



PASS-PORT FAQs

1) WHAT is PASS-PORT? Where can I read about PASS-PORT?

- PASS-PORT is a web-based system that provides college of education candidates, university faculty and administrative staff a tool to gather, demonstrate and evaluate the performance data on initial and advanced candidates and professional teachers during the first three years of service after graduation.
- You can read more about PASS-PORT in the **Overview** section of the **INFORMATION** TAB on **PASS-PORT.ORG**: **http://pass-port.org/info/higher_educ/index.asp**

2) What is the web address for PASS-PORT?

- **<http://www.pass-port.org>**

3) How do I login to PASS-PORT?

- First, go to **<http://www.pass-port.org>**
- Next, click on the DIRECTORY Tab and find your institution in the list.
- Check with the PASS-PORT Contact at your institution to obtain your username and the default password. (You can e-mail **support@pass-port.org** to request the name of the PASS-PORT Contact at your institution. Be sure to include your first name, last name, and institution.)

*On **UL Lafayette** campus you can access PASS-PORT through **ULINK**:*

- Go to the **UL Lafayette** Website www.louisiana.edu, the home page will come up.
- Click on **ULINK**.
- Type in your username and password, then click LOGIN.
- Click on **TUTORING** TAB.
- Scroll down to the bottom of the window and click on the **PASS-PORT** SYMBOL or click on the words **ACCESS PASS-PORT NOW**

Note: After logging in the first time, change the password by clicking on **ACCOUNT INFO** and then **CHANGE PASSWORD**.

4) Is my login for PASS-PORT the same as my Blackboard login?

- Some institutions may use the same username as that used for Blackboard. *For example, at **UL Lafayette**, your user name is your university user id. This matches your Blackboard login id. The first time you enter PASS-PORT, your password will be pass-port. From inside PASS-PORT, you may change your password to match your Blackboard password.*

5) Do I need to change my password the first time I enter PASS-PORT? How do I change my password?

- YES!
- When you enter PASS-PORT, click on the navigation tab – **ACCOUNT INFO**.
- Next, click on **CHANGE PASSWORD** and type your chosen password in both boxes.

6) What do I do if I've forgotten my username or password?

- Request this information in an email sent to the PASS-PORT Contact at your institution.
- Be sure to include the following in your email:
 - Your First Name
 - Your Last Name
 - Your Institution.

7) WHERE are there student training/lab sessions for PASS-PORT?

- Check with the PASS-PORT Contact at your institution for training and lab schedules.
- *For **UL Lafayette** students, the Learning Center Lab (in room 213 of Lee Hall) is providing PASS-PORT assistance.*

8) Where are there training animations that I can view?

- You can view training animations under the **TRAINING** TAB on **PASS-PORT.ORG**.
- Or go to the following web address:
<http://pass-port.org/training/index.asp>

Note: The animations can be paused or screens can be minimized as you go through the processes step by step.

9) Can I do my PASS-PORT work on both Windows and Mac Computers?

- Yes! (See questions 9 and 10 for access at home and system requirements)

10) Can I access PASS-PORT from home?

- Yes! As long as you have Internet access at home, you can access PASS-PORT.
- Gaining access to PASS-PORT requires the following minimum system qualifications:
 - Windows compatible computer running Windows 95 or higher;
 - Macintosh computer G3 or above running MAC OS8 or higher;
 - Microsoft Internet Explorer or Netscape Navigator web browser and Internet connection;
 - Screen area set to 1024 x 768 pixels.

11) Why can't I view my pictures in some of my documents like PowerPoint, Word Processing, etc?

- Problem could be due to the age of the software on the computer. Problem may be solved with cutting and pasting the picture again.
- If you are using a Macintosh computer the pictures may need to be compressed.
- For help with this situation you can e-mail [**support@pass-port.org**](mailto:support@pass-port.org). Be sure to include the following in your email:
 - Your First Name
 - Your Last Name
 - Your Institution.
 - A Detailed Description

12) Why does Pass-Port not come up on my computer at home? What are the system requirements for PASS-PORT?

- Gaining access to PASS-PORT requires the following minimum system qualifications:
 - Windows compatible computer running Windows 95 or higher;
 - Macintosh computer G3 or above running MAC OS8 or higher;
 - Microsoft Internet Explorer or Netscape Navigator web browser and Internet connection;
 - Screen area set to 1024 x 768 pixels.

13) What do I do if my Personal Information is incorrect?

- Send an e-mail to the PASS-PORT Contact at your institution.
- Be sure to include the following information in your email:
 - Your First Name
 - Your Last Name
 - Your Institution.
 - A Detailed Description

14) WHO can I contact if I have a PASS-PORT comment, question, or bug to report?

- Send an e-mail to support@pass-port.org
- Be sure to include the following in your email:
 - Your First Name
 - Your Last Name
 - Your Institution.
 - A Detailed Description

15) What do I do if a window opens warning me about security issues?

- You can click "Yes" to indicate that you are ready to proceed.

16) Who will be able to see my PASS-PORT information? Will people on the Internet be able to see my photo and personal information?

- You have password protected access to your PASS-PORT account.
- When you request feedback and evaluation, specific faculty members will have access to that document or folio only.

17) WHY am I using PASS-PORT?

- PASS-PORT will enable you to track your progress through the degree program.
- PASS-PORT provides university faculty and administrative staff a tool to gather, demonstrate and evaluate the performance data on College of Education students and use this information for National Accreditation purposes.
- You will be able to export your electronic portfolio to CD to take to job interviews.

18) What do I have to do in PASS-PORT?

- In PASS-PORT, you will upload the documents (files), field experiences, professional development activities, and Internet links that you create for your courses.
- You will be able to create portfolios for classes and move through the university's portal system toward certification and graduation.

19) Is PASS-PORT difficult to learn?

- This varies according to the assignment on which you are working in PASS-PORT. Following your instructor's instructions and visiting the PASS-PORT open lab sessions with any questions will save you much time in learning what you need to do in PASS-PORT.

20) How long will it take me to learn PASS-PORT?

- This varies according to the assignment on which you are working in PASS-PORT. Following your instructor's directions and visiting the PASS-PORT open lab sessions with any questions will save you much time in learning what you need to do in PASS-PORT.

21) How long will it take me to complete an assignment in PASS-PORT?

- This varies according to the assignment on which you are working in PASS-PORT. Following your instructor's directions and visiting the PASS-PORT open lab sessions with any questions will save you much time in learning what you need to do in PASS-PORT.

22) What is an Artifact? What kinds of Artifacts can I upload/enter into PASS-PORT?

- An artifact is something that you create in a class to fulfill course requirements.
- Artifacts include Files such as:
 - Word processed lesson plans
 - Professional Development activities such as attending a workshop
 - Field Experiences
 - And/or Internet linksAll of these items can be uploaded into PASS-PORT.

23) What are some examples of types of File Artifacts that I can upload into PASS-PORT?

- File artifacts could include the following:
 - Word processed documents such as:
 - Lesson Plans

- PowerPoint Slideshows
- Inspiration Webs
- Timeliner Files
- Kidspiration Files
- Kidpix Files
- Databases
- Movies and much more
- PASS-PORT currently supports 49 different types of file extensions. A new one may be added at your request.

24) WHY should I Add Folders in the File Artifact area?

- You will use the File Artifact area for several classes. Organizing your work for each class in a folder will enable you to access the needed information with ease.

25) What are some examples of Link Artifacts that I can enter into PASS-PORT?

- Link Artifacts are Internet links to pages you have created for classes or teaching resources. (For instance a Webquest or Trackstar)

26) What do if I cannot view my file that I uploaded into PASS-PORT?

- There are 3 reasons why you may not be able to view a file which you have uploaded into PASS-PORT.
 - You are trying to view the uploaded file on a computer with older software than that which the file was created
 - The computer on which you are trying to view the file does not have the appropriate software installed.
 - A window may get minimized to the bottom of your computer screen if you click multiple times on something in PASS-PORT. It is important to check for this if you find that you cannot view a file or any other information or window in PASS-PORT. Once you click on the minimized window, the file window will pop open again.

27) What do I do if I get a message window indicating that something needs to be changed about the filename of the file I am trying to upload?

- PASS-PORT is unable to upload files that do not follow certain parameters. Carefully check file names:
 - File names must only have one period such as lesson.doc
 - File names must have the appropriate ending, such as a Word document ending with .doc
 - File names and Folders containing file names may only use alphanumeric symbols (except for the symbol `_`). Do not use a `*`, `\$`, `>`, `(,)`, `(`), (parentheses) or any other symbol.
 - File names should be a reasonable length. If your file name is too long, shorten it.
 - File names must not have a space in front. Check to make sure the name begins at the front edge of the box.
 - When in doubt, rename the file. (This requires renaming the document wherever it is saved before trying to upload it into the PASS-PORT artifact bin).

28) What are some examples of types of Professional Development Activity Artifacts that I can enter into PASS-PORT?

- As a part of your course requirements, you may attend workshops and conferences. You may also volunteer to help with the Special Olympics, Big Brothers Big Sisters, and other organizations. All of these experiences will enrich your knowledge of teaching. Entering these activities into PASS-PORT will enable you to collect a record of your activities.

29) How do I enter Field Experiences into PASS-PORT?

- Click on the gray **ARTIFACTS** TAB
- Click on the words "**FIELD EXPERIENCES**" at the top or click the **purple FIELD EXPERIENCES** picture button on the left.
- Click on the words **INITIATE NEW FIELD EXPERIENCE** to the right of **Open Field Experiences** above the **blue bar**

- Click the first **purple SELECT** button to the right of **Teacher Preparation (Initial)** and beneath **Undergraduate Experiences** above the first **blue bar**
- Continue to enter the appropriate information in the pop-up windows which proceed.
- When you reach the **Basic Information** section, click on the **EDIT BASIC INFO FIRST** button to the bottom right.

Note: A pop-up window containing the information you just entered along with three blank fields will open.

- Enter the number of participants, hours and minutes, and click **SAVE**.

Note: The initial information you entered will be displayed at the top of the Basic Information area. Below that will be other fields for you to complete. Required fields are specified. You will see the Complete Field Experience button at the bottom.

- Now, complete editing the rest of the fields below, as applicable, and click **SAVE** each time.
- You may click the **light blue ADD A JOURNAL ENTRY** button on the right side of the **Field Experience Journal blue bar** to begin adding a journal entry
- When you are ready to complete your field experience, scroll down and click on the **purple COMPLETE FIELD EXPERIENCE** button.
- A pop up window containing a questionnaire opens. You are required to complete the questionnaire in order for your field experience to be listed under the **"Completed Field Experiences"** TAB.

*Your Field Experience will now be listed beneath the **COMPLETED FIELD EXPERIENCES** blue bar (You are still in the **Field Experiences** section of the **ARTIFACTS** TAB.)*

30) Which level do I choose from the level drop-down menu when I am entering my Field Experience information (Level 1, Level 2, or Level 3)? What is the difference between these levels?

- **Level 1** Field Experiences are observations.

- **Level 2** Field Experiences occur when you interact with the students by teaching individuals, small groups, and whole classes.
- **Level 3** Field Experiences are student teaching.

31) What do I do if I do not see my course listed in the drop-down menu when I am entering my Field Experience information?

- Send an e-mail to the PASS-PORT Contact at your institution.
- Be sure to include the following in your email:
 - Your First Name
 - Your Last Name
 - Your institution
 - A Detailed Description

32) What do I do if I do not see my school listed in the drop-down menu when I am entering my Field Experience information?

- Send an e-mail to the PASS-PORT Contact at your institution.
- Be sure to include the following in your email:
 - Your First Name
 - Your Last Name
 - Your institution
 - A Detailed Description

33) When I am entering my Field Experience information, what if it says "There are no teachers assigned to this site" in the drop-down menu where I am supposed to "Choose a contact for this experience"?

- Type the name of the **Site Contact** in the **text entry box** instead of the option of choosing a name from the drop-down menu.

34) What do I do when I see the "EDIT BASIC INFO FIRST" button in Field Experiences?

- Click on the EDIT BASIC INFO FIRST button to begin entering specific information about the class you observed.

- In this first area, you will need to enter the total number of participants/students and the total number of hours of observations.

Note: See question 22 for further details.

35) What do I enter for the Duration for my Field Experience(s)? Do I consider the total of all of the hours I observed, or separate Field Experiences with smaller numbers of hours which all add up to the same total?

- You will enter a field experience for each teacher you observe. If you observe one teacher for a total of 30 hours, then you will enter one field experience with a duration of 30 hours.
- If you observed more than one teacher you must enter each field experience as a new or separate field experience, unless noted otherwise by your instructor.
- If the basic information is the same you have the option of using the **Duplicate** option, which is listed next to the journal entry just completed under the words **Submit For Review**.

36) Is Hour/Period required when I am entering my Field Experience information?

- No. You may choose to leave that field empty, unless otherwise specified by your instructor.

37) What is Limited English Proficiency? Do I need to fill in this field, even if there were "0" students with Limited English Proficiency?

- Limited English Proficiency refers to students whose Primary Language is not English. If there were no students who fit in this category, you must enter a '0'.

38) How do I enter a Field Experience journal entry into PASS-PORT?

- During entry of field experience information (prior to completion), you will see the journal entry area located at the bottom of the page where you are entering the required information. You may click the **light blue Add A Journal Entry** button on the right side of the **Field**

Experience Journal blue bar to begin adding a journal entry. When completed click **ADD**.

39) What is the Duplicate option in field experience used for?

- The Duplicate option can be used to repeat field experiences who have very little new information (might be in same school, but teacher, date and student information are the only things that change). Information that is not the same must be changed manually, by clicking the **EDITING BASIC INFORMATION** button.

40) How do I know that I have completed my Field Experience in PASS-PORT?

- First, you have completed a questionnaire about the field experience in PASS-PORT.
- Second, you can see your Field Experience listed beneath the **Completed Field Experiences blue bar** in the **Field Experiences** section of the **ARTIFACTS** TAB.

41) If I completed field experiences in other classes in other semesters, do I need to enter them in PASS-PORT?

- Yes, you can enter all of your field experiences into PASS-PORT. You will select the proper date from the PASS-PORT drop-down menu for each of your past field experiences.

42) How do I add my artifacts (files, professional development, field experiences, links) into my portfolio(s)?

- You will click on the **ADD ARTIFACT FROM BIN** button in the appropriate tab which you have created in your portfolio. Clicking on the **ADD ARTIFACT FROM BIN** button brings you to your **ARTIFACTS** BIN which contains all of the artifacts which you have previously entered or uploaded into PASS-PORT. You may then click on **ADD TO TAB** next to the appropriate artifact to add that artifact to your portfolio.

43) What is a standard? How do I add a standard? Am I required to add a standard?

- A standard is a description of teacher behavior agreed upon by a group of educators. Standards are developed to be compatible with other national standards for certification. Standards, which you attach to artifacts in PASS-PORT, are useful for guiding you through your teacher preparation program at the university.
- When you have chosen a set of standards, you can appropriately attach these standards to your artifacts in PASS-PORT. You can check with your instructor about the standards to which you should be referring to in your PASS-PORT work, as these will directly reflect your course work. Creating artifacts and then attaching the appropriate standards helps to document that you have indeed met your chosen portfolio goals. Therefore, it is important to create artifacts which are addressing the standards which you need to meet in your education program.
- To add standards to your PASS-PORT work follow these steps:
 - Select the portfolio for the class you are completing the work for and click on it.
 - Select the file/folder which contains the work you want to add standards to and click on it.
 - Find the document/project you wish to add the standards to.
 - Click on the words **ADD STANDARDS** listed below the document/project, a pop-up window will appear.
 - Select a Standards Body from the drop-down-menu at the bottom of the pop-up window.
 - Select a standard and click on the **ADD** button, you can add as many standards that apply.

44) What is a reflection? How do I write a reflection? Am I required to write a reflection?

- A reflection is a written description that relates the artifact to the standards that have been selected.
- For example, if you have created a lesson plan and have attached the LCET standards for "Domain 1: Planning", your reflection will describe how your lesson plan contains concise objectives and activities that develop the

objectives. You may also reflect on how the lesson meets the needs of the learner.

- Find out from your instructor about reflection requirements.

45) What kinds of portfolios can I create in PASS-PORT?

- You can create the following:
 - Portal Folios,
 - Working Portfolios from Scratch, or
 - Working Portfolios from a template sent to you as a task by a faculty member.

46) Why do I need to create Portal Folios?

- Portal Folios will track your progress through the College of Education's program. *For example, at **UL Lafayette**, there are 4 transition points through which you will progress that will be represented by each of your Portal Folios:*
 - *Portal I Folio: Declaration of Major*
 - *Portal II Folio: Entrance to Teacher Education Program*
 - *Portal III Folio: Entrance to Field Experience*
 - *Portal IV Folio: Exit from Teacher Education*

47) How will my professor view the portfolio work that I do in PASS-PORT?

- In order for a professor to view your portfolio work, you must Request Feedback or Request Evaluation.

48) What is the difference between Request Feedback and Request Evaluation?

- When you Request Feedback, you are asking a faculty member to review your portfolio and give your feedback in the form of messages.
- When you Request Evaluation, you are asking a faculty member to score your portfolio based on a rubric.

49) How do I view the feedback or evaluation which my professor completed?

- FOR A FOLIO EVALUATION:
 - Enter PASS-PORT and click on the **FOLIOS** TAB.
 - Click on the name of the portfolio to enter.
 - Click on **VIEW FEEDBACK** if you requested feedback. Click on **VIEW EVALUATION** if you requested evaluation.
 - Click on View to see the rubric.
- FOR A UNIT ASSESSMENT:
 - Enter PASS-PORT and click on the **ARTIFACT** TAB.
 - Look for your artifact that you submitted for review. It may be placed in a folder.
 - Under the name of the artifact, you will find **View Review**. When you click on **View Review**, the rubric will be displayed.

50) Will my PASS-PORT work still be in PASS-PORT next semester?

- Yes. PASS-PORT will track you through your college career.

51) Can I take my PASS-PORT work out of PASS-PORT to show it or view it somewhere else?

- Yes. You are able to export your portfolios. In addition, you may download any file artifact by simply clicking on the file nickname in the Artifact bin.

52) How do I export my PASS-PORT portfolios?

- Export (download) the portfolio and save it to the desktop
- Right click on the zipped folder
- Choose the Extract command from the menu
- Extract the zipped folder

53) When I export portfolios, what will a computer need to view my portfolios?

- The computer will need software to open ZIP archives (i.e. WinZip or Suffit Expander)

54) What Browser and version do I need to have on my home computer in order to be able to do my PASS-PORT work?

- Gaining access to PASS-PORT requires the following minimum system qualifications:
 - Windows compatible computer running Windows 95 or higher;
 - Macintosh computer G3 or above running MAC OS8 or higher;
 - Microsoft Internet Explorer or Netscape Navigator web browser and Internet connection;
 - Screen area set to 1024 x 768 pixels.

55) What are cookies and why is my computer asking about cookies?

- You may need to adjust the cookies setting for your computer's browser. If you receive a pop-up window about cookies, please e-mail the PASS-PORT contact at **support@pass-port.org** to request an "enabling cookies" document to help you make this adjustment. Be sure to include the following in your email:
 - Your First Name
 - Your Last Name
 - Your Institution
 - A Detailed Description

56) What do I do if I am not able to scroll down to the bottom of a PASS-PORT pop-up window in order to finish what I am doing in that window?

- First, try to move the window to where you need by clicking and holding the mouse pointer on the window bar at the top.
- If this does not help, the screen resolution probably needs to be adjusted for the particular computer which you are using. You can e-mail **support@pass-port.org** to request a screen resolution document to help you make this adjustment. Be sure to include the following in your email:
 1. Your First Name
 2. Your Last Name
 3. Your Institution

4. A Detailed Description

57) How do I logout of PASS-PORT?

- Click on the circle logo of PASS-PORT in the top left-hand corner of the screen.



58) Does PASS-PORT time-out (log me out) if I have not logged out yet, but I leave my account idle? Will my information that I was working on be saved?

- Yes, PASS-PORT will time you out every 90 minutes if you have not yet logged out, but you have left your account idle. This includes the time when you are typing in a text entry window. Typing in a text entry window is considered idle time since you are not actively clicking on buttons in the system. There is no guarantee that the last information that you were working on will be saved in PASS-PORT when you are timed out. For this reason, it is always best to do longer typing projects outside of PASS-PORT in a word processing program, then copy and paste the information into PASS-PORT at a later time.