Quality Counts FAQ - Agricultural Science Teachers

- How do I access my new Quality Counts Roster?
  - The new Quality Counts roster is housed on www.texaslivestockvalidation.com under Manage My County/Chapter. You will need an access code to login.

    Helpful Hint: This is the same as your HLSR entry access code, and the same as lamb/goat/steer/heifer validation code. If you do not have this code, please first check with a teacher or coworker who facilitates validation as they may already have it. If not, contact dottie.goebel@ag.tamu.edu or tammy@texasffa.org (ASTs).

- My students are not getting the emails. What do I do?
  - Many school system email accounts do not allow student email addresses to accept messages from outside of the district. Please work with your IT department to allow the messages from this system to be sent to your students.

    Helpful Hint: BEFORE students begin registering for Quality Counts, work with your IT department to whitelist the following emails:
    - agrilifelearn@ag.tamu.edu
    - learnonline@ag.tamu.edu
    - email@tamua.brightspace.com

- I have students that accidentally registered multiple times and have more than one listing on my roster. What do I do?
  - Contact dottie.goebel@ag.tamu.edu and we will remove the profiles that are not verified (extras).

- Can an exhibitor use the same email address as their sibling to take Quality Counts?
  - No, each individual exhibitor must have their own email address to use for registration.

- My students are having technical problems while trying to take Quality Counts. Why is this happening?
  - Please be sure they are using Mozilla Firefox as their internet source (Internet Explorer, Google Chrome, and Safari may work in some instances but are NOT suggested). Also, please make sure the browser (Firefox) has JavaScript and Cookies enabled. For desktop computers, they must have Adobe Flash Player 10.1 or greater installed.

- How often do my students have to take Quality Counts?
  - Exhibitors must be verified once as a junior (grades 3-5), once as an intermediate (grades 6-8) and once as a senior (grades 9-12) to be eligible to show at Spring major livestock shows or other county/local shows that indicate Quality Counts verification is required.

- Which shows require Quality Counts verification?
  - Verification on the Quality Counts system is required for all major livestock show entries. Additionally, county and local shows may require Quality Counts numbers. Please refer to each show's rules to determine if Quality Counts verification is required for show or contest participation.

- I see two columns indicating True/False in my roster. What does this mean?
  - The Content column indicates if the student has completed the curriculum portion of Quality Counts. The far-right column (Complete) indicates if the student has completed and passed the exam. For the number to be verified and ready for use on entries, both columns must indicate True.

Contact Information

- For questions related to technical issues or AgriLife Learn, please contact learnonline@ag.tamu.edu

- For questions related to content, scores, and verification, please contact texasyouthlivestock@ag.tamu.edu