

April 6, 2021

Subject: Technical Difficulties with the April 2021 STAAR Online Tests

To the ESC and District Testing Coordinator Addressed:

The purpose of this communication is to provide additional information regarding the April 2021 State of Texas Assessments of Academic Readiness (STAAR®) online administrations.

Earlier today, districts experienced connectivity issues with the STAAR Online Testing Platform (SOTP). ETS posted updates to the STAAR Assessment Management System dashboard every 10 minutes to keep districts apprised of the progress in resolving the issue. At this time, connectivity issues with the SOTP have not been resolved. Work is continuing, and an update will be provided no later than 5:00 a.m. tomorrow.

If your students have been able to access the test, they should continue testing. If your students have not been able to access the test, they should be dismissed from testing until the issue has been resolved.

If you have questions about the information in this communication, submit your inquiries to TEA using the [Student Assessment Help Desk](#).

Texas Education Agency
Student Assessment Division
(512) 463-9536