Common Help-Line Inquiries and Fixes: FAQ

Registration and Training Access

Q. Where do I go to log in and access my training?

A. Visit the Educator Certification System (ECS) on the ISBE website at https://sec1.isbe.net/ecs/ and log in with your ECS account identification and password.

If you have been selected by your superintendent for performance evaluation training, you will find a link to Principal and/or Teacher Evaluation Training. To receive Growth Through Learning Training for free, click on this link to open a Growth Through Learning registration form.

When you register for Growth Through Learning, you will be asked to select a password that is seven or more characters. Choose something that you can easily remember.

From this point on, you will go to Growth Through Learning (http://growththroughlearningillinois.org) for training modules and assessments.
Q. Can I register for training even if I haven’t been selected by my superintendent?

A. Yes. Growth Through Learning performance evaluation training is available for a fee. You may access the training by registering at the http://www.growththroughlearningillinois.org site.

PLEASE NOTE: If you were selected by your superintendent to receive training, see directions for registration on page 1 of this FAQ. Only those who are paying for their own training should register directly with Growth Through Learning. If you are selected by your superintendent, log in to your ECS account at https://sec1.isbe.net/ecs/ and click the link to register with Growth Through Learning for free. From then on, you will access training by logging in to http://www.growththroughlearningillinois.org directly.

Q. Can I change my password?

A. Please do not change your password after you register. If you change your password, you will no longer see your courses on the My Courses page.

Q. What is the process for completing Teacher Evaluation Training Module 2 through Teachscape?

A. By registering for Teacher Evaluation Training and passing the Module 1 assessment, you will have access to Module 2, which is the Teachscape Framework for Teaching Proficiency System. You will automatically receive a Teachscape account, which can be opened through the My Courses page at Growth Through Learning (http://www.growththroughlearningillinois.org). To begin Module 2, go to your My Courses pages and open Module 2 Teachscape Training and

http://www.growththroughlearningillinois.org
Assessment. This opens a portal to Teachscape. Click “Go to Teachscape,” register, and begin. You can continue to access Module 2 through your My Courses page at Growth Through Learning.

Q. I have completed Teachscape Module 2, but cannot access Module 3. What should I do?

A. To access Teacher Evaluator Module 3, you must first have passed Modules 1 and 2.

After passing Module 2, log into your account through http://www.growththroughlearningillinois.org. If you do not see Module 3 on your My Courses page, open the Module 2 Teachscape Training and Assessment curriculum.

In the Teachscape system, click on the button to enable Module 3. When you return to your My Courses page, Module 3 should be listed.

Taking Assessments

Q. How do I open my assessment?

A. When you have completed the learning module, print all the resources you need close the training module before attempting to open the assessment.

Once your training module is closed, you can open the assessment from your My Courses page.
Q. How do I know if I’ve passed my assessment?

A. The last slide of each assessment should notify you whether you have passed. You also can find by checking your My Courses page.

**Teacher Evaluation Training:** For teacher evaluation training, “passed” status for Module 1 can be seen on your My Courses page. Status for Module 2 assessment can be determined by either logging into the Teacher Evaluation Module or looking to see if Module 3 is available. If you have access to Module 3, then you have passed Module 2.

Module 3 is a self-assessment so no “passed” status will be posted. Rather, Module 4 will become available when you complete Module 3 training.

**Principal Evaluation Training:** If you have passed Principal Evaluation Module 1 and Module 2, the “passed” status will be visible from your My Courses page. Module 3 includes a self-assessment only. Upon completion of Module 3, you will have access to Module 4 on your My Courses page.

Q. I have completed Module 3 but cannot find the assessment. How do I know if I’ve passed?

A. Module 3 for teacher and principal evaluation training includes only a self-assessment, which means you may reflect on your own about what you have learned. Once you have completed the training, you may close out of the modules. Upon completion, Module 4 (slated for release July 30) will automatically appear in your “My Courses” page.

Q. Why is the computer freezing when I take the assessment?

A. There are several reasons why the system may freeze while you are taking the assessment. Consider the following possibilities:

- Have you left the assessment untouched for more than 60 minutes? If you have, the system will shut down as a security precaution. If this happens, simply log out and then log back to return to your partially completed assessment.
- Did you try to open the training module while taking the assessment? This will cause the system to freeze. The training module must be closed while the assessment is
open. Print all necessary resources from the training module before taking the assessment.

- To minimize the likelihood of technical problems during the assessment, close other programs and windows on your computer prior to starting the assessment. Also, if possible take the assessment on a computer that has a hard line connection to the internet (not wireless) as this is generally more reliable and less likely to disconnect.

- If you are experiencing problems, try taking the automated system check to help diagnose potential problems. It can be accessed here: https://growththroughlearning.connectsolutions.com/common/help/en/support/meeting_test.htm.