

# TROUBLESHOOT THE CLASS PROFILE REPORT

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## Class Profile Report Troubleshooting Tips

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### Potential concerns

- [I don't see any data in the Class Profile report](#)
- [All my students completed the test. Why are some scores missing?](#)
- [I can't export my data](#)
- [I can't see my class's growth over time](#)
- [I would like more help, please!](#)

### I don't see any data in the Class Profile report

- Confirm you are using the correct browser. The Class Profile report is only compatible with Google Chrome and Firefox.
- Double-check your filters, including the class-level filters. Make sure you have selected a class, subject, course, and term that reflect an ongoing or past test administration window.
- Use the **Test Details** tab to confirm that you have students who are done testing. (You can learn more about the [testing statuses for students](#) in the Class Profile guide.) Note that students will be listed on the report even if they haven't tested, as they are part of the selected class.
- Confirm you have the correct [user roles](#) to see the Class Profile report data that you expect.

## All my students completed the test. Why are some scores missing?

Reasons why a test event may not show up on the Class Profile report:

- The student completed the test that same day—data will not populate in any reports until the following day.
- The test was a [screening test](#). The Class Profile report does not display data for screening tests.
- The test did not meet [growth criteria](#).
- The student did not actually complete the full test.

## I can't export my data

- If you're trying to print your data, confirm that your printer is connected and set up on your computer.
- If you're trying to view your data in a CSV file, confirm that all the columns have been expanded and that you are in the correct tab.

## I can't see my class's growth over time

The Class Profile report does not include growth data (yet!). To access growth data for your class, use the [Achievement Status and Growth report](#). You can also find growth data for individual students in their [Student Profile reports](#).

## I would like more help, please!

First, start by reaching out to your support staff at your school; if you're still stuck, we'd love to help! [Contact us here](#).