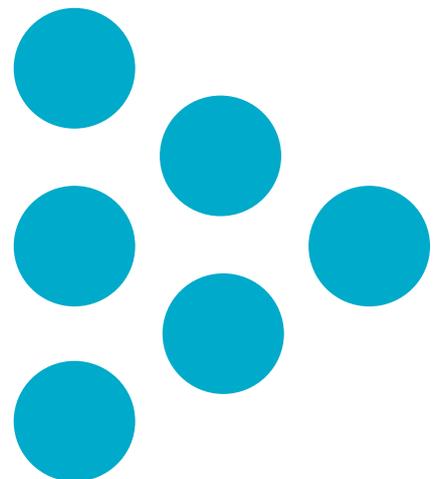

NFER Tests Analysis Tool

Frequently Asked Questions



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Accessing the tool

How do I log in?

The system can be accessed online at <https://hub.nfer.ac.uk>

To log in you will need to enter your school ID number, username and password into the relevant boxes and then press the '**Log in**' button.

If you are the person who placed your first NFER tests order, an account will have been set up automatically for you and your login details would have been sent with your order (your password will have been sent in a separate letter). This account will have School Admin permissions. Contact NFER on 01753 637007 if you have not received this.

If you are not the person that placed the order, contact an existing School Admin user within your school, who will be able to set you up with a user account.

I have forgotten my password

You will need to ask a School Admin user within your school account to reset this for you.

If you are the only School Admin user, or you do not know who the school admin user is within your school account, please contact NFER on 01753 637007 and we will be able to reset your password for you.

I am unable to log in

Check that you are entering the correct username, school ID and password. You can ask an admin user on your account to confirm these details and reset your password if you are unsure.

Ensure you are not typing any additional spaces or characters into your log in details and that you do not have Caps Lock on.

If you are the only School Admin user at your school please contact NFER on 01753 637007.

My account has been locked out, how do I get this unlocked?

If your account has been locked out, a School Admin user in your school can unlock your account by resetting your password. Please speak to a school admin user within your school to do this. If you are the only school admin user we can reset your password for you.

I am unable to access the webpage

To access the **NFER Test Analysis Tool system** it is recommended that the Google Chrome browser is used on the Windows 8.1 or Windows 10 operating system as this gives the best performance. Internet Explorer11, Firefox or Edge may also be used.

The system will not work on Windows Vista or Windows XP operating systems.

You need an internet connection in order to access this, please check your computer is connected to the internet.

I am unable to access classroom tools/administration section after first log in

Have you downloaded the privacy statement before ticking the agreement tick box? If not, please untick the box, download and read the privacy statement by pressing the download button before re-ticking the box.

You should then be able to access the tools and administration section.

I am clicking the link/buttons but they are not working

Are you an admin and teacher permission level user, if yes have you downloaded the privacy statement before ticking the agreement tick box? If not, please untick the box, download and read the privacy statement by pressing the download button before re-ticking the box.

If you are not an admin AND teacher permission level user then you will need to speak to someone that is and check they have downloaded the privacy notice and ticked the agreement tick box.

How do I add additional staff accounts?

From the administration home screen press the **'Manage staff accounts'** option then click on the **'Create New'** button at the top left of the screen. This will open a new page called Create Staff. Select the permission level by clicking on the relevant tick box. If you want to select the School Admin and Teacher permission levels then tick both boxes and enter the new user's name.

You will need to make sure the 'Is active' box is ticked for the user to be able to access the system once you have created their user account.

Press **'Create'** and a message will appear at the bottom of the screen to tell you the new account has successfully been created. A secure password will be automatically generated for the account. Remember to note down the login details provided within this message as you will need to give these to the new staff member in order for them to log in to their account.

How do I reset a member of staff's password?

From the administration home screen press the **'Manage staff accounts'** option then click the  button for the staff member whose password you would like to reset. The staff member will have a default new password set but you may change this if you wish. Once all fields are completed press the **'Reset password'** button and a success message will appear to say that the staff member's password has changed and it will confirm the new details.

Passwords are case sensitive. They must have at least 9 characters, including a capital letter, a number and a special character. Passwords will need to be changed at a minimum of every 12 months.

How do I disable a staff members' account?

From the administration home screen press the **'Manage staff accounts'** option then click the  button for any staff member to access the update staff details screen. Untick the 'IsActive' box to disable the account.

They will not be able to log in to the system if this box is unticked.

How do I delete a staff members' account?

From the administration home screen press the **'Manage staff accounts'** option then click the  button next to the staff member whose account you would like to delete.

What do the different permission levels allow staff members to do?

User	Access Areas and Abilities
School Admin	<p>This user can add, edit and delete staff members and reset staff passwords. They can manage the pupils, including uploading, editing, adding and deleting pupil data. They will also be able to move them up a year at the start of the new academic year. School admin users are also able to manage the data relating to the pupils held by the test analysis system, in line with the requirements of the GDPR.</p> <p>Admin users will also be able to view results and generate reports based on test data entered into the system.</p> <p>They are not able to enter test results data.</p>
Teacher	<p>This user can enter test results data into the system, they can also view results and generate reports.</p> <p>They will be able to see the account information in the administration section.</p> <p>They are not able to manage pupils, data, or staff accounts.</p>
School Admin/Teacher	<p>This user is a combination of the two users above and is able to access everything within the system.</p>

How can I change my staff members' permission levels?

From the administration home screen press the **'Manage staff accounts'** option then click the **'Edit user details'** button for any staff member to access the update staff details screen. Select/deselect the tick boxes for the permission levels for that staff member.

How do I log out?

Click on your name which should appear in the upper right corner of the screen to open a drop down menu of options, select **'Logout'**

Where can I check my account information?

From the **'Administration'** home screen press **'Account information'**. This will take you to a new screen which lists the projects your school is a part of, and the products you have bought/subscribed to.

Where can I read your privacy statement?

From the '**Administration**' home screen click the '**Privacy Statement**' button. This will download a copy of our privacy statement to your computer. You will need to download and read the privacy statement before ticking the agreement box before you are able to access any areas of the tool.

Where can I check the terms and conditions for this tool?

From the '**Administration**' home screen press '**Terms & conditions**'. This will bring up a new screen which lists your projects and products with their own terms and conditions.

You are able to view the terms and conditions document by pressing the '**View**' button in the row of the project you wish to see them for. This also details the date they were last updated and when they were agreed to.

Managing my data

What data do I need to provide about my pupils?

A list of data required can be found on page ii of our user guide.

If you are uploading pupil data from a CTF file generated by your Management Information System then it should contain all the necessary pupil information.

If you are uploading pupil data from an Excel spreadsheet, we recommend you download our templates for the data as this will ensure you are collecting the correct data.

How do I upload my pupil data from CTF?

From the '**Administration**' screen, choose '**Manage Pupils**' and then '**Upload Pupils from CTF**'. In the column headed 'File' click the '**Choose file**' button. This will open a browse window. You will need to find your CTF file on your computer and select this.

You will see the file name will update to show the file you have selected. Check that this is the correct file.

Click '**Upload**' to import the data from your file into the Tests Analysis Tool.

How do I upload my pupil data from Excel?

From the '**Administration**' screen, choose '**Manage Pupils**' and then '**Upload Pupils from Excel**'. In the column headed 'File' click the '**Choose file**' button for the year group for which you wish to upload data. This will open a browse window. You will need to find your saved file on your computer and select this.

You will see the file name will update to show the file you have selected. Check that this is the correct file for the year group you are uploading.

Click '**Upload**' to import the data from your file into the Tests Analysis Tool.

I am missing a template from my upload pupil from Excel screen.

Templates will only be available in the upload pupil section for year groups where no data has yet been uploaded. Please go to '**Manage Pupils**' then '**View & Edit Pupils**' and check

if the year group for the missing template has already been uploaded to the system. Only one upload per year group is available. If you want to add a new pupil to the year group or edit an existing pupil you can do this through **'View & Edit Pupils'**.

My pupil data Excel file is not uploading

This may be due to errors in formatting. Reopen the Excel file you are trying to upload onto the system and check the data for any errors, unusual formatting or symbols typed into boxes where they shouldn't be.

Re-upload the file with any amendments made.

How can I amend my pupil's data?

From the **'Administration'** home screen press **'Manage pupils'** and then **'View & Edit Pupils'**. Click **'View & Edit'** in the row of the year group the pupil you wish to edit.

To edit the details of any pupils, click the  button next to the pupil you wish to edit.

How do I delete a pupil from my class?

From the administration home screen press **'Manage pupils'** and then **'View & Edit Pupils'**.

Click **'View & Edit'** next to the relevant year group and click the  button next to the pupil you wish to remove.

How do I add a pupil to my class?

From the administration home screen press **'Manage pupils'** and then **'View & Edit Pupils'**.

Click the **'Add'** button in the row of the year group you wish to add them to. Enter the new pupil's details and press the **'Save'** button.

I have an error when uploading my data, what does it mean?

Message	Meaning	Action
Value is required (Cell is highlighted in red)	A value that is required has not been supplied or is invalid.	A valid value must be entered. You will not be able to continue without providing this information.
Value is desired (Cell is highlighted in yellow)	A value that is desired has not been supplied or is invalid.	Enter a valid value. Note that you will be able to move on to the next page without providing these.
Length of text value not within valid range (Cell is highlighted in red)	The text provided is not within the acceptable character length.	An invalid code may have been used. See page iii of the user guide for a list of acceptable codes.
Invalid date (Cell is highlighted in red)	The format of the date is invalid.	Ensure dates are entered in the format DD/MM/YYYY and that '/' is used as a delimiter.

DOB not within expected range (Cell is highlighted in yellow)	Flags when a date of birth is outside the expected range for the year group selected.	Check the date of birth is correct. The program will accept values outside of the expected range as these may still be valid.
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How do I move my pupils into the next year group at the end of the academic year?

From the administration home screen click **'Manage Pupils'** and then click **'Move Pupils Up One Year'**. This will bring up a warning message telling you the action is irreversible and asking you to confirm you would like to continue.

The move all pupils up a year function is only available once per academic year and once carried out will be available from 1st August the following year.

If the function has already been carried out a second message will appear showing the staff member username and the date the function was carried out.

The move up a year function is not working

This function is only available once per academic year. If another user within your school has already performed this you will not be able to do it again. A message will appear telling you the username of the staff member and date it was carried out.

If pupil data has been uploaded from a CTF file this academic year then the move up a year function is not available. A message will appear indicating that this is the reason why the function is not available.

You are also unable to perform the move up a year function if you are in the process of uploading new pupil data. Please complete or cancel the pupil upload and try again.

How do I update the class name for multiple pupils?

From the administration home screen press **'Manage Pupils'** and then click **'Manage Class Names'**. Select the year group you would like to change the class names for from the drop down menu on the left then select the pupils you would like to update the class name for by clicking on the names of the pupils you would like to select or by clicking the **'Select All'** button to highlight all pupils.

Type the new class name into the **'Move to'** box. If the new class name already exists within the school it will appear in a drop down menu where you can select it, if the class name doesn't exist, a new class will be created with the class name you have given.

Click the blue **'Bulk Update'** button when you have selected the new class name.

How do I delete my class' data file?

From the **'Administration'** home screen click **'Manage pupils'** and then **'View & Edit Pupils'** click the **'Delete'** button in the row of the year group who you wish to delete the data for.

Deleting a year group is irreversible. All of their assessment data will also be deleted and cannot be retrieved within the system.

Can I create custom groups of pupils, other than classes?

Yes, you can use the 'Groups Management' area of the hub to create custom groups of pupils (for example, sets or groups who receive additional support). These groups can be used to filter the pupils you see on the 'Enter data', 'View results' and 'Reports' areas.

Can I share the groups I've created with other members of staff?

Yes, you can share groups through 'Group Management'. Click 'View and edit groups' then click the 'share' button on the group you would like to share. This shares the group with all users on your school account. Only the group creator will be able to edit or delete the group.

How do I export all data I have entered?

From the '**Administration**' home screen select '**Export all data held in the system**'. This will automatically download an excel file. Save this file into a location you have chosen on your computer.

The downloaded file will have a time and date stamp so you are able to keep record of what data was held when.

It will list all pupil data held as well as all test result data held.

I would like to delete all data held

There are 2 options for bulk deleting data, delete product data but not pupils and delete all product and pupil data.

To delete product data but not pupils, from the administration home screen select '**Delete product data but not pupils**' select the product and year group you wish to delete data from the menu.

To delete all product and pupil data held on the system select '**Delete all product and pupil data**' from the administration home screen.

Inputting test results

How do I select pupils to enter data for?

Select the box for the pupils you would like to enter data for. If you click the box again this will deselect that group of pupils.

When you select a year group, all classes within that year group will automatically highlight in blue. Similarly if you select a whole key stage all year groups and classes within that key stage will highlight in blue, and if you select the school, all key stages, year groups and classes will be highlighted.

What different ways can I enter data?

Data can be entered in 3 different ways – enter by pupil, enter by question and enter by total. You can also import historical data through the '**Import results**' function.

The '**Enter by pupil**' option allows you to enter each individual pupil's results for the selected assessment one pupil at a time.

The '**Enter by question**' option allows you to enter each pupil's score on a particular question before moving onto the next question and repeating.

The **'Enter by total'** option allows you to input each students total score.

How can I import historical data?

Data can be imported by selecting the pupils you would like to import data for and pressing the **'Import results'** button

Click the green **'Download template'** button. This will download an excel document, save this in a location of your choice on your computer.

The excel document will have all pupils in that year group populated into it as well as column headers for all available NFER Tests.

Enter the results for tests and the date that they were taken in the relevant columns. Where an assessment has multiple papers you will need to input the combined score for all papers.

When completed save the file and return to the Online Hub. Click the blue **'Browse'** button and find your completed saved file on your computer. Press the green **'Upload'** button below and the file will upload.

My historical data is not importing?

The score format should be a number written in digits, and where there are multiple tests it is the total of all test papers.

The date should be written in format DD/MM/YYYY.

Formatting errors will mean the spreadsheet does not upload.

Refresh the page, you may have timed out and need to log back in to the system.

How can I tell my historical data has imported?

To check which data has been imported, click the orange **'Download failed results'** button. Open the downloaded spreadsheet.

Each pupil will be listed, with a separate row for each test that has not been imported. The reason for the failed import will be listed in the 'remarks' column.

A list of reasons and what they mean can be seen below:

Neither Date nor Score provided for the qualification	You did not put any data for this assessment in the import file
Score Exceeded Max Score	The score you have entered is invalid as it is above the maximum available score for that assessment
Cannot overwrite data entered manually by pupil, question or total in the system	You have previously entered data for this assessment within the system on the 'enter by pupil', 'enter by question' or 'enter by total' pages. These scores will not be overwritten as they are done on a test level (each individual test paper) rather than on a qualification level (multiple papers combined).
Please provide date	You have entered a score but not a date for this assessment in the import file.
Date provided, but could not find score	You have entered a date but not a score for this assessment in the import file

Score less than 0	You have entered a negative score into the import file.
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Why do I not have the option to import results?

Only staff with 'Administrator' or 'Admin/Teacher' permission level will be able to import results.

Why can't I import question level data from my excel question grid files?

Only total qualification level scores can be imported. The import function has been implemented to allow you to quickly load historical test information, into the online system so you can run progress reports and be able to generate more detailed individual progress reports.

Question level data on the system is only required in order to produce question level analysis and programme of study reports. These reports are based on providing the same information that was previously available through the excel question grid files for Y3-5 tests.

If you previously used the excel sheets, we recommend you continue using your completed sheets of these for historical question level analysis and programme of study reports and import your total scores for individual progress and attainment comparison reports.

Can I amend data after it has been input to the system?

Data can be amended at any time by reselecting the test you would like to change data for and input your new data. Once saved this will overwrite the previously held data.

How do I change the test I am inputting data for?

There will be a menu at the top of the screen you will be able to use. Click the box that lists the test currently chosen to show the hidden selection tool.

Press the '**Clear**' button to remove your selection and select a new year, term and subject.

Press '**Continue**' and the new assessment selected will load.

Can I input my pupil's SATs results into the system?

You are able to enter results for year 2 SATs into the system. This should be done through the 'Manage pupils' section of the hub and can either be done when uploading pupils to a year group or through the 'View and edit pupils' page. See section 2.3 of the user guide for more details on how to do this. Once you have entered year 2 SATs results, you will be able to view them on the 'View results' page. There is currently no provision to enter year 6 SATs results and no reports are available for SATs data.

Generating reports

Will I be able to generate a report for my year 5 pupils that sat a year 4 Summer test in Autumn?

You will still be able to generate the report however you will not be able to read these the same way. For instance a standardised score of 100 achieved by a year 5 pupil taking a year 4 Summer test would indicate that pupil is working at the average level of a year 4 pupil in Summer and is therefore a term behind.

My report says there is no data available

Check that you have selected the correct group of children from the '**NFER Tests Analysis Tool**' homepage as these are the children you are producing a report for.

Check that you have entered data for the test(s) and pupil(s) you have selected. You can do this by exporting all data or by going to the enter data section and checking if data is entered. The Question Level Analysis and Programme of Study require question level data. You will not be able to generate these reports if you have only entered pupil data by total score.

How can I find out what each report will show me?

There is an information box on each report page which explains what the report shows.

Can I filter results and reports to show certain groups of pupils?

Yes, you can use the use the '**Groups**' and '**Filter**' buttons that appear at the top of each report page. The Groups button allows you to show only pupils belonging to a custom group that you have created or has been shared with you. To create, view and edit groups use the '**Groups management**' area.

The '**Filter**' button allows you to filter pupil results by the following demographics:

- Class
- Gender
- Birth Term
- Free School Meals (FSM)
- Ethnicity
- Special Educational Needs (SEN)

To filter results, you must have first entered this information in the '**Manage pupils**' area.

Can I download/export my results?

Yes, once you have selected and viewed results from a test by pressing the show button you can export and your results. To do this press the '**Export**' button in the top right-hand corner of the screen. This will start the download of an excel file containing the data. Save the exported report into a location of your choice on your computer.

Can I download/export and print my reports?

You are able to export attainment comparison, question level analysis and programme of study reports (the individual progress report cannot be exported). All reports are printable. Once you have selected and viewed a report by pressing the show button it is possible to export your report using the '**Export**' button in the top right-hand corner.

This will begin a download of an excel file containing the data within the table. Save the exported report into a location you have chosen on your computer.

You can print any report using the 'Print' button in the top right-hand corner.

My report is not showing correctly

Are you using a computer that has the minimum technical requirements?

These are:

Windows 8.1 or above (Windows XP or Vista may not have full functionality of the system).

iOS 11 (not recommended for data entry).

Google Chrome (latest version) *This is our recommended browsers for the best experience

IE11 or Edge (IE10 or lower may not have full functionality of the system)

Firefox (latest version)

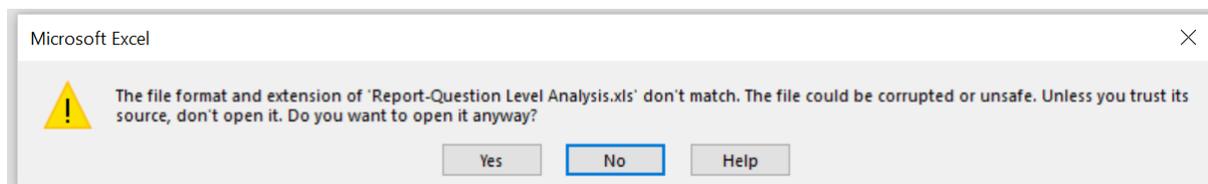
Safari (latest version)

Using a device without these may mean the tool does not display all things correctly.

If you are using these browsers and you are still not able to view your report correctly, refresh the cache for the webpage.

I have tried to export my report and received an error message when opening in excel

Is the message the same as below?



Press the yes button and your file will open without any issues.

I'm getting a pop-up blocked message when trying to print my report

Please choose the accept popups option on the error message. This will allow you to re-select the report you would like to print and print without the popup blocker message.

It is possible to add the web address for this site to your browser popup settings which will stop the message appearing in future. Ask your school's IT support/administrator if you need help with this.

