

PERFORMANCE MATTERS FREQUENTLY ASKED QUESTIONS

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## PREPARATION GUIDE FOR STUDENT TESTING



**PERFORMANCE MATTERS**  
**TESTING PLATFORM**

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# FAQ 1- How do I prepare students' District Issued Devices?



District-issued devices require that all users do the following.

- Charge the laptop or tablet nightly by plugging it into an outlet so that all updates are being pushed through. This could include receiving the most recent browser or previewing Adobe PDF files properly.
- Leave the device on while it is charging.
- Test Administrators should instruct students to restart the computer before the testing sessions begins. Make it a common practice to have the first class restart and the last one to plug in the devices.

## FAQ 2- Logging Students into Performance Matters

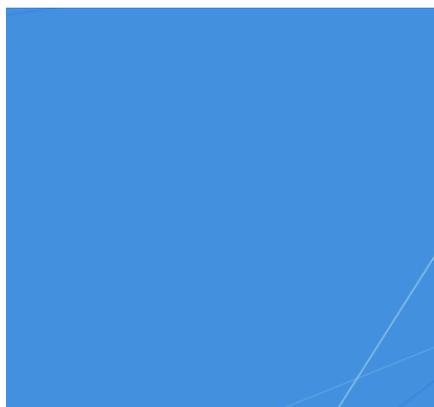


- 1** Ensure that students know their 7-digit student ID and password.
- 2** Conduct a trial run of student logging into the Portal and Performance Matters.
- 3** Decide when the test will be released to student.

### How do students login to the Performance Matters Platform?

Students login into the M-DCPS Student Portal using their credentials through the **Google Chrome** web browser.

**Students logging in for the first time** will be presented with an additional login screen. This screen is to authenticate the user. Note on that on the bottom of the screen that students must use their **Student ID@students.dadeschools.net** as the second layer of security login.



Sign in with your organizational account

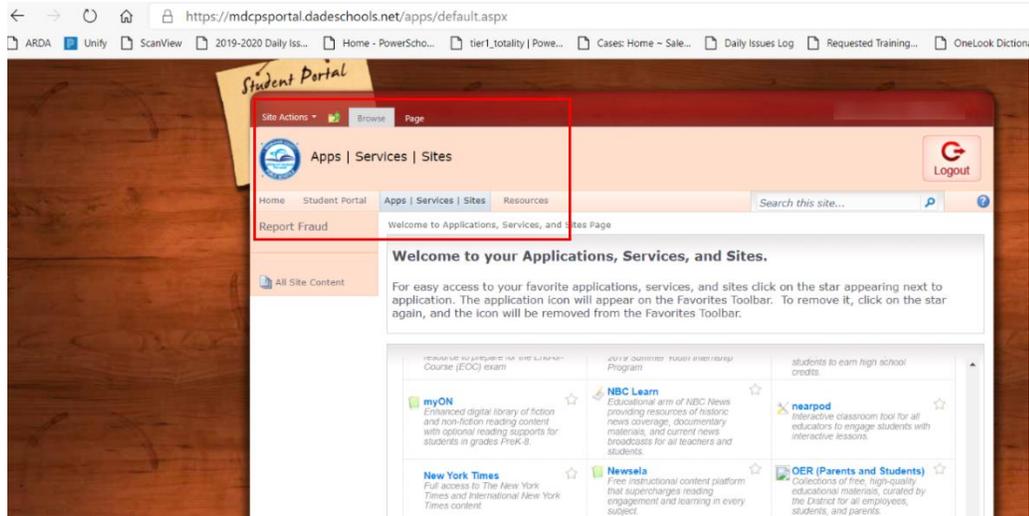
0849809@students.dadeschools.net

.....

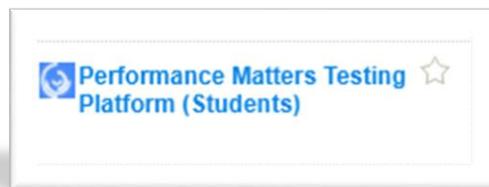
Sign in

Employees: Use EmployeeNumber@dadeschools.net  
Students: Use StudentID@students.dadeschools.net

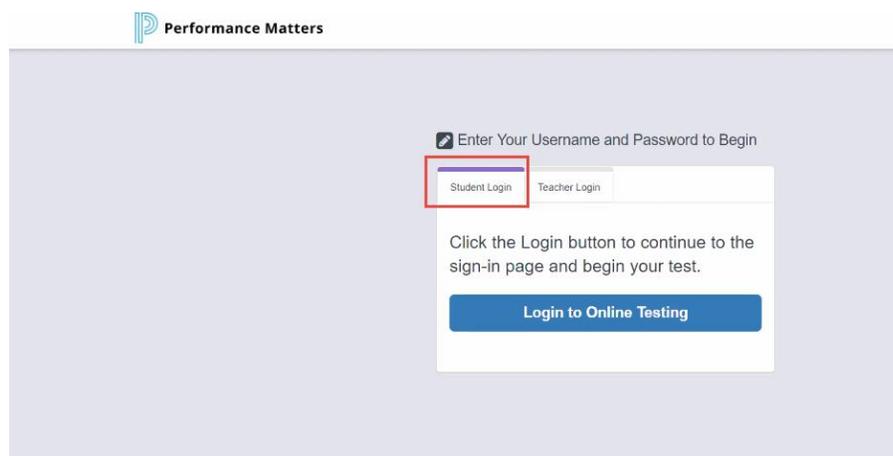
Students logging into the portal should see the screenshot below after entering the Portal successfully.



Click **Apps|Services|Sites** at the top, Scroll down to the **Performance Matters App** and click to enter the testing platform.



Students should click the **Login to Online Testing** button.



Teachers should be aware that students might be assigned to multiple assessments from different teachers. Make sure that you direct students to clicking the name of the correct assessment that will be administered. Also, one test might have multiple sections, and each section must be released to the student.

The screenshot below indicates an assessment with more than one section. Note that when releasing an assessment, one or both sections can be released. If both sections are released, students will be able to take both sections. To avoid students taking both sections, release one section at a time.

The screenshot shows the Performance Matters interface. At the top, it says "Performance Matters" with a logo, "Welcome, Susan Lewis" (with "Susan Lewis" in a red box), and "Connection Status: Good" with a green dot and a gear icon. Below this, a red box highlights "2 SESSIONS". A red arrow points to the "Available Test(s)" section, which contains a search bar and a table. The table has three columns: "Course", "Test", and "Question Count".

Course	Test	Question Count
Science	P-Science-GrKG-PRE-PBT (2019-2020) : Section 1	9
Science	P-Science-GrKG-PRE-PBT (2019-2020) : Section 2	9

## Resources

- Administer the *Navigational Practice Test* prior to the Administration of an assessment as a practice for students. **The test ID for the practice test is #2117185 and can be found in the Test Center within Performance. It is a non-graded computer-based practice test to familiarize students to the online testing environment.**
- Student Experience Video:  
<https://performancematters.wistia.com/medias/wztla4fwv4>

# FAQ 3- Students Unable to Login to Performance Matters



Ensure that students are using the correct student ID and password.



Check the Browser



Validate time and date on computer with EST.

## Why are students not able to login into Performance Matters Testing Platform or begin testing?

There could be several reasons that students are not able to login into the Performance Matters Testing Platform.

1  
Reason

Ensure that students are entering their correct 7-digit ID number and password. If students set their own password and are unable to recall it then the teacher does have the option to reset students' passwords on the Portal.

2  
Reason

Check to see if the student is using the **Google Chrome** browser to login. Using the wrong browser prevents the student from viewing the items correctly.

# Reason 3

Students' date and time on their computer is not consistent with the current day and time. Have students click the **Windows** icon, select **Settings**, click on **Time and Language**

The screenshot shows a web browser window with the URL `clmiami.performancematters.com/ola/ola.jsp?clientCode=fimiamiDade`. The page title is "Performance Matters" and it says "Welcome,". Below the header is a "Paused Test(s)" section with a search bar. A table lists tests with columns for Course, Test, and Question Count. One test is listed: "Grade 8 SCIENCE BASELINE - 2020 - 2021" with a "Locked" status and a question count of 73. A red box highlights a clock icon next to the test name, and another red box highlights the "Locked" status. A yellow callout box points to the clock icon with the text: "The clock icon indicates an issue with current time and date." Another yellow callout box points to the "Locked" status with the text: "The test shows as 'Locked'". A third yellow callout box points to the Windows taskbar in the bottom right corner, which shows the time as 7:36 PM and the date as 9/23/2020. A red box highlights the time and date in the taskbar, with a yellow callout box pointing to it that says: "Location of time and date".

# Reason 4

Students are sharing district issued devices and the previous student did not log off the computer correctly. Make sure all users completely log off by clicking the **Accounts** icon, if using a Windows machine. Student should select switch user. Then login to the machine with his/her username and password.



**Accounts** icon

# FAQ 4 - Assign and Releasing Test to Students



1

Decide if you want to release test to the entire group or by class section.

2

Plan if you will be administering the entire test, partial, or sections.

3

Ensure that you lock the assessment at the end of the testing session

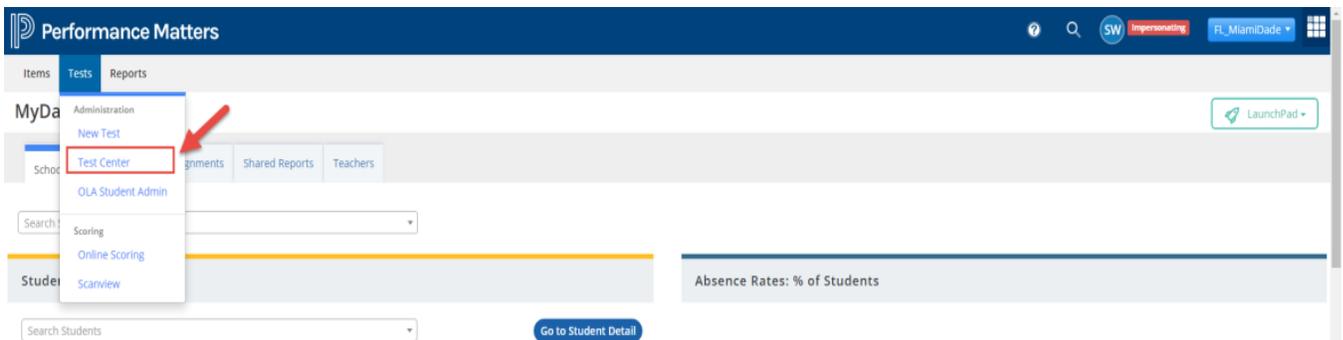
## How do I assign and release a test to students in Performance Matters?

Login to Performance Matters via the **Portal** using your district credentials.

Click the **Apps|Sites|Services** link, scroll down to the **Performance Matters** app.

 **Performance Matters Testing Platform** ★  
*District Testing Platform. Click here to create, administer or report assessments via Performance Matters.*

Click on **Tests** from the menu, and then **Test Center**



In test center, search for the test by **Test ID/Name** or filter for **Course Type**, **Assessment Category**, or **Test Grade Level**.

Click in the box next to **Limit to Open Test Window** to display all of the assessments that are available to release for administration.

The screenshot shows the Performance Matters Test Center interface. A yellow box at the top center says "Select variables by Course Type, Assessment Category, or Test Grade" with an arrow pointing to the filter area. A yellow box at the top right says "Check Limit to Open Test Window." with an arrow pointing to the checkbox. A red box highlights the "Test Center" header. A red box highlights the search input field with the text "The test ID, if provided, can be typed here. Then click the search tool for the test to appear below." A red box highlights the "Limit to Open Test Window" checkbox. A red box highlights the "ID" column header in the table. A red box highlights the "2058076" ID in the table row. A red box highlights the ellipsis icon in the "Actions" column of the table row.

Preview	ID	Test Title	Course Type	Edited Date	Attributes	Students Scored	Actions
<input type="checkbox"/>	2058076	SCIENCE PRACTICE TEST	Elementary	Aug 24, 2020 5:04:41 PM		0	...

Under **Actions** click the ellipses icon  
Select **Release: Online /Paper-Based** from the dropdown menu

The screenshot shows the Performance Matters Test Center interface. A red box highlights the ellipsis icon in the "Actions" column of the table. A red box highlights the dropdown menu options: "Release: Online / Paper Based" and "OLA Student Admin".

Preview	ID	Test Title	Course Type	Edited Date	Attributes	Students Scored	Actions
<input type="checkbox"/>	2058076	SCIENCE PRACTICE TEST	Elementary	Aug 24, 2020 5:04:41 PM		0	...

1. **Test** screen appears with all students associated to the test and by default all students appear as selected and **Unassigned**. To make the test available online to the selected students, click **Release**. Selected students will now have access to the test when they sign into the Performance Matters from the portal.
2. To unrelease the test for all selected students, click **Unrelease**. Selected students will no longer have access to the test when they sign into the portal.
3. Click **Close**.

The screenshot shows the 'SCIENCE PRACTICE TEST' interface. At the top, there is a 'Status area' with a red arrow pointing to it. Below this, there are four status categories: 'Unassigned' (4), 'Assigned' (0), 'In Progress' (0), and 'Finished' (0). A table below shows 'Showing 1 to 4 of 4 students' with columns for 'Student ID', 'Name', and 'Status'. All four students listed are 'Unassigned'. A red box highlights the 'Status' column. Below the table, there are two yellow callout boxes: 'Assign to specific classes or sections' with an arrow pointing to a dropdown menu, and 'Click to Release to Students' with an arrow pointing to the 'Release' button in the bottom right. The dropdown menu shows 'All Classes' selected, with a search bar and a list of classes including 'Access Sci Grade 5 - E90 01' and 'Science Grade Five - E98 01'. The bottom right has buttons for 'Blank Answer Sheet', 'Prestugged Sheets', 'Release', 'Unrelease', and 'Close'.

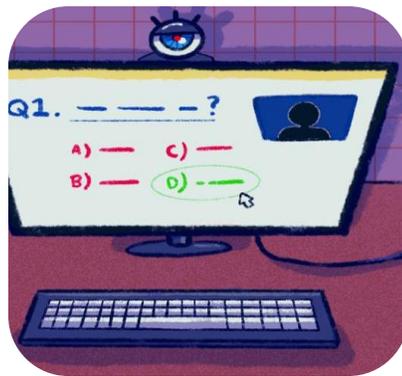
To deselect any students click the check next to their name  
 To assign students by class or section click the **All Classes**  
 To assign the assessment to selected students click the **Release** icon

The **Add Student Filter** can be used to select specific classes or students.

## Resources

- Assign/Release and Monitoring in Performance Matters Session recording – password for recording – Performanc3!:  
[https://powerschool.zoom.us/rec/share/0BtV2MOL2Yoz1588ZVzmBbg-SU2j\\_JjiFmHs0r2RrMBYg7-URXlqaEGhe0nplQ1M.qGI4IkT\\_RjTpmCdV?startTime=1600369656000](https://powerschool.zoom.us/rec/share/0BtV2MOL2Yoz1588ZVzmBbg-SU2j_JjiFmHs0r2RrMBYg7-URXlqaEGhe0nplQ1M.qGI4IkT_RjTpmCdV?startTime=1600369656000)
- Animated Google Doc  
<https://docs.google.com/document/d/1rITOfLki97DU2tMoEj7SjDF8wDefODs5u68AqKO-xMw/edit?usp=sharing>

# FAQ 5 - Monitoring and Proctoring Students



1

Login on one or two devices to monitor students

2

Remote proctoring or Face-to-Face

3

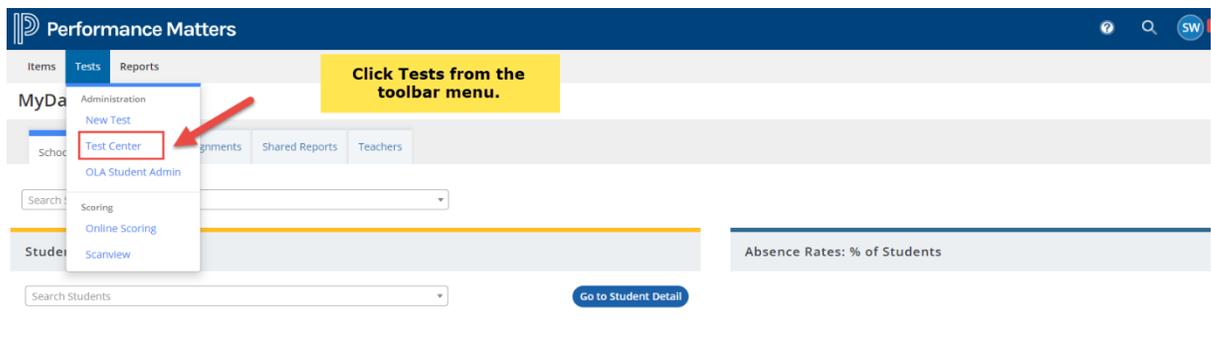
Microsoft Teams or Zoom

## How do I monitor and proctor students while taking a test in Performance Matters?

The **OLA Student Administration** is the “live” tracking and monitoring of students while they are taking the assessment online. The OLA Student Admin screen can be accessed through the **splash screen (main page)** page or **Test Center**.

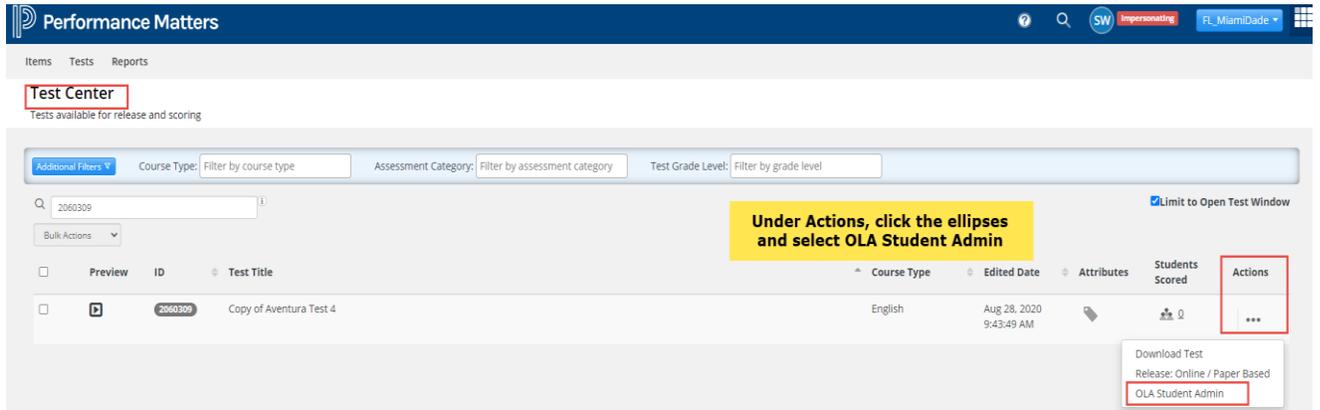
### Accessing through Splash Screen

Tests → Test Center



## Accessing through Test Center

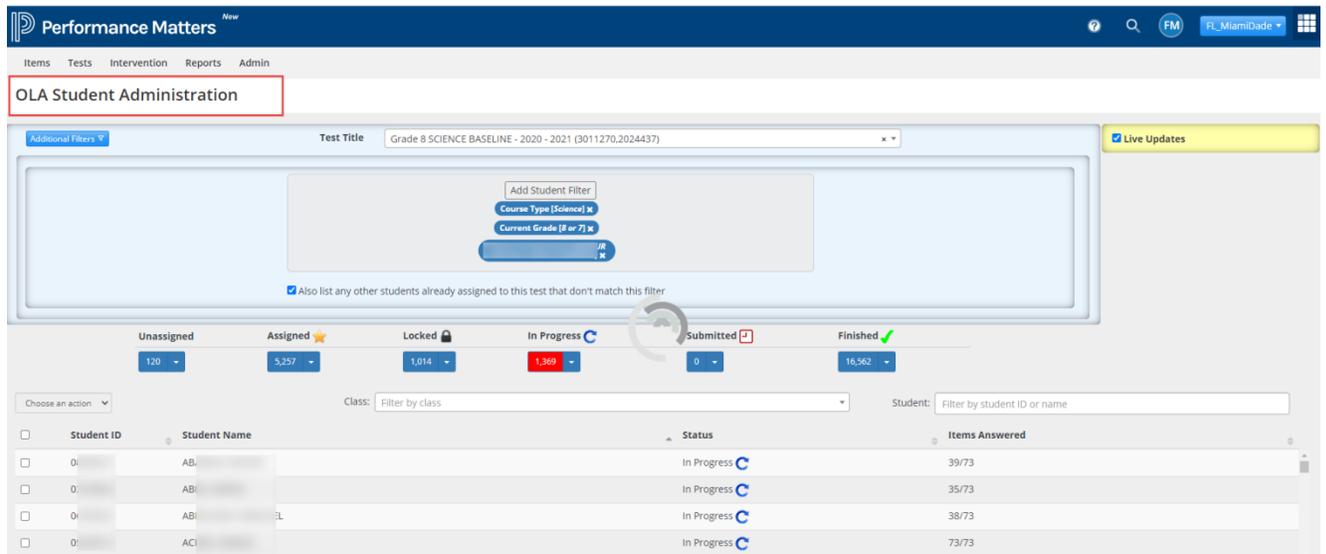
Actions  OLA Student Admin



The screenshot shows the Performance Matters Test Center interface. At the top, there are navigation tabs for 'Items', 'Tests', and 'Reports'. Below this, the 'Test Center' section is highlighted with a red box. A search bar contains the ID '2060309'. A yellow callout box with the text 'Under Actions, click the ellipses and select OLA Student Admin' points to the 'Actions' column in the table below. The table has columns for 'Preview', 'ID', 'Test Title', 'Course Type', 'Edited Date', 'Attributes', 'Students Scored', and 'Actions'. A row is visible for 'Copy of Aventura Test 4' with an 'English' course type and an 'Edited Date' of 'Aug 28, 2020 9:43:49 AM'. A dropdown menu is open under the 'Actions' column, showing options: 'Download Test', 'Release: Online / Paper Based', and 'OLA Student Admin', with the last option highlighted by a red box.

The **OLA Student Administration** screen should be present on the teacher's computer screen whether in a face-to-face or remote environment.

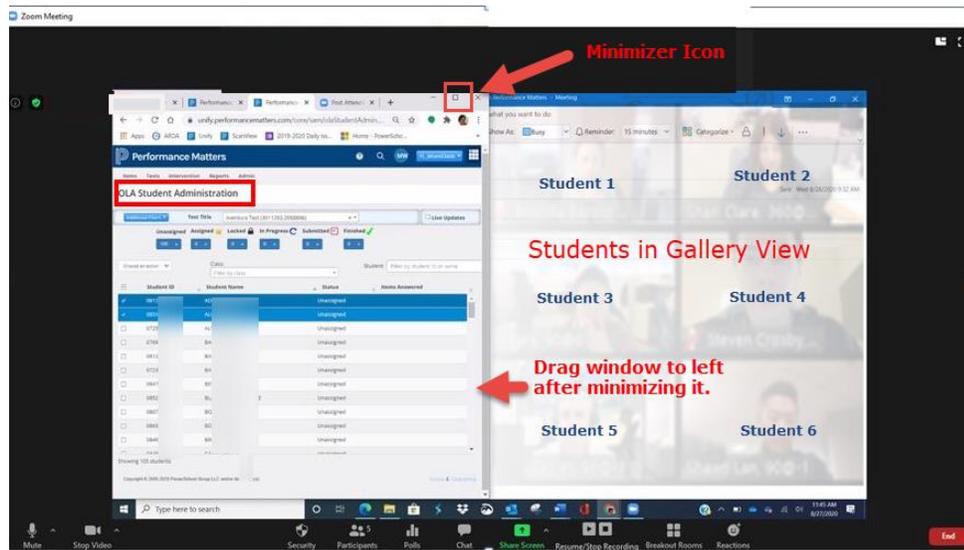
In a face-to-face environment the OLA Student Administration should be accessible on the teacher's device and be displayed during the entire testing session.



The screenshot shows the Performance Matters OLA Student Administration interface. At the top, there are navigation tabs for 'Items', 'Tests', 'Intervention', 'Reports', and 'Admin'. Below this, the 'OLA Student Administration' section is highlighted with a red box. The 'Test Title' is set to 'Grade 8 SCIENCE BASELINE - 2020 - 2021 (3011270.2024437)'. A 'Live Updates' button is visible in the top right. A large empty box contains filter options: 'Add Student Filter', 'Course Type (Science)', and 'Current Grade (8 or 7)'. Below this, a status summary shows: 'Unassigned: 120', 'Assigned: 5,257', 'Locked: 1,014', 'In Progress: 1,369', 'Submitted: 0', and 'Finished: 16,562'. A table below shows a list of students with columns for 'Student ID', 'Student Name', 'Status', and 'Items Answered'. The table is filtered by class and student ID or name.

Student ID	Student Name	Status	Items Answered
0: [REDACTED]	AB[REDACTED]	In Progress	39/73
0: [REDACTED]	AB[REDACTED]	In Progress	35/73
0: [REDACTED]	AB[REDACTED]	In Progress	38/73
0: [REDACTED]	AC[REDACTED]	In Progress	73/73

In a remote environment, teachers can proctor a session on Zoom or Teams while monitoring their progress in the Performance Matters OLA Administration screen. This may be accomplished in two ways: splitting the screen to view both activities on one device; or using two devices, one for the live session, and the other for the OLA screen.



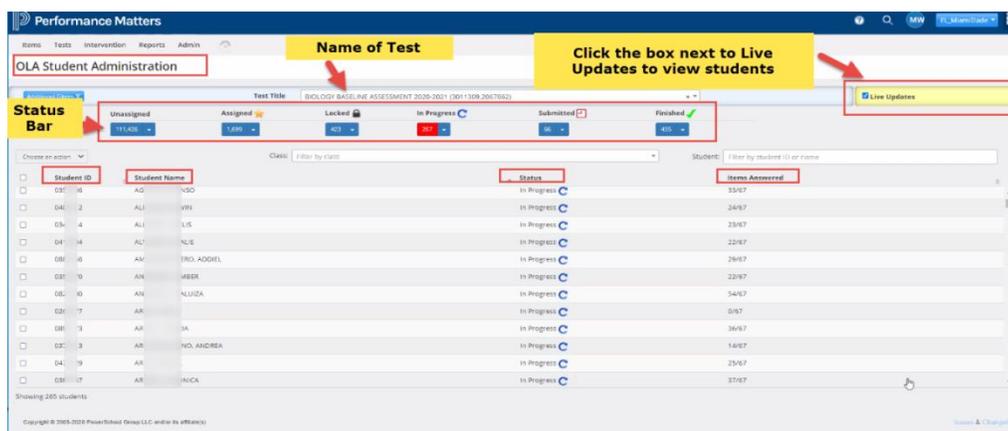
In a remote environment a teacher can use two devices for example, a tablet for logging into the OLA Student Administration screen and a laptop or desktop to view students in Zoom or Microsoft Teams.

The procedures for monitoring students within OLA Student Administration should be followed below.

- Select the name of the test in the **Test Tile** dropdown menu bar to be administered.

**Status Bar** - Shows the progression of the students while they are testing.

- Click **Live Updates** to view current actions that are occurring with students.



- Click the number under any of the statuses and a list of students appear. These students are currently in that state on the test.
- Click the down arrow to complete an action on the group of students under this category. Selecting any action applies to the entire group of students under that status.

Students status will move from **Assigned** to **In Progress**.

Note the number of **items being answered** as students are progressing through the test.

Once students hit **Submit within the test**, they are moved to the **Submitted** status.

The test is completed once students have moved to the **Finished** status.

## Resources

- Session recording – password for recording – Performanc3!:  
[https://powerschool.zoom.us/rec/share/0BtV2MOL2Yoz1588ZVzmBbg-SU2j\\_JjiFmHs0r2RrMBYg7-URXlqaEGhe0nplQ1M.qGI4IkT\\_RjTpmCdV?startTime=1600369656000](https://powerschool.zoom.us/rec/share/0BtV2MOL2Yoz1588ZVzmBbg-SU2j_JjiFmHs0r2RrMBYg7-URXlqaEGhe0nplQ1M.qGI4IkT_RjTpmCdV?startTime=1600369656000)
- Animated Google Doc:  
<https://docs.google.com/document/d/1rITOfLki97DU2tMoEj7SjDF8wDefODs5u68AqKO-xMw/edit?usp=sharing>
- Student Experience Video:  
<https://performancematters.wistia.com/medias/wztla4fwv4>
- Manage Online Testing with OLA Student Admin  
<https://performancematters.wistia.com/medias/mhfy9u7xrw>

# FAQ 6 - Resolving Student Issues During Testing

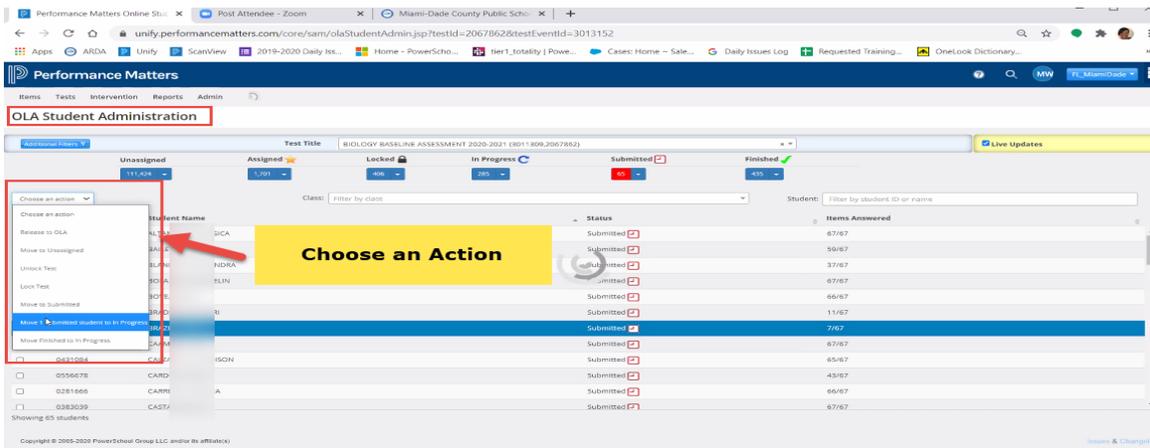


- 1 Student is locked out of the test.
- 2 Student submitted the test prematurely.
- 3 Students were unable to complete the test session.

**How do I resolve students who are locked out of the test session or submitted the test prematurely?**

## Troubleshooting in OLA Student Administration:

The **Choose An Action** dropdown menu is used to perform an action that either advances or restores a student while testing.



**Locked Status** – The lock feature activates if a student clicks out of the testing window or attempts to minimize the browser.

- Resolve: Click in the box next to the student's name, select **Unlock**. The student can resume testing.

**Submitted Status**– If a student submits the test prematurely and is not finish with the assessment.

- Resolve- Click the box next to the student's name, select **Move 1 Submitted Student to In Progress**.

**Finished Status**– if a student submitted an incomplete test and it moves to Finish.

- Resolve – Click the box next to the student's name, select **Move Finished to In Progress**.

## Resources

Unlock Student Tests

<https://performancematters.wistia.com/medias/orv86v485h>

# FAQ 7 – Using a Tablet or Cellphone for Online Testing



## Can students use a tablet or their cellphone for taking a test in Performance Matters?

Yes, a tablet or cellphone can be used by the student to take a test in Performance Matters. While a laptop, desktop, or tablet is preferred for student testing a cellphone could present some issues.

Touch screen devices are “highly sensitive” and could pose a problem for younger students. These devices are more susceptible to lockouts due to registering a larger area on the screen than a keyboard and mouse. Technology-enhanced items can be challenging especially, if students are presented with a drag-n-drop, hotspot, or graph item types. Students should have prior classroom experience and practice with the device before it is used in a testing environment.

Cellphones are not ideal but can be used when the test consist mainly of multiple-choice item types. Keep in mind that cellphones limit students viewing of the testing window. Students should be directed to turn off their text and messaging capabilities while testing. If students receive a call, text messages, or navigate to an app on their phone while testing then the lockdown feature activates.

Finally, as a test administrator you want to students to have a positive testing experience as well as not introducing any factors that would hinder students’ true achievement

# FAQ 8- What Tools are Available for Student Use?

**1** Tools are available on the students testing screen,

**2** Students need to active accomodated tools.

**3** Students should be familiar with tools being used.

Tools are available to **all** students. Performance Matters does not have the capability to permission tools at the student level. Test creators should decide prior to testing which tools will be available to all students. Test administrators should further decide which students will be directed to using certain tools available at the gear icon.

The tools visually available once students launch the assessment are the flag, eliminator, highlighter, and straight edge tools. These are only available if the test creator selected these tools at the test level.

Performance Matters | Welcome, John Allan | Connection Status: Good | All changes saved

Question 1 of 9 - **Flag** **Eliminator** **Highlighter** **Clear Highlighter** **Straight Edge** **Submit Test**

SCIENCE PRACTICE TEST Question: 1-1

Janelle and Gail carried out an experiment to examine the effect of fertilizer on plant height. Their data are recorded in the tables.

**EFFECT OF FERTILIZER ON PLANT HEIGHT—JANELLE**

Day	Plant Height with Fertilizer (in.)	Plant Height without Fertilizer (in.)
0	5	3
2	6	3.5
4	6.5	4.5
6	8	5

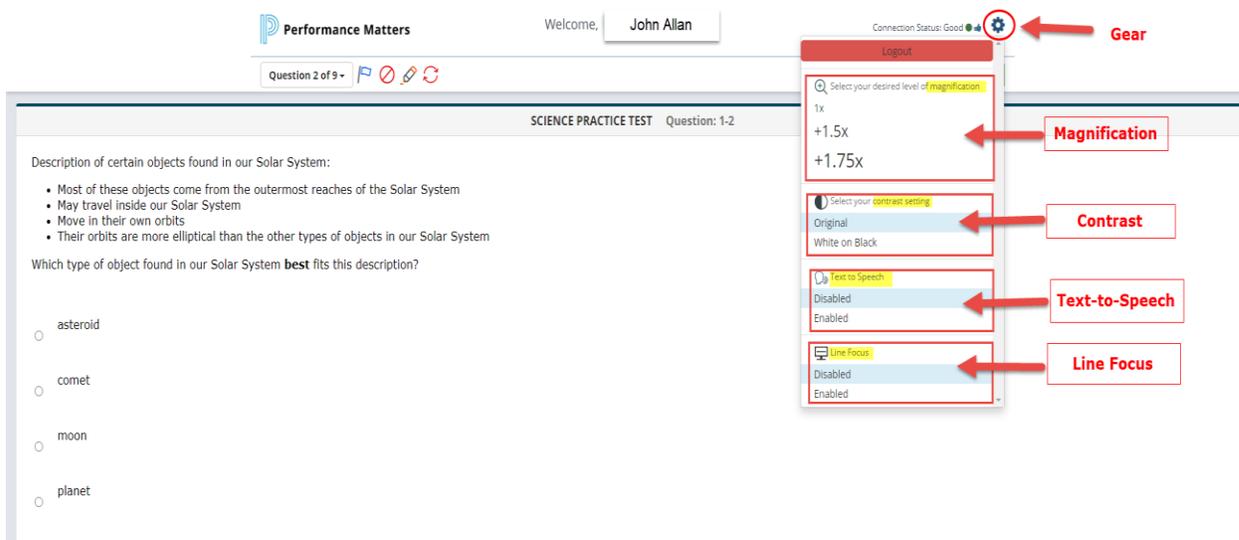
**EFFECT OF FERTILIZER ON PLANT HEIGHT—GAIL**

Day	Plant Height with Fertilizer (cm)	Plant Height without Fertilizer (cm)
	Trial 1, Trial 2, Trial 3	Trial 1, Trial 2, Trial 3
0	11, 12.5, 12	7.5, 8, 8.5
2	14.5, 15.5, 13.5	8, 9, 9
4	16, 16.5, 15	9.5, 11, 10.5
6	18.5, 20, 19	11.5, 12.5, 12

Which student has data that provides more support for the experiment?

Janelle, because she conducted one trial

Tools that are not visually available are accommodated tools such as magnification, contrast, text-to-speech, and line focus. Students must be instructed to click on the gear and select tools that are appropriate. All students should not be directed to the gear, but only students needing that accommodation.



## Resources

Using the Online Testing Tools

<https://performancematters.wistia.com/medias/0p1f8fkld8>

Using Text-to-Speech Tool in Online Testing

<https://performancematters.wistia.com/medias/fltn3ddzwg>

Student Video on Using Text to Speech Tool

<https://performancematters.wistia.com/medias/er1dougr8t>