Technical Implementation FAQ

Installation and Set-Up

Q: Does *Zip Zoom English* run on the school network?
A: It is recommended that you install *Zip Zoom English* on a network server in the school. Once installed, each client will connect to the network where the student performance data and report information will be stored. Teachers can check student data for their entire class over the network using the Zip Zoom Manager application.

Q: If my school uses a Mac Server what computers should my students use?
A: A Mac Server does not support a mix of Mac and Windows student computers when running *Zip Zoom English*. If your school has a Mac Server, your students will need to use Mac student computers.

Q: If my school uses a Windows Server what computers should my students use?
A: Windows Servers supports a mix of Mac and Windows student computers when running *Zip Zoom English*.

Q: Can I run *Zip Zoom English* on a wireless network in my school?
A: *Zip Zoom English* is compatible with any standard network—wireless or wired. Please note that wireless networks may have slower performance than wired networks.

Q: What access do Zip Zoom English users (teachers, administrators, and students) need to the network?
A: All users need read/write access to the "databases" folder Zip Zoom English installs on the network.

Q: What access does Zip Zoom English need on the user workstations?
A: If Zip Zoom English is used with a database on the network (preferred), no special permissions are needed on the workstation. If Zip Zoom English is used without a network database, all users will need read/write access to the location on the workstation where Zip Zoom English is installed.

Q: Does the server need to be in the classroom with the client computers?
A: No, the server does not need to be in the classroom. It can be in its own server room, or in another classroom in the school.

Q: Can I install ZZE on a Novell Server?
A: Zip Zoom English is not supported on Novell servers at this time, only Mac and Windows servers.

Q: Does ZZE run on a wide-area network (e.g. WAN)?
A: A WAN can be used if it is fast and reliable. If the WAN experiences a high amount of traffic, then it is recommended that you run on a local area network (i.e., LAN).

Q: What if I don't have access to the network in my school?
A: If you don't have access to the school network, you can install the *Zip Zoom English* Teacher Manager and student client to individual workstations that are not connected to a network. However, if you set up *Zip Zoom English* in this configuration, each student will have to use the same workstation each time they access the program. Likewise, on a non-networked set-up, teachers will have to access student performance reports on the specific computer that a student uses.

Q: Can I set up a peer-to-peer network for Zip Zoom?
A: If you do not wish to run Zip Zoom English on the school network, you can set up a peer-to-peer network in a classroom where each workstation connects to the teacher workstation. This teacher computer would act as the server. This way the teacher can still access reports at her workstation for all students. Please note that if you use a peer-to-peer setup, the teacher computer *must* always be on.

Q: How many licenses does *Zip Zoom English* come with?
A: *Zip Zoom English* includes a single license that supports up to thirty users. If you are installing *Zip Zoom English* for more than thirty students, then you will need to purchase and install multiple licenses of *Zip Zoom English.*

Q: When I add more licenses, do I need to add (purchase) more servers?
A: You do not need to purchase more servers if you are purchasing additional licenses of *Zip Zoom English*. Multiple licenses can be installed to different locations on the same file server. The system administrator simply installs each license to a different folder on the file server. Once installed, teachers and students will need to be set up for each specific license.

Q: How many concurrent users can use *Zip Zoom English*?
A*: Zip Zoom English* has been tested with up to thirty concurrent users, per license, logging on to the program. Networks tend to slow down when multiple users try to login at the same time. Make sure to stagger your student logins over a period of several minutes. To do so, have half your class login during the first minute, and the next group login during the second minute.

Q: What Technical Support is available with *Zip Zoom English*?
A: Through August 31, you can call Scholastic Technical Support toll free at 1-866-526-7719 or contact our troubleshooting team via e-mail at techsupport@scholastic.com. After that time, you will need to purchase one of our Technical Support plans.

Teacher Manager

Q: Does Zip Zoom English run on the Scholastic Achievement Manager?
A: No, *Zip Zoom English* uses a unique Teacher Manager system.

Q: Can I import student and teacher names into the Teacher Manager?
A: Yes, student and teacher rosters can easily be imported to the *Zip Zoom English* Teacher Manager from a tab-delimited text file.

Q: What information can be imported into the management system?
A: For students, the following information can be imported from a text file:

Student ID	Student ID
First Name *	Grade
Middle Name	Meals Status
Last Name *	English Proficiency
Suffix	Ethnicity
Nickname	Migrant Status
Gender	Special Education
Password	Other (e.g., any unique field defined by the user)

For teachers, the following information can be imported from a text file:

Teacher ID	Title
First Name *	Nickname
Middle Name	Password *
Last Name *	Administrator Status
Suffix	

Note: Only information marked with an asterisk is required

Student Program

Q: Do students need usernames and passwords to log in?
A: Students will login with either their first name or the optional "Nickname," both of which are assigned when enrolling students in the Teacher Manager. Assigning student passwords is optional and can be done in the Teacher Manager.

Q: Can teachers and students be logged in at the same time?
A: Yes, students and teachers may be logged in to _Zip Zoom English_ and the Teacher Manager at the same time. However, teachers should avoid running reports and changing student settings while the students are engaged in a session.

Q: Do teachers need to enter student ID numbers when they enroll students?
A: There is an optional field for a student's ID number. It is not necessary to enter this when students are enrolled.

Q: How are students placed in the _Zip Zoom English_ software?
A: Students are automatically placed in Level 1 when they start the program; however, if a student is excelling in this Level, teachers have the option to place him or her in Level 2. Students can also be placed back in Level 1, but there is no option to manually place them directly in Level 3.

Q: What will happen if a student forgets to log out of _Zip Zoom English_?
A: The _Zip Zoom English_ student client has a built-in timeout if the program is left idle for ten minutes. After ten minutes of inactivity, the application will close to ensure the integrity of the data.

Q: What happens if a student fails an assessment?
A: In the _Zip Zoom English_ Teacher Manager there is a setting that allows teachers to turn the _Assessment Repeat_ option **On** or **Off**. If the _Assessment Repeat_ feature is turned **On** for a particular student, then a failing score will allow the student to repeat the lessons for further reinforcement. If that same student fails the assessment on the second attempt, then he or she progresses automatically. If the Assessment Repeat feature is turned **Off** for a student, then a failing score will not affect his or her advancement in _Zip Zoom English_. The program default for Assessment repeat is **On**.

Q: How long does a student spend on the computer in an average session?
A: On average, a student spends fifteen minutes on the software in _Zip Zoom English_. (Additional time is spent in the Teacher-Led Instruction and in the Differentiated Practice.)

Recommended Technical Specifications

For best performance, your servers and client workstations
should meet the minimum requirements outlined below.

Computer	Platform	Operating System (with latest Service Packs)	Processor	Memory	Free Hard Disk Space	CD-ROM	Other	Internet Access
Client Workstation (e.g. Student or Teacher computers)	Windows	Win 98SE Win 2000 with latest Service Pack Windows XP Pro with latest Service Pack	Pentium IV/1.4 GHz	256 MB	350 MB	Yes (for Server Install only)	16-bit sound card; Network Card; Headphones; Access to Printer; Flash (Included): v7 Windows v8 Mac All users must have read/write access to the "databases" folder installed on the network.	No
	Macintosh	OS X 10.2.8 or greater	G4/1.25 GHz					
File Server	Windows	Windows 2000/2003 Server	Pentium IV/1.5 GHz	512 MB	500 MB plus 50 to 100 MB for student performance records	Yes (for Server Install only)	16-bit sound card; Network Card; Acrobat Reader; Headphones; Access to Printer	No
	Macintosh	Mac OS X 10.2 (Jaguar) Server Mac OS X 10.3 (Panther) Server Mac OS X 10.4 (Tiger) Server	G4/1.25 GHz					

System Configurations:

If you have Macintosh and Windows client computers, use **Windows 2000/2003** server software.

If you have only Windows client computers, use **Windows 2000/2003** server software.

If you have only Macintosh client computers, use **Windows 2000/2003 or Mac OS X 10.2, 10.3, 10.4** server software.

Note: A Macintosh server configuration supports only Macintosh clients.