

# Assess Subtest Audio Update – March 2026

## Audio Troubleshooting

Amira now monitors audio quality during assessment subtests and automatically intervenes when it falls below an acceptable level. If poor audio is detected, Amira pauses at the end of the subtest and prompts the teacher to troubleshoot before the student continues. This helps catch issues in the moment, provides clear guidance on the likely cause, and ensures students complete assessments with clear, scorable audio so results remain accurate.

### How it Works:

If a student reaches the poor audio threshold, Amira displays a message at the end of the subtest asking the student to get their teacher. Then, a Teacher Troubleshoot modal automatically launches within the platform.

### Smart Problem Detection:

Amira identifies the most likely cause of the audio issue and directs teachers to the relevant troubleshooting steps, organized into **Student Use Issues** (e.g., blown out or distorted audio) and **Device/Mic Issues** (e.g., heavy static or low input).

- **Listen to the student's recording** to hear exactly what Amira detected and identify the problem.
- **Test the microphone live**, with the ability to listen back to test audio as many times as needed.
- **Access in-platform guidance** and a linked help article for further support.



### Protected Assessment Results:

Once the issue is resolved, the teacher clicks **"It's Fixed."** The student then returns to the start of the subtest where the audio issue occurred, so poor audio does not affect their results.

If poor audio is detected again in the same assessment session, the Teacher Troubleshoot window gives teachers options to either continue the assessment or end the session, noting that audio quality may affect the student's scores.