



## 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](mailto: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.)