

## Student Deletion and Gateway Maintenance Procedures

**Product:** All Fast ForWord Edition products  
**Version:** Fast ForWord Gateway Edition version 3.4, 3.5  
**Setup Type:** Networked Configuration and Stand-alone  
**Platform:** Windows 98SE, Windows 2000, Windows XP, Macintosh OS 9.2.2, Macintosh OS X

### Important Notes

1. **A new Delete feature has been included in Gateway version 3.4 and later. This allows deletion to be accomplished without faxing a list to Scientific Learning. If you'd like help upgrading to version 3.4, contact Technical Support at (888) 358-0212.**
  2. In order for any changes to occur in Progress Tracker, a successful upload must occur.
  3. Removing groups does not remove participants. Participants who are members of a group that is removed still remain in the All Participants List (on the Gateway Enrollment screen).
  4. The suggestions below pertain to either data manager computers or stand-alone computers. The student exercises and teacher tools computers need no additional administration.
- I. Backing up existing data - see "To Create an Archive" in the manual for further information.
1. Open Fast ForWord Gateway Edition on the Data Manager or Teacher Tools computer.
  2. Click on the Backup & Upload tab. If prompted, enter your password.



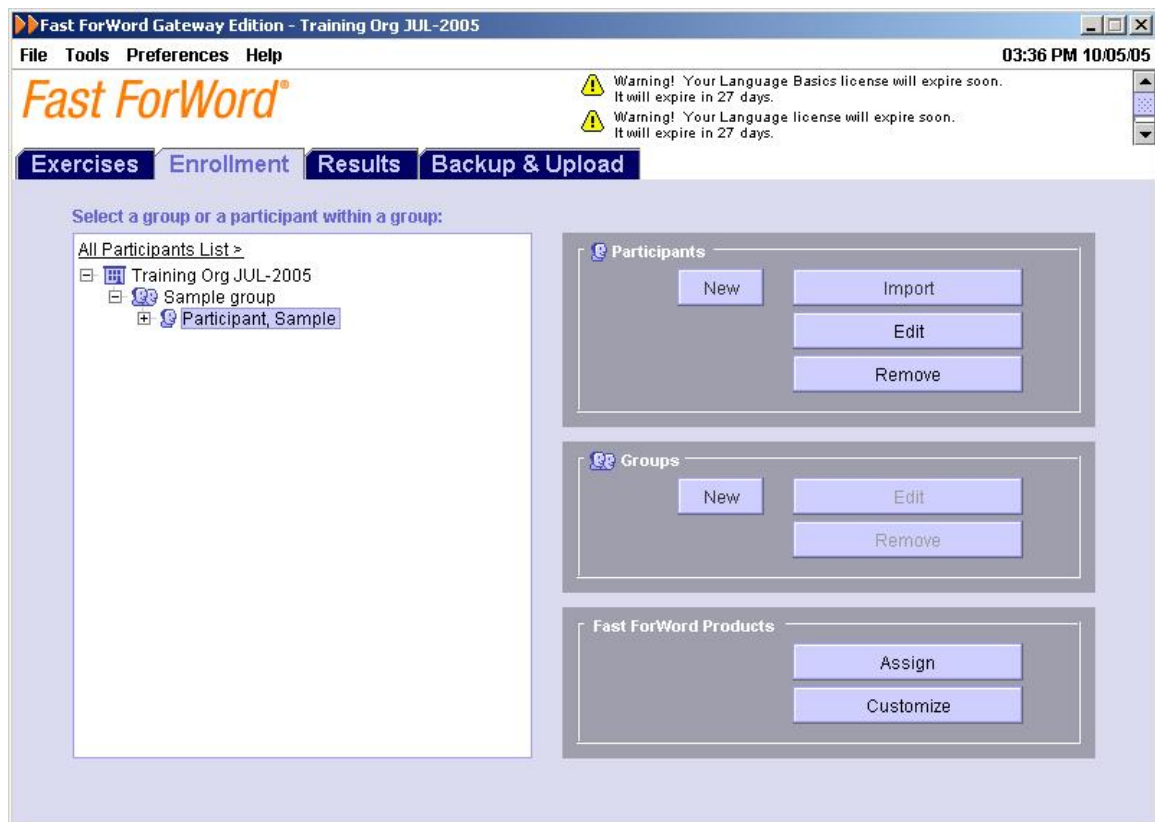
3. From the Backup & Upload screen, select Set Archive Location. Make sure it's going to save to a safe network drive or a removable storage device that you'll keep. If you wish to save to a CD or are unable to save directly to a remote location, save it to a location on the hard drive first, then use your CD creation software to burn the CD or transfer it to the remote location.
4. Click Create archive now.
5. Rename the archive from its original date-time format to something easy to distinguish. For example, "End\_Of\_2004\_Archive.slc."

II. Participant Management - See "Enrolling and Managing Participants" in the manual and "Finishing, Resuming and Deleting Product Assignments" (article 149777) for further information ([www.scilearn.com/gateway/kb](http://www.scilearn.com/gateway/kb)).

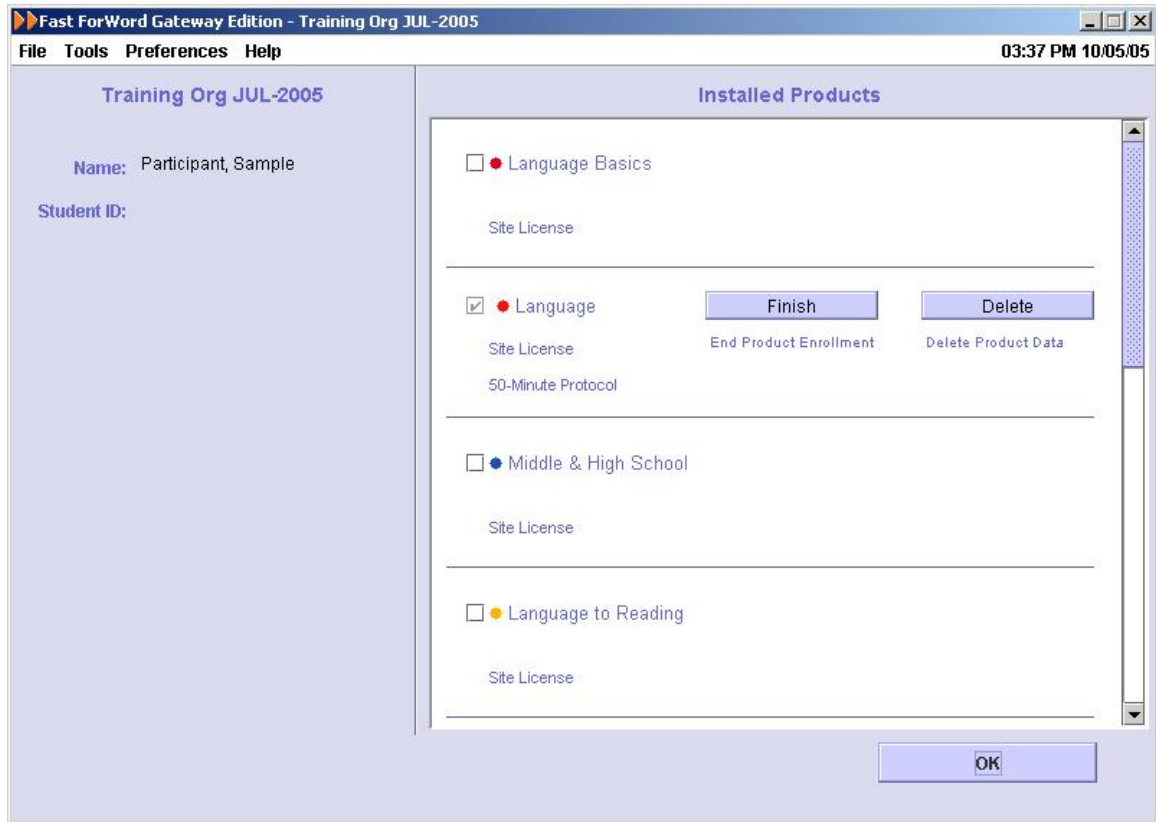
1. Finish:

Use this feature for **participants who may be participating in a different product later but will not continue the existing product**. Participants will still appear in their group in Gateway and under 'All participants' in Progress Tracker. This will remove the Start icon from the Exercises screen for the selected product.

- a. Open Gateway.
- b. Click on the Enrollment tab. Enter your password if prompted.
- c. From the Enrollment screen, click on the student's name. It will highlight in blue.



- d. Click on Assign.  
The assign screen appears:

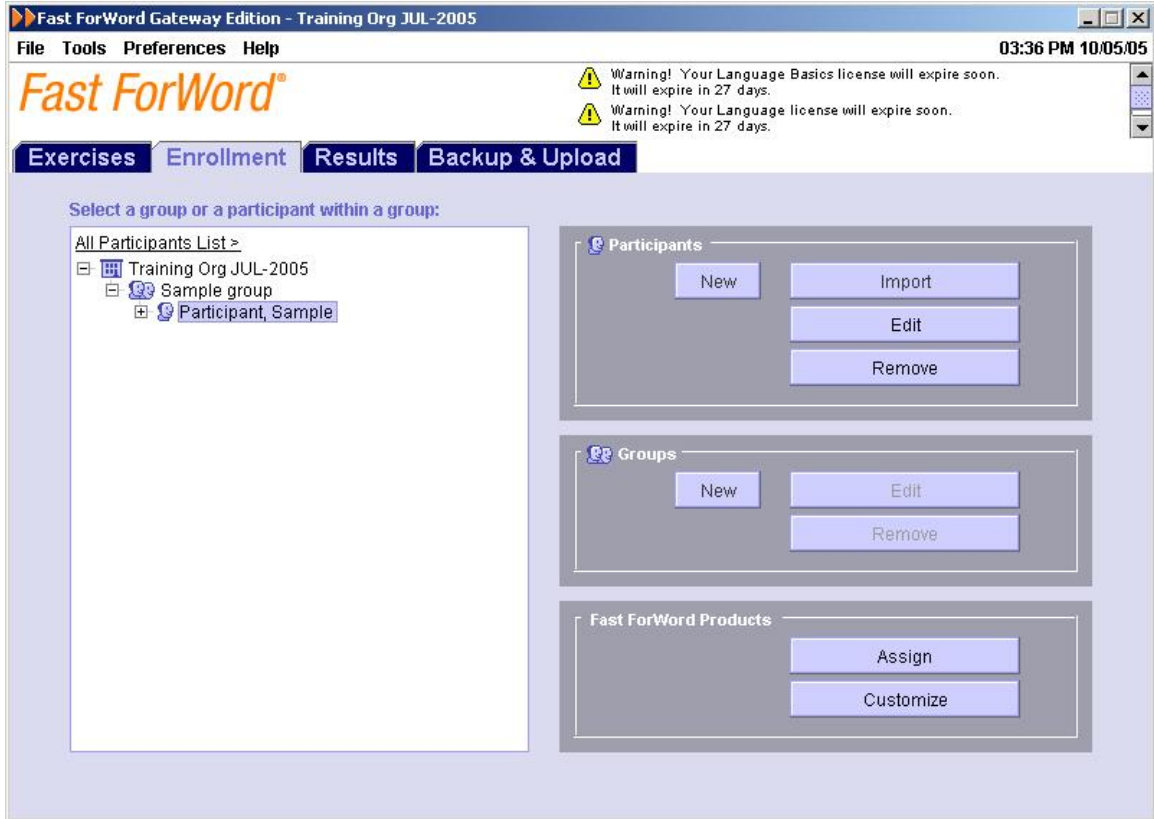


- e. Click Finish next to the product that the student will no longer use.
- f. Click OK
- g. Repeat steps c-f for each student.

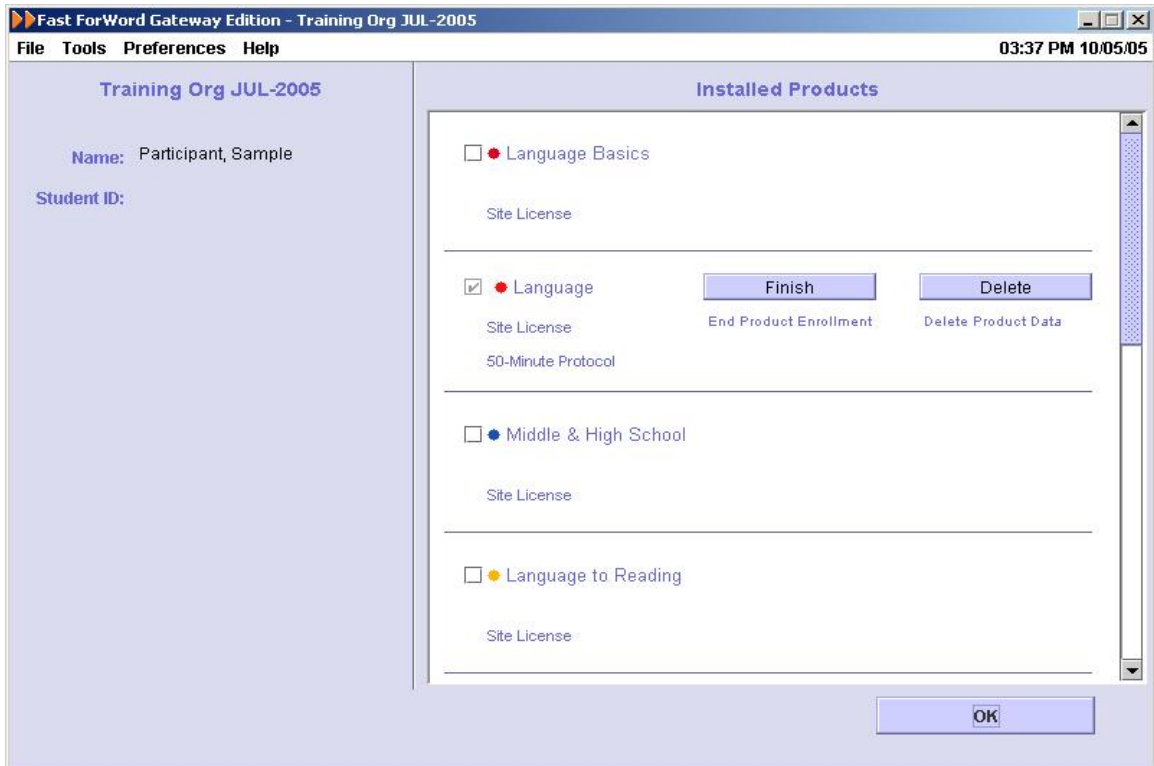
2. Delete:

Use this feature for **product data that you wish to delete completely from Progress Tracker**. Scientific Learning recommends deleting product data and starting over if students have taken a break of a month or longer, in most circumstances. Only the selected product data will be deleted. The student's enrollment profile will remain (you may delete the entire profile later, if you wish). If you wish to keep the data on Progress Tracker, proceed to step 5.

- a. From the Enrollment screen, click on the student's name



b. Click on Assign.  
The Assign screen appears:

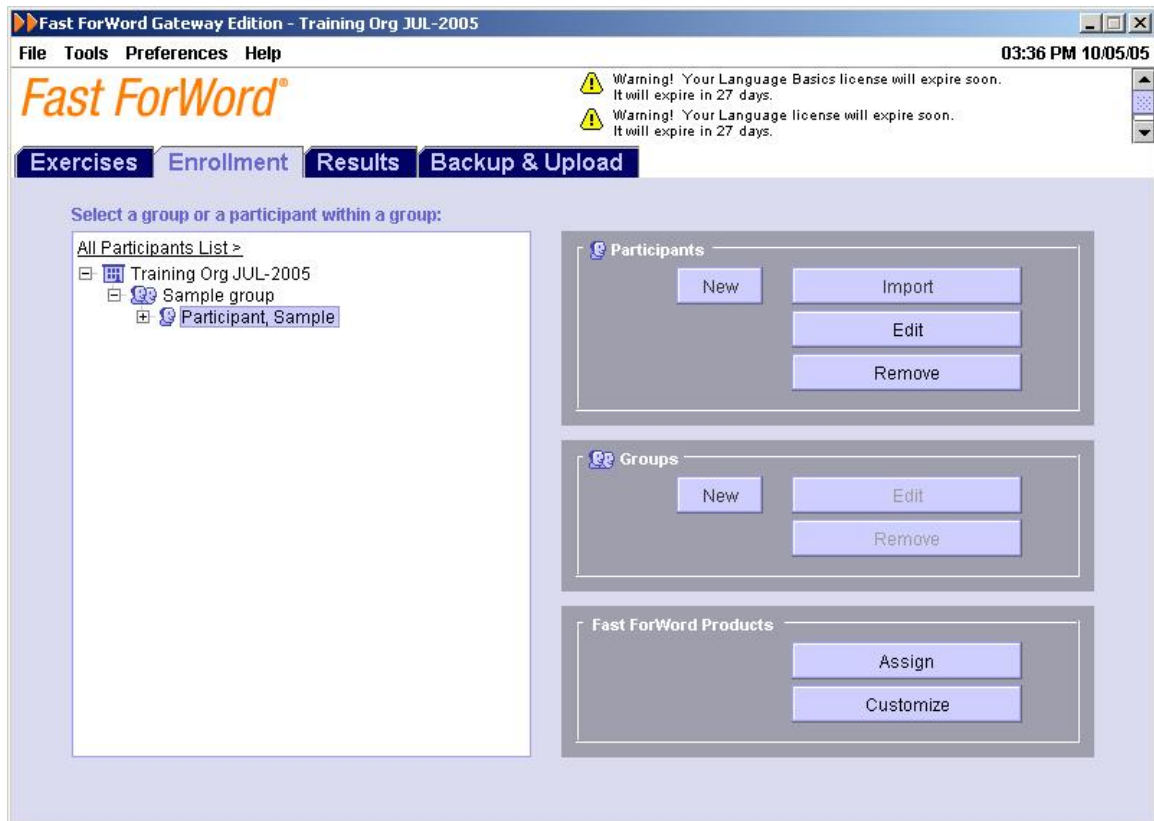


- c. Click Delete next to the product(s) that you wish removed from Progress Tracker or for students who have taken a break of a month or longer
- d. Click OK through the warning
- e. Click OK to return to the Enrollment screen
- f. Repeat steps a-e for each student.

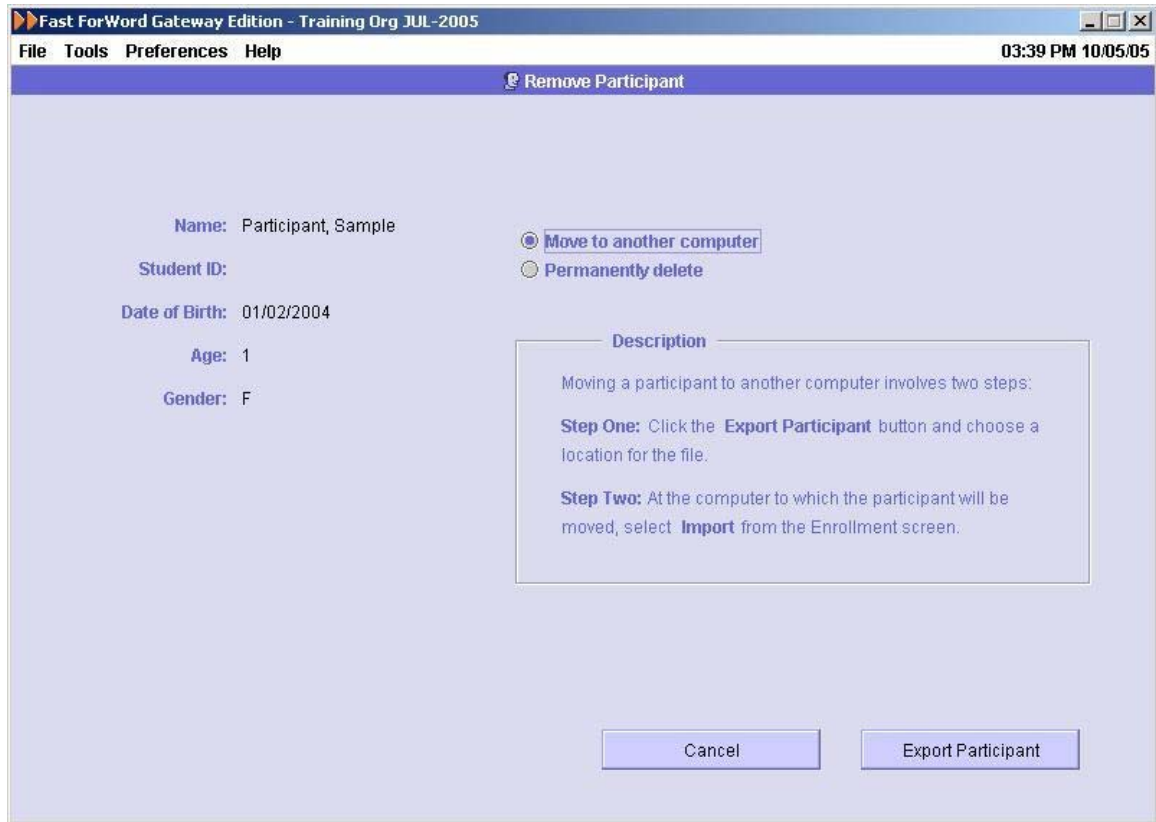
3. Transfer to another computer:

Use this feature **for participants who will change schools** (for example, they attend a summer school at a different location) and continue to use Fast ForWord products. See "Exporting the Participant" in the Gateway Edition manual for further information. These participants will appear in Progress Tracker for the new school once they are imported and data is uploaded.

- a. From the Enrollment screen, click on the student's name



- b. Click Remove
- c. Make sure that Move to another computer is selected.

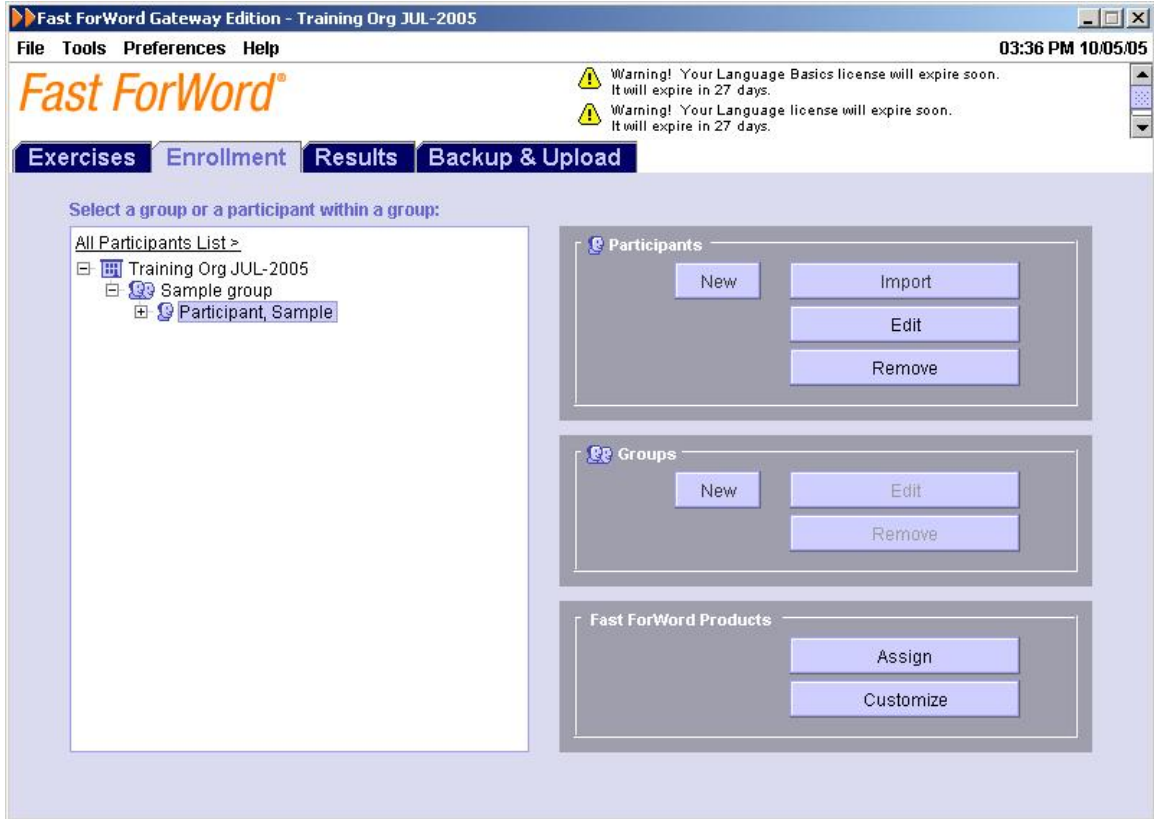


- d. Click Export participant
- e. Browse to a folder on the hard drive that you can access easily
- f. When done exporting all students, copy the exported files to a network drive, CD-ROM, or removable storage device
- g. At the new school, again from the Enrollment screen, click Import under participants
- h. Select Move an existing participant from another computer
- i. Browse to your exported file and double-click to import the student.
- j. Repeat steps a-i for each student.

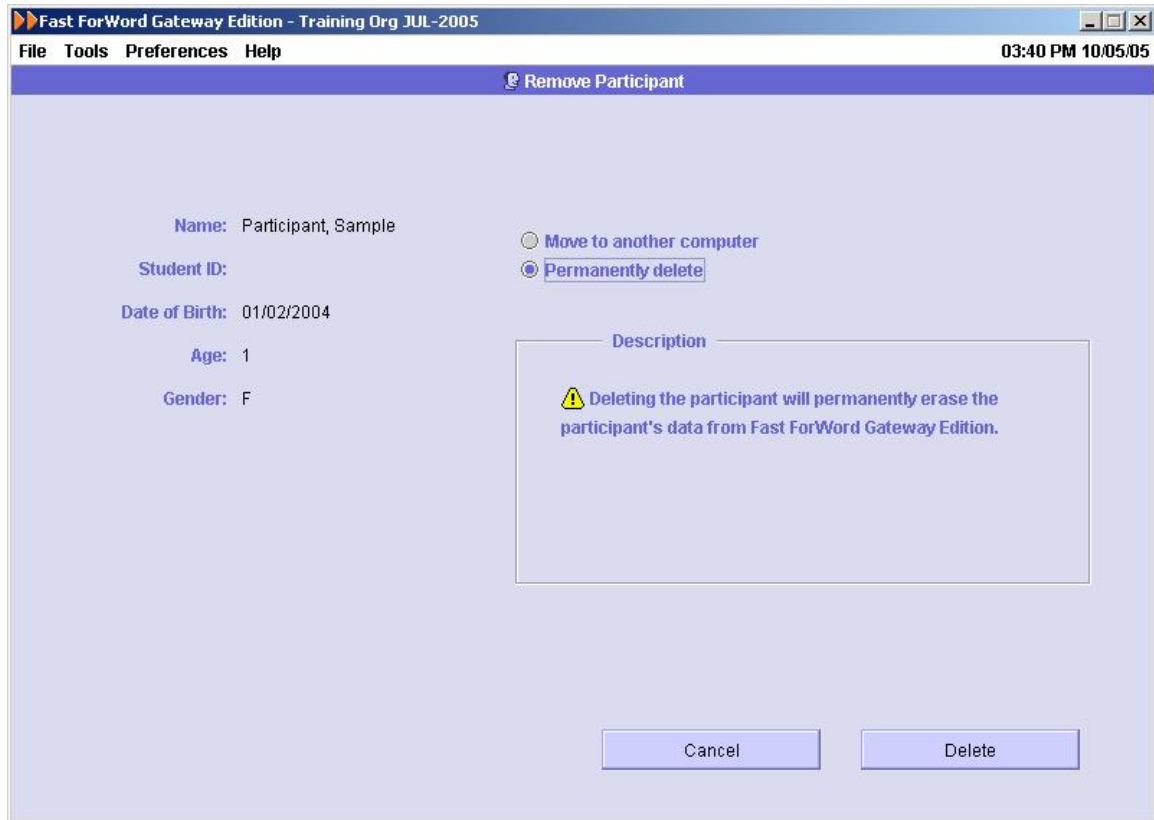
4. Permanently remove enrollment profile.

Use this feature for **students who will not use product again**. This feature will remove enrollment information from your Gateway installation. This will improve Gateway's performance because it will not require Gateway to process this information on startup. If you did not delete their product data in step 2, the data will remain on Progress Tracker.

- a. From the Enrollment screen, click the student's name



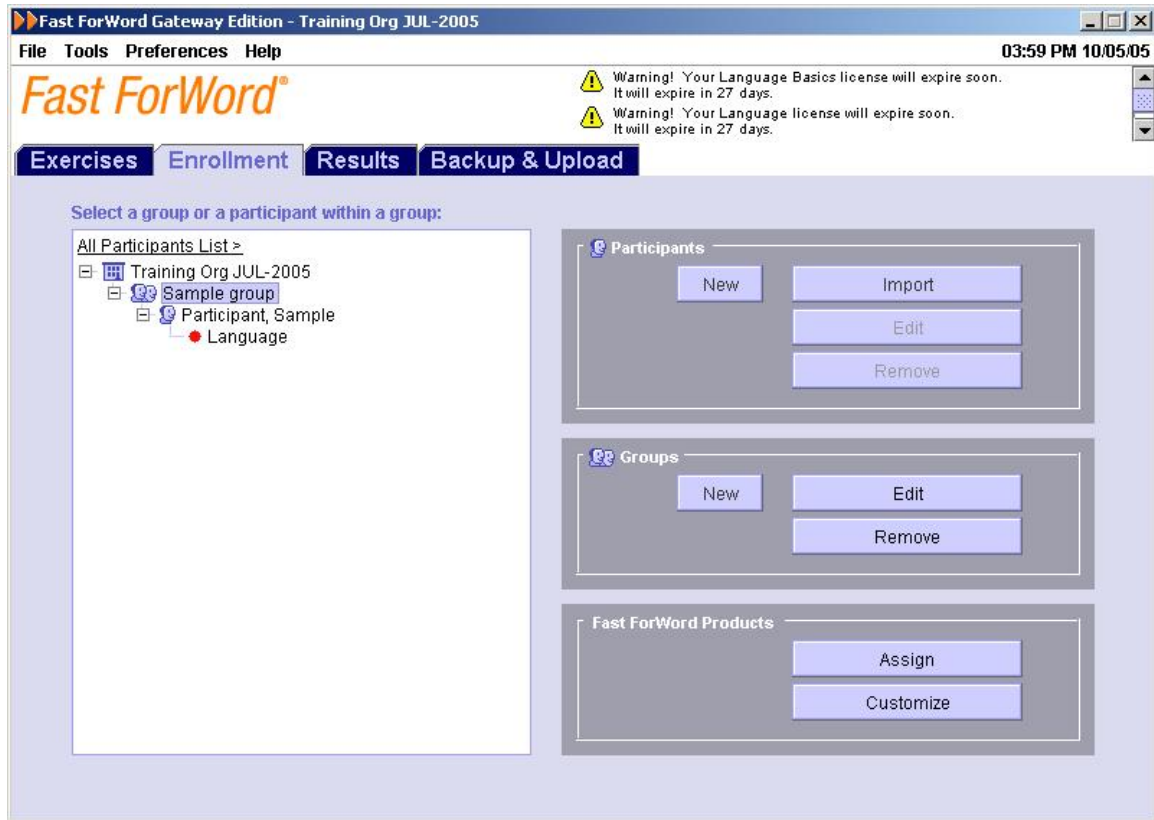
- b. Click Remove
- c. Select the option to Permanently delete this student's enrollment information



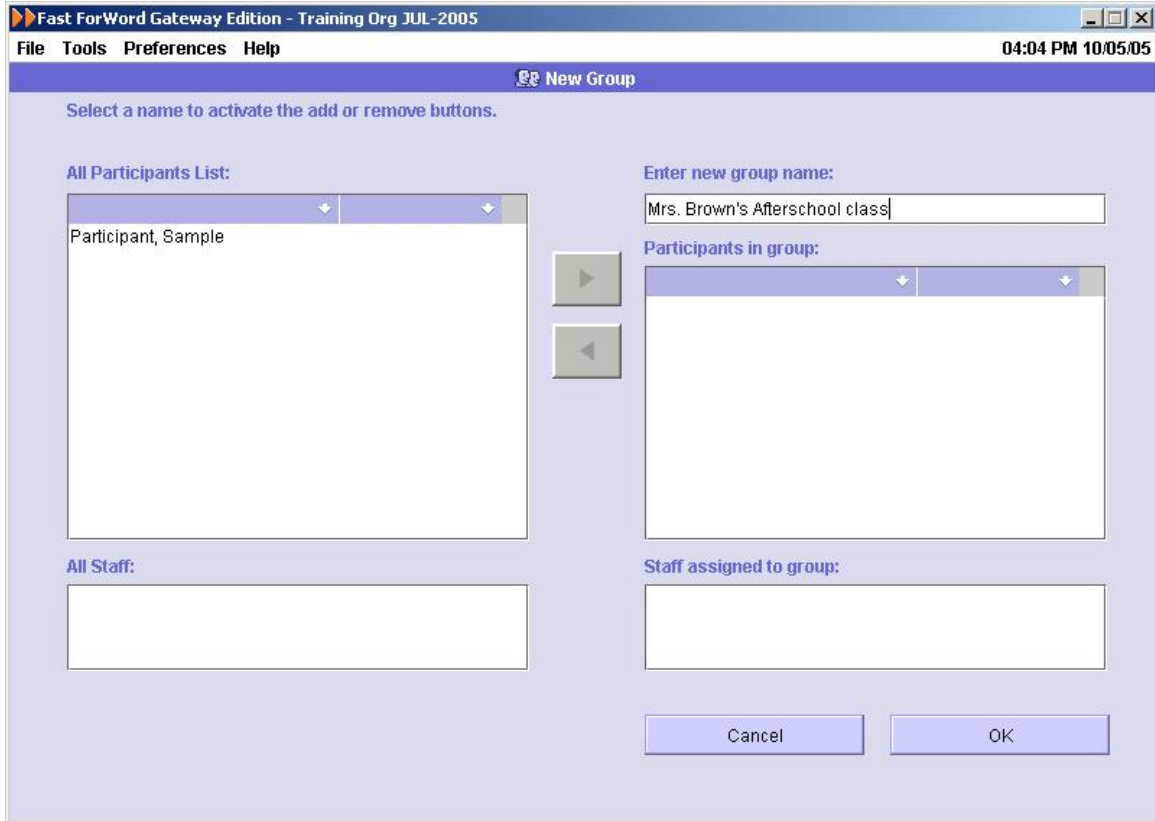
- d. Click Delete
  - e. Click OK to return to the enrollment screen
  - f. Repeat steps a-e for each student.
5. For students who have already been removed completely (step 4) but did not have their product data deleted (step 2), their name will still appear on the 'All participants' list in Progress Tracker. This will also occur for installations that have been wiped out due to a hard drive crash or other circumstance. In that event, use the form below to have Scientific Learning delete the data.

III. Group Management – See "Creating and Managing Groups" in the manual for further information.

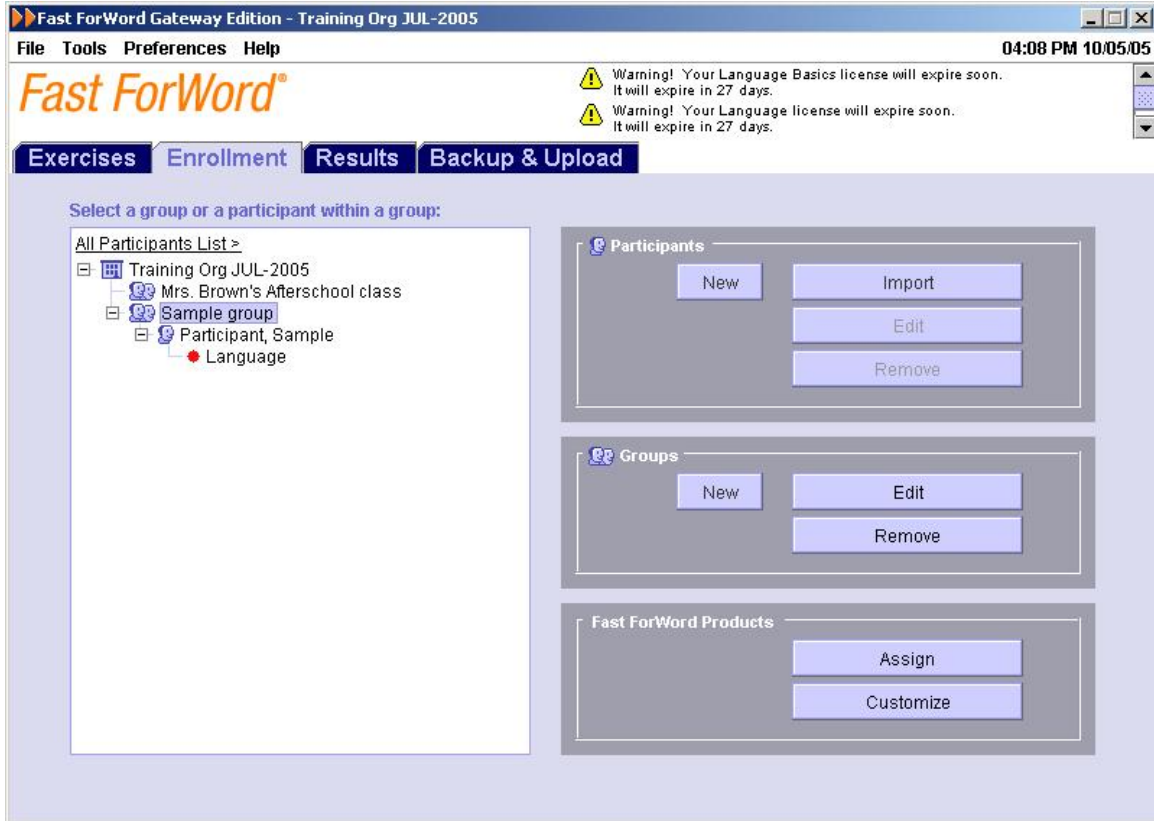
1. Remove any groups that aren't going to be used next year or session.
  - a. From the Enrollment screen, click on the group name you wish to remove



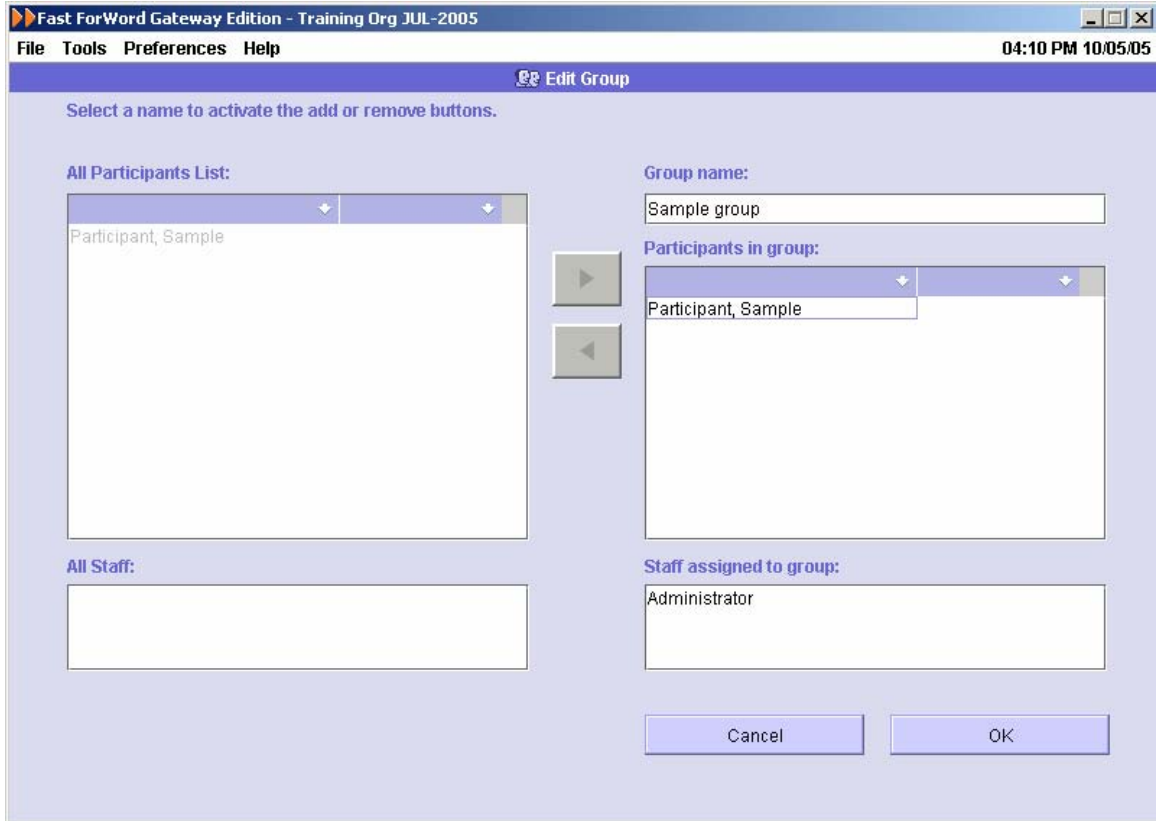
- b. From the Groups box, select Remove
  - c. Click Remove again to complete the process
  - d. Repeat steps a-c for each group you wish to remove
  
2. Create any new groups for next year or session (if known):
  - a. Click New under the groups box
  - b. Enter a group name in the upper right hand corner of the screen. Use naming conventions for the groups that will help you when viewing Progress Tracker, such as "Summer 2005," "Fall 2005 Ms Garcia," or "Fall 2005 Brown's after-school."



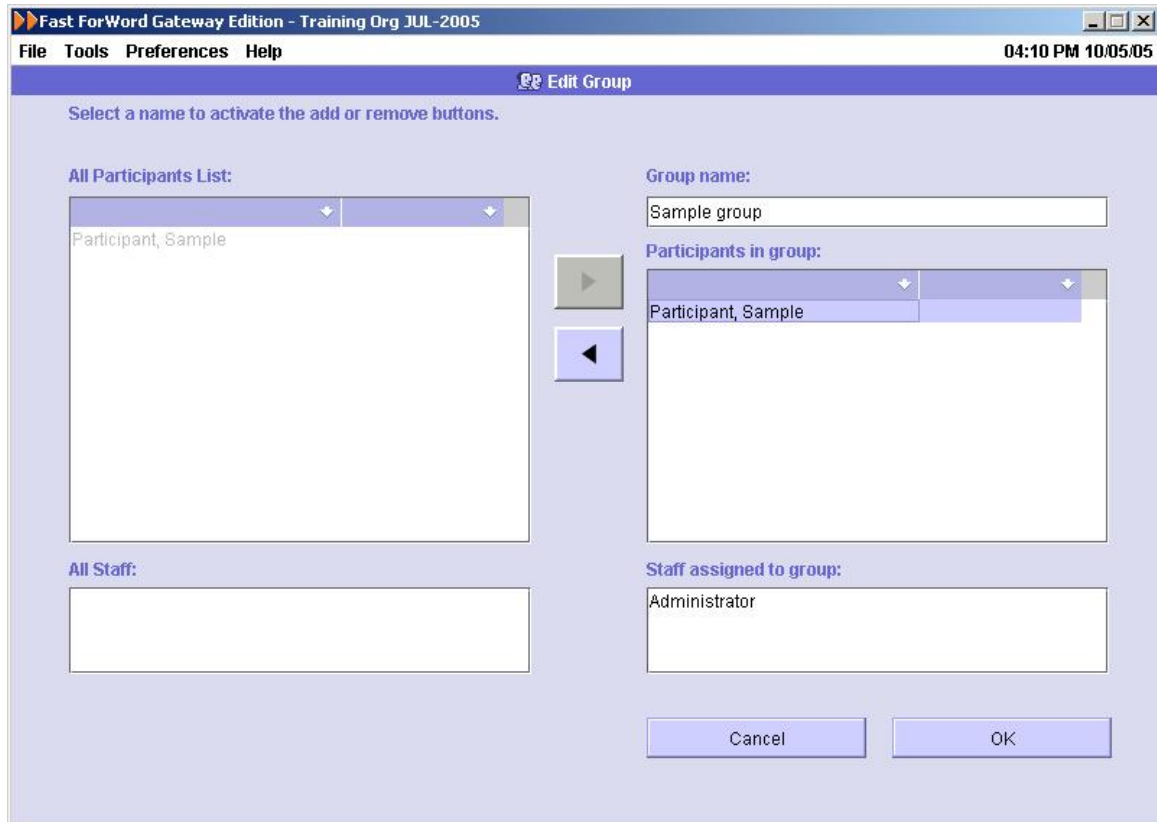
- c. Click OK
  - d. Repeat steps a-c for each group you want to create.
  - e. Check your work by ensuring that the groups are listed on the left hand side of the Enrollment screen
3. Add and remove students from groups
    - a. From the enrollment tab, select the group



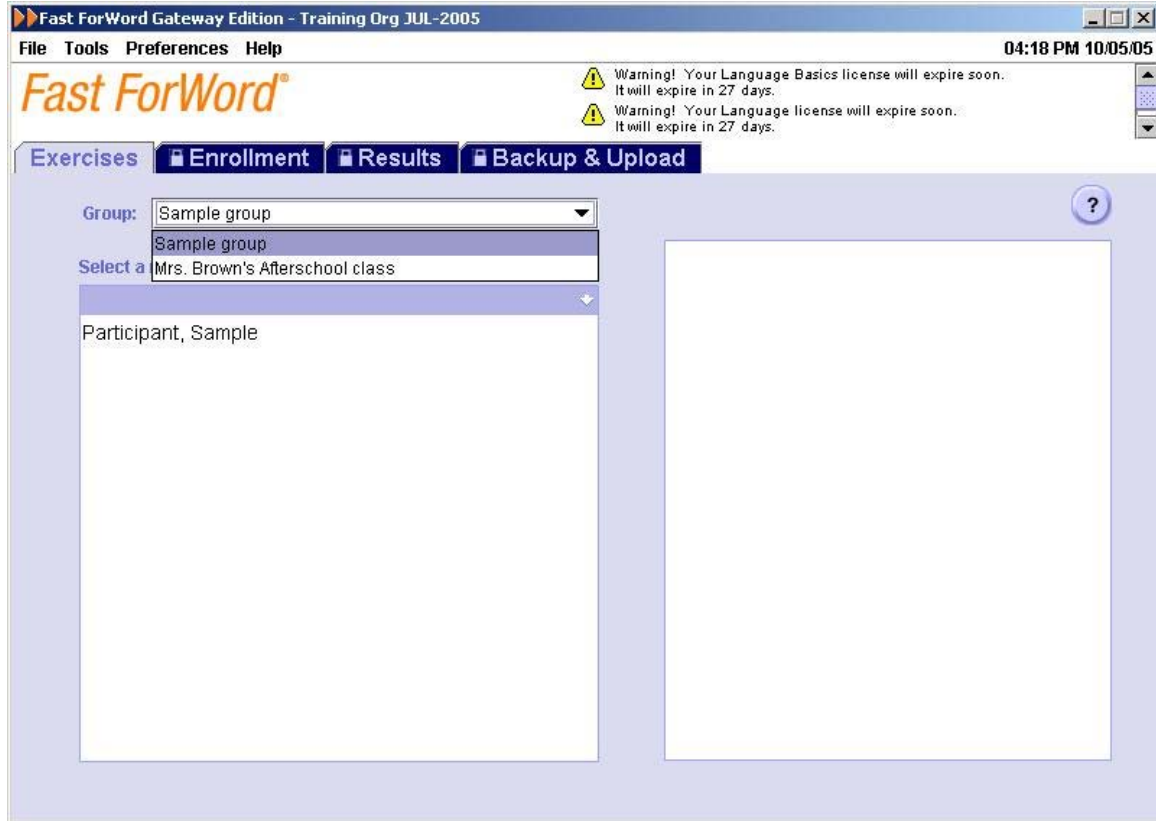
- b. Select Edit from the Groups box.  
The Edit Groups window appears:



- c. To remove students from a group, highlight a student's name on the right hand side of the page.
- d. The black arrow between the two boxes becomes active.



- NOTE: You can hold down the ctrl key to select multiple students
- e. Click on the arrow to move the student(s) from the group to the All Participant's list
  - f. The name will appear in the All Participant's list
  - g. To add students to a group, highlight name(s) from the All Participants list and use the right arrow key to move them into the selected group.
  - h. When you're done moving students in or out, click OK.
  - i. Repeat steps b-h until all the students are removed from or added to their designated group or groups
  - j. To confirm that you have only the groups identified on the data manager and all students assigned to their respective group, click on the Exercises tab and select each group's name from the drop-down menu.



IV. Return to the Backup and Upload screen. Create another archive for the beginning of the next session or year. Name it accordingly, and store the archive on a network drive (or CD) other than the local hard disk as described above.

NOTE: All changes made in the above sections will appear in Progress Tracker after an upload.

V. Progress Tracker email reports (optional)

1. If you wish, remove your recurring automatic email report from Progress Tracker to discontinue receiving reports
  - a. Go to <http://gateway.scilearn.com> and log-in to Progress Tracker (you will need your Customer Connect login and password)
  - b. Select the Email tab from the dark blue banner line at the top of the screen
  - c. Go to: Daily/Weekly Emails Reports
  - d. Use the Delete button next to the recipient's name to remove the recipient from the email list
  - e. You will be prompted with a reminder to insure that you indeed want to delete this email receipt. At this screen you can delete or cancel (no action taken).

Dear Scientific Learning:

This is to request that student information for the attached list of students be deleted from your information storage systems.

Scientific Learning Corporation, per company policy, requires a written request to delete the data. We, the school district or organization, acknowledge that federal and state laws place restrictions on school districts' deletion of student records. For example, under IDEA, certain information about students with disabilities should not be deleted without first notifying the student's parent or guardian. In addition, state records laws sometimes require student records to be kept for a certain period of time. This request for student record deletion does not conflict with any requirement to maintain these student records. We understand that once this information is deleted, we will not be able to restore it.

**I have completed the instructions above, especially in regards to the new Delete feature that will delete student data on Progress Tracker. The students here have already been removed from our local installation of Gateway.**

**Included is a printout of a Progress Tracker Overview report with highlighted names, for edification purposes.**

Signature \_\_\_\_\_

Title: \_\_\_\_\_ (requires signature of school principal or district administrator)

Date: \_\_\_\_\_

**Fax the completed form (this signature page and Progress Tracker Overview report) to: Scientific Learning Corporation at (800) 216-0673 or (510) 836-6412**