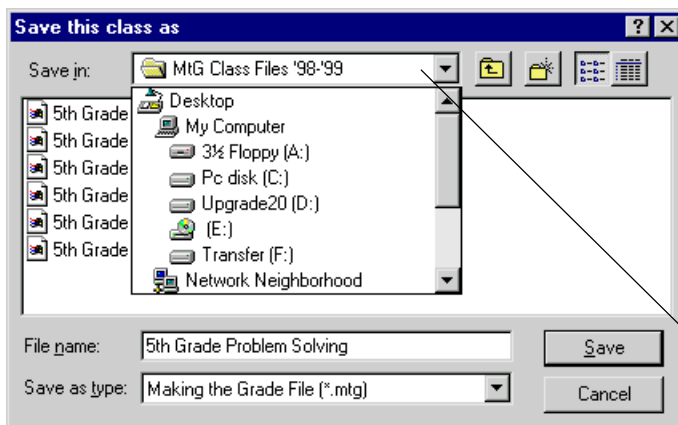


## TROUBLESHOOTING

Try as we might to make *Grade Busters Mac: Making the Grade* as user-friendly and trouble-free as possible, an occasional misunderstanding or electronic malfunction will rear its ugly head. However, after eight years of faculty workshops, telephone technical support, and personal on-site usage, we think we've seen just about everything that can—and sometimes does—go awry with our program. Even if you've experienced no difficulties whatsoever with *MtG* and its data files, you might wish to examine carefully the anomalies listed here . . . just in case. Perhaps you can come to the rescue some day for a colleague who's in dire need of your expertise.

1. **I just set up my first class with *Making the Grade* and saved it to my hard drive. Now I can't find it anywhere! What did you guys do with my class?**



What did *we* do with it? Nothing at all! It's still sitting right where you told your PC to put it. At left is the Windows **Save** screen, which shows that the class just created will be saved in a folder called **MtG Class Files '98-'99**, one which already contains six class files. If you wish to change the destination for your data to another folder or hard drive, click on the header bar ("MtG Class Files '98-'99" in this example) and select a new location for your files.

**SOLUTION:** Do **not** just type in a class name and click blindly on the **Save** button, trusting the PC to place your file in a safe, logical place. It won't. Instead, click on the header bar first to see what directory and pathway is active at the time and then maneuver carefully from there.

2. **Yesterday afternoon I saved several classes to my trusty data diskette (High Density), and today one of them won't open! Something about an input-output error came up on the screen, and nothing I do will open that class. What happened?**

You've just become an unwitting and unwilling victim of fragile computer storage media—so welcome to the club. Membership is up to about a zillion or so computer users now, so don't feel as if you've been singled out for the honor. The truth is that if you save your class files exclusively to a floppy diskette—and never to a more reliable and stable hard drive—the above scenario will inevitably be yours.

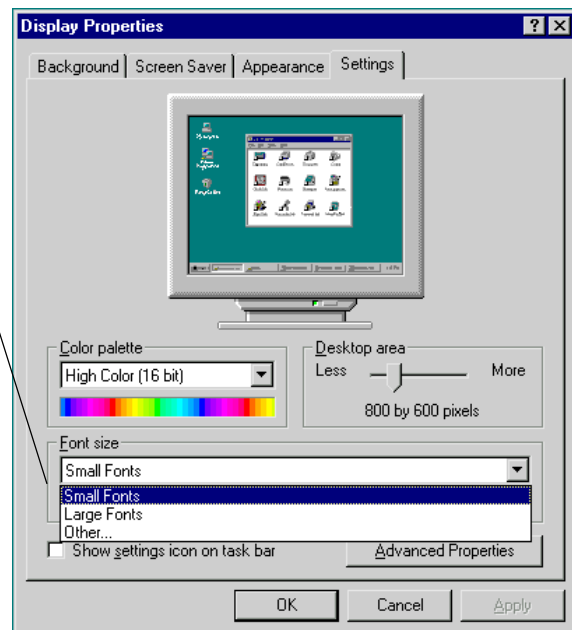
**SOLUTION:** If at all possible, **always** save your class files to—and read them from—a hard disk.

Use your floppy diskettes for backup or transport purposes only. The surfaces of these media, on the whole, are much less reliable than they should be, and, frankly, we just don't trust them in these parts. The High Density variety of floppies is especially suspect here in Colorado, where we have an average relative humidity factor of 1% (perhaps I exaggerate a tad). Static electricity is less popular in Colorado Springs than bubonic plague, and most of us are accustomed to losing at least one HD diskette every week. Once again, our recommendation is that you always save your class files to your hard disk and then drag those files to a floppy for backup or carrying-home purposes only. The Macintosh Finder does an excellent job of reading, writing, and verifying data during the copying process, so your chances of being stuck with a bad class here are immeasurably reduced. Forewarned is forearmed!

- I just installed *Making the Grade* on my PC and everything went as expected. However, when I open the program and the Sample Gradebook, students' names, assignment titles, menu bar items, etc., don't display properly. All the words seem "chopped" and oversized within display fields, so how do I fix this?**

This phenomenon is an easy one to repair, thankfully. All you have to do is reset your Windows system to display **Small Fonts** instead of **Large Fonts**. To do this, double-click "My Computer" (or whatever you have titled your PC). Open the **Control Panel** folder there, then open **Display**, and then click the **Settings** tab shown at right. The third option available within this screen is the **Font size** bar; click it, select **Small Fonts** instead of **Large**, and you're all set.

**NOTE:** This edition of *Making the Grade* does not yet support "font shifting," the ability to select different type faces for display and printing purposes. However, that feature sits high on our update/upgrade list and will be implemented soon in a future version of the program. We're listening!



- It's time to start a brand new year, and I want to get rid of my old classes from last year. How do I do this?**

Before we answer this common question, a quick word of advice: **NEVER** delete old gradebook files from your hard drive or gradebook folder without archiving at least one copy of them first. If the information in those class files was important to you once, it may—no, most likely *will*—become important to you again when you least expect it.

Now, to answer your question: *Making the Grade* creates and reads data files which are completely separate from the application itself. All you must do to delete them from your hard drive is drag them into the **Recycle Bin** on your Windows desktop and then empty the bin. It's that simple.



Recycle Bin