>

### Service Level 80/60
Percentage of calls answered in 60 seconds. CSC goal is 80%.

<table>
<thead>
<tr>
<th>Year</th>
<th>Service Level 80/60</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>90%</td>
</tr>
<tr>
<td>2016</td>
<td>98%</td>
</tr>
</tbody>
</table>

### Abandon Rate
Percentage of callers who hang up before connecting with an agent.

<table>
<thead>
<tr>
<th>Year</th>
<th>Abandon Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>3.6%</td>
</tr>
<tr>
<td>2016</td>
<td>0.5%</td>
</tr>
</tbody>
</table>

### Avg. Speed to Answer
Average time it takes for a call to be answered by an agent.

<table>
<thead>
<tr>
<th>Year</th>
<th>Avg. Speed to Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>0:29</td>
</tr>
<tr>
<td>2016</td>
<td>0:04</td>
</tr>
</tbody>
</table>

### Maximum Speed to Answer
The longest wait time before the call was answered.

<table>
<thead>
<tr>
<th>Year</th>
<th>Maximum Speed to Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>34:10</td>
</tr>
<tr>
<td>2016</td>
<td>10:57</td>
</tr>
</tbody>
</table>

### First Call Closure
% of time the question was answered during the first call.

<table>
<thead>
<tr>
<th>Year</th>
<th>First Call Closure</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>79%</td>
</tr>
<tr>
<td>2016</td>
<td>84%</td>
</tr>
</tbody>
</table>
Live Chat

- Another option for Customer Support
- Can be accessed on PearsonAccessNext

Pearson Support

877-847-3043
Florida@support.pearson.com
Monday thru Friday
7:00 am - 8:30 pm (EST)

For information about the Florida Standards Assessments (FSA), visit FSAssessments.org.

Florida Chat
Click here for Live Chat

Related Links
- PearsonAccessNext Online User Guide
- TestNav 8 Online User Guide
- ePAT
- Avotec NEW! (Online Reference Tool)
<table>
<thead>
<tr>
<th>Pearson Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Pearson Customer Support</strong></td>
</tr>
<tr>
<td><strong>Comments or Feedback</strong></td>
</tr>
<tr>
<td><strong>Courtney Crowdes</strong> (Customer Service, PearsonAccess, Material Returns)</td>
</tr>
<tr>
<td><strong>Tyler Hix</strong> (Computer-Based Testing, PearsonAccess)</td>
</tr>
<tr>
<td><strong>Kollin Grimm</strong> (Materials Deliveries, Additional Orders, Material Returns)</td>
</tr>
<tr>
<td><strong>Jennifer Wessling</strong> (Report Delivery and Tracking)</td>
</tr>
</tbody>
</table>
Questions?
ALWAYS LEARNING