

Stars Suite

Frequently Asked Questions

Revised 7/18/07 support@edoptions.com Help Desk

Below is a list of questions frequently asked by our clients followed by the responses usually provided by the Educational Options support staff.

Question: Where is the midterm?

Answer: Only Novel classes have midterms. Pre-assessment and CRAM courses do not include midterms. If you do not see a midterm, your course is probably set up as a Pre-assessment Novel or CRAM course. The midterm can be found on the item report for students in Novel classes.

Question: Where is the final exam?

Answer: Final exams can be assigned to Novel and Pre-assessment Novel classes. Final exams can not be assigned to CRAM classes. The final exam is attached to the course when it is created (under Assessment Options). The final exam is included in the course by default. You can not add a final exam to a course after it has been created without one. A new course will have to be created with the final exam included.

Question: Why would a student be suspended by the system?

Answer: Three scenarios exist for a student to be suspended by the Stars Suite system:

1. A student may be trying to access an item they do not have access to by changing the URL (Web site address) in the address bar of Internet Explorer. For example, the student may be trying to change the last number of the URL to access a midterm or final before it has been released by the teacher.
 2. A student logs off and another student logs into the same computer and attempts to use the back button of Internet Explorer to access another student's work.
 3. A student logs off and another student logs into the same computer and attempts to use the history feature of Internet Explorer to access another student's work.
- The administrator can unsuspend a student.

Question: I can't log in to Stars Suite. What can I do to log in?

Answer: We have several recommendations for clients who are having trouble logging in. Try some of the following solutions:

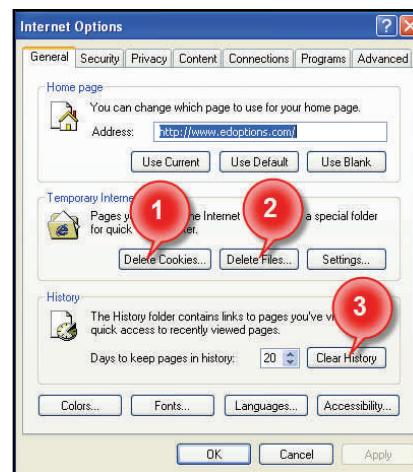
1. Make sure you are enabling cookies. Open Internet Explorer and click on the **Tools** menu. Select **Internet Options** from the menu. Click on the **Security tab** and make sure your Privacy level is set to medium.

| Summary |
|---|
| <ul style="list-style-type: none">• Where is the midterm?• Where is the final?• Why would a student be suspended?• I can't log in.• Do I need a book for this class?• Why is my class not appearing?• Can my student retake their exam? |



2. Try clearing your cache. Open **Internet Explorer**, click on **Internet Options**, click on **Delete Cookies** (Figure 1, 1) and choose **Yes** to confirm. Click on **Delete Files** (Figure 1, 2), place a check in the **Delete All Offline Content** checkbox, and click on **OK**. It may take a few minutes for the hour glass to disappear. Click on **Clear History** (Figure 1, 3) and choose **Yes** to confirm.

Figure 1



Question: Is a book required for this class?

Answer: A book list is located on the Educational Options Web site, <http://www.edoptions.com>. Listed below are the classes requiring a book:

English Literature

World Literature

Geography

Algebra1: Parts 1 and 2

Physical Science

Reading 8

Reading 7

Question: I assigned a class to my account and its not showing up under My Classes on my home page. Why is it not appearing?

Answer: You may have two accounts set up. If you have both a teacher account and administrator account, you may have assigned the class to the wrong one. Go into **Institution Management > Manage Courses >** click on the class > Select **Teachers** from the menu > Look at the assigned and unassigned teachers and verify the correct accounts are assigned.

Question: Can a student retake a midterm or final exam?

Answer: Yes. First grade the old exam, log in as a teacher and click the class > click the student's name > click the **Reset** button (Figure 2, 1). The student will be able to take the exam again.

Figure 2



Question: Can a pre-assessment be reset?

Answer: No, pre-assessments can not be reset. You will have to create a new class for the student if a mistake is made while submitting a pre-assessment.

Question: A student should be in a class but does not appear on the list. For example, it says four students are enrolled but only three appear.

Answer: Change your Name Sort settings under the Options tab. Sort your students by Display name. A student will not appear if they are being sorted by unentered data.