

The following was sent to the KYAE listserv.

March 2, 2016



## TABE Online: Helpful Hint

**This e-mail contains information that was first distributed August 31, 2015. Please note the recently added helpful hint to assist those who are having difficulty printing reports in a timely manner.**

### Setting up TABE Online:

- **Review Online Videos**

- Below are the links from the CTB TABE YouTube channel [<https://www.youtube.com/channel/UC7LR0bFkzA94aAQWqThAanQ>].
  - TABE Online Hierarchy - <https://www.youtube.com/watch?v=PHJXoBqTti8>
  - TABE Online Student Registration - <https://www.youtube.com/watch?v=ADSeb4bjzik>
  - TABE Online Test Session Setup - <https://www.youtube.com/watch?v=tdTJ8rS6qvY>
  - TABE Online Workstation Setup - [https://www.youtube.com/watch?v=5LTz\\_SZ1dbE](https://www.youtube.com/watch?v=5LTz_SZ1dbE)

- **For additional information or help, please contact Rudy Rhoades at [rrhoades@ket.org](mailto:rrhoades@ket.org).**

### Helpful Hint for TABE Online

**Even if the report takes a while to print, you can still get results immediately.**

Here are the steps:

- 1) Choose the test the student took.
- 2) Click "View Status".
- 3) Choose the student's name.
- 4) Click "Subtest Details" found just below the student names. The subtest will give you a raw score so you can figure the score yourself using the Norms Book.

### Trouble Shooting:

#### **Step # 1 - Contact Online Assessment Help Desk**

Call the TABE Online Support team directly - online Assessment Product Support: [866-282-2250](tel:866-282-2250). When you call, **you will be given a Support Ticket number that you should save for future reference.**

#### **Step # 2 - Contact KYAE**

If the support team is unable to satisfactorily resolve the issue, please e-mail Terry Tackett a description of the issue and the related support ticket number. We will work directly with Mike Johnson and the TABE Online Support teams to resolve the issue.

Cody Davidson, Ph.D.

Director of Administrative Leadership for Kentucky Adult Education

Kentucky Council on Postsecondary Education

1024 Capital Center Dr., Suite 250

Frankfort, KY 40601

Office: 502-573-5114, x373

[Cody.Davidson@ky.gov](mailto:Cody.Davidson@ky.gov)

[www.kyae.ky.gov](http://www.kyae.ky.gov)