NCSC Weekly Status Report

Test Overview

Total Tests in Progress:	**5,804**
Total Tests Submitted:	**46,642**

Report Contents:

Ticket Report: Weekly Call Details

Call Analysis Data: Weekly Call Metrics

Test Status Summary: Breakdown of test statuses overall and by grade

State Summaries: Test statuses by state. Please note that ELA and Math tests are counte

:d separately.

Ticket Number	Created Date	Closed Date	State
30448-24113	4/27/2015	4/27/2015	XX
30452-24117	4/27/2015	4/27/2015	XX
30457-24122	4/27/2015	4/27/2015	XX
30469-24133	4/27/2015	5/6/2015	XX
30484-24145	4/27/2015	4/27/2015	XX
30490-24150	4/27/2015	4/27/2015	XX
30491-24151	4/27/2015	5/6/2015	XX
30493-24152	4/27/2015	4/27/2015	XX
30494-24153	4/27/2015	5/4/2015	XX
30502-24159	4/27/2015	WIP	XX
30504-24161	4/27/2015	4/27/2015	XX
30506-24163	4/27/2015	4/27/2015	XX
30508-24165	4/27/2015	4/27/2015	XX
30510-24167	4/27/2015	4/27/2015	XX
30513-24170	4/27/2015	4/27/2015	XX
30519-24176	4/27/2015	4/27/2015	XX
30521-24177	4/27/2015	4/27/2015	XX
30522-24178	4/27/2015	4/27/2015	XX
30523-24179	4/27/2015	4/27/2015	XX
30526-24182	4/27/2015	4/27/2015	XX
30530-24185	4/27/2015	4/30/2015	XX
30537-24186	4/27/2015	4/27/2015	XX
30541-24188	4/27/2015	4/27/2015	XX
30543-24190	4/27/2015	4/27/2015	XX
30547-24192	4/27/2015	5/6/2015	XX
30548-24193	4/27/2015	4/27/2015	XX

30550-24195	4/27/2015	4/27/2015	XX
30555-24197	4/27/2015	4/27/2015	XX
30565-24198	4/27/2015	4/27/2015	XX
30567-24199	4/27/2015	4/27/2015	XX
30594-24210	4/27/2015	4/27/2015	XX
30604-24216	4/27/2015	WIP	XX
30606-24218	4/27/2015	4/27/2015	XX
30626-24225	4/27/2015	4/27/2015	XX
30628-24227	4/27/2015	4/27/2015	XX
30634-24233	4/27/2015	4/29/2015	XX

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Appendix 4-B. Sample NCSC Support Sur

Caller	Categorization Class
Name X	TAO
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Name X	TAO

nmary 04/27/2015 - 05/01/2015

Categorization Type	Categorization Item
Test Administration	Functionality
Test Administration	Issue w/ Test
Test Administration	Issue w/ Test
Test Administration	Upload Evidence
Test Administration	Issue w/ Test
Test Administration	Issue w/ Test
Special Form Request	Request
Test Administration	Issue w/ Test
My Students	Account (Create, Delete, Modify)
Test Administration	Issue w/ Test
Login Help	-
Test Administration	Issue w/ Test
Test Administration	Directions for Test Administration (DTA)
Login Help	-
Test Administration Training	Inquiry
Test Administration	Upload Evidence
Login Help	-
Test Administration	Inquiry
Test Administration	Functionality
Login Help	-
Special Form Request	Request
Test Administration	Issue w/ Test
Login Help	-
Test Administration	Inquiry
Test Administration	Issue w/ Test
Login Help	-

Test Administration	Test Status
Test Administration	Functionality
Login Help	-
My Organizations	How To
Test Administration	Issue w/ Test
Test Administration	Issue w/ Test
Test Administration	Issue w/ Test
Login Help	-
Test Administration	Directions for Test Administration (DTA)
Test Administration	Modify Test/Test Assignment

Description
Screens getting stuck
X is automatically kicked out of her Math test
X is not able to move passed a section of the test
X is unable to upload evidence to a students test
X is unable to open her test. Getting Error that test is finished
Did Pause and Resume after Writing Session
X has a student who needs a non-verbal SFR
X is in the middle of her Math test with student and is unable to move onto the next question
Grade reassignment
X and another TA have been brought to the submit screen without finishing the test
Login assistance
X is unable to submit the SRC portion
Question about DTA
Could not log in
X has a TA who did not get a grade for her end of module quiz
Unable to upload evidence
X is having trouble logging into NCSC platform
Students no longer eligible
Unable to submit test
Forgotten Password
X needs a SFR for a student that was submitted and incorrect
Error trying to save and move to next question
Password reset
X just had a question about the TAM
Multiple TA's around the State of ID are unable to submit test
No Welcome Email

Mistake Closing Test
Student test would not start
Login assistance
X has a TA who is only able to see her Middle School students and not her High School students
X is unable to open a students test
Test launch failed
X is unable to move onto the next question of her students test
Login Problems
Trying to locate test instructions
X needs two tests to be re-opened

Week Of	Calls Presented	Avg Queue Time	Avg Handle Time	Avg Abandon Per Day	Avg Time to Abandon
4/27/2015	530	0:02:10	0:06:25	13.17	0:03:10
4/20/2015	461	0:01:56	0:06:03	10.00	0:04:01
4/13/2015	375	0:02:20	0:06:13	9.17	0:04:17
4/6/2015	327	0:03:21	0:05:42	10.67	0:05:05
3/30/2015	318	0:02:08	0:06:18	9.17	0:02:51
3/23/2015	284	0:05:03	0:06:53	12.00	0:06:54
3/16/2015	454	0:05:24	0:07:18	21.00	0:06:20
3/9/2015	236	0:02:20	0:08:01	5.00	0:06:12
3/2/2015	38	0:00:07	0:08:03	0.00	0:00:00

Assessment Name	Scheduled	In Progress	Submitted	Closed (cancelled)	Total		% Submitted or Closed
Op ELA Grade 03	824	588	2,946	726	**5,084**		72.2%
Op ELA Grade 04	814	628	3,106	687	**5,235**		72.5%
Op ELA Grade 05	885	630	3,157	655	**5,327**		71.6%
Op ELA Grade 06	865	590	3,234	671	**5,360**		72.9%
Op ELA Grade 07	878	455	3,344	610	**5,287**		74.8%
Op ELA Grade 08	876	543	3,465	671	**5,555**		74.5%
Op ELA Grade 11	924	468	3,017	588	**4,997**		72.1%
Op Math Grade 03	743	294	3,325	718	**5,080**		79.6%
Op Math Grade 04	741	302	3,508	677	**5,228**		80.0%
Op Math Grade 05	864	241	3,573	649	**5,327**		79.3%
Op Math Grade 06	829	242	3,627	663	**5,361**		80.0%
Op Math Grade 07	829	223	3,633	602	**5,287**		80.1%
Op Math Grade 08	832	285	3,765	673	**5,555**		79.9%
Op Math Grade 11	1,123	315	2,942	616	**4,996**		71.2%
Total	**12,027**	**5,804**	**46,642**	**9,206**	**73,679**		**75.8%**

Cancellation Rate
19.8%
18.1%
17.2%
17.2%
15.4%
16.2%
16.3%
17.8%
16.2%
15.4%
15.5%
14.2%
15.2%
17.3%
16.5%

Organization	Scheduled	In Progress	Submitted	Closed (cancelled)	Total	
STATE 1	1,744	493	5,256	935	**8,428**	
STATE 2	1,360	887	10,762	1,887	**14,896**	
STATE 3	8	6	108	8	**130**	
STATE 4	1,652	786	4,421	1,101	**7,960**	
STATE 5	121	128	629	78	**956**	
STATE 6	50	30	126	24	**230**	
STATE 7	562	311	2,530	583	**3,986**	
STATE 8	2,139	1,205	10,409	2,336	**16,089**	
STATE 9	617	366	1,564	287	**2,834**	
STATE 10	673	146	781	370	**1,970**	
STATE 11	1,189	286	2,400	459	**4,334**	
STATE 12	299	293	1,207	208	**2,007**	
STATE 13	1,470	753	4,505	705	**7,433**	
STATE 14	118	99	1,824	213	**2,254**	
STATE 15	25	15	120	12	**172**	
Total	**12,027**	**5,804**	**46,642**	**9,206**	**73,679**	
Total Students	**6,014**	**2,902**	**23,321**	**4,603**	**36,840**	

% Submitted or Closed	Cancellation Rate
73.5%	15.1%
84.9%	14.9%
89.2%	6.9%
69.4%	19.9%
74.0%	11.0%
65.2%	16.0%
78.1%	18.7%
79.2%	18.3%
65.3%	15.5%
58.4%	32.1%
66.0%	16.1%
70.5%	14.7%
70.1%	13.5%
90.4%	10.5%
76.7%	9.1%
75.8%	**16.5%**
75.8%	**16.5%**