

The STAMP (STAndards-based Measurement of Proficiency) test is an entirely Web-based foreign language test of reading, writing, 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.

## Preparing Your Computers – Avant Diagnostic Wizard

In order to deliver the STAMP test, you must verify overall system compatibility by running the Diagnostic Wizard found at [www.avantassessment.com/diagnostics.php](http://www.avantassessment.com/diagnostics.php), on each computer. 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 Avant Assessment's 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	400+Mhz Pentium III wUSB or Apple G3 Equivalent	600+Mhz Pentium III wUSB 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
Mic/Speaker Headset	USB or Analog Headset Unit	USB or Analog Headset Unit

### Software Requirements

Software	Minimum	Recommended
Operating System	Windows 98 SvcPk 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	<b>PC:</b> IE 5.5 or higher, Firefox 2.0 or higher. <b>MAC:</b> IE 5.1 or higher, Safari 1.2 or higher or Firefox 1.x 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@avantassessment.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 after recording, 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, make sure the volume is turned up on the computer and the headset, if it has a separate volume control. If that does not help, instruct the student to log off the test, and to resume on a different computer that has already been prepared for the STAMP test by running the Diagnostic Wizard referenced in the STAMP Technology Guide.