

Spring 2021 FAQs

New Mexico Standards Based Assessment (SBA) Spanish Reading High School Summative Assessment

Last Updated 3/18/2021

General Assessment Questions

- **Do I have to order my online testing materials using the online ordering tool?**
 - Yes, you will need to order your paper-based test materials for which you will need a Purchase Order.
 - For details on how to order, please visit the Help & Support Page at: <https://newmexico.onlinehelp.cognia.org/online-ordering/>

- **How will I receive student pre-ID labels for my paper testers?**
 - Cognia received a student pre-ID demographic file at the beginning of February for the Spanish Reading SBA high school students. Based on this file, student pre-ID labels were generated. You will receive them along your initial order if your school was included in that file.
 - If you have students for whom you do not receive a pre-ID label, please follow the instructions in the [SBA Test Administrator's Manual \(TAM\)](#) to fill in the student information on the answer document using the bubbles on the biogrids.

- **Materials are scheduled to arrive by March 19, 2021, when we are on winter break. Can I get materials sooner?**
 - Materials will not be released earlier.
 - UPS will make three attempts at delivery before returning them to Cognia. Please make every attempt to have someone there for one of those deliveries.

- Manuals will be posted to the [Help and Support site](#) prior to that date for early access to the Test Coordinator Manual (TCM) and TAM for training purposes.

- **How do I obtain an order shipment status?**
 - Please contact our Help and Support team at 1-877-676-6722 or email: nmtechsupport@cognia.org for specific assistance with tracking your order.
 - Normally, all initial orders are shipped via UPS Ground (*5-business day delivery guarantee from the time they are shipped*).

- **If I need additional materials, what do I do?**
 - Please place an additional order via the iServices online ordering site at: <https://iservices.cognia.org/>

- **If I am done with my Spanish Reading SBA testing, can I return the materials now or do I need to wait?**
 - All schools and districts are encouraged to return their paper-based test materials as soon as they complete their testing.
 - The UPS pickup window starts on April 5, 2021.
 - For specific details about UPS pickup, please visit the Help & Support site at: <https://newmexico.onlinehelp.cognia.org/ups-pick-up/>
 - The UPS pickup site is also accessible via the iServices site: <https://iservices.cognia.org/>
 - If you need assistance with a UPS pickup request, please contact our Cognia Help & Support Team at 1-877-676-6722 or email: nmtechsupport@cognia.org.

- **What do I do if I do not have a UPS Return Service (RS) label to return my materials?**
 - Please contact our Cognia Customer Care Center team at 1-877-676-6722 or send an email to nmtechsupport@cognia.org requesting an electronic UPS RS label. Cognia will then process the electronic UPS RS label and email it to you.