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# Appendixes

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CALIFORNIA  
Assessment of Student Performance and Progress

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## Accessibility Guide for CAASPP Online Testing

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2016-17 Administration

Smarter Balanced for English Language Arts/  
Literacy and Mathematics Summative Assessments  
California Alternate Assessments for English  
Language Arts/Literacy and Mathematics  
California Science Test



Measuring the Power of Learning.™



California Assessment of  
Student Performance and Progress



## User Support

**Local educational agency (LEA) California Assessment of Student Performance and Progress (CAASPP) coordinators** should first contact your LEA technology coordinator or system administrator prior to contacting the California Technical Assistance Center (CaTAC).

**Technology coordinators and CAASPP test site coordinators** should contact their LEA CAASPP coordinators for assistance.

## California Technical Assistance Center for LEA CAASPP Coordinators

If you must contact CaTAC, you will be asked to provide as much detail as possible about the issue(s) you encountered.

### CaTAC

Hours: 7 a.m. to 5 p.m., Monday–Friday

Toll-Free Phone Support: 800-955-2954

E-mail Support: [caltac@ets.org](mailto:caltac@ets.org)

Web site: <http://www.caaspp.org/>

**Always** include the following information:

- Test administrator or test examiner name and information technology/network contact person and contact information
- Statewide Student Identifier(s) of affected students
- Results ID for the affected student test session
- Operating system and secure browser version information
- Any error messages and codes that appeared, if applicable
- Information about your network configuration:
  - Secure browser installation (to individual devices or network)
  - Wired or wireless Internet network setup



**Warning:** Never provide any other student information, as doing so may violate Family Educational Rights and Privacy Act policies.

## Change Log

Change(s)	Section(s)	Date
<p>Removed Windows Vista from the list of software compatible with the ViewPlus ViewPlus Desktop Embosser driver. Students testing with the braille accommodation must use devices loaded with a current version of the Windows operating system (7, 8.0, 8.1, or 10) only.</p>	<p><i>Table 6. Supported Operating Systems and Related Requirements, page 73</i></p>	<p>March 6, 2017</p>