

## **Root Cause Analysis and Corrective Action Plan**

On Wednesday, August 10, 2011, ISBE notified Pearson that a Chicago Public School (CPS) indicated that grade 4 students open ended Reading scores were reported as a zero on the Illinois Web Application Security (IWAS) system.

**Corrected File:** Pearson corrected the open ended score information for the 144 impacted students, rescored the file and on Friday, August 12, 2011, provided the updated score files (student and summary) to ISBE.

**Number of students impacted:** Pearson investigated this issue and determined that 144 students (in grade 4) at five schools in four districts were impacted. Pearson performed the following analysis on the statewide file to verify impacted students:

1. Queried the scoring system (for performance items) to identify any response not uploaded.
2. Queried the uploaded files to identify any record that did not receive a performance score.
3. Performed a software query on the final score file to identify any record that did not receive a performance score.

These steps confirmed the number of impacted students as reported (144 students in grade 4 at 5 schools in 4 districts).

**Root Cause:** Pearson determined from analysis that the issue surfaced during preparation for the equating process when files were moved between scoring systems. When files were moved, the open ended scores were not uploaded.

**Corrective Actions:** Two corrective actions have been implemented to fix this issue.

1. A new system edit routine that will prevent files with blank fields from exporting from scoring system (for performance items); and
2. A modification of the receiving system will flag and hold any files that contain blank fields for performance items.