



STAMP Test Technology Guide

The STAMP (STAndards-based Measurement of Proficiency) test is an entirely Web-based foreign language test of reading, writing, listening and speaking. The optional speaking and listening components require modest bandwidth for smooth and successful delivery of the assessment. By adhering to the following technical requirements, you will assure the successful delivery of the STAMP assessment.

In order to deliver the STAMP test, you must run the Diagnostic Wizard found on our Website at <http://onlinells.com/diagnostics.php>, on each computer, to assure overall system compatibility. All computers must be set to accept **cookies**, and have security software set to allow connection with outside servers. District firewalls must be set to allow connection with LLS' Flashcom Streaming Server to stream the audio recording during the speaking component.

Network and Bandwidth Specifications

Network/Configuration	Minimum	Recommended
LAN Network	10Mbps	100Mbps
Building Bandwidth	300Kbps	T-1 (1.54 Mbps)
Desktop/Client Bandwidth	80Kbps	200Kbps

Equipment Requirements

Hardware	Minimum	Recommended
Computer	USB equipped 400+Mhz Pentium Processor or Apple G3 Equivalent	USB equipped 600+Mhz Pentium III Processor or Apple G3 Equivalent
Input Devices	Keyboard and Mouse	Keyboard and Mouse
Memory	128MB	256MB
Hard Drive	No Disk Space Necessary	No Disk Space Necessary
Display	14" VGA monitor 800x600	15" VGA monitor 1024x768
Microphone/Speaker Headset	USB or Analog Headset Unit	USB or Analog Headset Unit

Software Requirements

Software	Minimum	Recommended
Operating System	Windows 98 Service Pack II or higher, Mac OS 9.2.2 or higher	Windows XP, Mac OS 10.2.8 or higher
Web Browser	Internet Explorer 5.1	PC-Internet Explorer 5.5 or higher, Firefox 1.x or higher MAC- IE 5.1 or higher, Safari 1.2 or higher,
Macromedia Flash Player	7.0 or higher	7.0 or higher

Troubleshooting Guide

The following are solutions to common problems that might be encountered while delivering the STAMP test. Our professional support staff is standing by to assist you with any issue that you might encounter. Please refer to this Trouble Shooting Guide, and if possible please attempt to resolve any problems first by following the instructions here before calling the STAMP Help Desk, toll free at (888) 718-7887. For non-urgent matters you may also email the Help Desk at support@onlinells.com.

Problem: *When I try to go to the STAMP website, nothing happens.*

Solution: Check with your building/district technology staff to make sure that the Internet connections in your building/district are working properly. It is common for these systems to go down due to district work/upgrades.

Problem: *After my student entered the Test Code, Password and his full name, and clicked the login button, nothing happened.*

Solution: Your browser software needs to have "Cookies" enabled. Check with your building technology staff to make sure that the computers in the lab have this feature turned on.

Problem: *When the students are taking the test, sometimes after they click on the submit button for an item, the next window is blank or empty.*

Solution: Check to make sure that your browser meets the minimum requirements, as outlined in the STAMP Technology Guide. If it does not, move the student to a different computer, or run the Diagnostic, referred to in the STAMP Technology Guide. The problem could also be the result of heavy traffic on your network.

Problem: *The browser crashed while one of my students was taking the test. Will he need to start from the beginning of the test once he logs back on?*

Solution: No, the student can log back in and complete the test from the same or another computer, and the test will resume from the point at which the student left off.

Problem: *I am not sure that the recording function is working properly on my computer.*

Solution: For the speaking section, direct the students to ALWAYS click on the "play" button to verify that their response was properly recorded, before clicking "submit." If the student is unable to hear a response, there may be something wrong with the microphone, the headset, or the computer's settings. If this occurs, regardless of the reason, instruct the student to log off the test, and to resume on a different computer that has been prepared for the STAMP test by running the Diagnostic Wizard referenced in the STAMP Technology Guide.