

Department of Assessment

Performance Matters Support Guidance Document for Students and Parents

The purpose of this support document is to provide guidance for students and parents on the use of the Performance Matters Online Assessment System to take all District-Created or Teacher-Created assessments.

Parent/Student Support

- 1. Q:** What is the Performance Matters Online Testing System?

A: The Performance Matters Online Testing System is the system through which all district-created and some teacher-created assessments are administered to students in an effort to improve the instructional process, increase student achievement, and provide just-in-time actionable data to make better instructional decisions.
- 2. Q:** Do all students have access to the Performance Matters Online Testing Tunnel?

A: Yes, all students have access to the Testing Tunnel in the District's Portal using their District's user name and password as long as an assessment has been assigned to them by the district or at least one of their teachers.

Resource Link: [Student Presentation - How Students Access the Performance Matters System Using Single-Sign On](#)
- 3. Q:** How do students access the Performance Matters Online Testing Tunnel?

A: Students can access the Performance Matters Online Testing Tunnel via the student Portal.

Resource Link: [Student Presentation on How To Access the Performance Matters Online Assessment Testing Tunnel](#)
- 4. Q:** Will the District offer flexible hours beyond the school hours (Monday through Friday) for students to access assessments from home? If so, what are the suggested hours?

A: Teachers have the ability to create assessments for their students and make them available at any time. District-created assessments are available Monday through Friday between the hours of 7:00 a.m to 7:00 p.m.
- 5. Q:** Why are some students receiving error messages when trying to log in to Performance Matters?

A: A student may receive an error message if the student has not logged into the device with the credentials that they used to log into the portal. *Students who are sharing devices and need to log out of the DEVICE and not just the DISTRICT PORTAL to access the PM system.*

6. **Q:** How is my child given access to assessments in Performance Matters?
A: Teachers release assessments to their students from the Test Center in Performance Matters. Once teachers release the tests to their students, the test will appear in the Online Testing Tunnel for the students. The test will remain in the tunnel until the students take the test or until the testing window closes.
7. **Q:** What should I do if my teacher released the test and I can't access it in the testing tunnel?
A: Inform your teacher that you are unable to see the test.
8. **Q:** Are students able to see their test results once they complete an assessment in the Performance Matters Testing Tunnel?
A: Yes, students are able to log into the Student Portal from the Performance Matters Online Testing Tunnel login page. There they can see the test results of all assessments taken in the Performance Matters system.
Resource Link: [Making the Most of Student Portal](#)
9. **Q:** Who should I contact if I have any questions about using the Performance Matters System?
A: Students should contact their teacher if they have any questions about using the Performance Matters system.