Star Assessment FAQ for Teachers

Error Message:
- What if a student takes an assessment and the assessment ends quickly with an error message on the screen?
    - This means the student moved too quickly through the screens without figuring out the problems or reading the questions. The test has been spoiled and they will need to retake it on another day. They should be encouraged to take their time and slow down a bit.

Logging in
- How do I log into my Renaissance/Star 360 account?
        [Teacher and Student Login](#)

- Who should I contact if I can't log in to my Renaissance/Star 360 account?
    - Your Renaissance password is your Pathways Username and Password
    - The testing team cannot access your Pathways password, they can only issue you a temporary password that will last until midnight. If you do not know your Pathway's password, you will need to go in and set a new password. Make sure your password **is the same** in all scopes. If not, Renaissance will rotate between the different passwords.
    - Email northtesting@inspireschools.org if you need a temporary password or other help.

Roster
- What if a student is missing from my roster?
    - Our bridge with School Pathways will update your roster within a few days. Actively enrolled students should magically appear at that point.

- What if my TK students are listed as Kindergarten?
    - TK is the first year of a two year Kindergarten program. TK students in Star 360 will be listed as Kindergarteners upon login, however, the questions will adjust during the assessment based on the student's answer.

Taking the Assessment

- Can a family opt-out of the Star 360?
  - We do not use this term for our internal assessment.
  - We are hoping for 100% participation in the Star 360 this year from all families and teachers.
  - If a family says they are against this form of testing, please give them a hard copy of Why Do We Need Assessment Data? and Star 360 Information at your next meeting.
  - Please go over why this assessment data is important for our school.
  - It is important for our WASC accreditation and our charter renewal.
  - Continue to gently encourage families to participate but don't pester them.

- How much parent support will be needed to complete the test?
  - Parents should help students with logging in, set-up headphones or speakers, if needed, and go over how to select answers. They should make sure the student has scratch paper and knows what to do. They should not coach, read to them, or help interpret problems.

- Why is my student running out of time when I set extended time in preferences?
  - Extended time does not mean unlimited time. Students are given three times the amount of time they would normally have. They will see a clock 15 seconds before they run out of time.

Item Time Limits				
	Standard Time Limit Per Item		Extended Time Limit Per Item	
Star Early Literacy	Test Questions	90 seconds	Test Questions	270 seconds
Star Reading Grades K-2	Items 1-10	60 seconds	Items 1-10	180 seconds
	Items 11-34	120 seconds	Items 11-34	270 seconds
Star Reading Grades 3-12	Items 1-10	45 seconds	Items 1-10	135 seconds
	Items 11-34	90 seconds	Items 11-34	270 seconds
Star Math	3 minutes		6 minutes	

Warning clock appears in all assessments when 15 seconds remain for the item.

Too Difficult/Too Easy

- If a TK or Kinder student is advanced, can they take the regular Star 360 Reading and Math?
  - Yes, after they have taken the Early Literacy. Please utilize the assessment that will work best for the student. They can take all 3 if they want.

- Can a student take a Star assessment at a different grade level if the test is too hard or easy?
  - [Preparing student accounts](#)

  - If a student is in 1-3rd grade Early Literacy may be a better option.
    The following video may be helpful as you and the family decide between Early Literacy and Reading:
    > **[Video: 1st grade DEMO of Early Literacy, Reading, and Math](#)**
    > (link sharing open to families)

  - Early Literacy does not have many math questions. If they are capable, please have them take the Star Math assessment using math audio.

- If a test continues to start too hard, please reach out northtesting@inspireschools.org for support.

Retaking/Deactivating an Assessment

- If a student needs to retake an assessment due to technology issues or getting a little too much help or prompting, then you can request to have the test deactivated.
- **Have the student retake the assessment FIRST** and then email the testing team to have the old test deactivated.
  - *Please note that if a student retakes an assessment on the same day, the new assessment will override the earlier assessment. Deactivation is not required.*
- **To request deactivation:**

- ○ Please copy the information below and email [northtesting@inspireschools.org:](mailto:northtesting@inspireschools.org)
  - subject line: Deactivate Star 360 Assessment
    - ■ **name of assessment:** Reading, Math, or Early Literacy
    - ■ **student's name** (first initial, last name)
    - ■ **grade**
    - ■ **date** of test you wish to have deactivated
    - ■ **scope** (charter) student is in

  - ○ You will receive a confirmation email when it has been completed.
  - ○
- ● My student is in 1-3rd grade and took Early Literacy and Reading. How do I deactivate?
  - ○ Cleaning up Data for Better School Reporting (coming soon)

Technical Issues

- ● Why is my student only seeing parts of questions or answers?
  - ○ Try a different browser. Google Chrome works best.
  - ○ Make sure the zoom is set to 100% by pressing CTRL+PLUS SIGN (+) or CTRL+MINUS SIGN (-) until it reaches 100%.

- ● What is needed in terms of internet capabilities?
  - ○ Families need enough bandwidth
    - ○ 8724.7 KB is what is required.
    - ○ Parents can monitor their bandwidth in a variety of ways, but their internet service provider may be able to provide them with this information in case they are not certain how to do so.
    - ○ One option http://www.speedtest.net/
    - ○ [Convert mbps to kbps](#)

- ● My family is still having technical issues or receiving an error message.

- Log on as the student and see if you have the same issue and walk them through the troubleshooting provided here: [Troubleshooting student login or tech issues.](#)

- What if a student pauses a test and can't get back in?
  - <mark>Enter the monitor password: **north**</mark>
    ***A paused test will automatically be erased if not completed within 8 days.

Tech Requirements

- Is there a certain browser or tech requirements for a computer to administer the STAR 360 assessments?
  - View [Tech Requirements](#) of the latest updates
    - Windows Computer:
      - Firefox 73.0 or later,
      - Chrome 79 or later
    - Macintosh:
      - Safari 7.0 or later
      - Firefox 73.0 or later, or Chrome 79 or later
    - Chromebooks:
      - Compatible on Chromebooks and other Chrome OS devices
    - Mobile Device/Tablet:
      - Web browser on tablets 7" or larger.
      - Students must use Safari 7 or later, Chrome 79 or later, Firefox 73 or later
      - Silk on Kindle Fire HD
      - Enter your school's Renaissance Place URL in the web browser.
      - Students should use Firefox when testing in STAR Early Literacy on Android devices.
    - Try your phone!
      - A few families have already been successful in doing it.

Additional Support:

- What if I have additional questions that were not answered here?
  - Contact Renaissance customer support at (800) 338-4204
  - During working hours teachers can also reach out to live support by clicking on the headset in the upper right corner to access the chat box. This can be found on your homepage. Just let them know our school is licensed to test in a student's home if it comes into question.
  - Additional questions or concerns? Please email northtesting@inspireschools.org with the following information: SUBJECT LINE: Star 360 question: (briefly state topic: ie: Reports)
    - Student first initial, last name
    - Grade
    - School Name
    - Name of Assessment