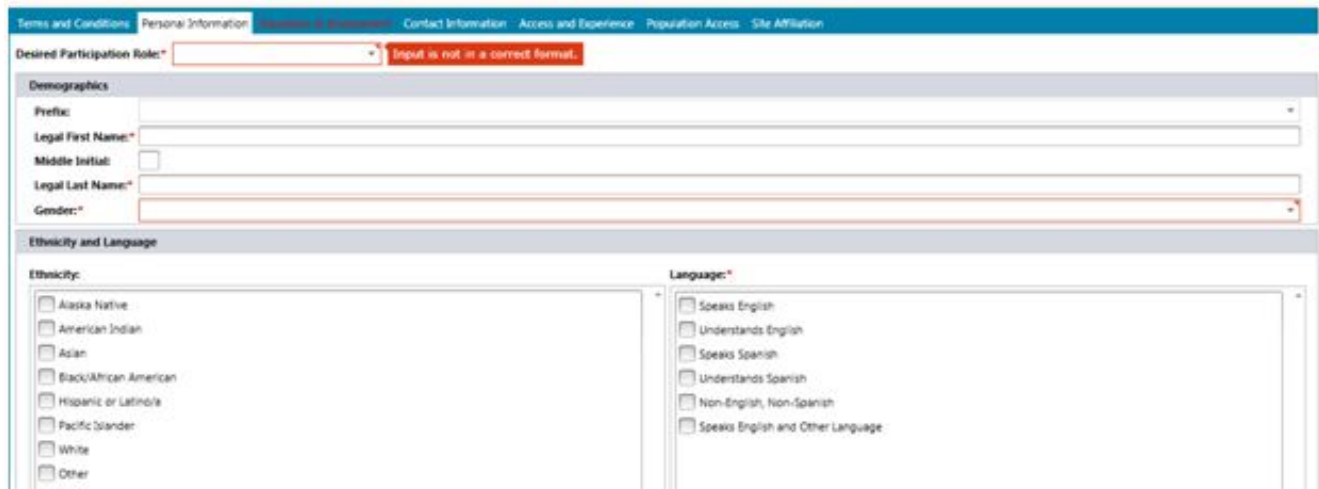


Language and/or Ethnicity are not viewable or cannot be selected

During the application process, the applicant is required to enter values for Ethnicity and Language. These values are found on the Personal Information tab. If the user is not able to see these values it is most likely due to the Web Browser's zoom level. If the browser is zoomed in more than 100% or the resolution low, this can cause scaling issues and the Ethnicity and Language boxes collapse. In the example below, notice that the page appears to be cut off at the bottom.



The screenshot shows a web application interface with a blue header bar containing navigation tabs: 'Terms and Conditions', 'Personal Information', 'Education & Experience', 'Contact Information', 'Access and Experience', 'Population Access', and 'Site Affiliation'. The 'Personal Information' tab is active. Below the header, there is a 'Desired Participation Role' dropdown menu with a red error message 'Input is not in a correct format.' to its right. The main content area is divided into two sections: 'Demographics' and 'Ethnicity and Language'. The 'Demographics' section includes fields for 'Prefix', 'Legal First Name', 'Middle Initial', 'Legal Last Name', and 'Gender'. The 'Ethnicity and Language' section contains two columns of checkboxes. The 'Ethnicity' column lists: Alaska Native, American Indian, Asian, Black/African American, Hispanic or Latino/a, Pacific Islander, White, and Other. The 'Language' column lists: Speaks English, Understands English, Speaks Spanish, Understands Spanish, Non-English, Non-Spanish, and Speaks English and Other Language. The bottom of the form is cut off.

The solution is to decrease the zoom level so that more of the page is displayed on screen. The method of adjusting the zoom level for various browsers is described below. Keep in mind that these may not work for all browser versions. Finally, if the menu bar does not appear at the top of the window, press the "Alt" key to make it appear.

There are a few ways to adjust the browser's zoom level:

- From the browser's "View" menu, select "Zoom" and then "Zoom out."
- For Windows, hold down the CTRL key and press the minus sign key **or** hold down the CTRL key and scroll down
- For Mac, hold down the ⌘ key and press the minus sign key **or** hold down the ⌘ key and scroll down

To restore the zoom level:

- From the browser's "View" menu, select "Zoom" and then "Zoom in."
- For Windows, hold down the CTRL key and press the equal sign key **or** hold down the CTRL key and scroll up
- For Mac, hold down the ⌘ key and press the equal sign key **or** hold down the ⌘ key and scroll up

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<https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=4520>