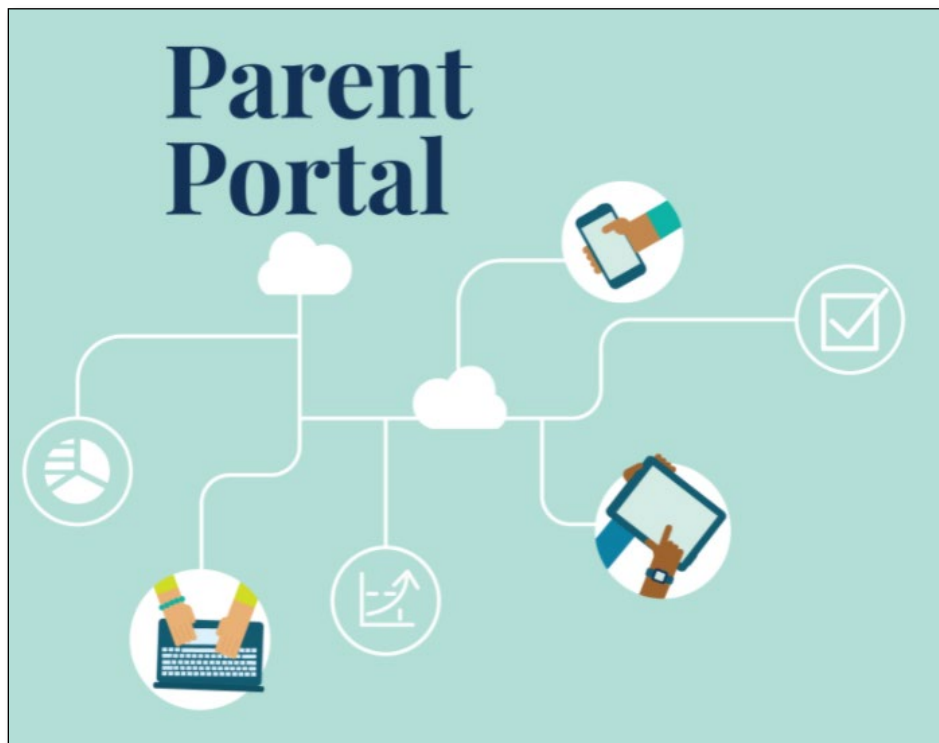

FREQUENTLY ASKED QUESTIONS FOR VIRGINIA'S PARENT PORTAL: A RESOURCE FOR SCHOOL DIVISION STAFF

Spring 2022 Grades 3-8 Reading and Mathematics Test Administration



APRIL 12, 2022

PARENT PORTAL FAQ for School Divisions: Spring 2022

Question	Answer
Will the Parent Portal be shut down for any period of time prior to Spring 2022 Standards of Learning (SOL) testing?	Yes, the Parent Portal is unavailable from Sunday, April 10, 2022, through Thursday, April 28, 2022 , to prepare for the Spring 2022 Grades 3-8 Reading and Mathematics Standards of Learning (SOL) test results posting.
Which SOL test results from spring 2022 will be available in the Parent Portal?	Spring 2022 test results from completed Grades 3-8 SOL Reading and Mathematics tests will be available in the Parent Portal.
When will test results begin to post in the Parent Portal for the Spring 2022 SOL tests in Grades 3-8 Reading and Mathematics?	Student test results and videos will begin to post on Friday, April 29, 2022 . The Parent Portal will update each Friday throughout the Grades 3-8 Reading and Mathematics test administration with results from the tests completed during the <i>previous</i> Monday through Friday of testing.
Do student tests coded with a Testing Status receive a score report and video in the Parent Portal?	Student tests coded with a Testing Status will not receive a score report or a video. This includes Testing Status codes 7, 50 and 51.
When will the last spring 2022 posting of SOL test results occur in the Parent Portal?	The last posting will occur on Friday, July 15, 2022 , for the Spring 2022 Grades 3-8 Reading and Mathematics Administration.
How do I access claim codes to provide to families?	The Claim Codes Operational Report is accessible in PearsonAccess ^{next} under Operational Reports>Reporting Categories> Students & Registrations. Using the Request Report Refresh feature is strongly advised, as this will generate a new, more recent report for the administration.
Does the division/school need to provide a claim code to parents for the Spring 2022 SOL tests in Grades 3-8 Reading and Mathematics to access student test results?	<p>The claim codes used to access the Spring 2022 SOL test scores are the same codes that were used to access Fall 2021 Growth Assessment results. If a family kept their child's claim code from fall 2021, they will be able to use this same code to access their child's spring 2022 test results.</p> <p>If families do not have claim codes from fall 2021, divisions/schools must provide the claim code. The claim codes can be accessed by the division/school using the Claim Codes Operational Report in PearsonAccess^{next}.</p>
How often does a family need to claim a student during a test administration to see test results?	<p>It is best practice for families to enter the claim code for their child upon each login to the Parent Portal. This will ensure they have the most recent data available.</p> <p>If the family enters a child's claim code after both the reading and mathematics tests have been completed, then they will only have to enter the claim code one time.</p>

Question	Answer
	<p>If the family enters a child’s claim code after only one test (reading or mathematics) is completed, then they will have to reenter the claim code after the second test (reading or mathematics) is completed. For example, a student takes the mathematics test in early May and the reading test in June. If the family enters the claim code in May to see the student’s mathematics results, then the family will need to reenter the claim code in June to see the student’s reading results.</p> <p>If a student completes an expedited retake, the family will need to reenter the claim code after these test results are posted to view the results.</p>
Are claim codes case sensitive?	Claim codes are case sensitive and must be entered exactly as they appear in the Claim Codes Operational Report in PearsonAccess ^{next} . The claim code must be provided by division/school personnel to families for each student.
Does the division/school need to provide claim codes to families for each test administration for Grades 3-8 Reading and Mathematics?	The division/school will need to provide claim codes to families for each school year. The same claim codes will be used for different test administrations for Grades 3-8 Reading and Mathematics that occur within the same school year. Families must enter the claim code for their student each school year to access the results for that school year in the Parent Portal.
In what order are test results presented in the Parent Portal?	Test results are listed chronologically, from most recent test completed to oldest test completed, by test administration.
Will families be able to see the test results from 2021-2022 in the Parent Portal during the 2022-2023 school year and beyond?	All student test results that have been claimed by families during the 2021-2022 school year will remain available in the Parent Portal during future school years. School divisions that did not provide claim codes to families during the 2021-2022 test administration should download and maintain the 2021-2022 Claim Code Operational Report with their assessment data from 2021-2022 for future use. Families will be able to access their child’s test results from the 2021-2022 test administration during future school years as long as they have access to the appropriate claim code.

Question	Answer
Where do I locate the Parent Portal User's Guide?	The Parent Portal User's Guide is located in PearsonAccess ^{next} under Support>Documentation. Select the Reports category from the list.