

Upgrade Success Tips from Other Educators

To assist with a successful Renaissance Growth Platform™ upgrade experience, follow these tips from other educators who have completed the upgrade process:

Upgrade Tips from Mr. Devon Camenga, Principal, Sacred Heart School, Troy, NY

"There were no issues with the upgrade. All information and data transferred over well."

1. **Share** the upgrade information and resources with all your teachers and staff to review and prepare for the upgrade.
2. **Hold** a "What's Changing with Renaissance" training session in a computer lab to walk through the changes together as a staff after the upgrade occurs.
3. **Click** around in the software and scan the system to find new features.
4. **Utilize** the Renaissance [webinars](#) and Renaissance Smart Start™ for professional development.
5. **Reach out** to your dedicated Renaissance Upgrade Specialist and Customer Support when you have questions.

"We completed all assessments (K-4) in four days with Star Reading. Renaissance has the best assessments. Once it's done, it's immediate information for you in real time."

Upgrade Tips from Ms. Katie Bryant, Literacy Specialist, Lamoille Union Middle School, Hyde Park, VT

"I didn't feel the upgrade was a disruption. The software is very intuitive, so the upgrade was not a big deal."

1. **Share** the resources and tools on the [Upgrade Support](#) page with teachers and staff, including Tech Support, to add the Star Reading tile on the home screens.
2. **Make sure** the person in charge of the upgrade for your school has the technology skills and knowledge to test things out and assist teachers when they have questions.
3. **Get in and use it** and don't be afraid to try new things, because you need systematic use and engagement in the software.
4. Have teachers and staff [watch the webinars](#) and [review the resources](#) on their own before and after the upgrade.
5. **Keep the transcripts** from online chat or Customer Support calls to refer back to if you forget how to do something.

"Renaissance Customer Support is awesome. Use them often and don't shy away from the online chat. They are so quick to respond, that I could count on the online chat support when helping resolve issues on the fly."