

GOLD™ Birth through Third Grade

FAQs for Colorado

Including October 2015 Town Hall Questions

1. When trying to add another user, I hit save and a little green box pops up saying “user not created.” What does this mean?
 - ✓ It means that the username you’ve selected is already taken. Try to choose another username, or add a number on the end of the username to differentiate it from the one that’s already in use.
2. When trying to add another user, I hit save and a little red notes pops up saying “Access Forbidden.” What does this mean?
 - ✓ Password entry exists in order to confirm that you have the appropriate access to add another user to the system. Try using **your** password, not a desired password for the user you are trying to add.
3. How can I turn on the KEA Survey feature?
 - ✓ Only teachers that have classrooms with children added to them will have access to the KEA survey. If you have Kindergarten students in your class, you will see the KEA survey in your Checkpoint tab. You do not need to do anything to turn it on.
4. Do I need to collect documentation in order to complete the KEA Survey?
 - ✓ No, you do not. Having documentation will help you to ensure that you are selecting the appropriate level when you’re making final decisions during the fall checkpoint period, but it is not required.
5. Can I use the KEA Survey during the winter and spring checkpoint periods?
 - ✓ The KEA Survey was created to help compare how each student’s skills, knowledge, and abilities compare with where we typically see students when they enter kindergarten. Because of this, the KEA Survey is only available for the fall checkpoint.
6. I have tried to get in contact with a Teaching Strategies representative and have not had any luck getting through. What should I do?
 - ✓ We apologize that you haven’t been able to get through, and we are working to streamline our processes to ensure that everyone receives the answers they need. We have hired additional support team members to solely support Colorado users. Email COsupport@TeachingStrategies.com to receive Colorado specific support.

7. When adding a student, what do the identifier and studentID fields represent?
 - ✓ The identifier field can be used to add in any ID that your district might have for a student. The studentID field corresponds to your students' state ID.
 - ✓ If you are inputting your state-assigned Student ID (SASID), please enter it into the studentID field. Otherwise, leave blank. Other unique child IDs assigned at the program or district level (e.g., LASID) should be entered into the Identifier field instead.
8. When will I be able to export my data?
 - ✓ We are planning to release the ability to export data by the end of 2015.
9. How do I transfer my students within GOLD™ B-3? How do I delete them?
 - ✓ We hopefully will release the ability to transfer children by the end of 2015.
 - ✓ To delete a child, go to the Administration tab, select Children, select a child, then select the Delete option on the left side of the screen.
10. I am having trouble importing my students. When will this be fixed?
 - ✓ Please try again, as we are not currently seeing any issues related to importing students.
11. Am I required to take Interrater Reliability (IRR)? If I don't pass, can I retake it? How many times?
 - ✓ Teaching Strategies and the Colorado Department of Education do not require kindergarten teachers to take IRR. Your district may have set a requirement, so please check with your district level administrator. Even if it is not required, we strongly recommend that you take IRR, as it is extremely supportive for learning how to use GOLD with fidelity.
12. What advice do you have in terms of professional development for my staff?
 - ✓ Colorado users have a wide range of options. GOLD has embedded supports in place that you can utilize. Our recommendations for professional development include taking the Introductory Tutorials, taking IRR, reviewing the support and resources on your Homepage and within your different tabs and subtabs, as well as participating in the live orientations that are offered. You can find the orientation schedule at this link: <http://teachingstrategies.com/assessment/gold-birth-third-orientations/> . Besides the embedded supports, scheduling in-

person training is an ideal way to learn a new tool. Here are a few options:

- i. You can find information about any area or regional trainings that CDE is hosting, free of charge.
<http://www.cde.state.co.us/schoolreadiness/trainings>
- ii. You can reach out to a CDE Kindergarten Readiness Specialist for a variety of implementation supports including Professional Development. Supports can be customized to your district's or individual school's needs
<http://www.cde.state.co.us/schoolreadiness/contacts>
- iii. You can reach out to Tina Hogan at Tina.H@teachingstrategies.com to inquire about booking training directly with Teaching Strategies

13. Can there be more than one administrator?

- ✓ Yes, if additional administrators need to be added, please have someone who is already set up as an administrator follow the directions in the Getting Started Guide for Administrators, which is located in Support & Resources on the left side of your GOLD™ Home Page.

14. Can there be more than one teacher per classroom?

- ✓ Yes, you can edit your classroom to add up to 3 co-teachers as well as up to 5 assistant teachers. The difference between an assistant teacher and a co-teacher is that co-teachers are able to do all of the same things within the system as the primary teacher, and assistant teachers can do most things, with the exception of finalizing checkpoint data.

15. When will the Individualized Learning Plan (ILP) become available?

- ✓ We are targeting that the Individualized Learning Plan will be available in early 2016.

16. We have experienced system slowness and errors, will these be fixed?

- ✓ We are actively working on improving the performance of the system. We are upgrading our existing servers and adding more of them, we are transitioning to Amazon Web Services, and we are pinpointing specific code that is causing lengthy page load times.
- ✓ Please let us know right away of any errors you see in the system, by contacting us at techsupport@teachingstrategies.com.

17. Why is the On-the-Spot tool only for the Literacy, Mathematics, and Physical areas?

- ✓ The On-the-Spot tool was created for use during those times when children's knowledge, skills, and abilities can be easily observed in the moment. Physical, literacy, and math objectives and dimensions are those that can be most easily observed in the

moment of activity; for example, For example, you can quickly see when a child balances on one foot or counts to 20. For this reason, the physical, math, and literacy areas are the ones included in the On-the-Spot Tool.

18. I am an administrator and when I click on the Report tab, I only see “Documentation Status” and “Assessment Status Report”. When will additional reporting options become available?
- ✓ We are targeting that the Snapshot Report and the *GOLD™* Data Export feature will be made available later in 2015.
19. How do I keep our child level data safe?
- ✓ Please refer to your district's data policies and/or CDE's district and school data privacy and security resources. Always handle assessment records with care and refrain from transmitting personally identifiable information over insecure methods.
20. When will I be able to transfer users and students and what access will I have for transferring?
- ✓ Administrators will be able to transfer children by the end of 2015.
 - ✓ We're targeting the transfer of users for early 2016.
21. What does “archive” mean?
- ✓ When you order *GOLD™*, you purchase active portfolio slots. Once a student is no longer in your program, you can choose to archive or delete their record. Archiving will save that data within the record for you, in case you need to reactivate the student at another point in time, transfer the student's record, or run reports with this student data in the future.
 - ✓ Since you are under the Colorado Department of Education license, you have unlimited slots available for archiving children's records.
22. How can I add and delete classes and students?
- ✓ To add a class, go to Classes in the Administration tab and select Add from the left side of your screen.
 - ✓ To delete a class, go to Classes in the Administration tab, select a class, then select Delete from the left side of your screen.
 - ✓ To manually add a student, go to Children in the Administration tab and select Add from the left side of your screen.
 - ✓ To delete a student, go to Children in the Administration tab, select a child, then select Delete from the left side of your screen.

23. Can student records merge together if I accidentally added two of the same student record?
- ✓ You cannot merge child portfolios – you will need to copy and paste any information between the two portfolios, and then delete the portfolio that is incomplete.
24. Can administrators turn on or off specific objectives and dimensions for teachers?
- ✓ Teachers can go to Settings, then Optional Settings, and then turn on or off the Science and Technology, Social Studies, and The Arts objectives and dimensions prior to entry of checkpoint ratings.
25. With the fall checkpoint set to be due on 12/31/2015, will districts be able to finalize earlier and then unfinalize if needed?
- ✓ Yes! You can finalize checkpoint ratings at any point throughout the checkpoint period and always have the option to go back to select “unfinalize” and make any desired changes.
26. Can administrators run reports on finalized data only?
- ✓ Yes, for all reporting options you can only run the report on finalized data.
27. When I run the Assessment Status Report, does it pull data that was collected using the KEA Survey?
- ✓ Yes! When you collect data in the KEA survey, it works the same way as if you had collected data By Child or By Class.
28. What does Preliminary, Unfinalized, and Finalized mean?
- ✓ “Preliminary” is a term associated to levels assigned when adding documentation. We refer to these as “preliminary levels” because they are not final ratings – they are meant to assist teachers in making their final decision.
 - ✓ “Unfinalized” is a term associated to levels assigned in the Checkpoint tab that are not yet finalized. They remain unfinalized until you finalize those levels.
 - ✓ “Finalized” is a term associated to levels assigned in the Checkpoint tab that are marked as finalized. Once levels are assigned for all children for an area, you will see a “Finalize” button appear for that area on the By Child, By Class, and By Entry Assessment Survey navigation screens.
29. Do preliminary levels need to be finalized if I am using the KEA Survey?

- ✓ Yes, please be sure to finalize your data, no matter which way you collect it.
30. Are there additional administrator reports launching? When will they be available?
- ✓ We are targeting the *GOLD™* Data Export and the Snapshot report to be available later in 2015, prior to the 12/31/2015 checkpoint deadline.
31. I have been seeing errors appear when I click on certain tabs and have been experiencing slowness in the system. Is this something that will be fixed?
- ✓ We are actively working to improve the performance of the system. We have made updates to the system that have decreased the load time between progressions throughout November, we expect even more improvements.
32. Which version of the iOS app should I be using? Do I need to do anything before updating the software?
- ✓ You should be using version 3.0 of the *GOLD™* Documentation app. Prior to updating the app, be sure to make sure to first upload any documentation to *GOLD™* that you may have still in the app.
33. Is the Android app available for the Birth- Third Grade Platform?
- ✓ We anticipate that the Android version of the *GOLD™* Documentation app to will be ready by the end of 2015.
34. Is there a tutorial on how to use the app?
- ✓ Yes – you can find the video tutorial in the Support & Resources library in *GOLD™* by searching for “documentation app” in the Help option.
35. Are the Spanish Language and Literacy Objectives available in *GOLD™* at this time?
- ✓ We’re anticipating having these objectives in the system in early 2016.
36. When will I be able to change my preferences to the Spanish setting?
- ✓ We’re anticipating this that this feature to will be ready in time for the 2016/2017 school year.
37. Can I select specific objectives and dimensions to include on my Report Card rather than including them all?

- ✓ Yes! In the Reports tab, select “Report Card,” and then choose the “Select objectives and dimensions” bar to pick and choose specific objectives and dimensions.
38. What is the recommended browser to access GOLD from?
- ✓ Our recommended browsers are Safari 9.0 or higher, Chrome 46 or higher, Firefox 41.0 or higher, and Internet Explorer 9 or higher.
39. What is the best way to log into my GOLD account?
- ✓ Please go to www.teachingstrategies.com and click on the Login button on the top right hand side of the screen.
40. What version of the app should I be using? How do I update my app and what are the best practices for updating?
- ✓ You should be using version 3.0 of the iOS *GOLD™* Documentation app.
 - ✓ To update the app, first upload any documentation still in the app to *GOLD™* **without** any tagged objectives and dimensions. Then, go to the App Store and update the app.
41. Why is the system moving so slowly for me right now?
- ✓ Over the past few weeks, we have experienced some performance issues due to high user volume. We are working diligently on addressing these issues. Please note that you should expect to see some improvements early next week, and more long term improvements into early 2016. We appreciate your patience, and apologize for any inconvenience.
 - ✓ How can I attend additional live webinars?
 - ✓ You can attend additional live webinars by signing up through this link: <http://teachingstrategies.com/assessment/gold-birth-third-orientations/>.
42. What should I do if a user is locked out of their account?
- ✓ Please contact Teaching Strategies to unlock your account by phone, email, or the cosupport@teachingstrategies.com inbox.