

**Interactive**  
**TUTOR**  
**SELF-ASSESSMENT SOFTWARE**  
**USER'S GUIDE**



**Glencoe**  
**McGraw-Hill**

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## Table of Contents

<b>Section 1 Getting Started</b> .....	<b>1</b>
<i>Interactive Tutor Self-Assessment Software</i> Features .....	1
Preparing to Use the Software (Windows) .....	3
Preparing to Use the Software (Macintosh) .....	6
Adding New Student Records .....	8
Adding New Classes and Setting the Preferences .....	9
Software Support Center .....	9
<b>Section 2 Working with the <i>Interactive Tutor Self-Assessment Software</i></b> <b>10</b>	
Beginning a Session .....	10
Choosing an Exercise .....	11
Completing a Quiz .....	12
Accessing Help .....	14
Printing Reports and Graphs .....	14
Exiting the Software .....	15
<b>Section 3 Using the Teacher Utilities</b> .....	<b>16</b>
Accessing the Teacher Utilities .....	16
Updating Class Information .....	17
Updating Student Information .....	19
Changing the Teacher Password .....	19
Setting the Data Location .....	20
Generating Reports and Graphs .....	22
Printing Quiz Answer Keys .....	23
Network Considerations .....	23
<b>Appendix Troubleshooting</b> .....	<b>25</b>



# SECTION 1: GETTING STARTED

## Introduction

The *Interactive Tutor Self-Assessment Software* allows your students to check their subject matter knowledge and understanding as they work through their textbook. Now it's easier than ever to give your students the practice they need to improve their performance.

The software is the perfect complement for your textbook. As your students begin to improve their understanding, they gain confidence in their overall ability. Students can work at their own pace and check their own work. Detailed reports and graphs let you track their progress.

Using the software, you have the flexibility to control how the program functions. Numerous options allow you to customize the program to meet your particular classroom needs. Since the *Interactive Tutor Self-Assessment Software* automatically scores and records results, you can focus on teaching, not grading quizzes.

This user's guide explains how to effectively use the *Interactive Tutor Self-Assessment Software*. *Section 1: Getting Started* helps you install the software and prepare it for use in your classroom. *Section 2: Working with the Interactive Tutor Self-Assessment Software* provides detailed information that describes how the software works. You will find valuable tips that will help you and your students quickly master the software. *Section 3: Teacher Utilities* focuses on the options available to you, the teacher. The *Appendix* includes troubleshooting information that could be helpful if you experience a problem with the software.

## ***Interactive Tutor Self-Assessment Software*** Features

The *Interactive Tutor Self-Assessment Software* is designed to help your students master the subject matter presented in your textbook. Both you and your students will benefit from these innovative *Interactive Tutor Self-Assessment Software* features:

**Easy Installation and Setup** — Installing the software on a hard drive or network requires only a few minutes. Step-by-step instructions guide you through the entire process.

**Teacher Preference Settings** — The *Interactive Tutor Self-Assessment Software* includes several options that let you control how the software functions. Do you want to use the software for remedial work, assessment, or both? Should students be allowed to repeat a quiz? You can customize the software to meet your classroom needs.

**Computerized Scoring** — The program automatically scores all quizzes and records your students' performance results. The *Interactive Tutor Self-Assessment Software* eliminates the wasted time spent checking workbook activity sheets.

**Teacher Utilities** — The teacher options make it easy for you to manage the software. You can set the preferences, update student records, and change the teacher password. With a few simple steps, you can even print a comprehensive class report or graph.

**Intuitive Graphical User Interface** — The intuitive interface lets students begin using the software immediately. You do not have to waste valuable class time explaining how to use the program.

**Overviews** — The software includes an overview that explains the important concepts presented in a chapter. Hyperlinks for glossary words are included in the overviews where appropriate.

**Feedback** — The *Interactive Tutor Self-Assessment Software* provides helpful hints if a student answers a question incorrectly. A student will know immediately whether or not the response is correct and why. After a student completes a quiz, the program displays the overall performance results and a detailed report.

**Glossary** — Students have access to a comprehensive glossary while working with the software. All of the key terms presented in the textbook are included in the glossary.

**Reports and Graphs** — Comprehensive reports and graphs show your students' progress for every quiz. The *Interactive Tutor Self-Assessment Software* includes a Performance Report and a Performance Graph.

**Extensive Help** — Context-sensitive help is available throughout the *Interactive Tutor Self-Assessment Software* program. Instruct your students to click the **Help** button any time they need assistance using the software.

## Preparing to Use the Software (Windows)

Review the following information before you begin using the *Interactive Tutor Self-Assessment Software*. This information describes the system requirements and explains how to install the software on a hard drive or a network. After you complete the installation process, refer to the instructions on page 8 for adding new student records.

### System Requirements

Verify that your computer system meets the following hardware and software requirements listed below.

- IBM PC (or 100%-compatible) computer
- color monitor
- high-density 3.5" disk drive and hard drive
- Windows 3.1 or Windows 95 (or higher)
- 4MB memory
- mouse
- printer (optional, but recommended)

### Installation Procedures

Follow these steps to install the *Interactive Tutor Self-Assessment Software*. If you are using the software with multiple textbooks, install each program separately. The setup program will automatically install the software in the *itsa* (or other specified) folder.

1. Turn on your computer.

2. Insert the *Interactive Tutor Self-Assessment Software* installation disk or CD-ROM in a drive.
3. *Windows 3.1*: While in the Program Manager, choose *Run* from the **File** menu.

*Windows 95 (or higher)*: Click the **Start** button at the bottom of the screen and choose the *Run* option.

4. Type **a:\setup** and press **Enter** to run the installation program from a floppy disk. If you have a CD-ROM, replace the **a:\** with the appropriate disc drive (e.g., **e:\setup.exe**).

Follow the prompts on the screen. The installation program creates the necessary folders and copies the files onto the hard drive. The default folder is *itsa*.

5. Remove the installation disk from the drive.

## Network Installation

The *Interactive Tutor Self-Assessment Software* is designed to run from a network server. Before you begin the installation process, however, make sure that you have the necessary access privileges. Additionally, you will need write-access privileges to the program folder after you install the software. Several of the Teacher Utilities menu options store data in the program folder on the server. Your students must have read-access privileges to the files in the program folder.

Follow the instructions below to install the software.

1. Turn on your computer.
2. Insert the *Interactive Tutor Self-Assessment Software* installation disk or CD-ROM in a drive.
3. *Windows 3.1*: While in the Program Manager, choose *Run* from the **File** menu.

*Windows 95 (or higher)*: Click the **Start** button at the bottom of the screen and choose the *Run* option.

4. Type **a:\setup** and press **Enter** to run the installation program from

a floppy disk. If you have a CD-ROM, replace the **a:\** with the appropriate disc drive (e.g., **e:\setup.exe**).

Follow the prompts on the screen.

5. Enter a destination folder (for example, *x:\courses\itsa\history*). The installation program creates the necessary folders and copies the files onto the network server.

**NOTE:** If the setup program indicates that the specified folder is invalid, use File Manager or Windows Explorer to create a new folder. Then try installing the software again.

6. Remove the installation disk from the drive.
7. At each computer, create a program start-up icon. Performing this step provides the computer with the necessary information so that your students can easily access the software.

*Windows 3.1:* Create a new program group called *Interactive Tutor Self-Assessment Software*. Then create a new program icon. Use the **Browse** button to identify the location of the program on the network server. Click the **Change Icon** button and choose a start-up icon.

*Windows 95 (or higher):* Click the **Start** button and choose *Taskbar* from the **Settings** menu. Choose the *Select Menu Program* tab and click the **Add** button. Use the **Browse** button to identify the location of the program on the network server. Proceed to the next screen and create a new folder called *Interactive Tutor Self-Assessment Software* in the Programs folder unless you have already installed other versions of the software. On the next screen, enter a shortcut that includes the program name and book name (for example, *ITSA-American History*). Indicate that you are finished. Your students can now click the **Start** button to access the *Interactive Tutor Self-Assessment Software* through the **Programs** menu.

## Startup Instructions

Follow these steps to start the *Interactive Tutor Self-Assessment Software*.

1. Turn on the computer.
2. *Windows 3.1*: Locate the *Interactive Tutor Self-Assessment Software* program icon for the appropriate textbook. Double-click the program icon to start the software.

*Windows 95 (or higher)*: Click the **Start** button in the lower left corner of the screen. Highlight the **Programs** menu and locate the *Interactive Tutor Self-Assessment Software* folder. Select the appropriate textbook from the list to start the program.

3. Click on the splash screen to display the Student Registration dialog box.

If the Main menu already appears on the screen, choose the *Open Record* option from the **File** menu to display the Student Registration dialog box.

## Preparing to Use the Software (Macintosh)

Review the following information before you begin using the *Interactive Tutor Self-Assessment Software*. This information describes the system requirements and explains how to install the software on a hard drive or a network. After you complete the installation process, refer to the instructions on page 8 for adding new student records.

### System Requirements

Verify that your computer system meets the following hardware and software requirements listed below.

- PowerPC Macintosh
- color monitor
- high-density 3.5" disk drive and hard drive
- System 7.5 (or higher)
- 3MB available memory
- mouse
- printer (optional, but recommended)

## Installation Procedures

Follow these steps to install the *Interactive Tutor Self-Assessment Software*. The setup program will automatically install the software in the *Interactive Tutor Self-Assessment Software* (or other specified) folder.

1. Turn on your computer.
2. Insert the *Interactive Tutor Self-Assessment Software* installation disk in a disk drive.
3. Double-click the installation program icon.
4. Indicate the folder where you want to install the program.

Follow the prompts on the screen. The installation program creates a folder called *Interactive Tutor* and another folder inside it (for example, *American History-Early Years*). Then the installation program copies the necessary files to the hard drive.

5. Remove the installation disk from the drive.

## Network Installation

The *Interactive Tutor Self-Assessment Software* is designed to run from a network server. Before you begin the installation process, however, make sure that you have the necessary access privileges. Additionally, you will need write-access privileges to the program folder after you install the software. Several of the Teacher Utilities menu options store data in the program folder on the server. Your students must have read-access privileges to the files in that folder.

Follow the instructions below to install the software.

1. Turn on your computer.
2. Insert the *Interactive Tutor Self-Assessment Software* installation disk in a disk drive.
3. Double-click the installation program icon.
4. Indicate the server and folder where you want to install the program.

Follow the prompts on the screen. The installation program creates a folder called *Interactive Tutor* and another folder inside it (for example, *Network Server: Interactive Tutor: American History*). Then the installation program copies the necessary files to the network server.

5. Remove the installation disk from the drive.

## Startup Instructions

Follow these steps to start the *Interactive Tutor Self-Assessment Software*.

1. Turn on the computer.
2. Locate the Interactive Tutor program icon for the appropriate textbook. Double-click the program icon to start the software.
3. Click on the splash screen to display the Student Registration dialog box.

If the Main menu already appears on the screen, choose the *Open Record* option from the **File** menu to display the Student Registration dialog box.

## Adding New Student Records

After you install the *Interactive Tutor Self-Assessment Software*, the next step is to identify which students will use the software. Either you, the teacher, can add the new student records, or your students can add this information themselves. To add a new student record, you must enter a first name, last name, class ID, and a password. The program also requires that you identify the location of the data files.

**IMPORTANT:** If you installed the software on stand-alone computers and you plan to store the student data on the local hard drive, you can begin adding new student records immediately. However, you must manually set the data location before adding records if you plan to store student records on a network server. Refer to the instructions on page 20 in *Section 3: Teacher Utilities* to learn more about setting the data location.

## Adding New Classes and Setting the Preferences

The *Interactive Tutor Self-Assessment Software* provides several options that let you customize how the program operates. These preferences control how your students interact with the program. For example, you can specify whether a student may check to see if his or her responses are correct. Other options determine whether or not a student may print a report that shows the answers for incorrect responses.

Although you may change the software preferences at any time, you should review these options before your students begin using the software. A complete description of the preferences and step-by-step instructions to change the settings are given on pages 18 and 22 in *Section 3: Teacher Utilities*.

## Software Support Center

Glencoe provides toll-free telephone assistance for teachers who experience difficulty while using our software or templates. Before calling for assistance, please check the following:

- Is your computer working properly? Try some other software, which you know is working, on the same computer.
- Can you repeat the problem? Does the problem occur at the same point each time?

In order for the Support Center to help you as quickly as possible, before calling for assistance have the following on hand:

- exact title and ISBN number from the disk label or package
- brand, model, and configuration of the computer you are using
- system version (Windows 3.1, Windows 95 (or higher), System 7.5, etc.) installed on your computer

The Glencoe Support Center toll-free number is **800/437-3715**. You may also contact the support center by E-mail at **epgtech@mcgraw-hill.com** The Support Center is available from 8:30 A.M. to 6:00 P.M. eastern time. Please do not give this number to your students.

## ➤ SECTION 2: WORKING WITH THE ***INTERACTIVE TUTOR SELF-ASSESSMENT SOFTWARE***

This section explains how to use the *Interactive Tutor Self-Assessment Software*. Instructions are provided for the following topics: beginning a session, choosing a quiz, completing a quiz, printing reports and graphs, and exiting/quitting the software. Most of this information is also included in the online help system so that students can readily access the required step-by-step instructions.

### Beginning a Session

Instruct your students to follow these steps each time they start the *Interactive Tutor Self-Assessment Software*. If you have not already done so, you may want to add a new record for each student. Although your students can perform this task the first time they use the software, you may avoid some problems if you perform this step for them. (See Adding New Student Records on page 8.)

#### **To begin a session:**

1. Turn on the computer. Start the software as described below.

*Windows 3.1:* Locate the *Interactive Tutor Self-Assessment Software* program icon for your textbook. Double-click the program icon to start the software.

*Windows 95 (or higher):* Click the **Start** button in the lower left corner of the screen. Highlight the **Programs** menu and locate the *Interactive Tutor Self-Assessment Software* folder. Select the appropriate textbook title from the list to start the program.

*Macintosh:* Locate the *Interactive Tutor Self-Assessment Software* program icon for your textbook. Double-click the program icon to start the software.

2. Click on the splash screen to display the Student Registration dialog box as shown in Figure 2-1.

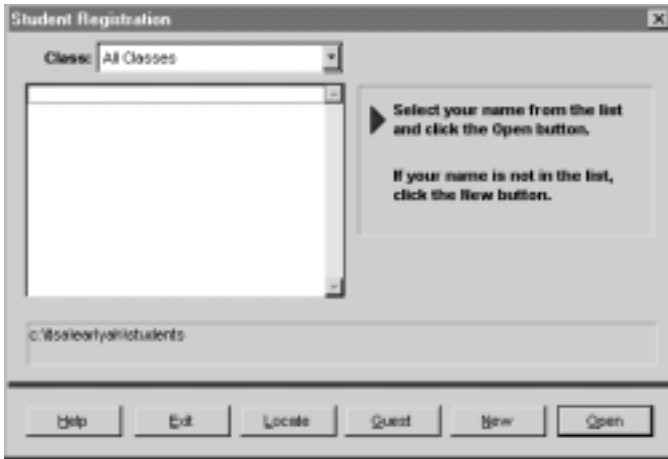


Fig. 2-1

*Note: This manual shows only the Windows screens for American History: The Early Years in the figures. The Interactive Tutor Self-Assessment Software Windows and Macintosh versions are nearly identical. Also, all of the textbook programs are very similar in appearance.*

If the Main Menu already appears on the screen, choose the *Open Student Record* option from the **File** menu to display the Student Registration dialog box.

**3.** Highlight your name in the list and click the **Open** button.

If your name does not appear in the list, click the **Locate** button. Then identify the location of your data file. For example, you may need to use the **Locate** button if you store your information on a data disk.

**4.** Enter your password.

**NOTE:** If you have not registered, use the **New** button to add a new student record. Enter your name, class ID, and password. The **New** button may not always be available.

## Choosing an Exercise

The number of quizzes varies from chapter to chapter within each textbook. A chapter may contain from one to six quizzes, although the typical chapter has three or four section quizzes.

## To choose an exercise:

1. Select a unit from the Main menu.

After you make your selection, the program displays another menu that lists the chapters in the unit.

2. Select a chapter or the unit review.

If you choose the wrong unit, click the **Previous** button or press the **Escape** (Esc) key to return to the Main menu.

3. Choose the section quiz you want and click the **OK** button.

4. Review the overview for the quiz you selected. Click the **OK** button to continue.

Every quiz includes an overview. The Unit Review and Cumulative Review quizzes typically do not include an overview.

5. Complete the quiz.

If you selected the wrong quiz, immediately press the **Escape** (Esc) key or click the **End** button.

## Completing a Quiz

Follow these instructions to complete a quiz.

### To complete a quiz:

1. Select a quiz from the menu.
2. Review the overview.
3. Carefully read each question and enter a response. (See the sample question screen shown in Figure 2-2 on page 13.)
4. (Optional) Click the **Check** button to check your response for each item unless this button is not available.

For those questions in which you type a response, you must correctly spell and capitalize each word; otherwise, the program will indicate that the item is incorrect.

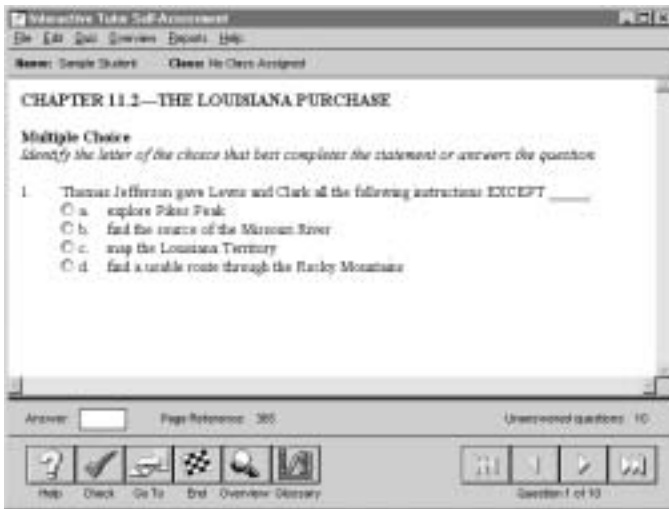


Fig. 2-2

5. Click the **Next** button in the lower right corner to display the next question. You can also use the **Page Up** (PgUp) and **Page Down** (PgDn) keys to move between questions.
6. Complete the remaining items. You can skip an item and then return to it later by clicking the **Previous** button.
7. When you finish a quiz, click the **End** button.
8. Review the results. Click the **Print** button to print the quiz report if your teacher instructs you to do so. The report shows your results and responses. Click the **Menu** button to return to the Quiz Selection dialog box.
 

**IMPORTANT:** If you need a printout of your work, choose to print now. After you click the **Menu** button, you will not be able to print the quiz report.
9. Choose another quiz, or quit/exit the program.

**NOTES:**

- (1) If you want a printout of your work, you must choose to print a report immediately after you finish a quiz.

- (2) If you do not complete a quiz during a session, click the **End** button or choose the *Exit* (or *Quit*) option from the File menu. Complete the quiz again next session.

## Accessing Help

Extensive online help is almost always available while your students work with the *Interactive Tutor Self-Assessment Software*. They can access the help information by clicking the **Help** button or by choosing **Help** from the menu. The program will automatically display the appropriate help topic, but a student may choose any topic from the Contents screen. A search option is also included to find help on a particular subject.

## Printing Reports and Graphs

The *Interactive Tutor Self-Assessment Software* program includes options to print a Performance Report and a Performance Graph. Students cannot print a report while completing a quiz.

### To print a Performance Report:

1. Choose the *Performance Report* option from the **Reports** menu.
2. Scroll through the report to view your results.

The report shows the **first attempt score** for each section quiz you have taken. If you answer every question correctly on the first try, your score would be 100%. If there are 10 questions and you answer every question correctly on the first attempt except #3, then your score would be 90% even if you then answer #3 correctly on the second attempt.

Also included on the report are the chapter, unit, and overall quiz averages. The **chapter average** is the average of the first attempt scores for a chapter. The **unit average** is the average of all the chapter averages including the unit review score. The **overall quiz average** is the average of all of the unit averages including the cumulative review score.

3. Click the **Print** button to print the report.
4. Click the **Cancel** button when you finish viewing the report.

### To print a Performance Graph:

1. Choose the *Performance Graph* option from the **Reports** menu.
2. Review your results.  
The graph shows the unit averages (first attempt score average and raw score average for each unit), cumulative average, and the overall quiz average.
3. Click the **Print** button to print the graph.
4. Click the **Cancel** button when you finish viewing the graph.

### Exiting the Software

When your students finish working with the *Interactive Tutor Self-Assessment Software*, instruct them to follow these steps to exit (or quit) the software.

### To exit the *Interactive Tutor Self-Assessment Software*:

1. Choose the *Exit (Windows)* or *Quit (Macintosh)* option from the **File** menu.
2. Store your data disk in a safe place if you save your work on a data disk.
3. Leave the computer and monitor on unless instructed otherwise by your teacher.

**NOTE:** If a student must end an *Interactive Tutor Self-Assessment Software* session before finishing a quiz, the student will lose his or her work. Most quizzes are very short so this should not be a problem. Instruct the student to complete the quiz again next session.

## SECTION 3: USING THE TEACHER UTILITIES

The *Interactive Tutor Self-Assessment Software* provides features to customize the program, manage student records, and generate reports. This section explains how to use the teacher utilities to perform these and other tasks. The Teacher Utilities menu is shown in Figure 3-1.



Fig. 3-1

### Accessing the Teacher Utilities

Follow these steps to access the Teacher Utilities menu.

1. Start the *Interactive Tutor Self-Assessment Software*.
2. Access the Student Registration dialog box.
3. *Windows*: Hold down the **Alt** key and click the **Open** button.  
*Macintosh*: Hold down the **Option** key and click the **Open** button.
4. Enter the teacher password. (Use **ITSAPROG** as the teacher password unless you changed it.)

After you enter the correct teacher password, the program displays the dialog box shown in Figure 3-2.

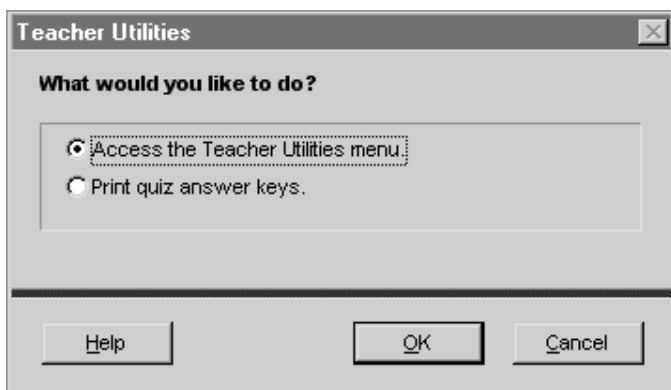


Fig. 3-2

5. Choose to access the Teacher Utilities menu, or select the option to print quiz answer keys.

## Updating Class Information

Using the *Update Class Information* option you can add up to 14 new classes, edit the various class settings, delete a class, or copy information between classes. (See the Add a New Class window as shown in Figure 3-3.)

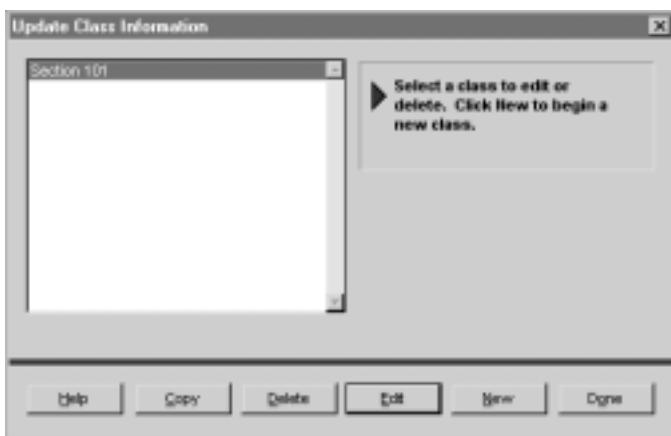


Fig. 3-3

It is recommended that you set up your class records before any students begin using the *Interactive Tutor Self-Assessment Software*.

For each class, you can set the following options.

**Allow students to score items:** This option controls whether or not a student may use the **Score Item** button to check his or her work in a quiz.

**Allow students to repeat a quiz:** A student may repeat any quiz if this option is enabled. Each time a student repeats a quiz, the program replaces the previous score with the latest results.

**Allow student to view graded quiz:** If this option is enabled, the program will print all of the actual responses and the correct answers for any incorrect items. When this option is disabled, the program displays only the student's score.

**IMPORTANT:** The *Interactive Tutor Self-Assessment Software* allows you to organize your students by class rather than have individual settings for each student. If you change any information for a class, the software automatically applies the new settings to all of the students in the class.

#### **NOTES:**

- (1) The various class settings (e.g., score quiz, repeat quiz, and view grades) are stored in the **itsa.cfg file** in the **classes** folder (in the **ITSA** folder). If you are not running the program from a network, you can set up the classes on one computer and then copy the **itsa.cfg** file to the **classes** folder on the other computers.
- (2) If you want to maintain two or more groups of settings for the students in your class, simply create multiple classes or class sections. For example, create two classes (i.e., 101A and 101B) with different settings. Then, assign your students to the appropriate class.
- (3) If you created several classes but they do not appear in the list, make sure that you did not rename the **classes** folder in the pro-

gram folder. Rename the folder, or create the folder and manually copy the **itsa.cfg** file into it if this folder does not exist.

- (4) If the program is installed on a network, you **must** have full access to the **ITSA** folder and its subfolders to add, edit, delete, or copy class information.
- (5) While you can use the *Update Student Information* option to remove student records, you can also remove the files by deleting them with the operating system.

## Updating Student Information

The *Update Student Information* option allows you to add a new student record, change a student's information (first name, last name, class ID, and password), or delete a student record. Choose this option and then click the **New**, **Edit**, or **Delete** button to perform the desired task. (See Figure 3-4.)

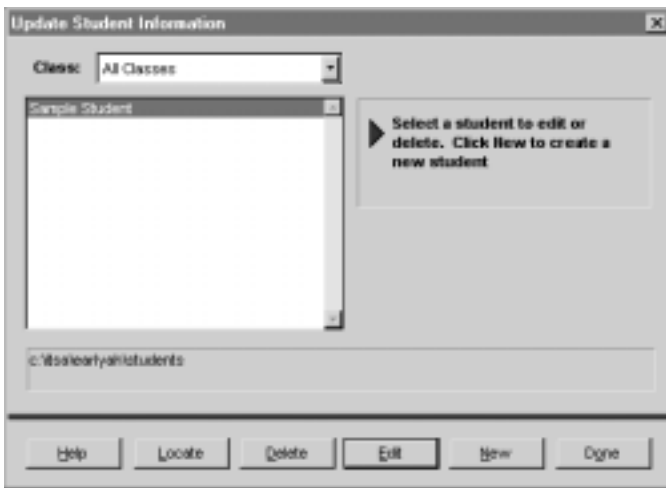


Fig. 3-4

## Changing the Teacher Password

The *Change Teacher Password* option allows you to change the password required to access the *Interactive Tutor Self-Assessment Software* Teacher Utilities menu or print quiz answer keys.

## To change the teacher password:

1. Select the *Change Teacher Password* option from the Teacher Utilities menu.
2. Enter the current password.
3. Enter a new teacher password.

**IMPORTANT:** Be sure to write the new password on a piece of paper and store it in a safe place. You will not be able to access the teacher utilities without the password.

4. Click the **OK** button to record the new password.

### NOTES:

- (1) If you are using several different textbooks with the *Interactive Tutor Self-Assessment Software*, changing the teacher password applies only to the version currently in use.
- (2) Since the program saves the password in the program folder, you must have the appropriate write-access privileges if the software is stored on a network server.
- (3) Unless the program is located on a network server, a new password is valid only on the computer you used to change the password.

## Setting the Data Location

The *Set Data Location* option lets you identify the location of the students' data files. Changing the data location is necessary only if you want to store your students' records at a specific location on a network.

When a student begins a session, the program automatically searches for all of the student records. Normally, these files are stored in the **students** folder. However, you can configure the program so the software looks in a different location for this information.

Suppose you want to store each student's record on a network server in his or her own subfolder. If all of the student subfolders were located in a folder called **x:\courses\students\**, you could specify this path as the

new data location. The *Interactive Tutor Self-Assessment Software* would look through all of the subfolders at this location. Each time the program found a student record, it would add that student's name to the Student Registration list.

Alternatively, you could create a master folder (for example, **x:\courses\itsa\history**) on a network server and store all of the students' files in this one location. In this instance, you would set the new data location to **x:\courses\itsa\history**.

### **To set the data location:**

1. Choose the *Set Data Location* option from the **Teacher Utilities** menu.

2. Enter the new data location for your students' files.

Remember that students must have the necessary access privileges to store their data on a network.

3. (*Optional*) You can enable/disable the option to control whether students can log in as a guest or create new records.

4. Click the **OK** button to record the new data location.

5. If files already exist in the old data location, manually move those files to the new location.

### **NOTES:**

- (1) If you are using several different textbooks with the *Interactive Tutor Self-Assessment Software*, changing the data location applies only to the version currently in use.

- (2) Since the program saves the data location information in the program folder, you must have the appropriate write-access privileges if the software is stored on a network server.

- (3) The data location acts as a beginning point that the program uses to search for files. It will automatically search through all subfolders located within a specified path.

- (4) If the data location includes more than 200 separate student folders, you may notice a delay while the program searches for the student records. If you notice a significant delay when a student starts the program, you may want to place all of the student records in a single master folder for each textbook (for example, **x:\courses\itsa\history**). Then set the data location accordingly.

## Generating Reports and Graphs

The *Interactive Tutor Self-Assessment Software* program includes several options that you can use to generate the following performance reports and graphs: Student Reports, Student Performance Graphs, Class Summary Reports, and Class Summary Graphs. Step-by-step instructions to print these reports are provided in the help system accessible in the software.

### ***Student Reports***

Use the *Student Reports* option to print performance reports for your students. The program generates a report that is identical to the *Interactive Tutor Self-Assessment Software* Performance Report your students can print. An option is provided in the Teacher Utilities to save you time if you want to print these reports instead of having your students print them.

### ***Student Performance Graphs***

Use the *Student Performance Graphs* option to print performance graphs for your students. This option prints the same graph that your students can print. It is provided here for your convenience.

### ***Class Summary Reports***

The *Class Summary Reports* option allows you to print one comprehensive report for all students or for those students in a particular class. This reporting feature is especially useful if your students' records are all located on a network server. You can print a complete report in just a few minutes.

If your students use stand-alone computers and store their data on a hard drive, you can still print a Class Summary Report at each computer. The report would summarize the performance results for students who use that particular computer.

### *Class Summary Graphs*

The *Class Summary Graphs* option allows you to print a graph that summarizes your students' performance results. The Class Summary Graph shows the overall average (first attempt and raw score) for each student. You can print a graph for all students or for a specific class.

### Printing Quiz Answer Keys

Using a special teacher option, you can print the questions and answer key for every quiz. You can use these reports to go over the quizzes in class, or to provide them to your students if necessary.

#### **To print a solution (answer key) for a quiz:**

1. Access the Teacher Utilities.
2. After you enter your password, choose the *Print Quiz Answer Keys* option.
3. Choose a quiz. Then click the **Print** button.
4. When you are finished, choose *Open Student Record* or *Exit (Quit for the Macintosh)* from the **File** menu.

### Network Considerations

The *Interactive Tutor Self-Assessment Software* can be installed and run from a network server. However, you can use the network's resources to print reports and store students' performance data even if you install the program on individual computers.

If your computers are connected to a network, printing is handled automatically. The program directs all reports to the specified printer, and the software prints the student's name on all performance reports.

The software is designed to allow students to save their work onto a network server. By storing the performance data in one central location, you can easily access your students' data to generate comprehensive class reports and update preferences. Use the *Set Data Location* option to specify a location on the network for students to store their data. Preferably, you should set the data location before any students use the software.

Another benefit of using a network is that you can use it to store class information. This option is especially useful when you create or update classes. If you install and run the program from a network server, all of your students can access these files from one central location. On stand-alone computers, you must copy the class information to each computer.

## APPENDIX: TROUBLESHOOTING

This appendix includes troubleshooting tips that may help if you experience problems using the *Interactive Tutor Self-Assessment Software*.

### ***The answers do not print on a student report.***

The preference options are initially set to print answers, but you can turn this option off. Check the setting in the teacher utilities.

### ***The fonts used for the overviews, quizzes, and reports do not appear properly.***

The *Interactive Tutor Self-Assessment Software* (Windows) requires the following TrueType fonts: Arial, Times New Roman, and Courier New.

The *Interactive Tutor Self-Assessment Software* (Macintosh) version requires Geneva, Courier, and Times. These fonts are usually installed on a computer at the factory. If the fonts are not available, install them on the computer.

### ***A student forgets his or her password.***

Use the *Update Student Information* option in the Teacher Utilities to determine a student's password. (See page 19 for instructions.)

### ***The teacher password does not work or is not available.***

A special password is required to access the Teacher Utilities menu. The original teacher password is given in *Accessing the Teacher Utilities* on page 16. However, this password is no longer valid if you changed the password. If you forget the password, call the Software Support Center for further instructions. (See page 9.)

### ***The program does not correctly interpret a student's typed response.***

The program does not accept misspelled words. Proper capitalization is also required. For example, suppose that a student enters "great depression" in response to an item, but "Great Depression" is the correct answer. The program will indicate that the response is incorrect since the student did not capitalize the words.

If a student's response appears to match the answer, the student may have entered an extra leading space as part of his or her response.

***A student cannot repeat a quiz.***

The initial preference setting allows students to repeat any quiz, but you can turn this option off. Check the settings in the teacher utilities for the class assigned to your students.

***The Score Item button is not available for a quiz.***

The **Score Item** button is initially enabled, but may be turned off. Check the class settings in the teacher utilities.

***The software displays an error message when a student attempts to save his or her work.***

Students must have the proper write-access privileges before they can save their work to a network server. Initially, the program attempts to save new student records in the program folder. Usually, students do not have the proper access privileges to save data at the location used to store the program. Either grant students the appropriate rights or identify a different location for saving data. (See the instructions given on page 20 for the *Set Data Location* option.)

***New student records are not saved in the appropriate location.***

By default, the *Interactive Tutor Self-Assessment Software* attempts to save new student records in the program folder. Change the data path using the *Set Data Location* option. (See page 20.)

***The Student Registration dialog box does not display immediately after the Opening Screen disappears at the beginning of a new session. Or, the program takes several minutes to display the dialog box after a student chooses the Open Student Record option.***

The default data location is set so that the program looks for the student records in the program folder. The program searches the program folder and all of its subfolders to locate student records. If you change the data location incorrectly, the program may be searching the entire hard disk, which could require several minutes. Check the data location

setting and identify a more appropriate search path.

***A message indicates that there is not enough memory to run the program.***

On Windows systems, close other applications to free additional memory. If the problem persists, make sure that the virtual memory option is enabled.

On Macintosh computers, verify that you have at least 3MB free memory. Quit other applications before running the *Interactive Tutor Self-Assessment Software*. If you get a low memory message while running the program, use the *Get Info Finder* option to increase the memory requirement.

***What steps are required to remove (uninstall) the program?***

*Windows:* Use File Manager or Windows Explorer to delete the *Interactive Tutor Self-Assessment Software* files. If you remove the program folder (e.g., \itsa) and its contents, you will effectively erase all of the files. No other files are located on your computer, except if your students' data files are stored in a different location.

*Macintosh:* Drag the program folder (e.g., *Interactive Tutor*) along with its contents into the Trash and then choose the *Empty Trash* option. If you remove the program folder (e.g., HD: *Interactive Tutor*) and its contents, you will effectively erase all of the files. No other files are located on your computer, except if your students' data files are stored in a different location.

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