

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 information regarding the April 2021 State of Texas Assessments of Academic Readiness (STAAR®) online administrations.

The Student Assessment Division has received reports of districts experiencing technical difficulties with the STAAR Online Testing Platform (SOTP). Our vendor, ETS, is currently investigating the reports. If students have not been able to access the test for more than 10 minutes, they may take a break from the testing session. TEA will constantly monitor the issue. Should the issue persist, TEA will make a determination whether to stop online testing for the day.

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