

STAR Testing Administration

Frequently Asked Questions

1. It takes a long time for students to log in. What can we do?

Give assigned seats in the computer lab. It is best practice for students to always work on the same computer. If you do this the profile will load faster and more efficiently, and there will be less chance for errors to occur.

2. How do I know if a student is using the correct username or password?

You can print a list of usernames and passwords for your class. Log-in to your teacher account, go to Users. Click on View students. Select your Class name from the Drop Down menu under class. Hit Search. A list of your class will appear. Click on the Passwords tab. Then, you can print or save this list.

3. My student has locked themselves out. How do I unlock the account?

Log in to your teacher account. Click on Users. Click on Clear Locked Students. Click on "Clear all Students."

4. My student can't log-in. What do I do?

First, please look at the username and password list (see #2) to make sure the student is using the correct log-in information. One of the most frequent problem is a student with a common name, so they have a different user name than the standard setup. Then, check to see if they've locked their account by typing it incorrectly 3 or more times (see #3). Try typing their log-in information in yourself. Often, the problem is with the student's typing skills, especially at younger grades. Check that the computer is functioning correctly. If none of this works, please call the assessment office for help.

5. My student got logged in, but the test is taking a long time to load. What do I do?

If it's a peak time with many students trying to log in at once, it will slow down. Try staggering the start times if you can. If the test still hasn't loaded, try logging off and back on again.

6. I need to stop a test or restart a test and it's asking for a Monitor Password. My password isn't working. What do I do?

It's not looking for your password. There is a separate Monitor password for this. It is "Admin."

7. What are the testing windows?

For 2014-2015, the testing windows are:

Fall: September 15-October 10, 2014

Winter: January 5-February 4, 2015

Spring: May 4-June 3, 2015

8. I know we aren't in the Testing Window, but can I still give students STAR tests?

Yes, you can test your students as often as you'd like. You can also ask students to retest if you feel they didn't do their best. We want you to use this data to inform your instruction and to progress monitor individual students who need that, so you may decide when to give tests. We need you to test within the screening window so we can get "big picture" data, but you can test outside those windows too.

9. How do I look at the data after my students have tested?

Go to either STAR Math or STAR Reading, click on the button. Click on Reports. Select the Report you'd like to see. There are many choices depending on what you need. You will become familiar with these as you get into STAR more.

10. I need help interpreting what the scores mean for my student(s). What can I do?

If it's simply a matter of knowing what the abbreviations and scores mean, you can check the Resources section under STAR Math or STAR Reading, which has definitions and guides for reading the reports. If it's more a matter of understanding what it means for a student and how to interpret the data, please call Lori Pierce, Assessment Specialist, and she can discuss the data with you (x7304).

11. I have a different STAR question and I need help. Who can I contact?

We are available in the assessment office to assist you with these problems. Please call or email us. Sonya Lang x 7260, Lori Pierce x7304.

Snohomish School District Assessment office:

Lori Pierce, Assessment Specialist TOSA

Lori.Pierce@sno.wednet.edu

360-563-7304

Sonya Lang, Assessment Admin. Assistant.

Sonya.Lang@sno.wednet.edu

360-563-7260