

Spring 2022 FAQs

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

Last Updated 2/24/2022

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/>

- **What grades do I assess the Spanish Reading SBA?**
 - Only eligible Grade 11 students will be administered the Spanish Reading SBA
 - Please refer to NMPED's *2021-2022 Statewide Test Assignment Guidelines* found in the PED website here: <https://webnew.ped.state.nm.us/bureaus/assessment/dtc-resources/> for additional details

- **How will I receive student pre-ID labels for my paper testers?**
 - Cognia received a student pre-ID demographic file at the beginning of January 2022 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) found in the [Help & Support site](#) to fill in the student information on the answer document using the bubbles on the biogrids.

- **Materials are scheduled to arrive by March 21, 2022, 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 the Test Administrator's Manual (TAM) for training purposes.

- **How do I obtain an order shipment status?**
 - Please contact our Client Care Center 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*).

- **What accommodated forms does SBA offer?**
 - Spanish Reading SBA is a 100% paper and pencil assessment.
 - Thus, there is a Large-Print version and a Braille version.
 - Other accommodations would depend on the student's IEP. Please refer to the 2021-2022 NMPED Assessment Accommodations and Accessibility Manual posted on the PED website here: <https://webnew.ped.state.nm.us/bureaus/assessment/dtc-resources/>

- **If I need additional materials, what do I do?**
 - Please place an additional order during the additional ordering window which starts on Monday, March 14, 2022, and runs through Thursday, May 5, 2022, 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 4, 2022.
 - 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.

- **What do I do if I have a student booklet with blood all over?**
 - Please follow the instructions on how to handle contaminated materials found here: <https://newmexico.onlinehelp.cognia.org/handling-contaminated-pbt-materials/>
 - **Do not send the contaminated booklet(s) back.** You will need to account for it properly following the instructions provided via the above link.