Log-in questions

1. Where do I get a username/password for the Teachscape Effectiveness Platform?

2. Where do I log into the Teachscape Effectiveness Platform?

3. What should I do if my login information for the Teachscape Effectiveness Platform is not working?

4. What should I do if I never receive a registration email for the Teachscape Effectiveness Platform?

5. What should I do if nothing happens when I try to reset/retrieve my password—if I don't get any feedback on the page and I don't receive an email?

Teachscape Focus Technical questions:

6. What should I do if I have trouble watching videos on the Teachscape system? For example: it's taking a long time for my system to load the videos; I am having issues with videos not playing, pausing, playing choppily, and starting; my video keeps spinning and/or I can't pause the video.

7. What should I do if I have video problems while I am taking my assessment?

8. What should I do if I can't hear the voices on the video, even with the volume at the maximum level?

9. What should I do if the "Score" button is not responding and/or kicking me back to the login screen?

10. I am using Internet Explorer and noticed that I am having navigational problems such as trouble scrolling or clicking to next sections. How do I handle this?

11. What should I do if the evidence "Add" button does not respond?

Understanding the Teachscape Focus questions

12. Do I have to complete the training modules in order to be successful on the test?

13. How does master scoring work? Who is involved in master scoring?

14. How were the rationales written for each video?

15. What is the purpose of the exemplar (benchmark/rangefinder) videos in training?

Test design questions

16. What is a passing score? How many do I have to get right? Do I get partial credit for coming close when scoring videos (e.g., I score the component as a 3, but Teachscape says it's a 2)?

17. Is the waiting period between the first and second attempt at taking the test 24 hours from when someone starts the test or finishes it? How long do I have to wait before I can retake the test?

18. Am I required to type in evidence during the video observation in the assessment, or can I take notes on scrap paper?

19. Since I have heard that there is a high pass rate for the assessment, does this mean most people pass on their first attempt?

20. What happens if I fail a stage twice?

21. How do I see my Test Results and what can I do to prepare for my next attempt?

::::: teachscape

Log-in questions:

1. **Where do I get a username/password for the Teachscape Effectiveness Platform?**
   - Your account will be activated at the completion of your training session, and you will be provided documentation on how to complete the process and gain activation to the platform.

2. **Where do I log into the Teachscape Effectiveness Platform?**
   Login.teachscape.com

3. **What should I do if my login information for the Teachscape Effectiveness Platform is not working?**
   - Please be sure that you are at the correct login screen by confirming the address in your browser: Login.teachscape.com
   - If you continue to have difficulty logging in to Teachscape Focus, please contact Teachscape Technical Support 1.888.748.7600, or send an email to support@teachscape.com. **Note: Teachscape Technical Support can only assist you with Teachscape issues.**

4. **What should I do if I never receive a registration email for the Teachscape Effectiveness Platform?**
   - Your registration may be getting caught in your email filters. Please be sure that it is not in your junk folder and that your email provider has whitelisted Teachscape domains.
   - If you cannot locate your original registration email try going to the login.teachscape.com and click on Activate Account (bottom left).
   - Enter in your email address and Teachscape will send you an email with instructions to activate your account.
   - Email support@teachscape.com and report that you did not receive a registration email. By emailing Teachscape directly you may be able to un-block our domain.

5. **What should I do if nothing happens when I try to reset my password – if I don't get any feedback on the page and I don't receive an email?**
   - Please be sure that you are at the correct login screen by confirming the address in your browser: Login.teachscape.com
   - Confirm that you have logged into the system at least once (e.g., you have received an email from Teachscape and you were able to register). If you have not been set up in the system at least once, you will not be able to reset/retrieve your password.
   - If you continue to have difficulty logging into the Teachscape Effectiveness Platform, please contact Teachscape Technical Support at 1.888.748.7600, or send an email to support@teachscape.com. **Note: Teachscape Technical Support can only assist you with Teachscape issues.**

Technical questions around Teachscape Focus

6. **What should I do if I have trouble watching videos on the Teachscape system? For example: it's taking a long time for my system to load the videos; I am having issues with videos not playing, pausing, playing choppily, and starting; my video keeps spinning and/or I can't pause the video.**
   - Typically, video playback problems are due to local hardware, software, and network issues.
   - Run a **System Check** located in the Help menu on the left side and determine if your system meets our **Minimum System Requirements** (see p. 9). **If you do not meet the minimum requirements, please contact your local IT help desk.**
   - If you pass the system check and are still having video problems, we recommend the following:

     1. Contact your local IT department and confirm that they have unblocked or whitelisted the Teachscape service.
        - If they have not "whitelisted" the Teachscape service, your video will remain choppy if

you access the system from your school's network.
- Refer your IT department to the **List of domain names and IP addresses to be whitelisted (p.8).**

2. Disable the hardware accelerator by following these steps:
   - Right-click on a video
   - Select **Settings** (left-click)
   - Uncheck box next to "Enable Hardware Acceleration" (If you don't see this box, click on the first icon on the left; the one that looks like a screen.

7. **What should I do if I have video problems while I am taking my assessment?**
   If you encounter any technical problems during an assessment (including any problems with videos), please contact Teachscape Technical Support at 1-888-479-7600 immediately. **Do not complete the test before calling.**

8. **What should I do if I can't hear the voices on the video, even with the volume at the maximum level?**
   - Try using a headset instead of speakers.
   - Contact your local IT help desk and have them check your audio settings. They can make adjustments to the settings to use the computer audio controls appropriately.
   - If you have not already done so, run a **System Check**.
     - The system check will help you determine if your computer and Internet connection meet the minimum requirements to use Focus.
     - **If you do not meet the minimum requirements, please contact your local IT help desk.**

9. **What should I do if the "Score" button is not responding and/or kicking me back to the login screen?**
   - Turn OFF the pop-up blocker.
     - Instructions for PC:
       - Internet Explorer: 1) Go to Tools>Internet Options>Privacy; 2) uncheck box next to "Turn on pop-up blocker"
       - Firefox: 1) Go to Tools>Options>Content; 2) uncheck box next to "Turn on pop-up blocker"
     - Instructions for Mac:
       - Firefox: 1) Go to Firefox>Preferences>Content; 2) uncheck box next to "Turn on pop-up blocker"
       - Safari: 1) Go to Safari>Preferences>Security; 2) uncheck box next to "Turn on pop-up blocker"

10. **I am using Internet Explorer and noticed that I am having navigational problems such as trouble scrolling or clicking to next sections. How do I handle this?**
    If you are noticing navigational issues while using Internet Explorer, click on **Tools** and select "Compatibility View."

11. **What should I do if the evidence "Add" button does not respond?**
    - Make sure to separate evidence into small text chunks of no more than 2,000 characters.
    - Do not use special characters or symbols such as the following: @ # $ ^ & * % () <> / ?

Understanding the Teachscape Focus questions

12. **Do I have to complete the training modules in order to be successful on the test?**
    - Although some people have been using Charlotte Danielson's Framework for Teaching (FfT) for years, our system currently trains and tests on the 2011 Observation Framework/rubric, with 2013 coming later this summer. Much of the content is the same, but nuances in the language could affect your scoring. In addition, the version we use for training in Focus it only has 4 components

for Domains 1 through 4. However the test assesses on domains 2 and 3 only. When you go through the training, you learn the rubric language that is used to score test videos.

- Even if you have a lot of experience using FfT in the classroom, scoring videos is a different experience, and it is important to get as much practice as possible adjusting to video scoring and panoramic (360-degree view of the entire classroom) images prior to taking the test. You can get this practice both in Observer Training and Scoring Practice.
- Training essentially scaffolds the process of scoring (collect evidence; sort evidence by domain, then component; refer to the rubric to assign a component-level score). By learning how to score individual components first and then multiple components via the *Applying the Framework* module, users are *more* prepared to begin Scoring Practice and then the assessment.
- **We generally find that users who complete all of the training have a much higher pass rate than users who do not complete the training.**

13. **How does master scoring work? Who is involved in master scoring?**
    - Every video in the system has been master coded (scored).
    - **Master coding is the process that involved at least two independent and highly trained experts (master coders) who reviewed and scored video-recorded lessons.** A team of master coders from across the nation, with a minimum of 20 years of experience in K–12 schools, collaborated on this project. The team included educators from eight states to ensure geographic diversity, each of whom had many years of experience training educators and evaluators on Charlotte Danielson's Framework for Teaching (FfT). In addition, these individuals also had experience in the Praxis III Teacher Performance Assessments.
    - **Master coders were trained by the Educational Testing Service (ETS) research and assessment development team.** During the master coding process, a master coder reviewed a videotaped lesson by noting and time stamping essential evidence for each FfT component. After listing evidence and sorting to components, experts independently derived a score for each component and then consulted with another master coder to compare their findings. If the scores differed, they discussed their evidence and the quality of the performance in the video. As a result of this discussion, the master coders produced a single "true" score for each component of the video or video clip. A final review was then completed by Charlotte Danielson and members of the Danielson Group. Master coders also provided recommendations for the use of the video segment as an exemplar or for scoring practice purposes. Once these determinations were finalized, master coders then wrote the rationales, and a different master coder then reviewed all of the exemplars for each component.

14. **How were the rationales written for each video?**
    - Rationales were written for every video only after master coders determined the video segment and where in the system the video should be placed.
    - The rationales are not meant to be comprehensive descriptions of everything that happens in a video clip. Rather, the rationales are meant to justify the score of the clip. Therefore, these rationales are written using language from the Framework rubric, critical attributes, and evidence collected from the video.

15. **What is the purpose of the exemplar (benchmark/rangefinder) videos in training?**
    Unlike other videos throughout the system, the purpose of the exemplar videos in training is to show a clear example of teaching performance at a particular level of the rubric for one component only. Evidence for any other component that shows up in the exemplar is not relevant to the component-level score given to the exemplar.

Test design questions

16. **What is a passing score? How many do I have to get right? Do I get partial credit for coming close when scoring videos (e.g., I score the component as a 3, but Teachscape says it's a 2)?**
    - The passing score for Stage 1 is 65 points out of 94 total points. This is the minimum score required at this stage in order to pass the entire test. The pass criterion for the entire test is 143

points out of 205 total points across two stages of the test. Therefore if you score higher on Stage 1, then you have a greater chance of passing the entire test.
- The assessment is composed of multiple choice items and video scoring. On video scoring, you get maximum credit when your score is a direct match with the master score and partial credit if your score is adjacent to the master score (e.g., you score a 3 but the master score was a 2).
- The passing score is based on overall performance on the multiple choice and video scoring sections, in which a user can gain full and partial credit.

17. Is the waiting period between the first and second attempt at taking the test 24 hours from when someone starts the test or finishes it? How long do I have to wait before I can retake the test?
The 24-hour waiting period starts when a user has finished the first attempt.

18. Am I required to type in evidence during the video observation in the assessment, or can I take notes on scrap paper?
- Users are not required to enter evidence into the system. You are only required to assign a score.
- We encourage you to use the system to collect and align your evidence to components; this tool should help you during your scoring process

19. Since I have heard that there is a high pass rate for the assessment, does this mean most people pass on their first attempt?
- There is no published pass rate because pass rates depend heavily on how much time users spend training.
  - We have seen high pass rates for the overall assessment (i.e., pass Stage 1 and Stage 2) among groups that invest a significant amount of time (e.g., 20+ hours) in the Observer Training and Scoring Practice.
  - We have seen high first attempt failure rates for people who do not train and practice scoring before taking the assessment. Even among people who have previous training in FfT, getting used to watching panoramic videos and using the scoring software, as well as reviewing the most recent training content, is critical preparation for the assessment.
- Users have two attempts to pass each stage of the assessment.
  - Some users pass the overall test on the first attempt at both Stage 1 and Stage 2.
  - However, it is not uncommon for users to pass the overall assessment even though they may fail on their first attempt at Stage 1 or Stage 2.
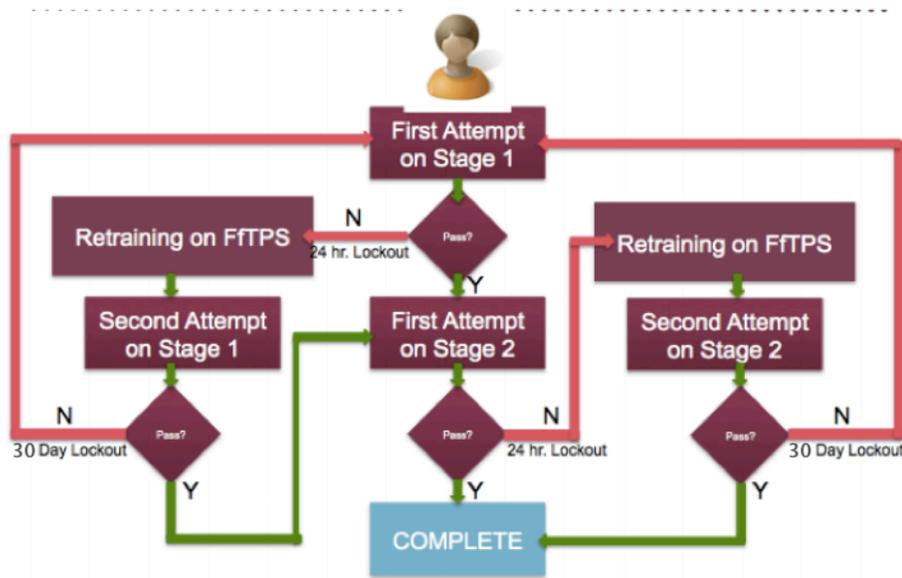
20. What happens if I fail a stage twice?

Once you fail the stage a second time, you will not be able to attempt the assessment again for 30 days. The training modules and scoring practice will continue to be available for training to help you study for your third attempt after the lockout period has ended.

21. How do I see my Test Results and what can I do to prepare for my next attempt?
Immediately after you complete each stage of the test, you will find out if you passed the stage. For security purposes, you will not receive detailed information about your performance on individual items; nor will you see correct answers for specific assessment items.

You will receive a sub-skills report that provides information about your performance with respect to five sub-skills. We recommend that you use the sub-skills report guide in conjunction with your score report to guide further and more focused training.

Keep in mind that detailed feedback on your performance is only available as you prepare for the test within the training and practice portions of the system.

List of Teachscape Domain Names & IP Addresses

Product	Hostname	IP / Subnet	Port / Protocol
TXL, Reflect, DCT Learn, Advance, Video FfTPS	*.teachscape.com	107.6.106.208/28 107.6.90.96/28	80, 443 (http, https)
Reflect Capture	teachscape.upload.llnw.net	69.28.166.0/18	21 (ftp)
Video Streaming	teachscape.fcod.llnwd.net teachscape.vo.llnwd.net teachtwo.fcod.llnwd.net teachtwo.vo.llnwd.net	69.28.128.0/18 68.142.64.0/18 208.111.128.0/18 69.164.0.0/18 87.248.192.0/19 95.140.224.0/20 178.79.192.0/18 203.77.184.0/21 117.121.248.0/21 111.119.0.0/19 111.221.32.0/21 202.59.216.0/21 41.63.64.0/18	80, 443, 1935 (http, https, rtmp)

Note: For firewall and proxy filtering, it is recommended that only domain names be used as IP addresses as they will change from time to time.

Note: the FTP protocol also requires ports 21 and 22 to be open for files to Teachscape's servers to upload successfully

Teachscape Technical shield Support Tool 'Team Viewer' remote connection
http://www.teamviewer.com 46.163.100.220

Note: Teachscape's customer support team sometimes recommends using Team Viewer, a free and safe remote connection tool, to help troubleshoot technical issues. This site may need to be unblocked on your network so users can download and install the Quick Support tool from http://www.teamviewer.com/en/download/index.aspx. For Technical Support, please cal 88.479.7600 or send email to support@teachscape.com

teachscape

TEACHSCAPE: **MINIMUM SYSTEM REQUIREMENTS**

Teachscape products are compatible with desktop computers, laptops, tablet PCs and other web-enabled or internet-connected devices. Please ensure that your technology meets these requirements for system usage.

REQUIREMENT	WINDOWS	MACINTOSH
Operating System	Windows XP SP3 (or above)	OS 10.3 (or above)
Processor	• Intel® Pentium® II 450MHz, • AMD Athlon® 600MHz or faster processor (or equivalent)	• Intel® Core™ Duo 1.33GHz,• PowerPC® G3 500MHz or faster processor (or equivalent)
Memory	512 MB of RAM (1GB of RAM is recommended)	512 MB of RAM (1GB of RAM is recommended)
Web Browsers	• Internet Explorer 8.0 + (Compatibility view is not supported) • Firefox 10.0 + • Chrome 18 +	• Safari 5.0 + • Firefox 10.0 + • Chrome 18 +
Browser Settings	• Javascript must be enabled • Cookies must be enabled • Popup windows must be unblocked for all Teachscape websites	
Plugins	• Adobe Flash Player version 10.3 or above (Hardware acceleration should be unchecked) • Adobe Reader version 8.0 + • Adobe Air 1.5 +	
Tablet and Mobile Devices*	• Android OS 2.2+ with Adobe Flash Player • iPhone, iPad, iPad 2, and The new iPad with OS 5.1+ and Safari browser • Compatible handheld devices require Wi-Fi access	
Internet Connectivity	• Minimum recommended internet connection speed is 2mbps. • Wireless connection, 802.11N recommended ***Note:** If you are accessing the Internet through a firewall or proxy server, it must be configured to allow access to the following:* **For all Teachscape products**, allow HTTP on ports 80, 8080, 8081, 8082, 8084 8086, 8087, 8090, 8180 and HTTPS (port 443) to all hosts and subdomains of the teachscape.com domain. **For video streaming**, allow HTTP, HTTPS and RTMP (port 1935) to the following hosts: teachscape.fcod.llnwd.netteachscape.vo.llnwd.netteachtwo.fcod.llnwd.netteachtwo.vo.llnwd.net **Video capture** requires FTP (port 21) access to: teachscape.upload.llnw.netteachscape-l.upload.llnw.net	
Display	Monitor with display resolution of 1024x768 (or better)	
Sound	Sound card with speakers or headphones	