

TO: Principals, Reading Coaches, Instructional Technology, and District Reading Contacts
FM: PMRN Help Desk
RE: Reporting Issues with the 3-12 WAM
DATE: August 28, 2009

Principals and Reading Contacts:

Thank you for participating in the first year of the Florida Assessments for Instruction in Reading (FAIR). While the PMRN and the 3-12 WAM (Web-based Assessment Module) are expected to run smoothly, as with any new application and large-scale deployment, occasional errors may occur.

With the 3-12 WAM, the issues will most likely be technical and network related. The Support Specialists of the PMRN Help Desk will certainly be available to provide assistance with these matters via E-mail or phone. However, since the troubleshooting process may require knowledge of the school and district computer systems and networks, a district or school IT professional will be the best liaison between the Help Desk and Users of the 3-12 WAM.

It will not always be possible for issues to be resolved on the same day that they are reported. Schools may need to adjust their testing schedule slightly to allow for resolution of these issues. In order to provide the most effective service possible, our Support Specialists will be asking the district or school IT professional a series of questions whenever an issue with the 3-12 WAM is reported. Below are questions that allow the User to prepare a detailed description of the issue prior to calling or E-mailing the PMRN Help Desk.

Questions about your 3-12 WAM Issue:

- From which district and school are you calling?
- Which grade(s) experienced the issue?
- Which student(s) experienced the issue?
- What time of day did the issue occur?
- How much bandwidth does the school have?
- Was the class using wireless internet?
- How many access points are in the room?
- How many computer labs does the school have and how many were being used for testing?
- What sort of network traffic was the school experiencing at the time of the issue? (i.e. payroll systems, other labs in use, classroom internet activities)
- Was the issue found in all labs? On all machines in the lab?
- Does the district and/or school utilize a caching/proxy server?
- On what type of machine was the issue found?
 - How many megabytes of RAM? What is the processor speed?
 - What Operating System and Service Pack was being run?
 - What Web browser was being used? Which version of the browser?
 - Which version of Flash was installed on the machine?
- Is there a common profile for every machine, or does each student log to an individual profile?
- How frequently is the cached cleared each day? Are they cleared after a student log off?

We thank you for your patience and assistance with these matters. The above questions are probably best answered by a computer specialist. The teacher and IT professional/computer specialist may wish to meet and discuss the issue in more detail before the PMRN Help Desk is contacted. Ensuring that the necessary information is provided to the Support Specialists of the PMRN Help Desk will result in faster, more effective service and a successful Assessment Period.