

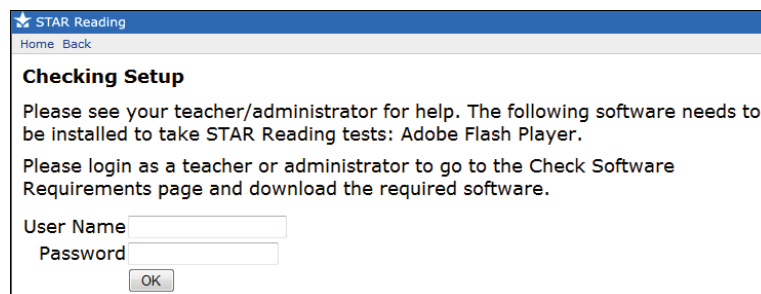
TROUBLESHOOTING AND FREQUENTLY ASKED QUESTIONS (FAQs)

Troubleshooting

A student is unable to take a test. What might be the cause?

Adobe Flash Player may not be installed.


STAR Reading checks for the Adobe Flash Player whenever a student tries to take a test on a computer. If the computer doesn't have the player installed, the student will see the Checking Setup page, which tells the student to ask for help:



If Adobe Flash Player is missing or needs to be updated:



- Contact the person who manages the computers for your school or district to find out if you have the rights required to install the supporting software for *all* users of the computer (not just you).
- If you cannot install software, ask the person who manages the computers for your school or district to help you.

If you *can* install software so it is accessible to all users of a computer, follow the steps below.

1. Enter your user name and password and click **OK**.
2. On the Software Requirements page, click the **install Version** link  to get instructions on how to download and install the Adobe Flash Player.



You can check to see
if the Adobe Flash
Player is installed on a
computer before the test
begins by following the
procedures described in
“Checking for the Supporting
Software You Need” on
page 17.

Supporting Software	
Software / Primary Use	Action
Adobe Flash Player Student testing and scoring as well as student practice and quizzing Used by: Accelerated Math Accelerated Reader English in a Flash MathFacts in a Flash Renaissance Home Connect STAR Early Literacy STAR Math STAR Reading STAR Reading Spanish	 If “Flash Player meets the requirement.” does not display above, install Version 10.0 or later. 

Who Can Do This?

- ☒ District Administrators
- ☒ District Staff
- ☒ School Administrators
- ☒ School Staff
- ☒ Teachers

Learn more about capabilities on page 202.



District administrators and district staff can unlock any student record. School administrators and school staff can unlock records for students in their own school. Teachers can unlock records for students in their own classes.

The student may be locked out of Renaissance Place and cannot log in to take a test.

Students may be locked out of all Renaissance Place software if they attempt to log in too many times with an incorrect password.

If an account is locked, it will automatically be unlocked at midnight. If you would like an account unlocked before then:


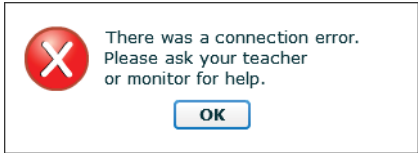
1. Click **Personnel, Students, and Parents** under Renaissance Place on the Home page.
2. Click **Clear Locked Students**.
3. The Clear Locked Students page lists all students whose records are locked.

Student	Grade	ID	School	School Enrollment	
Applegate, Susan	6	sa	North Terra Grade School	Currently Enrolled	Clear
Cabrera, Jacinta	3	jc	North Terra Grade School	Currently Enrolled	Clear

- If the list is long, it will be split into more than one page, and you can click **<< Previous** and **Next >>** (A) to move back and forth through the list.
 - To narrow the list to a certain student or group of students, enter the first name, last name, ID and/or grade (school administrators, school staff, and teachers can also choose the class) (B); then, click **Search** (C).
4. To clear account locks:
 - for all students, click **Clear All Student Locks** (D).
 - for individual students, click **Clear** in the row for each student whose account should be unlocked (E); when you do this, the student's name will be removed from the list.
 5. When you have finished unlocking student accounts, click **Done** (F).

The connection to the server may have been lost.

If there are connection problems between the server which is hosting Renaissance Place and the computer that the student is testing on, the test may be interrupted. The following error messages will let you know what the problem is and what to do next.

<p>Trying to connect <i>or</i> Please wait</p> 	<p>Network delays have caused the program to slow down temporarily. The program will continue to try to re-establish a connection.</p>
<p>Connection error</p> 	<p>The program was unable to re-connect to the server, or the user clicked Cancel in the "Trying to connect" message.</p> <p>Log out of Renaissance Place, and then log back in again.</p>

The student capacity limit may have been reached.

Your STAR Reading student capacity limit determines how many students can take a test during your subscription. Your school or district purchased this capacity with the software.

If you reach your student capacity limit, students who have not yet tested during this subscription period will not be allowed to take the test. The program will notify you that you have reached the student capacity limit.

If you need to increase the limit or reallocate the existing capacity, contact Renaissance Learning. After your order is complete, your capacity limit will be increased for you by Renaissance Learning.

Internet Explorer's security settings might be making the browser "hang" when the student clicks **Take a Test**.

This can happen when the "Active scripting" security setting in Internet Explorer (versions 7 and above) has been disabled. To re-enable the setting:

1. Open Internet Explorer.
2. In the Tools menu, click **Internet Options**.
3. Click the **Security** tab.
4. If your Renaissance Place site or domain is in the list of trusted sites, click the **Trusted sites zone**. Otherwise, click the **Internet zone**.
5. Click **Custom level**.
6. In the "Scripting" section, change "Active scripting" back to the default **Enable**.
7. Click **OK**. If prompted, click **Yes** to confirm the change.
8. Click **Apply** if available, then click **OK** again.

The web browser settings may be interfering with the Renaissance Place program.

If a student is unable to take a test on a computer, a setting or feature in your web browser might be the cause. You may need to:

- Clear the browser's cache
- Disable pop-up blockers
- Disable third-party toolbars
- Enable ActiveX controls

Consult your web browser's help for instructions on how to perform these actions.

Frequently Asked Questions

STAR Reading and Renaissance Place: General Questions

Do I need additional software to use STAR Reading? Where can I find the system requirements?

Yes. Go to www.renlearn.com/support/requirements.aspx for the system requirements and additional software needed to work with Renaissance Place and STAR Reading.

How do I make STAR Reading available in a class?

View the class information to make sure that the class has a primary teacher assigned to it and that STAR Reading is an assigned product for the class.

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1. On the Home page, click **Courses and Classes** under Renaissance Place.
School administrators and school staff members assigned to more than one school should use the drop-down list on the Home page to choose the school they want to view classes for.
2. On the Courses and Classes page, click the course in which you can find the class.
3. The next page shows you more information about the course you selected, including tabs with lists of Complete and Incomplete classes. Click the name of the class that you want to view.
4. On the next page you can see the class information, including the primary teacher and assigned products.

See the *Renaissance Place Software Manual* if the primary teacher or products assigned to a class need to be changed.

Can I take a sample STAR Reading test? Does STAR Reading have a “demo mode” that I can try?

There is no “demo mode” for taking a STAR Reading test, and we recommend that you *not* try taking a STAR Reading test yourself. Only students can take a STAR Reading test, and test results cannot be deleted. In order to take a test, you would either have to:

- Log in as an existing student (which would make your test results a permanent part of that student’s test history), or
- Create a fake student account to log in and test with (which would use up some of your school or district’s capacity for STAR Reading).

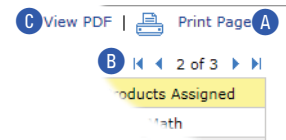
To see what the test procedure is like, please go to the STAR branch of the Renaissance Training Center (<http://www.renlearn.com/training/app/ondemand.aspx?p=STAR>) and watch a short video, “STAR Reading - Administering the Assessment” (9 minutes).

How do I keep students from taking STAR tests at home?

Internet protocol (IP) restrictions can be set up to limit student testing to the computers at your school. For more information, see the *Renaissance Place Software Manual*.

How do I find my students’ user names and passwords?

1. Click **Personnel, Students, and Parents** under Renaissance Place on the Home page.
2. Click **View Students**.
3. Select a school if you have the **School** drop-down list.
4. Select or enter information about the students whose user names and passwords you want to find. You can select just the school to see all students in the school, or you can select a grade or class, or enter information about a specific student. Then, click **Search**.
5. In the search results, click the **Passwords** tab to see student user names and passwords. You can print the page of results that you are viewing by clicking **Print Page** **A**. (If you have more than 50 results, only the page of results that you are viewing will print; click the arrows **B** to move back and forth between multiple pages.) If you want to print all results and choose grouping and sorting options, click **View PDF** instead **C**.



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I forgot my user name and/or password: how can I recover it?

Finding user names for personnel:

1. Click **Personnel, Students, and Parents** under Renaissance Place on the Home page.
2. Click **View Personnel**.
3. Search for the person whose information you want to view.
 - To retrieve a list of *all* personnel, don't enter any search criteria and skip to step 4. (If you are a school administrator, this only finds personnel in your school.)

- Type the person's first and/or the last name in the appropriate blank fields. You do not need to enter complete information; the software can perform partial matches.
- You can also select the person's school by using the **School** drop-down list.
- If you want your search to include personnel who are not assigned to any school or the district or personnel who are inactive because they were deleted, check the **Show Inactive/Unassigned Personnel Records** box.

4. Click **Search**.

5. The people who matched your search will be listed at the bottom of the page. Click **Select** next to the person's name. (If the list is long, you may see only a part of the list; if so, click << **Previous** and **Next** >> to move back and forth in the list.)

6. The View Personnel page will show you the person's information, including the user name.

Finding passwords for personnel:

For security reasons, you *cannot* view or print a list of personnel passwords.

If personnel members forget their passwords, either a district administrator or a school administrator will have to assign them a new password.

- District administrators can assign passwords to district staff, school administrators, school staff, and teachers.
- School administrators can assign passwords to school staff and teachers in their own school.
- If the district administrator password is forgotten, contact Renaissance Learning (see page 12).

See the *Renaissance Place Software Manual* for instructions on how to assign passwords.

I'm unable to log in to Renaissance Place.

Personnel members may be locked out if they attempt to log in too many times with an incorrect password.

If an account is locked, it will automatically be unlocked at midnight. If you would like an account unlocked before then:

1. Click **Personnel, Students, and Parents** under Renaissance Place on the Home page.
2. Click **Clear Locked Personnel**.



Personnel can use the My Settings page in Renaissance

Place to enter an email address and answers to some security questions; this will allow them to reset their own password if they forget the original password. See the Renaissance Place Software Manual for more information.

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3. The Clear Locked Personnel page will show a list of all personnel whose accounts are locked.



District administrators can unlock accounts for district staff, school administrators, school staff, and teachers. District staff can unlock accounts for school administrators, school staff, and teachers. School administrators can unlock accounts for school staff and teachers in their own school.

Personnel	Location	Primary Position	
Kaewert, Carol	North Terra Grade School	Teacher - Lead	Clear
King, John	North Terra Grade School	Other School Staff	Clear

- If the list is long, it will be split into more than one page, and you can click **<< Previous** and **Next >>** (A) to move back and forth through the list.
 - To narrow the list to a specific person, enter the first name and/or last name in the appropriate fields (B); then, click **Search** (C).
4. To clear locks:
- on all accounts, click **Clear All Personnel Locks** (D).
 - on an individual account, click **Clear** at the end of the row for that person (E); when you do this, the person will be removed from the list.
5. When you have finished clearing locked personnel accounts, click **Done** (F).

Note: If the district administrator account is locked, contact Renaissance Learning to have it unlocked (see page 12).

Testing Procedures

How do I pause or stop a test?

See page 43 for instructions on pausing or stopping tests. The differences between pausing and stopping tests are also explained in those sections. To summarize:

- *Pausing* a test puts it “on hold” temporarily, allowing the student to resume it at a later time.
- *Stopping* a test ends it completely. The student cannot resume the test, and must begin a new test instead.

Sometimes my students accidentally close the web browser or STAR Apps on iPad® and the test disappears. Is there a way to go back in or do they have to start the test over?

A test that has been interrupted by technical problems or by an accidental closure of the web browser or App is treated as a paused test, and it can be resumed. See “Resuming an Unfinished Test” on page 47.

Are there time limits in STAR Reading?

The STAR Reading test itself does not have an overall time limit; however, each test question has its *own* time limit. If a student does not enter an answer within that time limit, the program moves on to the next question.

During the development of STAR Reading, the time it took for students to answer questions was noted. The time limits used in STAR Reading are based on those observed times—most students will be able to answer a question in the time allotted. See the *STAR Reading Technical Manual* for more information on the program's development.

The amount of time allowed for each question can be extended by setting the Extended Question Time Limit Preference (see page 200).

What if the student cannot pass the practice?

The practice session is primarily meant to gauge the student's ability to work with the program's interface, to see if the student understands how to select and enter an answer. Have the student try another practice, and carefully observe the student.

- If the student understands how to answer questions, but keeps giving incorrect answers, this may indicate that the student is not ready to have his or her abilities assessed by STAR Reading.
- If the student understands how to answer questions, but keeps running out of time before entering an answer, you may need to extend the time limits for that student (see page 200).
- If the student does not understand how to answer questions, review the testing procedures with the student. The Pretest Instructions are an excellent resource for performing such a review (click **Resources** under STAR Reading on the Home page, then click **Pretest Instructions**).

Am I allowed to read questions to the students?

No. One of the things the STAR Reading test is assessing is a student's independent reading ability. Reading the test questions *to* the student would defeat the purpose and have an adverse effect on the validity of the test results.

After the Test

Can I delete a test?

There is no way to remove a test from a student's record or edit a student's test records. However, you *can* re-test a student (by giving the student the same *type* of test: STAR Reading or STAR Reading Enterprise) and then use the results from the later test when reports are generated.

For more information, see Knowledge Base article 7443262 at <http://support.renlearn.com/techkb/techkb/7443262e.asp>.

Is it okay to retest a student if I know he or she can do better?

Yes, if you know that a student has rushed through a test or if you believe the student has not taken it seriously.

If the student takes another test before midnight on the same day as the test you don't want to count, only the retest data will appear on most reports.

If the student tests after midnight of the day as the test you don't want to count, the retest is treated as a separate test.

Note: If a student tests more than once during a screening period, data from the last test taken is shown on the Screening Report (see page 151).

Why can't I see which questions a student missed?

With computer-adaptive tests, the student's performance on individual items is not as meaningful as the pattern of responses to the entire test.

How do I view last year's STAR Reading information for a student?

You must be granted the capability to view students' historical STAR Reading assessments. See the *Renaissance Place Software Manual*.

STAR Reading data always stays with the student. Use the Test Record Report (see page 173) to view a student's results from a different year: pick last year's dates when choosing report options.

STAR Apps on iPad®

What devices will support testing? Where can I find the system requirements?

STAR Apps on iPad® is available for Apple's iPad® with iOS 5.x and higher. For system requirements, look at the store where you downloaded STAR Apps on iPad®.

Where can I get the App?

STAR Apps on iPad® is available in the iTunes Store® and the App StoreSM. **Note:** You must have established and verified iTunes and Apple accounts before you can download the App.

Can anyone download the App and start testing?

Anyone can download STAR Apps on iPad®. However, only those who have STAR Reading powered by Renaissance Place and have an iPad® connected to Renaissance Place can take actual tests.

Can a teacher log in and perform management tasks in STAR Reading on an iPad®?

At this time, Renaissance Place has not been optimized for use on tablets or mobile devices. Teachers may be able to successfully connect, but they may have unexpected results when viewing screens or performing tasks.

Are there plans to create apps for other mobile devices?

We are exploring the option of creating apps for other devices and would welcome customer suggestions.

Can students take tests from home on their own personal iPad®?

Each iPad® needs to be configured to work with a school's software. In addition, we recommend that schools set restrictions within the software such as monitor passwords and IP restrictions to further prevent testing from outside the school. This is our recommendation for all schools regardless of what devices they are using to ensure that testing takes place in a secure, monitored environment.

What if a student tries to cheat while taking a test?

If a student leaves the test screen by pushing the Home button on any iPad®, after 5 seconds he or she will be logged out of STAR Apps on iPad®. When that student logs back in, that test will be an unfinished test and a monitor password will be required for the student to finish the test (see "Resuming an Unfinished Test on an iPad®" on page 48).