**Student Engagement Survey Technical Tips**

**Confirm with your school’s Technology Coordinator before administering surveys:**

1. Verify that both advance-ed.org and cognia.org are approved domains in your school’s firewall.
2. Verify that your school is using an approved operating system and browser. The complete list is provided on page 3 of the Survey Administration Guide, available on the Cognia resource page for Idaho schools (<https://isde.onlinehelp.cognia.org/>).

**Common technical questions and issues:**

1. **Q:** I am a new HOI (head of institution) at my school or district and I don’t have a MyJourney account. Should I contact Cognia Client Care?

**A:** Not right away. If you’re the new HOI at a school, contact your district administrator. If you’re a new HOI at a district, there still may be another admin level user at your district who can help you. Any admin level MyJourney user at your school or district can add an account for you by logging into MyJourney, going to the surveys module, and selecting “manage users” from the menu on the left. If there is no admin level user at your school or district that can help you, Cognia Client Care can create a MyJourney account for you. However, HOI updates must be sent directly to ISDE, not to Cognia.

1. **Q:** When I look at the list of surveys available to my school, I only see the elementary school survey (grades 3-5) but my school is K-8. What should I do?

**A:** Contact Cognia Client Care. They will verify that they have the correct grades on file for your school. Once confirmed, they will contact the contract manager, who will add the correct level survey to your school’s account.

1. **Q:** What demographic information is required in the roster change form template, and what can I leave blank?

**A:** Review the “Roster Change Form Instruction Sheet” available in the zipped folder that appears when you select “submit roster changes” in the surveys module; it is also available on the Cognia resource page for Idaho schools. Required demographic information is marked with a “Y.” If the demographic variable is not marked with a “Y,” it can be left blank.

1. **Q:** A student in my district has moved out of state. How do I remove the student from my roster?

**A:** When uploading the roster change form in the surveys module, enter the student’s demographic information into a row and make sure the “Active” column is set to “N.”

1. **Q:** I keep getting an error message when I try to upload my roster change form. What am I doing wrong?

**A:** Verify that you are using the template directly from the surveys module, not a template you had saved from a previous administration. Also, make sure you are including all of the required demographic information that is listed in the Roster Change Form Instruction Sheet. Then, verify that you are using valid values for each piece of demographic information, particularly date of birth and grade level; for example, a student’s date of birth must be formatted as “MM/DD/YYYY,” and a student’s grade must be formatted as “03” for grade 3. You may have to format the grade column as text to assure the zero appears. Also, make certain you are inputting a valid state ID in the SchoolStateIdentifier column (this is a combination of your district and school code, NOT the student ID). There is a list of schools and their state IDs posted to both the partnership page and the ISDE resource page (<https://www.sde.idaho.gov/assessment/surveys/>) for easy lookup of your state ID.

1. **Q:** I submitted my roster change form, but when I go back and look at my roster, the change isn’t reflected. What happened?

**A:** Please allow 48 for changes to be processed. If you don’t see the change you submitted within 48 hours, please contact Cognia Client Care.

1. **Q:** My students are seeing the green check mark at the end of their surveys after they click “submit” but they are not being re-routed to the login page like the SES Administration Guide says they should. When I go back and look at the roster report, it shows they didn’t take the survey. What is happening here?

**A:** Their surveys are not being recorded because your school’s firewall is restricting access to either advance-ed.org or cognia.org. Contact your school’s Technology Coordinator for help and have the students log in and take the survey again. Once those domains are cleared through the firewall, your students should be redirected to the login page after they see the green check mark and you should see their status as “submitted” in your roster report.

1. **Q:** How do I contact Cognia Client Care?

**A:** Cognia Client Care can be reached at [clientcare@cognia.org](mailto:clientcare@cognia.org) or 888-413-3669, ext. 5720.