Conditions for Learning Survey
Cleveland Metropolitan School District

Online Survey Administrator Manual
Grades 5–12

Introduction

On behalf of the Cleveland Metropolitan School District (CMSD), American Institutes for Research (AIR) will administer an online student survey to measure student connection and conditions for learning in CMSD schools. The online administration of the Conditions for Learning (CFL) Survey will take place two times during the 2016–17 school year (in the fall and spring).

AIR has identified four essential conditions for student learning: a safe and respectful climate, challenge or high expectations, student support, and peer social emotional climate. In addition, the spring administration of the survey includes a group of self-regulation items for all students and a group of social emotional competence items for students in grades 7 and 10. Following each survey administration, AIR will distribute reports with survey results to help each school improve these conditions.

CMSD is eager to hear from its students. We hope students value this opportunity.

Survey Materials

Along with this manual, your school's principal or test coordinator should have provided you with (1) a list of *preassigned* student login IDs and passwords for each student identified on the student roster, and (2) a batch of *unassigned* user ID cards[1] for students who are not listed on the student roster.

Students on the roster should use their *preassigned* IDs and passwords to log in to the survey. Students who **do not** have an preassigned ID should be given an *unassigned* user ID card to take the survey. Survey administrators should keep track of the students who receive an unassigned user ID card, in order to ensure that each student completes the survey only once.

Please note that ***prior to each administration,*** you should receive new survey materials, and the unassigned user ID cards for one administration will not be valid for another administration. The survey administration period (e.g., May 2016) will be printed on each unassigned user ID card. When the survey closes for that administration period, user ID cards may be discarded.

More information on students without preassigned login IDs and passwords and on unassigned user ID cards follows.

[1] May 2016 is the first administration of the CFL Survey that incorporates the unassigned user ID cards. These user ID cards replace the second student roster of "unassigned" user ID information that was provided in previous administrations.

Before Day of Survey

Important: Before survey day, read through this manual and familiarize yourself with the login and survey response procedures on the following pages. If you have questions, please contact your school's test coordinator (i.e., the person at your school who manages the logistics for this survey administration).

As soon as possible, verify that the student roster lists all the students in your classroom. If there are students who are not listed ***and*** are not alternatively assessed, make sure you have enough unassigned user ID cards for them. If you do not have enough cards, please contact your school's test coordinator.

Students should bring quiet work with them on survey day so they can work on it after completing the survey or if they opt out of the survey.

Using Unassigned ID Cards

Students who recently enrolled in the school may not be listed in the student roster and will need to be given an unassigned user ID card, which provides a one-time use user name and password. **The unassigned user ID cards are only for students who are not on the student roster.** Keep track of the students who receive an unassigned ID card as eligible students should only take the survey once.

Unassigned User ID Cards

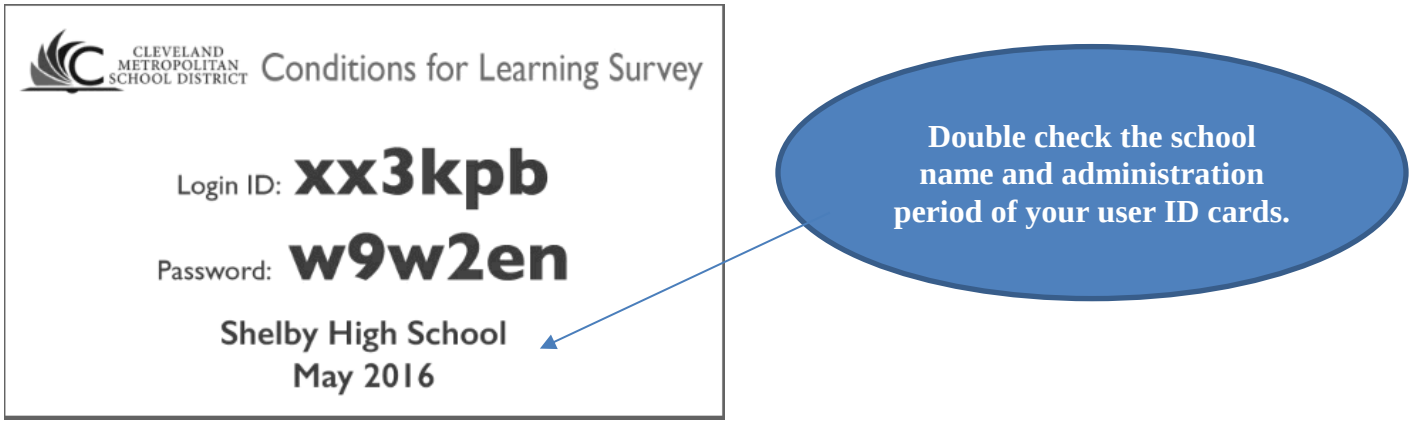
Each school will receive a batch of unassigned ID cards from the district. The test coordinator at each school will disseminate the appropriate number of unassigned user ID cards to survey administrators. For questions regarding the status of your school's unassigned user ID cards, please contact your school's test coordinator.

It is important to note the following procedures regarding the unassigned user ID cards:

- Each unassigned user ID and password is unique and can only be used by one student.
- Each card should have your school's name and the current survey administration period (e.g., May 2016). If your user ID cards have an incorrect school name or administration period, do not distribute the cards and contact your test coordinator as soon as possible.
- Keep track of cards that have been used versus unused and organize accordingly.
- If additional unassigned user ID cards are needed, contact your school's test coordinator.
- When a student has completed the survey, administrators may discard the unassigned user ID card that the student used to complete the survey.
- After the survey administration window is closed, any unused unassigned user ID cards can be discarded.

Figure 1 shows an example of an unassigned user ID card.

Figure 1. Example of Unassigned User ID Card



Students who need to use an unassigned ID (i.e., those students who do not have a working preassigned ID) will enter the login ID and password from the unassigned user ID card to begin the survey. If the login ID and password is not working, please call the AIR CFL help desk at 1-866-261-2295 (option 2) between the hours of 9:00 a.m. and 5:00 p.m(ET) or send e-mail to CFL_CMSD@air.org.

After students enter the survey, they will be prompted to enter their name, grade, school, and student ID. After this information is verified as correct by the student and the survey administrator, students can begin the survey.

Students will need their login ID and password to reenter the survey if they do not finish in one sitting.

Accommodations

Offer appropriate accommodations that students typically use. Accommodations that may be relevant to the survey administration include, but are not limited to, the following:

- Reading aloud to student
- Bilingual dictionary
- Extended time
- Small-group administration
- Magnification devices

Note on reading aloud to student: If reading the survey questions and responses aloud to students, be sure to read the text **word for word and with a neutral tone of voice**. This will help ensure a standardized administration.

Alternatively Assessed Students

The CFL Survey and administration procedures are not designed to accommodate students with significant cognitive disabilities. Please do not include alternatively assessed students in the CFL administration. This will not affect your school's completion rate or response rate.

Your test coordinator may alert you to other students who should not take the survey (e.g., students who are too new to the school to answer questions about school-level conditions). Please make sure that these students do not participate in the survey.

Absent Students

Set aside enough unused user ID cards for absent students so that they can use them at the make-up survey session if they do not already have a preassigned login ID and password. In addition, report absentees to your school's test coordinator so that he or she can keep track of all students at the school. See Makeup Survey Session for more information.

Standardization

Applying standardized survey administration procedures is critical to producing reliable data. Accurate measurement of the differences between two populations, or the change over time in a single population, cannot be achieved if the measurement process is changed in any significant way. Maintaining uniform procedures for administering the survey to students is very important. Survey administrators are key to ensuring that administrations are standardized. **Please familiarize yourself with the survey scripts, procedures, and instructions on responding to students' questions contained in this manual before the first day of survey administration.**

Refrain from clarifying questions for the students. For example, if a student has a question about what a survey question means, you can tell the student, "Whatever it means to you," "Do your best," and "There are no wrong answers." Do not try to explain the question to the student, do not advise the student to skip the question, and do not help the student answer the survey question. If you have any questions about implementing the survey administration procedures described here, call the AIR CFL help desk at 1-866-261-2295 (option 2) between the hours of 9:00 a.m. and 5:00 p.m. (ET) or send e-mail to CFL_CMSD@air.org.

Beginning the Survey Session

- Once each student is seated in front of a computer terminal, instruct them to wait for instructions.
- Establish and maintain a quiet and serious atmosphere at the start of, and during, the survey administration.
- Tell the students that if they do not finish the survey by the end of the session, they will do so at the makeup survey session.
- Instruct students who finish the survey early or who opt out of taking the survey to take out quiet work until the rest of the class is finished.
- Read the following survey script to students.

Survey Script

Today we will participate in a survey conducted by American Institutes for Research in Washington, D.C., and the Cleveland Metropolitan School District.

The survey is designed to collect information about the conditions for learning in your school. It asks questions about your connection to this school, students, and school staff. It is also being given to other students in the Cleveland school district.

This is not a test. There are no wrong answers. This survey is voluntary. You do not have to answer any questions that you do not want to answer, but we hope you will do your best to answer as many questions as you can. Please be honest when answering each question.

If you need to have an individual question read out loud, please raise your hand and someone will come to you. If you would like to go back to a previous screen to change an answer that you already provided, click the "Back" button.

The only people who will see your answers to individual questions are researchers from the American Institutes for Research and its research partners. They will give your teachers and principal information about what you think about your school's environment and conditions for learning based on your answers to groups of questions. No one at your school will know your answer to any single question.

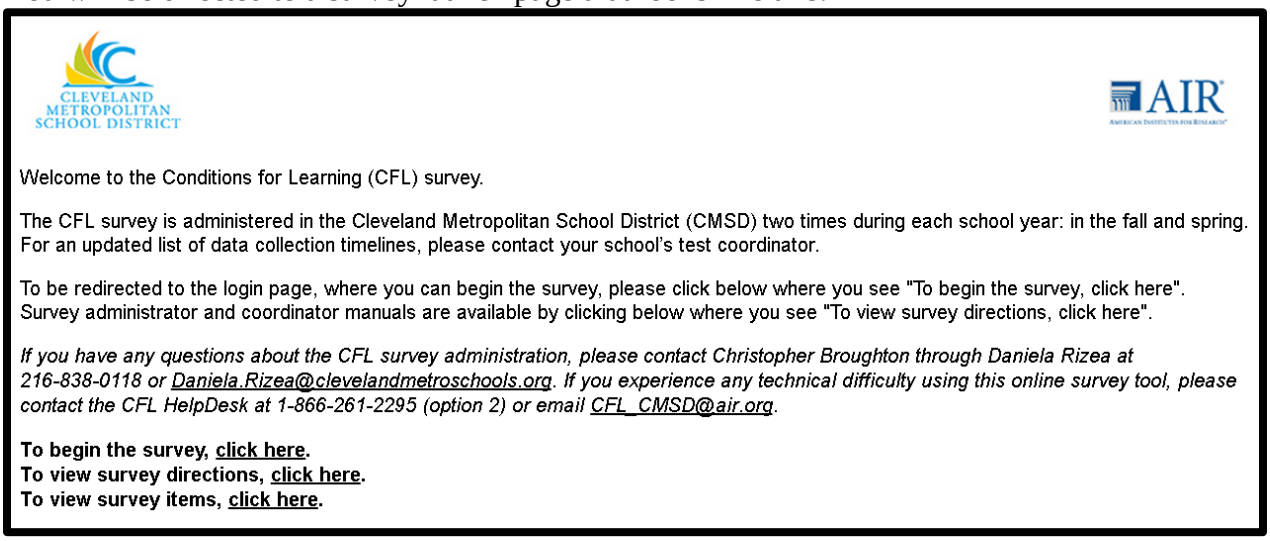
We are now ready to take the survey. After you have logged in, please wait quietly so that we can all go through the introductory screens together.

After Reading the Survey Script

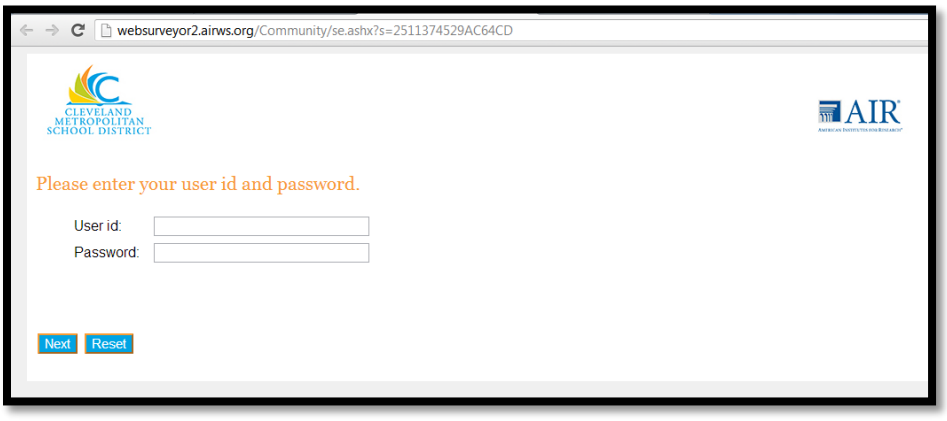
Prior to beginning the survey: Access the survey by following the instructions here. Then go through the introductory screens with students.

Type the following URL into your browser window: CFL.AIRPROJECTS.ORG

You will be directed to a survey launch page that looks like this:



In order to have a student log in to the survey, click on the link that reads, "To begin the survey, click here." This will open a log-in page in a new window that looks like this:



- This **first screen** asks students to log in to the survey using their CMSD user name and password.
    - If a student does not know his or her log-in information, refer to your student roster to find his or her information and ask the student to log in.
    - If the student recently was enrolled in the school, he or she may not be listed in the student roster and will need to receive an unassigned user ID card. If you do

not have unassigned user ID cards, please contact your test coordinator. *Each unassigned user ID card may be used for only one student.*

- The **second screen** asks students if they want to take the survey in English or Spanish. Instruct those students who require the Spanish version to raise their hand. You will have to enter the administrator's approval code on the student's computer screen in order to access the Spanish version. The administrator's code was provided in your printed manual. Please contact the test coordinator if you do not know it. *Please do not let students know this number*.
- The **third screen** displays the student's demographic information (name, grade, school, and CMSD student ID) and asks him or her to confirm the information. Note that students given an unassigned user ID card will be prompted to *enter* their name, grade, CMSD student ID, and school on this screen. If a student does not know his or her nine-digit CMSD student ID, please give it to him or her, if possible. Otherwise, instruct the student to leave that field blank.
    - Students who confirm that the information on the screen is correct (i.e., matches their log-in information) should select "Yes" and click on the "Next" button. Ask these students to sit quietly while you provide assistance to any students in need.
    - Instruct students who need to answer "No" to raise their hands. These students will require administrator assistance to move forward to the next screen. Visit each of these students to confirm whether their demographic information is correct or not.
        - If it is correct, select "Yes."
        - If it is not correct, select "No" and click "Next" to move to the next screen. Enter the student's correct name, school, grade, and CMSD student ID in the blank fields provided. If a student does not know his or her nine-digit CMSD student ID, please give it to the student, if possible. Otherwise, instruct the student to leave that field blank.
        - Enter the administrator's approval code in the blank field on their computer screen and click "Next" in order to move to the next screen. The administrator's code was provided in your printed manual. Please contact the test coordinator if you do not know it. *Please do not let students know this number.*
- For all students, the **next screen** contains the introductory information and the student assent form. This reminds students of the survey's purpose, that it is voluntary, encourages students to respond to each question, and provides information on how their data will be used.
    - Students who understand and agree to participate should click the "Yes, I agree to continue" button to begin the survey.
    - Students who do not agree to participate should click the "No, I do not want to continue" button. The next screen will instruct these students to raise their hands and inform the administrator, who should confirm that the student does not want to participate.
        - If confirmed, enter the administrator's approval code, which was provided

in your printed manual. Please contact the test coordinator if you do not know it. The survey will end. The student should be instructed to take out quiet work until the class finishes the survey.

- If students clicked "No" in error, instruct them to click the "Back" button to change their response to "Yes" and continue with the survey.

Instructions to Move Through the Survey

- Instruct students to click the "Next" button at the bottom of the screen after they answer each question. This will take them to the next screen. Responses are saved automatically when students click "Next" on each screen.
- Explain to students that if they would like to go back to a previous screen to change an answer or to delete an answer that they already provided, they should click the "Back" button.
- In case a student selects a response but later decides that he or she does not wish to answer the question, the student can clear the answer by clicking the "Reset" button on that screen.

While Students Are Taking the Survey

- During the survey, tell students to work independently and to do the best they can. Maintain a quiet and serious atmosphere during the survey administration. If students become distracted or restless, encourage them to do their best to complete the survey.
- Students should attempt all questions, but do not need to complete questions they do not understand or are not comfortable answering.
- Most students should be able to complete the survey in 10–15 minutes in the fall administration, 15–20 minutes in the spring administration, and 20–25 for students in **Grades 7 and 10 during the spring administration**, as there are 15 extra items for these students. Students who finish early should take out quiet work until the rest of the class is finished.

When the Survey Period Ends

- If students have completed the survey, instruct them to click "Submit survey" on the last screen. The next screen will thank them for participating in the survey and will automatically redirect to the log-in screen for the next survey session.
- If students did not have time to complete the survey, instruct them to close the survey by clicking on the "X" button at the top right of their computer screen. Explain that they will have an opportunity to complete the survey during the makeup survey session that will be scheduled.
- Before leaving the room, make sure that each student has submitted the survey or closed the survey if they did not finish.
- Discard unassigned user ID cards that were used by students who **completed** the survey.

- If a student used an unassigned ID card but **did not finish** the survey, instruct them to keep the card so that they can re-enter their survey during a makeup session.
- Keep the unused unassigned user ID cards and be sure to keep track of unassigned user ID cards that have and have not been used.

Makeup Survey Session(s)

Makeup surveys must be administered during the regular data collection window. Students should use their CMSD login ID and password. The following provisions apply to students who **do not have a preassigned login ID and password** (i.e., who are not included on the student roster):

- If the student did not yet begin the survey (e.g., was absent during the regular administration), provide them with a new user ID card.
- For students who used an unassigned user ID card to begin the survey but **did not finish the survey** during the regular administration, instruct them to use the same login ID and password that they previously used to take the survey (from the card that they were given during the prior session).

After log-in, the survey will pick up where they left off. The procedure for administering the survey is the same as the initial administration described previously. As with all assessments, please provide accommodations that will ensure students can concentrate and complete the survey.

Questions

If you have any questions or concerns, please contact your school's test coordinator or contact Christopher Broughton via Daniela Rizea at 216-838-0118 or Daniela.Rizea@clevelandmetroschools.org. In addition, please call the AIR CFL help desk at 1-866-261-2295 (option 2) between the hours of 9:00 a.m. and 5:00 p.m. (ET) or send e-mail to CFL_CMSD@air.org if you have technical issues with the online survey tool.

Thank you for your time and support!

Frequently Asked Questions

A student in my classroom updated their personal information or opted to take the survey in Spanish, and an administrator code is required for approval. Where do I find this code?

The administrator's code was provided in your printed manual. Please contact the test coordinator if you do not know it. *Please do not let students know this number.*

What materials should I have before administering the CFL survey?

Before administering the survey, make sure that you have the following materials in hand:

(1) An administrator's manual for the appropriate grade level of your class (i.e., Grades 2–4 or Grades 5–12)
(2) A student roster file listing the user names and passwords of all of the students in your school
(3) A bundle of unassigned user ID cards that can be given to students without a preassigned user name and password

These materials should be provided to you by your school's test coordinator. Please note that student roster files are specific to each administration as are the unassigned user ID cards. Therefore, unassigned user ID cards only will work for the administration that is listed on the front of the card. If you do not have these materials prior to the administration, please contact your school's test coordinator.

What can I do to make the log-in process faster?

To save time during the log-in process, we recommend that you turn on the computers to be used for administration before the class period, so your students will not have to wait for computers to load. If possible, having an aide present during the log-in process is a great way to make this process faster.

I have a classroom with students of mixed languages. How do I administer the survey to the students who need the items read aloud?

If some students in your classroom are fluent only in Spanish, and others are fluent only in English, it is recommended that you read each item aloud in both languages: for example, first read the item aloud in English, then repeat the item in Spanish. Survey administrators may also find it beneficial to administer the survey to students separately based on language preference, either at different times, or at the same time with the help of an aide.

A student accidentally closed the browser window without completing the survey. How do I get the student back into the survey?

Students can log back in to the survey by typing the survey URL (cfl.airprojects.org) into the browser, and entering the same user name and password combination that they used to access the survey before. They will be returned to where they left off in the survey.

Where are my unassigned user ID cards?

The school district mails user ID cards directly to the test coordinator. For questions regarding the status of your school's unassigned user ID cards, please contact your test coordinator.

What do I do if I need more unassigned user ID cards?

If you need additional unassigned user ID cards, contact your school's test coordinator.

What should students do with their unassigned user ID cards if they didn't complete the survey?

Students should keep their unassigned user ID cards so that they can complete the survey at the makeup survey session.

What should students do with their unassigned user ID cards after they complete the survey?

Unassigned user ID cards can be discarded once the student has completed their survey.

What should I do with the unused unassigned user ID cards when the survey administration is over?

Once the survey administration window is closed, you can discard any unused unassigned user ID cards. These unassigned user names will not work in future survey administrations.

There aren't enough computers in the lab to accommodate all of the students in my classroom, or there is no computer lab available. How do I administer the CFL survey to my students?

If you are not able to access a computer lab, but have computers in your classroom, you can have students take the survey one at a time (or a few at a time, depending on the number of computers in the classroom). To avoid classroom disruption, make sure that you have a system in place, where students know what they need to do and are signaled quietly when it is their turn.

If the survey is being administered in a computer lab, but there is not a sufficient number of computers for all students, it is recommended that you instruct students without a computer to sit quietly and wait for another student to finish so that they can switch places with their classmates.

Some students in my classroom are alternatively assessed. Do they take the CFL survey?

No. Alternatively assessed students should not take the CFL survey. These students should sit out of the survey. Your school's response rate will not be affected.

I can't access the survey. The error message says that the survey is closed. What do I do?

If you can't access the survey, you may either refresh your browser and/or clear your browser cache and cookies. Below are some instructions on how to clear your browser cache and cookies.

Clearing browser cache in Google Chrome

- In the top right corner of Chrome, click the Chrome menu, which is found at the end of the address bar, to the right of the star.
- In the menu, hover over History and Recent Tabs and then click "History."
- On the page that appears, click "Clear Browsing Data" in the upper left of the page.
- In the dialog that appears, select the checkboxes for "Cookies and other site and plugin data", "Cached images and files", and "Autofill form data."
- Select the period of time you wish to delete the cache (Recommended: "the beginning of time").
- Click "Clear Browsing Data" in the bottom of the dialog box to complete the process.

Clearing browser cache in Internet Explorer

- In the top right corner of the browser window, select "Tools" (the icon that looks like a gear).
- Select "Internet Options" from the dropdown menu.
- Under the "General" tab, find "Browsing History" and click the button marked "Delete…"
- In the dialog box that appears, select "Temporary Internet files and website files" and "Cookies and website data".
- Click "Delete."

Clearing browser cache in Firefox

- In the top right corner, click the menu, which is found at the end of the address bar, to the right.
- In the menu, hover over History and Recent Tabs and then click "History."
- Select the option "Clear recent history".
- You may select the "time range to clear". Options are: everything, today, last 4 hours, last 2 hours, last hour. (Recommended: "everything").
- Under "details", please make sure cookies, cache, and active logins are selected.
- Click "Clear now".