

# The Official SAT Online Course™

## Frequently Asked Questions

### REGISTERING & LOGGING IN

#### **Why is my activation code not being accepted when I try to register?**

Your activation code may be rejected because it was not entered incorrectly or it has already been used. Enter your activation code exactly as it appears on your registration letter. If you still get an error, you will need to obtain a new activation code by contacting our support center at 800-416-5137 or [satonlinecourseschool@collegeboard.org](mailto:satonlinecourseschool@collegeboard.org). If you continue to have technical difficulties, please contact Dave Manara at [dmanara@collegeboard.org](mailto:dmanara@collegeboard.org) or 212.713.8332.

#### **What is the difference between a teacher account and a school administrator account?**

The main difference between a teacher account and a school administrator account are the reports that they are able to generate. Teachers can only view reports on the students registered in their classes by generating student or class level reports. School Administrators can run reports for all students and all classes in their school.

#### **I registered as a teacher, but need a school administrator account. How can I change my account?**

The only way to make this change is to create a new school administrator account. The College Board will send you the proper activation code for an administrator account and help you delete your teacher account. However, if you need to associate the classes created with your teacher account with your new administrator account, they will need to be recreated under the school administrator account.

#### **I need more student access codes than what came with the welcome package, how can I get them?**

Log into your online course educator account, click on the Class Management tab, and select the 'Manage Student Access Codes' link to generate and print additional student access codes. When you select print, unused codes will automatically be merged onto the registration cards. You are then able to distribute these cards to your students.

#### **How do I update my account information?**

In the top right-hand corner from any page in the SAT Online Course is a 'Profile' link. Clicking on this link will bring you to your account information which can be updated at anytime.

#### **Can I change my user name?**

Unfortunately, user names cannot be changed.

#### **What is the cost for additional educator activation codes?**

Additional activation codes are available at no charge. To obtain additional activation codes contact our support center, let them know how many codes you need and they will email them to you.

#### **Is there a way to upload the students into the system so they don't have to register?**

At this time, students must register by using the unique access codes provided, a collegeboard.com account login, and enrolling in a class or choosing independent study.

#### **What happens if students are unable to log into their account?**

Students can use the "forgot" links which are located under the sign in area. If they still are unable to reset their information, they should contact SAT Services at: 866-756-7346. (Mon. - Fri. 8 am - 8:45pm EST)

# The Official SAT Online Course™

## Frequently Asked Questions

### CLASS MANAGEMENT

#### **How do I create a Class?**

After logging into your account, click on the 'Class Management' tab. Then select 'Manage Classes'. If you have not yet created a class, you will be prompted to create one. If you have already created a class, click on the 'Add Class' button to create another one.

#### **How can I find students to add to my created classes?**

Once you have created a class, click on the 'Class Management' tab, select 'Manage Classes', choose the class you want, and enter the first letter of the students last name followed by an asterisk (\*). Every student with the last name beginning with that letter who registered for the online course using your schools subscription will be shown. Select the student(s) you want to add to your class and click on the 'Add to Class' button.

#### **When I try to add a student to my class, the student is not showing up in my search results. How come?**

If the student is not being shown in the search results, that student has not registered for the SAT Online Course. Have the student register for the Online Course and then enroll in the appropriate class (es).

#### **Can students change their class enrollments?**

Once a student has registered for the SAT Online Course, they can change their class enrollments at any time. Changes can be made by clicking on the 'Class Enrolled' link from the left-hand menu on the student home page. The student can then enroll in or delete classes. Educators can also enroll or delete students from classes.

#### **Can I share my Study Calendar with my students?**

You can print and distribute your Study Calendar to students. However, entries cannot be viewed online by students.

# The Official SAT Online Course™

## Frequently Asked Questions

### LESSONS, QUIZZES, AND TESTS

#### **How do I assign a practice test to my students?**

You can send the students enrolled in your class (es) an assignment from the 'Compose Message' link under 'Message Center' on the educator home page of the SAT Online Course. However, remember that students have access to every test, quiz and lesson in the SAT Online Course so be sure they have not already taken the assigned test.

#### **Am I able to enter answers for students in my class who take the test on paper?**

No, students need to enter their paper test answers through their own account.

#### **How do I access the answer explanations for the tests in the Study Guide?**

On the left-hand menu of the SAT Online Course home page are links for the first and second edition of The Official SAT Study Guide. Select the appropriate edition and view the answers and explanations for the tests in that edition of the Study Guide.

#### **When students review the answer explanations for the tests in the Study Guide, they don't see the questions. How come?**

Only the answers and explanations for the Study Guides are made available in the online course. If the student needs to see the question, he/she should refer to The Official SAT Study Guide.

### SCORING

#### **Can a school create an essay prompt and have it scored using your auto essay scoring service?**

Only the essay prompts available in the SAT Online Course can be scored by the auto essay scoring system.

#### **Why are my students receiving messages that their essays cannot be scored?**

Essays are scored by our auto essay scoring system. If a student gets a message that the essay could not be scored at that time, they should resubmit it for scoring again.

#### **Why did my student receive an essay score of N/A?**

On occasion, the auto essay scoring service will return a score of "N/A" as the student's score. This could be the result of various things, such as the essay being off topic, too long or too complex to comprehend. Because the essays can be submitted more than once, a student can rewrite and resubmit an essay for the same essay prompt to see how the system would score their essay.

#### **Are Educators able to grade the students' essays?**

Yes educators can choose to grade student essays. You will be able to select how the essay is scored by following the steps below:

1. After logging into your educator account, select the 'Class Management' tab
2. Click on 'Define Essay Scoring Method'
3. Select a class you would like to grade
4. The last screen will provide you with all the essays available within the SAT Online Course. You can select how the student essays are graded for each one.

Selecting 'Automatic' will allow the SAT Online Course to grade the essay while selecting 'Teacher' will allow you to grade them.

# The Official SAT Online Course™

## Frequently Asked Questions

### REPORTING

#### **Am I able to change the score a student received on their essay?**

Yes, you are able to change a student's score on their essay provided it was not scored by the auto essay scoring system. Click on the link under 'Essay Status' and follow the prompts. Once a student shows a status of completed you will be shown the student's essay score report which will now contain an edit score button.

#### **Can individual sections of a practice test be scored?**

Yes, however when students submit their answers for a practice test, all nine sections of the test are submitted for scoring, not just a specific section. The practice test can be taken more than once, so students may complete the practice test at some time in the future and receive an updated score report.

#### **When I try to generate a student report, the program does not show any practice tests.**

#### **How can I report on his/her work if I can't select a test to report on?**

If there are no options to select a test in the Report Builder Wizard drop-down menu, then the student has not completed any practice tests.

#### **How can I report on student usage?**

Monthly Usage reports are available in the 'Reports' tab. They provide the number of assessments completed by students and the number students that logged into the SAT Online Course during by month as well as year-to-date totals.

#### **How can I view all of the students registered for The Official SAT Online Course at my school?**

School administrators can generate a roster report showing all students registered for the school's subscription. To generate this report, click on the 'Reports tab' and then select 'Student Progress' report. In the Report Builder Wizard, select the following in the drop down menus:

- Report by: School
- Report type: School Roster Report

On the following screen, make sure your school name is selected and then click submit. This will provide you with a list of students who have registered at your school.

# *The Official SAT Online Course™*

## **Frequently Asked Questions**

**What types of reports can I generate with my Educator account?**

### **Quiz Reports**

#### **Quiz Score Report**

The Quiz Score Report displays a class's performance on each skill group and math content topic covered on a specific quiz. The report provides the class average and the number of students who fall within each score band. This report is also available at the student level.

#### **Quiz Progress Report**

The Quiz Progress Report displays a class's progress on the quizzes within a specific subject (critical reading, writing, or math). The report provides the class average for each skill group and math content topic covered on the quizzes. This report is also available at the student and school levels.

#### **Overall Quiz Progress Report**

The Overall Quiz Progress Report displays a class's progress on all of the quizzes in the online course. The class report provides class averages for all quizzes by lesson. This report is also available at the student, school, and district levels.

#### **Quiz Skill Group Progress Report**

The Quiz Skill Group Progress Report displays a class's progress on skill group across quizzes within each subject. This report is also available at the student and school levels.

#### **Quiz Roster Report by Subject**

The Quiz Roster Report by Subject includes a listing of all students within a specific class and provides the students' progress on all quizzes by subject.

#### **Quiz Roster Report by Lesson**

The Quiz Roster Report by Lesson includes a listing of all students within a specific class and provides the students' progress on all quizzes by lesson.

# The Official SAT Online Course™

## Frequently Asked Questions

### Practice Test Reports

#### Practice Test Question and Answer Report

The Practice Test Question and Answer Report provides the correct answer, the percentage of students within a class who selected the correct answer, and the estimated difficulty level for all questions on a specific test.

#### Practice Test Item Type Report

The Practice Test Item Type Report displays a class's performance on each type of question for a specific practice test. The report provides the percentage of students within a given class who fall within each score band.

#### Practice Test Roster Report

The Practice Test Roster Report includes a listing of all students within a given class and provides individual student performance by subject for a specific practice test.

#### Practice Test Summary Report

The Practice Test Summary Report displays a class's performance on all practice tests available within the online course. The report provides the percentage of students within a given class who fall within each score band (e.g. 400-490). This report is also available at the student level.

#### Practice Test Progress Report

The Practice Test Progress Report displays a class's progress as students complete all of the practice tests available in the online course. The class report provides the percentage of students within the class who fall within each score band (e.g. 400-490). This report is also available at the school and district levels.

#### Practice Test Roster Progress Report

The Practice Test Roster Progress Report includes a listing of all students within a specific class and provides the students' progress on all of the practice tests available in the online course.

### RESOURCES

#### How can I receive The Official SAT Question of the Day email?

Educators can opt to receive the Question of the Day via email while registering for the SAT Online Course. You can also click on the SAT Question of the Day link on the home page of the SAT Online Course. Once you select view the SAT Question of the Day, a new window will appear with that day's question.

# The Official SAT Online Course™

## Frequently Asked Questions

### SYSTEM REQUIREMENTS

#### The Official SAT Online Course Hardware and Software Requirements PC:

**NOTE:** The optional College Board scanners will work ONLY on the supported versions of Windows operating system whereas the rest of the system is supported on both Macintosh and Windows operating systems.

#### Minimum

Windows 98, Windows 98 Second Edition, Windows NT, Windows 2000, Windows Millennium Edition or Windows XP  
Pentium 166-megahertz (MHz) processor  
32 MB RAM  
16-bit sound card  
256-color video card  
Ethernet card

#### Recommended

Windows 98, Windows 98 Second Edition, Windows 2000, or Windows Millennium Edition, or Windows XP  
Pentium 266 MHz processor or faster  
64 MB RAM  
24-bit true color video card  
Ethernet card

#### Web browsers:

This release is compatible with the following major browsers.

- Internet Explorer 5.5 or later
- America Online 7.0, 8.0, 9.0
- Netscape Communicator 7.0 or later
- NOTE: NS 6.0, 6.01, and 6.1 are specifically not supported

Other browsers and other versions of supported browser types may provide acceptable results, but have not been tested and are not supported by The College Board.

#### Apple Macintosh:

##### Minimum

Apple Mac OS 8.6 or later  
PowerPC 603e 180 MHz or higher processor  
32 megabytes (MB) or higher of RAM  
Virtual Memory turned on  
10 MB of free hard disk space  
Monitor color depth of 256 colors

##### Recommended

Apple Mac OS 8.6 or later  
PowerPC 603e 180 MHz or higher processor  
64 MB RAM  
Virtual Memory turned on  
10 MB of free hard disk space  
Monitor color depth of Millions of colors

# The Official SAT Online Course™

## Frequently Asked Questions

### Web browsers:

This release is compatible with the following major browsers.

- Microsoft Internet Explorer 5.2 or later recommended
- Safari 1.0

Other browsers and other versions of supported browser types may provide acceptable results, but have not been tested and are not supported by The College Board.

### Cookies

- Browser must be set to accept cookies.

### JavaScript

- Browser must have JavaScript enabled.

### Display/Graphics

- Minimum required resolution: 800 pixels x 600 pixels.

### Media Player

- Flash Player 6.0 is needed for video/flash.

### Intermediate Network Devices – School Clients

This section presents guidelines for schools using firewalls, proxy servers, and Internet caching. All schools will need to have ports 80 and 443 open to [www.collegeboard.com/satonlinecourseschool](http://www.collegeboard.com/satonlinecourseschool).

### Firewalls and Proxy Servers

If there is a firewall and or Proxy Server between the workstations being used and the Internet, the following destination/port/protocol combinations must be allowed:

### Destination/Port/Protocols Allowed Through Firewall

#### IP Address Domain Name Port/Protocol

- \* [www.collegeboard.com/satonlinecourseschool](http://www.collegeboard.com/satonlinecourseschool) ---- http port 80
- \* [www.collegeboard.com/satonlinecourseschool](http://www.collegeboard.com/satonlinecourseschool) ---- http port 443