

Dear Louisiana Local Education Leaders:

Thank you for expressing your interest in test security services offered by Caveon Test Security (“Caveon”) to Local Education Agencies in Louisiana (“LEAs”) in accordance with Caveon’s contract with the Louisiana State Department of Education (“LDOE”).

Caveon is pleased to offer a variety of services to LEAs to assure the quality and integrity of state assessments administered in your schools. A brief description of each of the services offered is provided below.

Real-Time Monitoring

Caveon will provide Real-Time, on-site monitoring of state assessment administrations at schools designated by the LEA to ensure compliance with Bulletin 118 and all applicable assessment policies and procedures required by the LDOE during state assessment testing windows in the Spring, 2020 (“Real-Time Monitoring”).

For each school designated by the LEA, Real-Time Monitoring is a one-day event that includes two (2) Caveon-trained, professional assessment administration monitors (“Caveon Monitors”) who will monitor assessment administrations at the school from the time the school building is opened for the day until the completion of scheduled, general education assessment administrations, for the day. Caveon Monitors will conduct a brief interview of the School Test Coordinator, review designated test security compliance documents, observe the storage, distribution and collection of secure assessment materials, and observe assessment administration practices in multiple testing rooms in each school.

Caveon will utilize monitoring and observation checklists and protocols developed in collaboration with LDOE to ensure fair, careful, consistent monitoring of state assessment administrations. Caveon Monitors will document all observed deviations from assessment policies and procedures using LDOE- approved protocols and will provide narrative descriptions of all significant deviations from policies observed during monitoring.

Caveon will provide Real Time Monitoring using Caveon Core™, Caveon’s proprietary Internet-based test security management platform configured to LDOE-approved monitoring protocols. Caveon Core enables monitors to electronically enter and archive observation findings during and after each monitoring event on handheld electronic devices that are connected to Caveon Core via a secure, wireless Internet connection, helping to ensure timely, accurate, and consistent submission of important data elements critical to successful assessment administration monitoring. LDOE has approved Caveon’s use of mobile electronic devices in the testing environment for the purpose of conducting state assessment administration monitoring. Caveon Core is a secure online platform that provides multiple views, permission-based roles and system access, resource management, analytics, secure file sharing, and external reporting. The LEA District Test Coordinator (“DTC”) will have the capability to view monitoring data in real time on Caveon Core as it is collected and uploaded each day by Caveon Monitors, and quickly sort through the data to identify testing irregularities and other specific issues of concern detected by Caveon Monitors. Finally, the LEA will receive one-page summary Monitoring Reports electronically via Caveon Core.

Pricing for Real-Time Monitoring:

- \$2,800 per school per day of monitoring

To request monitoring services from Caveon, you must first complete an online form that includes all of the essential information that will enable Caveon to provide the LEA with the required contract documents that specify the requested services and ensure Caveon’s capacity to staff the services that you have requested.

You may access the LEA Client Information Form by clicking on the following link:

<https://core.caveon.com/base/submit/WzUxLDM4NSwxMjA3XQ.Bz3JS7R498jVFaw7eNAAFnGml6c>

After you have submitted the required information in the LEA Client Information Form, Caveon will create and deliver the following documents for your review:

1. Caveon Professional Services Agreement and Statement of Work (for all professional services to be provided)
2. Caveon Technology and Internet-Based Services Subscriber Agreement and Order Form for Caveon Core (for all Internet-based technology services to be provided)

After you receive the above documents, please sign and return them promptly to Caveon as instructed. Upon receiving signed copies of the above documents, Caveon will email countersigned copies for your records within 3 business days.

In order for Caveon to ensure its capacity to meet all LEA needs in Louisiana for state assessment administrations in the Spring, 2020, Caveon must finalize its contracts with all LEAs for the above described services no later than February 7, 2020. For any LEA seeking Real-Time Monitoring of state assessments to be administered in December 2019, all contracts must be finalized no later than November 9, 2019.

Training Modules

Caveon will license two professional development training modules configured to LDOE assessment policies and procedures to LEAs. Each of the below described training modules consists of two, 3- hour components, meaning that each module would take a total of 6 hours to complete. The original remote professional development modules will be presented live (although remotely) over the course of one day each and will be recorded. The recorded multimedia modules will be made available online to the LEA for the term of the contract. Registration for the modules will be accomplished through an online registration system provided and maintained by Caveon. Following the verified completion of each module, Caveon will require participants to complete a survey soliciting participant feedback about the substance and quality of the training modules. Following participant completion of both the module and the survey for the module, Caveon will deliver an electronically verifiable certificate of completion to the participant.

The core set of Caveon's professional development training will include the following two modules, with descriptions and topics provided for each below.

1. *The Essentials of Test Security for LEAs*

Caveon's comprehensive test security training module for LEAs is designed to help participants evaluate the security of an LEA's assessment practices against best practices and utilize the lessons to improve the integrity of assessments at the LEA and school level. The curriculum will instruct attendees how to protect their program's reputation and test development investments, detect security threats and vulnerabilities, respond to test security breaches, and improve the overall test security program. Topics covered at The Essentials of Test Security for LEAs will include:

- Implementing Test Security Processes
- Assessing Threats
- Designing Security into Assessment Administration
- Detecting Breaches
- Responding to Incidents
- Improving Test Security

2. *Test Security Investigations Workshop for LEAs*

LEAs and schools are often required to investigate test security incidents that occur during assessment administrations, as well as irregularities detected through the use of data forensics analysis and other means. The Caveon Test Security Investigations Workshop provides LEAs, schools, and their key personnel, including assessment managers, district test coordinators, and school leaders, with best practices for responding to test security incidents and conducting investigations at the LEA and/or school level. The Test Security Investigations Workshop, led by experienced Caveon Senior Test Security Investigators, will enable each participant to:

- Identify vulnerabilities in assessment administration that may lead to violations
- Learn strategies for detecting, investigating, and mitigating testing violations
- Develop a framework for a test security incident response plan
- Understand state and local requirements for investigations
- Identify best practices in responding to and investigating test security incidents Identify relevant documents and data to collect and analyze in investigations
- Identify relevant witnesses for interviews and the topics to cover in each interview
- Conduct interviews of test administrators, proctors and students
- Analyze and synthesize evidence collected in an investigation
- Identify what makes an investigation complete and its findings reliable
- Understand state and local requirements for reports of investigation findings
- Report findings of investigations

Pricing for Training Modules:

- \$7,500 per module for each LEA, with a license for online access to the module for one year.

Investigative Services

When an LEA identifies a case where a test security investigation is warranted, Caveon proposes to invoke the Caveon Investigative Services™ (“CIS”) protocol to assist with investigation processes, planning and execution. Caveon’s CIS staff will work with LEA District Test Coordinators, central office staff and/or other designated LEA staff to establish a security incident reporting protocol in accordance with LDOE requirements that will identify: who collects security incident information, the type of information to collect, the individuals involved, relevant documents and other evidence.

In each case identified by the LEA, CIS staff will conduct on-site interviews of students, educators and administrators at selected schools of interest and draft and deliver a summary report of investigation findings. The scope of each investigation will be determined based on the unique facts of each case.

In collaboration with the LEA, CIS staff will plan and conduct onsite investigation interviews for each case. The goal for Caveon in completing an investigation, including onsite interviews, is to obtain reliable, credible evidence that will enable the LEA to confidently determine the complete scope of the conduct at issue and identify all persons who participated in it. Evidence gathered for this purpose must be obtained, preserved, and reported in a method that will enable the LEA to take any possible action it deems appropriate based upon its review of the evidence. Caveon will conduct interviews with students, teachers, and administrators to gather objective evidence related to suspected or reported test security irregularities, within the scope of the investigation.

For each investigation case, Caveon will generate a summary report of the investigation. The final report will include a summary of the investigation, a categorization of and analysis of all the evidence reviewed and reasonable inferences that can be drawn therefrom. At the completion and submission of the report, a telephone conference will be held with the LEA to discuss the findings in the report for their use in recommending possible courses of action that LEA may wish to consider.

Pricing for Investigative Services:

- Range between \$7,000 and \$11,300 per case, depending on the nature of the case.

Additional Information

If you represent a LEA that would like to request Monitoring Services from Caveon, you must complete the Client Information Form online at the link provided above. If you would like to inquire about Training Services or Investigative Services, or if you have questions about any of Caveon's services described above, or the contracting process, please contact Joe Kamell directly at Joe.Kamell@Caveon.com and Joe or another Caveon staff member will reply to your email or call you as soon as possible.

Thank you again for your interest in Caveon's services.

Sincerely,

Marc. J Weinstein

Vice President, Caveon Investigative Services