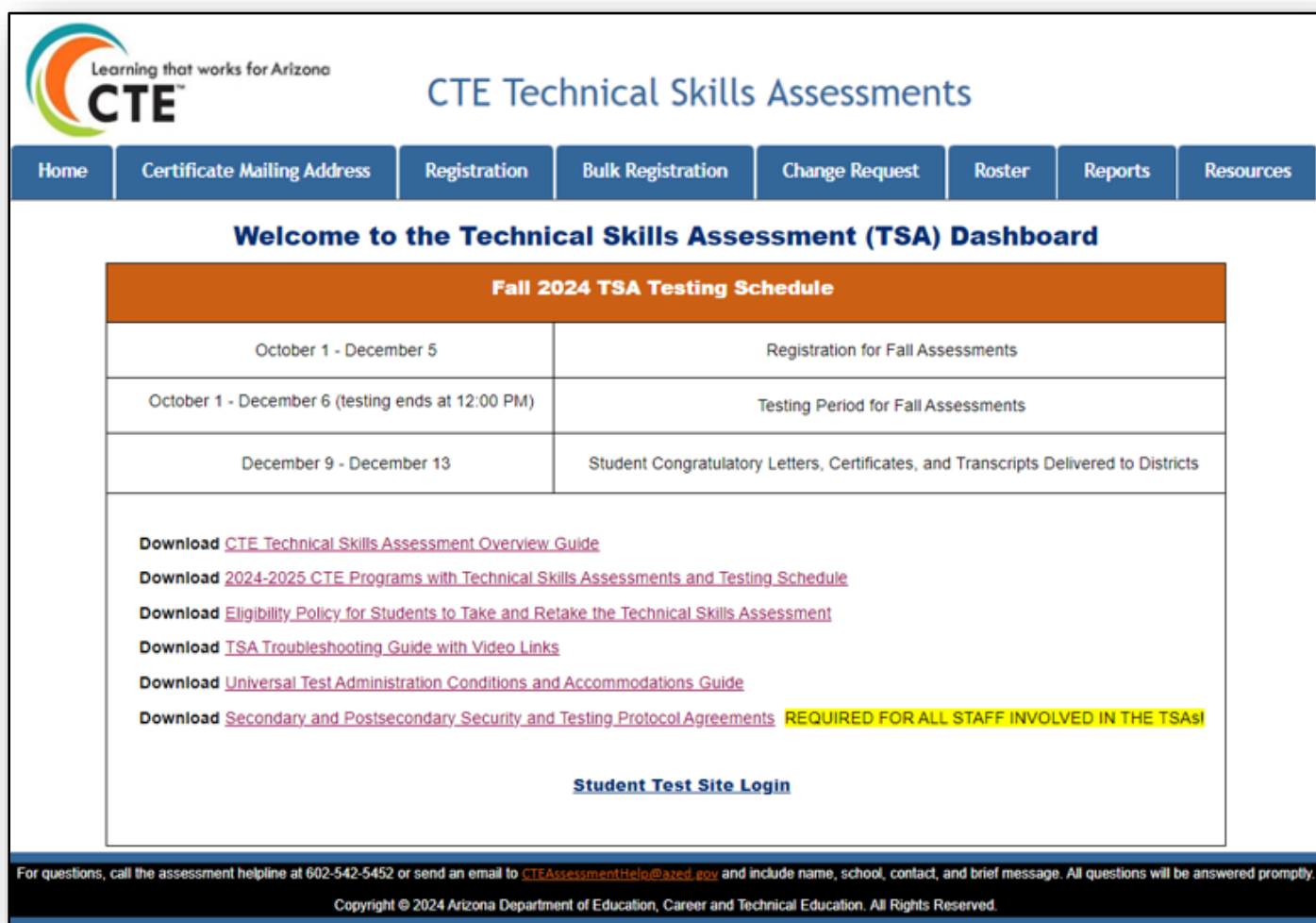


TSA TROUBLESHOOTING GUIDE

This information identifies issues that may occur when working with the Technical Skills Assessment (TSA) Dashboard and their solutions. Only CTE staff members with ADEConnect accounts can access the TSA Dashboard.

The information here covers:

- Accessing the TSA Dashboard
- Certificate Mailing Address Requests
- Registration and Rosters
- Change Requests
- Administering the TSA
- Performance Reports



The screenshot shows the CTE Technical Skills Assessments Dashboard. At the top, there is a navigation bar with links: Home, Certificate Mailing Address, Registration, Bulk Registration, Change Request, Roster, Reports, and Resources. Below the navigation bar, the main heading reads "Welcome to the Technical Skills Assessment (TSA) Dashboard". A table titled "Fall 2024 TSA Testing Schedule" provides the timeline for the assessments. Below the table, there are several download links for various guides and policies. A "Student Test Site Login" link is also present. At the bottom, a footer contains contact information for the assessment helpline and a copyright notice for 2024.

Fall 2024 TSA Testing Schedule	
October 1 - December 5	Registration for Fall Assessments
October 1 - December 6 (testing ends at 12:00 PM)	Testing Period for Fall Assessments
December 9 - December 13	Student Congratulatory Letters, Certificates, and Transcripts Delivered to Districts

Download [CTE Technical Skills Assessment Overview Guide](#)
Download [2024-2025 CTE Programs with Technical Skills Assessments and Testing Schedule](#)
Download [Eligibility Policy for Students to Take and Retake the Technical Skills Assessment](#)
Download [TSA Troubleshooting Guide with Video Links](#)
Download [Universal Test Administration Conditions and Accommodations Guide](#)
Download [Secondary and Postsecondary Security and Testing Protocol Agreements](#) **REQUIRED FOR ALL STAFF INVOLVED IN THE TSAs**

[Student Test Site Login](#)

For questions, call the assessment helpline at 602-542-5452 or send an email to CTEAssessmentHelp@azed.gov and include name, school, contact, and brief message. All questions will be answered promptly.
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Note: The Troubleshooting Guide does not take the place of the all-inclusive, detailed CTE Technical Skills Assessment Overview available on the TSA Dashboard and TSA webpage at azed.gov/cte/assessments. This guide addresses problems that most frequently occur when registering and testing students.

Dashboard Access

The Technical Skills Assessments are available on the ADE Connect Portal website. The TSA Dashboard is used to register students, administer the assessments, and access reports.

How do I get an ADE Connect Account?

New Teacher

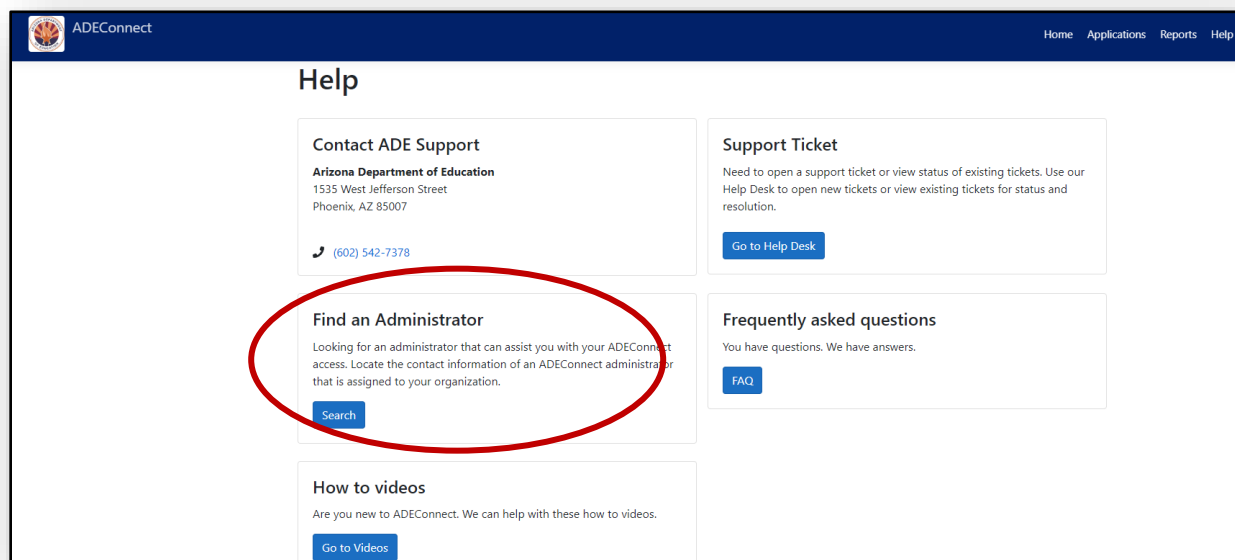
1. Request an account from the Assessment Coordinator (CTE Director) and the School Entity Administrator that includes access to the TSA application and teacher role and permission levels.
2. Watch for an email from ADE to activate your account. If you do not receive an email within 24 hours, check your spam folder, otherwise, contact ADE support at 602-542-7378.

Returning Teacher

Reset your password. If that does not work, contact ADE support at 602-542-7378.

How do I find my School Entity Administrator?

1. Go to the **Help** tab at ADEConnect.azed.gov and click on the Find an Administrator **Search** button.

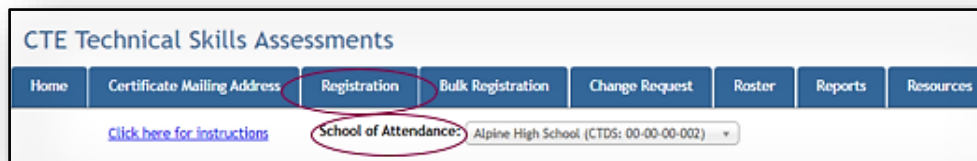


2. Choose your district or CTED from the Educational Organization dropdown menu to review your Entity Administrator's name and email.

Registration

Registering students for the TSA is an important step. This is often done by a CTE Data Specialist, Teacher, or Administrative Assistant with Level 1 access.

Where do I register students (one at a time) for the TSA?



Select the **Registration** tab on the **TSA Dashboard**. Check out this [PowerPoint](#) on how to get started!

Why won't the TSA registration tab open?

The required field, **Certificate Mailing Address**, has not been entered. Notify your Assessment Administrator or authorized person to add this information so you can open the **Registration** tab.

What should I do if my school is not listed in the TSA dropdown menu?

Send an email to CTEAssessmentHelp@azed.gov to add your school to the TSA database.

Why can't I save the TSA registration?

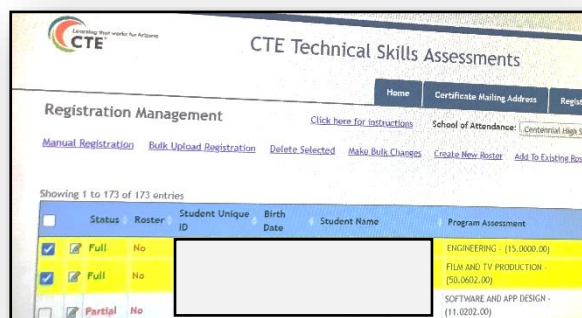
All fields must have data before saving. Check for missing information, populate, then save.

I am not able to register a student. Why am I getting the registration error, "Student is already registered at a different school"?

A student should be registered to take the TSA at their School of Attendance, that is where the student takes their CTE program.

While registering students, I noticed that their teacher is not listed in the TSA registration dropdown menu. What should I do?

The registration status will indicate a partial registration if a teacher is missing from ADEConnect and therefore is not included in the dropdown teacher list. Contact your School Entity Administrator to have the teacher added to ADEConnect and assigned a permission level to use the TSA application.



TSA Permission Levels (1-3)

L1 Able to enter, modify, view, and maintain registrations, rosters, assessment time, and reports

L2 Able to view, print, add time to assessments, and download reports for the school and teacher

L3 Read only

While registering a student, I noticed that their name is in all capital letters and is missing an apostrophe. What should I do?

Student Names for Registration and the TSA Certificate are imported from AzEDS. Districts and schools should review and correct student names through the District SIS (Student Information System) which will in turn update AzEDS. Please ensure the capitalization and special characters in a student's name on the TSA Dashboard match the student's legal name. If there is a discrepancy, please contact your district registrar or whomever is authorized to make these changes.

Bulk Registration

Bulk Registration is an efficient method to register many students at one time by using an Excel template and uploading it to the TSA system.

How do I register many students at once?

Open the **Bulk Registration** tab on the TSA dashboard to download the Excel template, add your students, and upload the populated template to the TSA system. Check out this [PowerPoint](#) on how to get started! **Note:** For roster management purposes, we recommend one Excel spreadsheet per program not to exceed 150 students.

How do I add a new student to the uploaded bulk template?

Add new students to the online registration, and reupload the bulk registration.

How do I resolve a “teacher email is invalid” error while trying to bulk upload?

Request the teacher to update their password in ADEConnect.azed.gov.

Why did I get a bulk registration upload error?

Verify with your Assessment Coordinator that the ADE Data Portal Enrollment (Spring/Fall) has been entered. This information is required before completing TSA registration.

I encountered a TSA Bulk Registration Error, “Student already took the final test.” What does this mean?

This error message means the student has taken the TSA. Submit a **Change Request** from the dashboard tab to request that the student retest. Approval will be sent via email within 24 hours.

I updated my registration and found that I registered a student twice for the Spring TSA with two different teachers for the TSA. Should I fix this?

Duplicate student registration scores could potentially skew your overall performance results. Please review your registration list and delete duplicates before generating the **Roster**. Check that the students are matched with the correct teachers.

If a teacher can’t log in to their ADEConnect account, what should they do?

The teacher should update their email address on ADEConnect.azed.gov using the Account and My Profile tabs. A confirmation email will be sent to the teacher from ADE Connect.

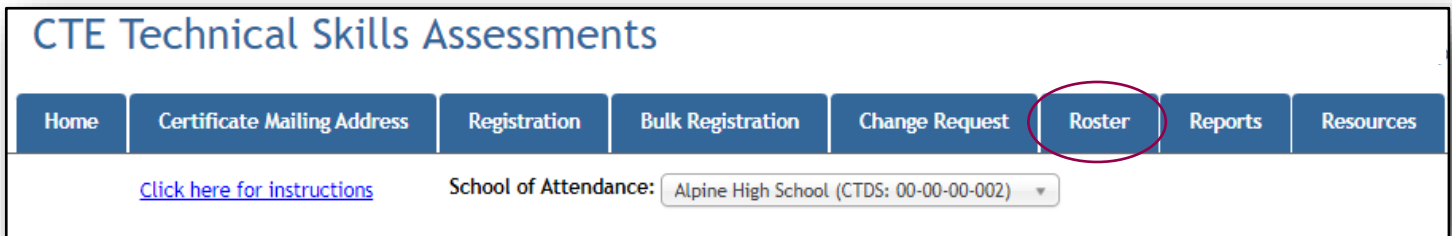
Note: Making changes to an ADEConnect account is governed by your education organization’s policy. How you access your profile can make a difference. If you log in through your Student Information System (SIS), only your name and date of birth can be updated. Please go directly to ADEConnect.azed.gov to update your name, date of birth, and email address. If there are other ADEConnect issues, contact ADEConnect support at 602-542-7378.

Rosters

Students must be registered for the TSA before the **Roster** can be generated. The **Roster** contains student usernames and passwords.

How do I create the Roster?

Open the **Roster** tab from the TSA Dashboard and select your school from the dropdown menu. Select all the students by clicking on the box at the beginning of each student row. Save and download the **Roster**.



The screenshot shows the 'CTE Technical Skills Assessments' dashboard. At the top, there is a navigation bar with tabs: Home, Certificate Mailing Address, Registration, Bulk Registration, Change Request, **Roster** (which is circled in red), Reports, and Resources. Below the navigation bar, there is a link 'Click here for instructions' and a 'School of Attendance:' dropdown menu currently set to 'Alpine High School (CTDS: 00-00-00-002)'.

Why is there a "No" in the roster column for some students and not others?

The "No" flag indicates the **Roster** has not been generated for that student. The student's record was not flagged, or they were registered after the **Roster** was created. Select each newly added student and create a new **Roster**.

How should I make changes to my registration after I uploaded the Excel template?

Use the Edit Action link on the **Roster**. Making changes to the existing **Roster** is the preferred update method. It is not recommended to create a new **Roster** as this will reset *all* the student passwords.

Help! None of the student usernames and passwords are working.

We recommend that the proctor has access to the online **Roster** to verify that all students are keying in their correct usernames and passwords. Check the online **Roster** to see if there were any changes made after the original **Roster** was generated. If the problem persists, please call 602-542-5452 or email CTEAssessmentHelp@azed.gov.

Administering the TSA

The TSA should be taken in a computer lab with a trained proctor who has Level 2 TSA permission. CTE teachers cannot proctor their own students, but they can proctor other students.

What is the web address for students to access the TSA?

The web address for student login is: ctetechnicalskillsassessments.azed.gov/student

How does the Proctor start and end testing?

The proctor (or director or teacher) should have access to the online **Roster**. The proctor must select the “Open Roster for Student Testing” link on the left of the **Roster** page for students to begin testing. Monitor the **Roster** frequently for student testing status and to add time as needed.

When students have completed and submitted their tests, the proctor must select the “Close Roster for Student Testing” link. A popup message may indicate that there are students who have not completed the TSA. The proctor should have these students pause their test and a time to resume testing will need to be scheduled.

How do I resolve an error stating that a student has a test open in another browser?

Within each roster, there is a “Clear Security” function. This will appear if a student opens another tab in the web browser while taking the assessment. The student will be automatically logged out when attempting to resume testing and cannot log back in to the assessment until the Proctor clears the security. Before doing so, investigative measures such as viewing browser history can be used to identify student attempts to look up information pertaining to the assessment. This could indicate the student is not complying with the Student Test Agreement, and a Change Request to Delete Assessment should be submitted, as well as any other disciplinary measures taken as the school sees fit. If there is nothing to indicate a student has purposely attempted to cheat on their assessment, the Proctor can override this by following these instructions:

1. From the Roster page, click on the Roster Name.
2. For a single student: At the far right of the row with the student’s information, click on “Clear Security”. The student will be redirected to log into the assessment again.
3. For a group of students: At the top of the screen, click on “Clear Security For All Students”. This is helpful if a group of students resume their assessment on another day.

How do I resolve error messages that may occur during testing?

Have the student restart their computer and attempt to log back into the TSA. If the problem persists, please email a screenshot to CTEAssessmentHelp@azed.gov and include the Student Unique ID, program name, and the time the error occurred.

What should I do if the TSA site freezes for a few minutes and crashes?

This is most likely to occur because of a poor internet connection. Please report this to your local IT. Have the students restart the computer and log in again. If the system gives an error code, please report this to CTEAssessmentHelp@azed.gov.

Help! Our Chromebooks are freezing during the TSA and students are losing testing time. What should I do?

Contact your local IT to check the following:

1. Are the computers compatible with TSA? Review the TSA technical requirements guidelines.
2. Is Antivirus running on the Chromebook? If yes, please disable it.
3. Was the Chromebook just rebooted? Wait a few minutes to log back in.
4. Does the student have many tabs open? This uses a lot of memory and is also considered cheating.
5. Are there other programs running besides Chrome? If so, shut them down (Ctrl-Alt-Delete).
6. Does the Chromebook's Wi-Fi connection have sufficient bandwidth? Check your internet speed [here](#).

Can I add more time to the assessment?

Yes! Students have up to 6 hours to complete this test. Students are initially given 180 minutes for the test and the proctor can add an additional 180 minutes. Also, the TSA can be taken over several days.

1. Have the student pause their test.
2. Add time to the **Roster** ("Add Time button").
3. Refresh the browser to confirm the time.

Due to scheduling conflicts, can I test some of the students today and the rest tomorrow?

Yes – please follow these steps:

Test Day 1: The proctor clicks the link labeled "Open Roster for Student Testing", which turns on the **Roster** of the assessment being given just before the students log in. When the students leave the test site, the proctor clicks the link labeled "Close Roster for Student Testing" which turns off the **Roster**.

Test Day 2: The proctor repeats the process above. The usernames and passwords do not change.

Proctor Note: Be sure there is enough time for each student to complete the TSA.

I caught a student cheating during the TSA. What should I do?

Document the occurrence, that is, what was the student doing, such as opening another browser, looking up answers to questions, using AI applications, or asking questions of other students. What day and time did the incident occur?

1. Have the student pause their test.
2. Contact the teacher or Assessment Coordinator to interview the student in private. If the incident is confirmed as cheating, the student should be subjected to your district's disciplinary policy.
3. Please report the incident with details to the TSA helpline at 602-542-5452 or email CTEAassessmentHelp@azed.gov.
4. Submit a Change Request to "Delete Assessment" for the student. The student *cannot* retest this testing period.

Can students use notes for the assessment?

The student may use notes if specifically stated on their IEP or 504 plan. Remember, each test has 100 multiple choice questions based on the content of the standards. Questions are randomized differently for each student's test. Our recommendation is that the student tests over several days.

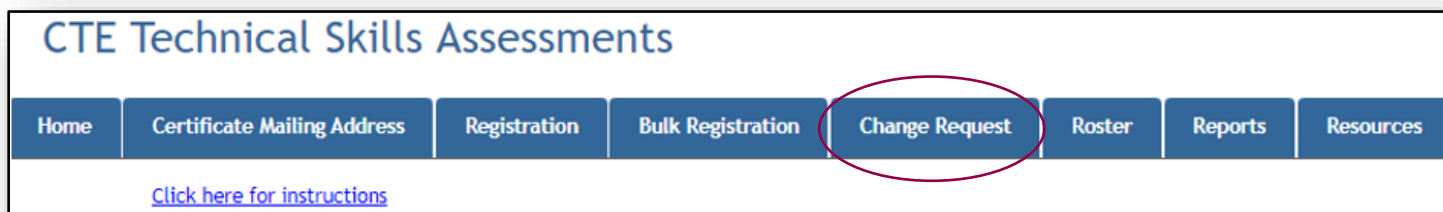
How can I arrange for the read-aloud accommodations for the TSA?

Free Chrome Extensions for Universal Test Administration Conditions are permitted tools for accessing the Technical Skills Assessment.

- ADE ESS Information on Immersive Readers and TTS – [click here](#)
- Download Immersive Reader from Google – [click here](#)

Change Requests

Change Requests can be submitted to ADE CTE to add a school, delete a student assessment or registration, and reprint certificates.



What if I accidentally registered a student for the wrong test and they took it?

Submit a **Change Request** for the wrong TSA test to be deleted. Once the request has been approved, the student will be able to be registered for the correct test.

How do I submit a request for retesting?

Submit a **Change Request** for review. If the student is eligible, the TSA score will be deleted, and the student will be able to be registered for the TSA again if they meet the eligibility requirements.

Who is eligible to retest?

1. Students with IEP or 504 plans that indicate the student can take a test more than one time are eligible to retest in the current or next school year. ADE CTE must approve.
2. Students who fail the TSA and are re-enrolled in the CTE program may be eligible to retake the test next year. ADE CTE must approve.

Note: The **LAST** test score counts.

How do I change a student's name in the TSA?

Student names are imported from AzEDS. Districts and schools should review and correct student names through the District SIS (Student Information System) which will in turn update AzEDS. Please ensure the capitalization and special characters in a student's name on the TSA Dashboard match the student's legal name. If there is a discrepancy, please contact your district registrar or whomever is authorized to make these changes. Once name changes have been made, they will be available in the TSA system within 24-48 hours.

Can I change a student's name or the school's name on the Assessment Certificate?

The student's name is sourced from the school's student information system (SIS). Please ensure the capitalization and special characters in a student's name on the TSA Dashboard match the student's legal name. If there is a discrepancy, please contact your district registrar or whomever is authorized to make these changes. Once name changes have been made, they will be available in the TSA system within 24-48 hours. The first and last name will be printed on all documents as they appear on the TSA Dashboard.

How do I request additional copies of a Certificate?

Complete a **Change Request** with the student's name, program, date of testing, and the mailing address for the certificate.

Reports

The **Reports** tab on the TSA Dashboard provides the testing results for students and programs at the end of each testing cycle.

Is there a report that shows me which students need to take the TSA?

No, but if you think a student took the TSA but are not sure, check with ADE CTE.

Which report shows how my students performed compared to the rest of the state?

Statewide Performance Results displays the number of students tested, the average score, and the passing percentage for a single program.

AUTOMOTIVE TECHNOLOGIES - (47.0600.20)			
Example			
CTED RESULTS			
CTED	Number of Students Tested	Average Assessment Score	Percent of Students Passed
All CTED Scores are listed....			
Assessment Pass Score		60	
Statewide Average			
DISTRICT RESULTS			
DISTRICT	Number of Students Tested	Average Assessment Score	Percent of Students Passed
All District Scores are listed....			
Assessment Pass Score		60	
Statewide Average			
SCHOOL RESULTS			
SCHOOL	Number of Students Tested	Average Assessment Score	Percent of Students Passed
All District Scores are listed....			
Assessment Pass Score		60	

How do I generate all student performance data by program/standards and assessment scores?

Program Assessment Results displays the percentage of correct responses for each standard based on the responses of all students.

Assessment Report for AUTOMOTIVE TECHNOLOGIES-(47.0600.20)			
Program Standards		Percent of Operational Items on Assessment	Percent of Correct Responses
1.0	PERFORM ENGINE SERVICES—GENERAL	7	61
2.0	PERFORM AUTOMATIC TRANSMISSION AND TRANSAXLE SERVICES—GENERAL	5	57
3.0	PERFORM MANUAL DRIVE TRAIN AND AXLE SERVICES—DRIVE SHAFT, HALF SHAFTS, UNIVERSAL JOINTS AND CONSTANT VELOCITY (CV) JOINTS (FRONT, REAR, ALL WHEEL AND	5	54

How do I generate all student data by program and assessment score?

Total Program Report displays the Student Unique ID, program assessment, testing date, student score, school of attendance, gender, grade level, and teacher email.

TOTAL PROGRAM RESULTS										
Total Program Results (CTED, District, and School)							Students In Set: 737			
Student Unique ID	Assessment	Assessment CIP	Assessment Date	Assessment Score	School Of Attendance	Gender	Special Population	Grade Level	Program Status	Teacher Email
	NURSING SERVICES	51.3900.00	04/28/2021	96		F		12	Final	
	NURSING SERVICES	51.3900.00	04/30/2021	96		F		12	Final	

Reports

The Student Assessment Results report is a resource for teachers to verify individual student knowledge of the standards taught. **Note:** TSA items are weighted according to the Program Blueprint for Instruction and Assessment.

Which report should I use to find out my student's weak areas in the CTE Technical Standards?

Student Assessment Results displays the percentage of correct responses for each standard and the overall assessment score based on the student's total percentage of correct responses.

Student Assessment Report for ACCOUNTING-(52.0301.00)			
Student Unique ID:			
Attending Sandra Day O'Connor High School			
Date of Test: 04/25/2024			
Assessment: ACCOUNTING-(52.0301.00)			
Your Pass Percentage is: 91			
Program Standards		Percent of Operational Items on Assessment	Percent of Correct Responses
1.0	DEMONSTRATE THE STEPS OF THE ACCOUNTING CYCLE	16	100
2.0	ANALYZE ACCOUNTING PROCEDURES FOR CASH CONTROL	7	83
3.0	APPLY PROCEDURES FOR ACCOUNTS RECEIVABLE AND ACCOUNTS PAYABLE	16	84
4.0	GENERATE PAYROLL	15	100
5.0	EVALUATE ASSETS, LIABILITIES, AND EQUITY	16	84
6.0	UTILIZE BASIC BUSINESS, ECONOMIC, AND FINANCIAL MANAGEMENT PRACTICES	7	100
7.0	EVALUATE THE FUNCTIONS OF ACCOUNTING IN BUSINESS OPERATIONS	6	100
8.0	EVALUATE THE FINANCIAL PERFORMANCE OF A BUSINESS	6	100
9.0	USE TECHNOLOGY TO MANAGE FINANCIAL INFORMATION	2	100
10.0	EXAMINE ETHICAL STANDARDS IN THE ACCOUNTING PROFESSION	6	60
ASSESSMENT SCORE		Percent of Total Responses Correct	
		91	

***We hope this information was useful to you.
Do you have an issue that you were able to resolve that you know would help someone else?
If so, please send the issue and the resolution to CTEAassessmentHelp@azed.gov.***

