

# Family Portal Communication Strategies and Sample Communications

## Family Portal Communication Guide

2023-2024

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*Prepared by Cambium Assessment, Inc.*



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# Strategies for Communicating with Students' Families

Good communications foster transparency which is why communicating with student families is essential. The DeSSA ELA and Mathematics Family Portal was launched in 2022-2023 to enable Delaware families to view their child's ELA and mathematics score reports electronically at the end of July. .

2022-2023 was the last year that printed score reports were mailed to families. The printed score reports for the spring 2023 administration I provided information to families about how to access the Family Portal and included their child's unique student access code. A sample report, shown below, containing the access code was sent in Summer 2023. For 2023-2024, Schools will need to provide instructions and student access codes to families that have grade 3 students this year and students that did not test last year, including any students that are new to Delaware schools..

## 2022-23 Printed Score Report: Family Portal Instructions and Student Access Code

There is a New Way to Access Your Child's Results

<http://de-familyportal.cambiumast.com/>

To view your child's scores online, you will need:

- Your child's Date-of-Birth;
- First Name;
- and Access Code to access these results.

**Your child's Access Code is:**

XXX999

**Notes for Future Delaware Reports**

- 2022–2023 is the final year that a printed score report will be mailed to families. Starting in 2023–2024, families will access student score reports exclusively through the DeSSA ELA and Mathematics Family Portal.
- The Family Portal Access Code will remain constant for children in grades 3–8. Families will use the same code each year to access their child's ELA and Mathematics score reports while their child is in grades 3–8.
- Families need to keep the Access Code in a safe and secure location. If the Access Code has been lost, please contact your child's school.

• Additional resources and a help guide, are accessible within the Family Portal at <http://de-familyportal.cambiumast.com.>

This document provides guidance and some best practices for communicating information about the new Family Portal.

- **Start Early.** Build relationships and set expectations with your students and families early in the school year. Before test results are released, provide students' families with information about the testing process and how they can learn more about their children's performance.
- **Think Local.** Teachers and schools know their students' families best and are the most effective communication channels.
- **Keep Messaging Short, Punchy, and Clear.** Avoid jargon and acronyms; if you must use them, be sure to offer definitions. Simple words and short paragraphs facilitate reading and comprehension. Consider using URL shorteners or labels when including long URLs in written material.
- **Be Prepared to Communicate with All Types of Families.** Be accessible to all types of families, including those with disabilities and those who use languages other than English. For example, do not rely on color-coding or images without explanatory text and translate, translate, translate.
- **Use a Multipronged Approach.** Refer to this document's Communication Channel Suggestions section to review the communication channels at your disposal and consider using more than one suggestion.
- **Train Staff.** Ensure that you train your support staff, especially the front desk staff, and provide them with information about the Family Portal. In addition, provide staff with sample scripts they can use to answer questions about the Family Portal.
- **Use Direct Contact.** Remember that direct contact is ideal and follow up as needed!

## For School Administrators

To ensure that the school reaches as many families as possible, confirm that your teachers and staff are familiar with the resources and information on the DeSSA ELA and Mathematics Family Portal, can navigate the Family Portal easily, and are equipped to answer potential questions. Discuss the benefits of the Family Portal with your staff, and ensure that they understand the following details:

- The DeSSA ELA and Mathematics Family Portal provides families access to their children's performance results and other family resources. The DeSSA ELA and Mathematics Family Portal is accessible through the [DeSSA online assessment portal](#). Family Portal resources are located on the DeSSA online assessment portal for [Test Coordinators](#) and [Families](#).
- Families will need a unique access code, the student's first name, and date of birth to log in.

- Families should be notified as soon as assessment results are posted on the Family Portal using any communication strategy listed in the following section. NOTE: Schools will need to provide access instructions and the unique student access code to Families by May 30, 2024. .
- Staff should be trained to retrieve unique access codes from the Test Information Distribution Engine (TIDE). Refer to the following resources:
  - [Family Portal User Guide](#)
  - [Family Portal Training Module](#)
  - [Test Coordinator Family Portal Training \(Live Recording\)](#)
  - [Family Portal Brochure for Providing Access Codes](#)

## Communication Channel Suggestions

As previously outlined, you have various communication channels as available options. Let us review some of the available communication channels. Please keep in mind that student access codes need to be communicated to families using a secure communication method.

- **The DeSSA ELA and Mathematics Family Portal.** The [DeSSA Family Portal site](#) provides electronic access to summative student score reports for ELA and Mathematics.
- **Materials Sent Home with Students.** These materials can include text and URLs directing parents to the online resources available on the [DeSSA portal for Families](#).
- **Meetings.** Schedule meetings with families, including events like back-to-school nights.
- **Phone Calls.** Having a conversation over the phone is a great way to make direct contact.
- **Emails.** Emails provide a convenient means to convey information and documents directly to families.
- **Social Media Posts.** Provide links to your official social media accounts and post regularly to keep Internet-savvy families up to date.

## Appendix A. Sample Communications (Embedded)

Included are three types of sample communications that can be used to communicate with Families about the DeSSA ELA and Mathematics Family Portal.

### Letter to Families

Sample Letters to Parents/Guardians to communicate student access codes and share information about how to access the DeSSA ELA and Mathematics Family Portal. The content of each letter is identical, but the first letter is drafted to be from DDOE and the second is drafted to be from the school principal.

- [English Language \(DDOE\)](#)
- [Spanish Language \(DDOE\)](#)
- [English Language \(Principal\)](#)
- [Spanish Language \(Principal\)](#)

### Family Brochure

Sample brochure with step-by-step instructions for Families on how to access the DeSSA ELA and Mathematics Family Portal.

- [English Language](#)
- [Spanish Language](#)

### How to View Your Child's Test Results

This two-page guide provides Families with detailed step-by-step instructions on how to access the DeSSA ELA and Mathematics Family Portal.

- [English Language](#)
- [Spanish Language](#)

## Appendix B. Sample Communications (Full Text)

### Letter to Families

Below are sample letters to Parents/Guardians in English and Spanish to communicate student access codes and share information about how to access the Family Portal. The content of each letter is identical, but the first is drafted to be from DDOE and the second is drafted to be from the school principal.

**English Language (DDOE)**



**DEPARTMENT OF EDUCATION**

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401 Federal Street Suite 2  
Dover, Delaware 19901-3639  
<http://education.delaware.gov>

Mark A. Holodick, Ed.D.  
Secretary of Education  
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(302) 739-4654 - fax

April 2024

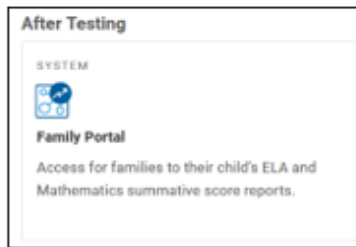
Dear Parent / Guardian,

Your child participated in the Delaware System of Student Assessment (DeSSA) English Language Arts (ELA) and Mathematics summative tests during school year 2023-2024.

Your child's score report is accessible through the DeSSA ELA and Mathematics Family Portal.

To view your child's statewide assessment results:

1. Navigate to the DeSSA Family Portal located at <https://de-familyportal.cambiumast.com>.



2. Enter your child's first name and date of birth and the unique Access Code provided on the 2022-2023 printed score report mailed to your home last summer or provided directly to you by the school. Please contact your child's school if you did not receive your child's unique Access Code.

You can view your child's overall test scores and the interpretive guide that can be downloaded and printed. The site also contains a glossary of assessment terms; a list of frequently asked questions (FAQs) with answers; performance levels and explanations of what they mean; and resources for you to use with your child.

**Please note that your Access Code will be usable ongoing while you student is enrolled grades 3-8.**

Please, contact your school and child's teacher for more information about the family portal and how they can support your child's continued learning.

Thank you for your investment in your child's future!

Sincerely,

*April McCrae*

Director of Office of Assessment & Accountability



**Spanish Language (DDOE)**



## DEPARTMENT OF EDUCATION

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Abril de 2024

Estimado padre de familia/Tutor,

Su hijo participó en el Sistema de Evaluación de Estudiantes de Delaware (DeSSA) Artes del Lenguaje Inglés (ELA) y las pruebas de suma de Matemáticas durante el año escolar 2023-2024. El informe de puntaje de su hijo es accesible a través del Portal de Familia DeSSA ELA y Matemáticas.

Para ver los resultados de la evaluación estatal de su hijo:

- Navegue hasta el [DeSSA Family Portal](https://de-familyportal.cambiumast.com) encuentra en <https://de-familyportal.cambiumast.com>.

**After Testing**

SYSTEM



**Family Portal**

Access for families to their child's ELA and Mathematics summative score reports.

- Introduzca el nombre y la fecha de nacimiento de su hijo y el código de acceso único proporcionado en el informe de puntuación impresa 2022-2023 enviado a su casa el verano pasado o proporcionado directamente a usted por la escuela. Por favor, póngase en contacto con la escuela de su hijo si no recibió el código de acceso único de su hijo.

Puede ver los resultados generales de los exámenes de su hijo y la guía interpretativa que se puede descargar e imprimir. El sitio también contiene un glosario de términos de evaluación; una lista de preguntas frecuentes (FAQ) con respuestas; niveles de desempeño y explicaciones de lo que significan; y recursos para que usted use con su hijo.

Tenga en cuenta que su código de acceso será utilizable en curso mientras el estudiante está matriculado grados 3-8.

Por favor, póngase en contacto con su escuela y el maestro del niño para obtener más información sobre el portal familiar y cómo pueden apoyar el aprendizaje continuo de su hijo.

¡Gracias por su inversión en el futuro de su hijo!

Sinceramente

*April McCrae*

Director de la Oficina de Evaluación y Rendición de Cuentas

**English Language (Principal)**



**DeSSA ELA and Mathematics Family Portal**

April 2024

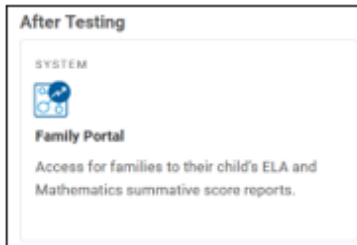
Dear Parent / Guardian,

Your child participated in the Delaware System of Student Assessment (DeSSA) English Language Arts (ELA) and Mathematics summative tests during school year 2023-2024.

Your child's score report is accessible through the DeSSA ELA and Mathematics Family Portal.

To view your child's statewide assessment results:

1. Navigate to the DeSSA Family Portal located at <https://de-familyportal.cambiumast.com> and click on the Family Portal card located near the bottom of the [page](#)



2. Enter your child's first name and date of birth and the unique Access Code provided on the 2022-2023 printed score report mailed to your home last summer or provided directly to you by the school. Please contact your child's school if you did not receive your child's unique Access Code.

You can view your child's overall test scores and the interpretive guide that can be downloaded and printed. The site also contains a glossary of assessment terms; a list of frequently asked questions (FAQs) with answers; performance levels and explanations of what they mean; and resources for you to use with your child.

**Please note that your Access Code will be usable ongoing while you student is enrolled grades 3-8.**

Thank you for your investment in your child's future!

Sincerely,

Principal

**Spanish Language (Principal)**



**DeSSA ELA and Mathematics Family Portal**

Abril de 2024

Estimado padre de familia/Tutor,

Su hijo participó en el Sistema de Evaluación de Estudiantes de Delaware (DeSSA) Artes del Lenguaje Inglés (ELA) y las pruebas de suma de Matemáticas durante el año escolar 2023-2024. El informe de puntaje de su hijo es accesible a través del Portal de Familia DeSSA ELA y Matemáticas.

Para ver los resultados de la evaluación estatal de su hijo:

1. Navegue hasta el [DeSSA Family Portal](https://de-familyportal.cambiumast.com) encuentra en <https://de-familyportal.cambiumast.com>.

**After Testing**

---

SYSTEM



**Family Portal**

Access for families to their child's ELA and Mathematics summative score reports.

2. Introduzca el nombre y la fecha de nacimiento de su hijo y el código de acceso único proporcionado en el informe de puntuación impresa 2022-2023 enviado a su casa el verano pasado o proporcionado directamente a usted por la escuela. Por favor, póngase en contacto con la escuela de su hijo si no recibió el código de acceso único de su hijo.

- Puede ver los resultados generales de los exámenes de su hijo y la guía interpretativa que se puede descargar e imprimir. El sitio también contiene un glosario de términos de evaluación; una lista de preguntas frecuentes (FAQ) con respuestas; niveles de desempeño y explicaciones de lo que significan; y recursos para que usted use con su hijo.

**Tenga en cuenta que su código de acceso será utilizable en curso mientras el estudiante está matriculado grados 3-8.**

Por favor, póngase en contacto con su escuela y el maestro del niño para obtener más información sobre el portal familiar y cómo pueden apoyar el aprendizaje continuo de su hijo.

¡Gracias por su inversión en el futuro de su hijo!

**Sinceramente**

Principal

## Family Brochure

Below is the sample brochure in English and Spanish with step-by-step instructions for Families on how to access the DeSSA ELA and Mathematics Family Portal

### English Language

**DeSSA ELA and Mathematics Family Portal Access**

### 4 Steps to Access the Family Portal

- Step 1**  
Get your Student Access Code from your student's school
- Step 2**  
Visit your state's assessment website  
<https://de-familyportal.cambiumast.com>
- Step 3**  
Log in with your student's: unique student access code; date of birth and first name.
- Step 4**  
View your student's: overall test performance; individual score reports with interpretative guides; glossary; and FAQ's.

The Family Portal can be used to access your student's test results, print score reports, resources, and answer questions you may have. Your student's school will provide you with an access code. If you do not already have an access code, contact your student's school to request one.

**Cambium Assessment**

## Spanish Language



### DeSSA ELA y Portal Familiar de Matemática



## 4 Pasos para ingresar al Portal para la familia

- 

**Paso 1**  
Obtenga de la escuela de su hijo, el Código de acceso único de su estudiante
- 

**Paso 2**  
Visite el sitio web de su evaluación estatal  
<https://de-familyportal.cambiumast.com>
- 

**Paso 3**  
Inicie sesión con: el código de acceso único de su estudiante; fecha de nacimiento y nombre
- 

**Paso 4**  
Vea: el desempeño general de su estudiante en la prueba; su informe de puntuaciones individual con guías interpretativas; glosario y preguntas frecuentes.

El Portal para la familia se puede usar para acceder a los resultados de las pruebas de su estudiante, imprimir informes de puntuaciones, recursos y obtener respuestas a preguntas que tenga. La escuela de su estudiante le proveerá un código de acceso. Si no tiene un Código de acceso, comuníquese con la escuela de su estudiante para solicitar uno.



# How to View Your Child's Test Results

This two-page guide provides Families with detailed step-by-step instructions on how to access the DeSSA ELA and Mathematics Family Portal.

## English Language

### Using the Family Portal

The DeSSA ELA and Mathematics Family Portal is a website where you can view your child's summative score reports for ELA and Mathematics. Your child's teacher or a school administrator will provide you with a unique Access Code that you can use on the portal by following three simple steps.

1. Navigate to <https://de-familyportal.cambiumast.com> and enter the following information:
  - Your child's first name, which must be spelled exactly the way your child's school spells it
  - Your child's date of birth
  - The Access Code you received from the teacher or school administrator
2. Review your child's test scores, along with personalized suggestions for things you can do at home to encourage your child's academic growth and improve future performance.
3. Have a talk with your child's teacher about next steps. You may want to have this conversation at the start of the school year. Together, you can find ways to help your child succeed.

### Receiving an Access Code by Email

If school or district staff elect to provide you with your child's Access Code via email, that email will be sent from [DoNotReply@cambiumassessment.com](mailto:DoNotReply@cambiumassessment.com). You may want to add this address to your safe senders list and be sure to check your spam or junk folder if you don't receive the email.

This email will contain **two links**:

1. A link to a website where you can obtain your child's Access Code
  - **This link will expire after seven days.**
  - If the link expires before you have a chance to retrieve the Access Code, contact your child's teacher or school to be sent a new link.
2. A link to the DeSSA ELA and Mathematics Family Portal where you can view your child's test results and other valuable information related to the assessments

Once you receive the email, please follow these nine steps:

1. Click the first link to visit the website where you can obtain the Access Code for your child.
  - As mentioned above, this link will expire after seven days. If the link expires before you have a chance to retrieve the Access Code, contact your child's school to be sent a new link.
2. Enter your child's first name, last name, and date of birth.
3. Select **Enter**. A window will open that displays your child's Access Code.

**4. Copy or write down the Access Code.**

5. Return to the email from your child's school and click the second link to navigate to the DeSSA ELA and Mathematics Family Portal.
6. On the DeSSA ELA and Mathematics Family Portal, enter your child's first name, date of birth, and Access Code.
7. Select **Enter** to open a window that will display your child's test results.
8. Review your child's test scores, along with personalized suggestions for things you can do at home to encourage your child's academic growth and improve future performance.
9. Have a talk with your child's teacher about next steps. You may want to have this conversation at the start of the school year. Together, you can find ways to help your child succeed.

**Spanish Language****Uso del Portal familiar**

El DeSSA ELA and Mathematics Family Portal es un sitio web donde puede ver los informes de calificaciones sumativas de su hijo para ELA y Matemáticas. El maestro de su hijo o un administrador de la escuela le proporcionará un código de acceso único que puede usar en el portal siguiendo tres sencillos pasos.

1. Desplácese hasta <https://de-familyportal.cambiumast.com> e introduzca la siguiente información:
  - El nombre de pila de su hijo, que debe escribirse exactamente de la manera en que la escuela de su hijo lo deletrea
  - La fecha de nacimiento de su hijo
  - El código de acceso que recibió del maestro o administrador de la escuela
2. Revise los puntajes de los exámenes de su hijo, junto con sugerencias personalizadas de cosas que puede hacer en casa para fomentar el crecimiento académico de su hijo y mejorar el rendimiento futuro.
3. Hable con el maestro de su hijo sobre los próximos pasos. Es posible que desee tener esta conversación al comienzo del año escolar. Juntos, pueden encontrar maneras de ayudar a su hijo a tener éxito.

**Recibir un código de acceso por correo electrónico**

Si el personal de la escuela o del distrito elige proporcionarle el código de acceso de su hijo por correo electrónico, ese correo electrónico será enviado desde

[DoNotReply@cambiumassessment.com](mailto:DoNotReply@cambiumassessment.com). Es posible que desee agregar esta dirección a su lista

de remitentes seguros y asegúrese de revisar su carpeta de correo no deseado o correo no deseado si no recibe el correo electrónico.

Este correo electrónico contendrá **dos enlaces**:

1. Un enlace a un sitio web donde puede obtener el código de acceso de su hijo
  - **Este enlace caducará después de siete días.**
  - Si el enlace caduca antes de que tenga la oportunidad de recuperar el Código de acceso, comuníquese con el maestro o la escuela de su hijo para que se le envíe un nuevo enlace.
2. Un enlace al DeSSA ELA and Mathematics Family Portal donde puede ver los resultados de las pruebas de su hijo y otra información valiosa relacionada con las evaluaciones

Una vez que reciba el correo electrónico, siga estos nueve pasos:

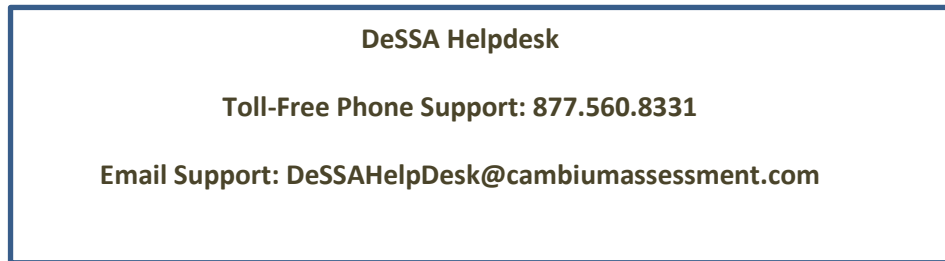
1. Haga clic en el primer enlace para visitar el sitio web donde puede obtener el código de acceso para su hijo.
  - Como se mencionó anteriormente, este enlace caducará después de siete días. Si el enlace caduca antes de que tenga la oportunidad de recuperar el Código de acceso, comuníquese con la escuela de su hijo para que se le envíe un nuevo enlace.
2. Ingrese el nombre, apellido y fecha de nacimiento de su hijo.
3. Seleccione **Entrar**. Se abrirá una ventana que muestra el código de acceso de su hijo.
4. **Copie o anote el código de acceso.**
5. Regrese al correo electrónico de la escuela de su hijo y haga clic en el segundo enlace para navegar al DeSSA ELA and Mathematics Family Portal.
6. En el DeSSA ELA and Mathematics Family Portal, escriba el nombre, la fecha de nacimiento y el código de acceso de su hijo.
7. Seleccione **Entrar** para abrir una ventana que mostrará los resultados de la prueba de su hijo.
8. Revise los puntajes de los exámenes de su hijo, junto con sugerencias personalizadas de cosas que puede hacer en casa para fomentar el crecimiento académico de su hijo y mejorar el rendimiento futuro.
9. Hable con el maestro de su hijo sobre los próximos pasos. Es posible que desee tener esta conversación al comienzo del año escolar. Juntos, pueden encontrar maneras de ayudar a su hijo a tener éxito.



## Appendix C. User Support

For additional information and assistance with the Family Portal and the Family Portal Student Access Codes, please contact the DeSSA Helpdesk. The Helpdesk will provide support to districts and schools. Districts and schools are responsible for providing support to families.

The Helpdesk is open 6:30 a.m. to 6:30 p.m. ET (except holidays or as otherwise indicated on the DeSSA portal).



Please provide the Helpdesk with a detailed description of your problem, as well as the following:

- If the issue pertains to a student, provide the student's SSID and associated district or school. Do not provide the student's name.
- If the issue pertains to a Test Information Distribution Engine (TIDE) user, provide the user's full name and email address.
- Any error messages and codes that appeared, if applicable.

Please provide the operating system and browser information if you are experiencing issues accessing TIDE. When contacting the Helpdesk, include operating system and browser information, including version numbers (for example, Windows 11 (21H2) and Firefox 87 or macOS 12.3 and Safari 13).

## Appendix D. Change Log

Throughout	Updated for 2023–2024 school year	3/26/2024