McGraw Hill Education

connect®

ITALIAN: SESSION TWO

Training Guide

This training guide, developed in partnership with subject-matter experts and Connect users, will walk you through the fundamental and most critical steps to getting started with Connect. Upon mastery of this content, you will be ideally suited to set up, modify, and deliver a course that drives the outcomes you and your students desire.

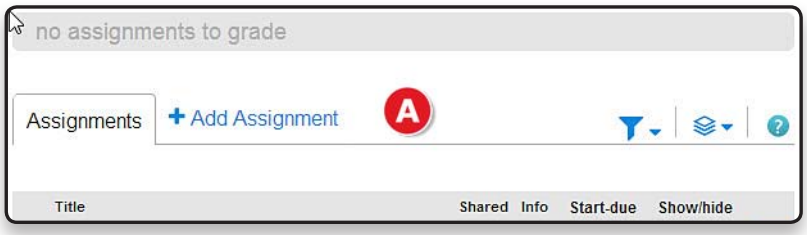
For additional training resources, please visit
www.ConnectSuccessAcademy.com

Training Checklist

Section 1: Assignments

Adding Assignments

A Click **Add assignment** on your section home page to access the assignment options.



Available Assignment Options

The next section will walk you through creating LearnSmart and Question Bank assignments. The full list of assignment options available for you are:

A **Create new from question bank:** Build and customize assignments by adding provided questions and exercises. These are questions from the text, a workbook/lab manual to accompany the text, or additional exercises created specifically for Connect. This question bank also includes customizable voice tools. For some titles this will also include your text's test bank and assignable grammar tutorial videos.

B **LearnSmart:** LearnSmart will guide students through the fundamental grammar or vocabulary concepts in each chapter of the text by giving them a series of questions that adapt to each student's individual performance. This allows students to focus time on the areas that are most important for them to work and improve upon.

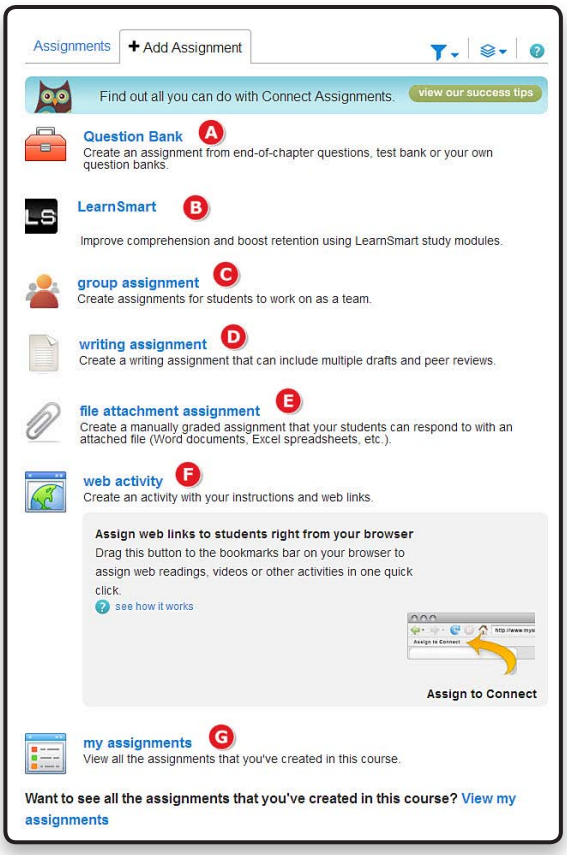
C **Group assignment:** Set up assignments for students to work on as teams.

D **Writing Assignments:** Create writing assignments that can include multiple drafts and peer reviews (not available with *Deux Mondes*).

E **File attachment assignment:** Create manually graded assignments that have the students respond with an attached file (Word document, Excel sheet, etc.).

F **Web activity:** Create an ungraded assignment directing students to a web activity online.

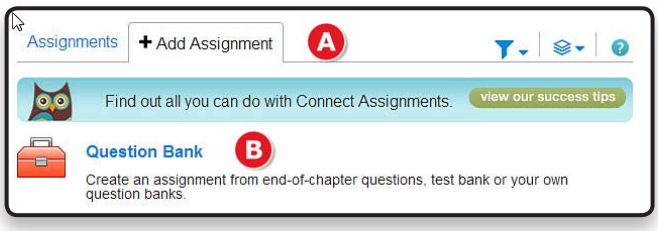
G **My assignments:** A shortcut to assignments you've already created.



Creating a New Assignment from the Question Bank

A Click **Add assignment** from your section home page.

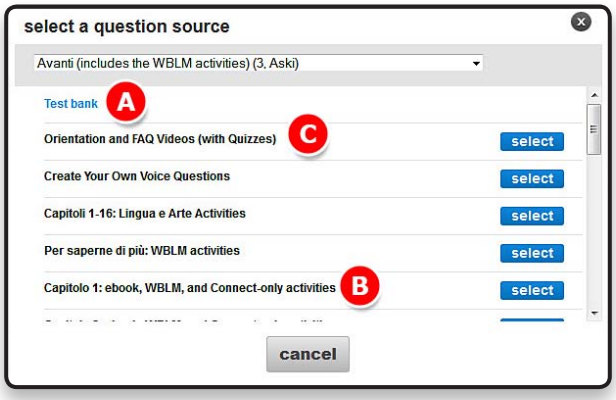
B Select **create new from question bank**.



A Next you'll be asked to select the question source you would like to view. This might be the test bank.

B You can also select the chapter to view the workbook and lab manual exercises, as well as additional exercises.

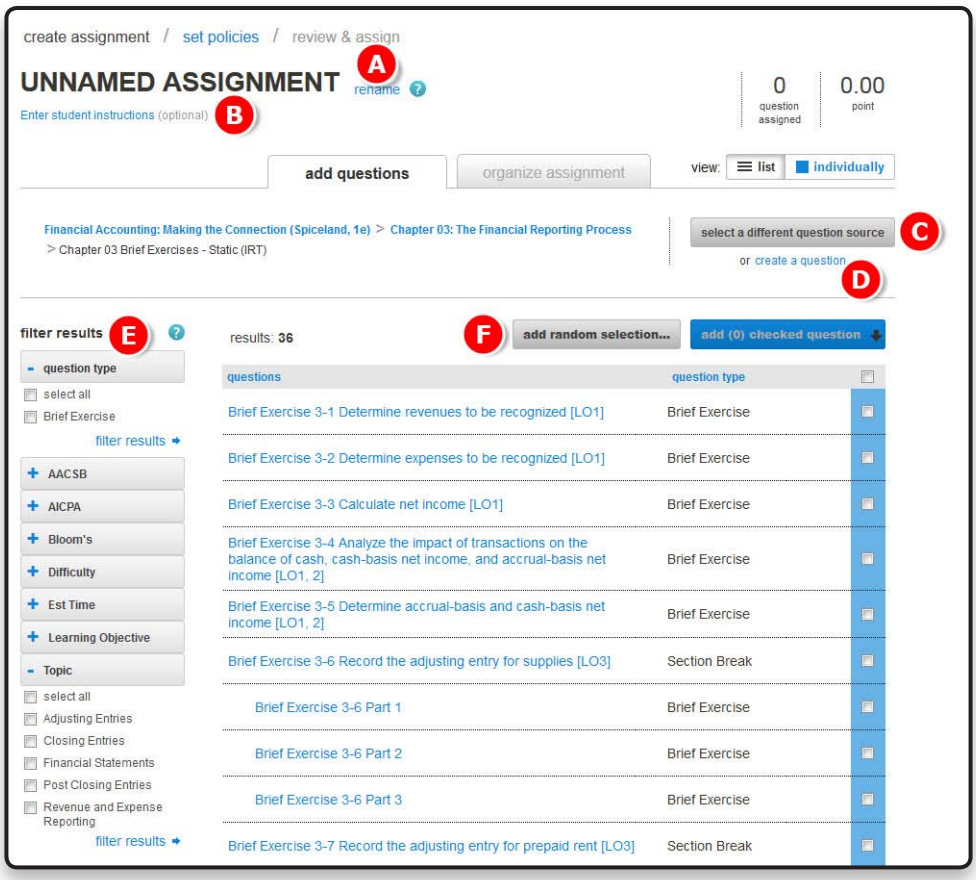
C Or select assignable resources such as the grammar tutorial or orientation videos.



- **A** Click **rename** and enter an assignment name.
- **B** Enter any **student instructions**.

Before you select questions to assign, there are several things to know about this page:

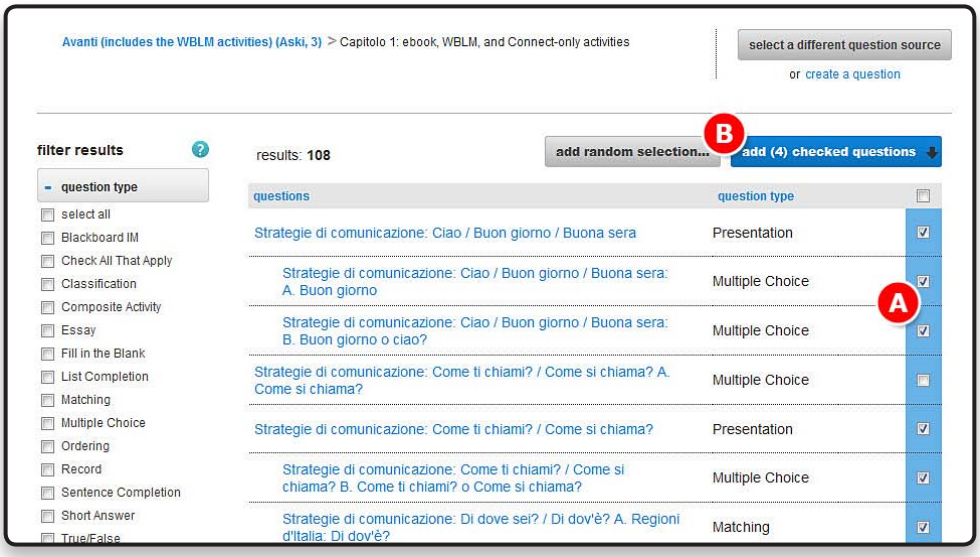
- **C** To change the question source, click **select a different question source**.
- **D** To create your own questions, click **create a question**.
- **E** To narrow the question pool, use the filters along the left side of the page.
- **F** To add questions randomly to the assignment, select **add random selection**.



User Tip: Use a consistent naming convention to ensure easy navigation for your students. For example "Week 1–Quiz" and "Week 1–Homework". This aids in identifying items in the reports that are displayed in alphabetical order. Abbreviate where possible (e.g., CH for chapter) to allow for cleaner reports and gradebook viewing.

A Once you've found a question to add, select the checkboxes next to the question.

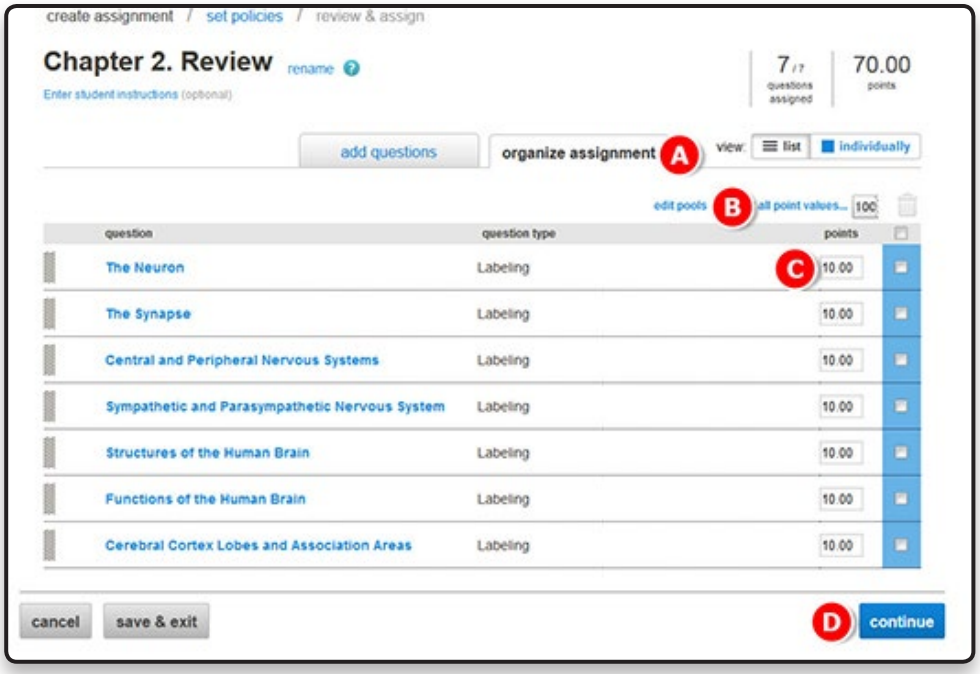
B Click **add checked questions** and choose to **add as individual questions**.



User Tip: Assignments are most effective with fewer than 50 items. Some question types (e.g., true/false and multiple-choice) take less time for the student to answer, while others (e.g., interactive questions) take more time.

Editing Question Point Values and Renaming Assignments

- **A** Once you have finished adding questions, adjust the point value for each question or the assignment by clicking on the **organize assignment** tab.
- **B** Adjust all point values at once by clicking on **set all point values**.
- **C** Adjust point values on an individual basis by selecting them one at a time.
- **D** After you have completed your adjustments, click **continue**.



User Tip: Changes to the assignment cannot be made once students have begun working on the assignment

Overview of Policy-Setting Categories

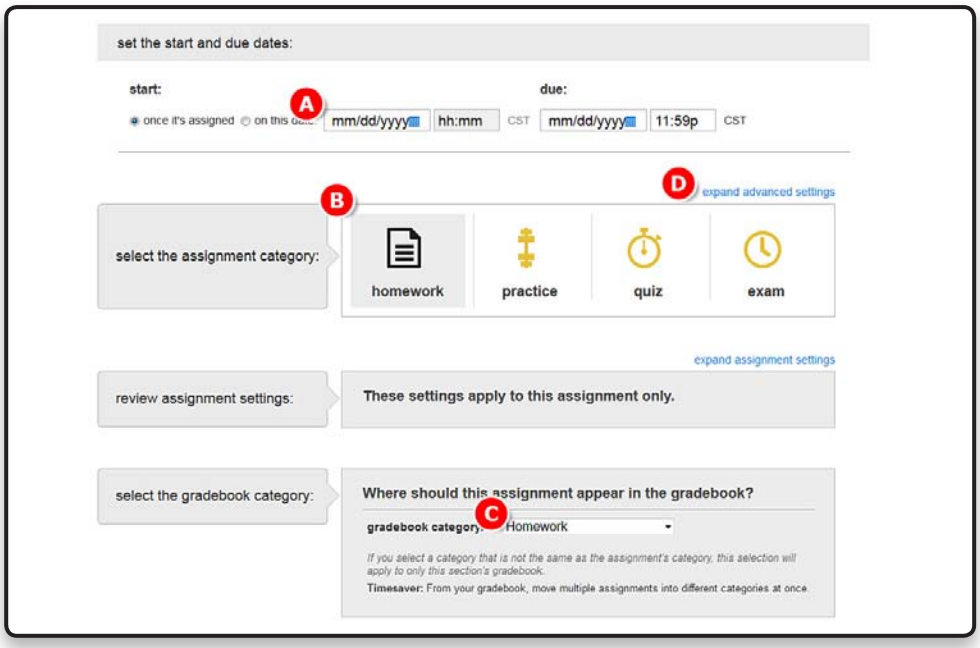
Set the assignment **start** and **due** dates.

A Select whether to make the assignment available once it's assigned or on a specific date. Selecting **once it's assigned** will allow students to begin work on the assignment as soon as it is assigned. Selecting **on this date** allows you to set a specific date in the future when students can begin work on the assignment. Then select the assignment **due date** and **time**.

> **User Tip:** Use the "Auto-submit as is" feature, which collects unsubmitted student attempts of an assignment on the due date. This prevents students from forgetting to submit an assignment that they saved prior to the due date.

B Next **select the assignment category**.

C After selecting the assignment category, click **expand advanced settings** to see the expanded policy options for this assignment.



There are five basic policy-setting categories:

A **Basic policies**: Indicate whether there is a time limit on the assignment, whether students can print the assignment, and other basic settings.

B **Attempts:** Set how many times a student can complete and submit an assignment, whether they build off of previous attempts or start fresh each time, and to enable student attempt after the due date.

> **User Tip:** If you allow students multiple attempts where they will build off of their previous attempt, it is recommended that you check the box allowing students to revise their previous attempts, even if manual graded questions are not yet graded.

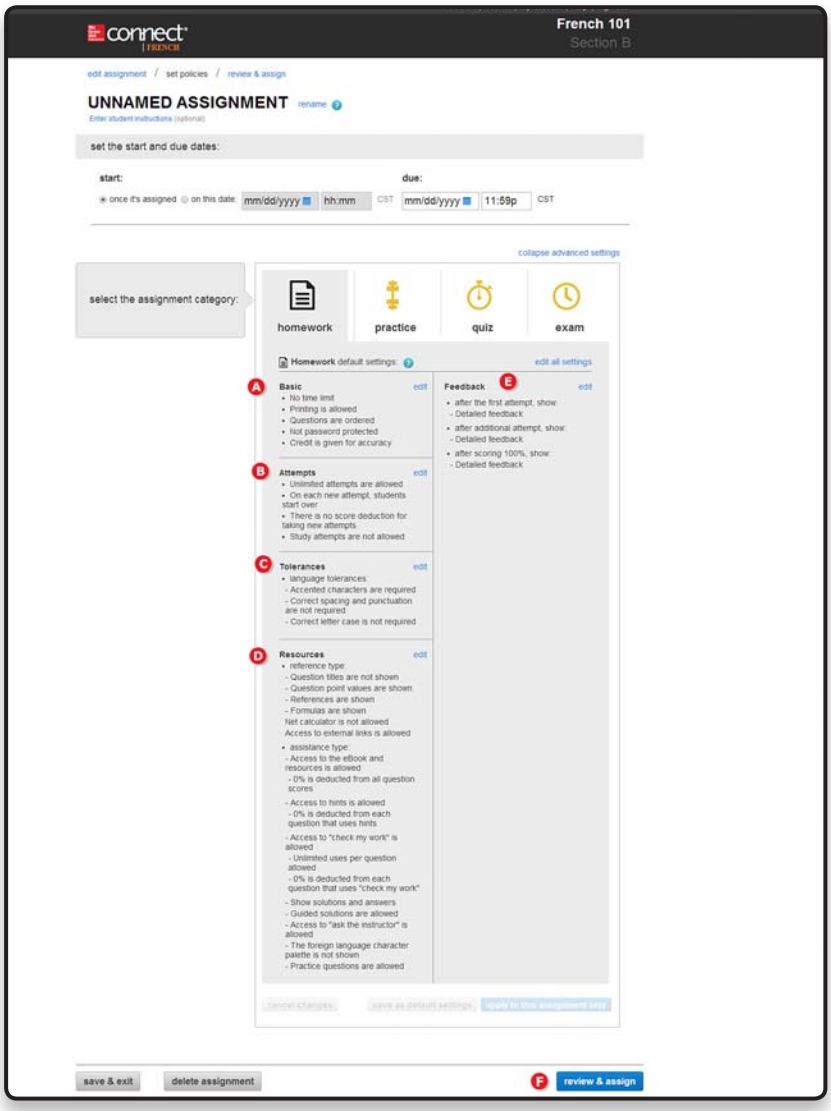
C **Tolerances:** Specify whether students must match accents, spacing, and punctuation, or whether they are allowed any numeric tolerance.

> **User Tip:** It is recommended that you not require the correct spacing and punctuation in the tolerances area. An extra space before or after a word can cause a correct answer to be marked incorrect if you require correct spacing.

D **Resources:** Turn various resources on/off for the students as they work on the assignment. For example, control whether students can see hints.

E **Feedback:** Set the level of feedback that students receive when they complete an assignment with automatically graded questions. Options include varying levels of feedback, from no feedback to detailed feedback including solutions.

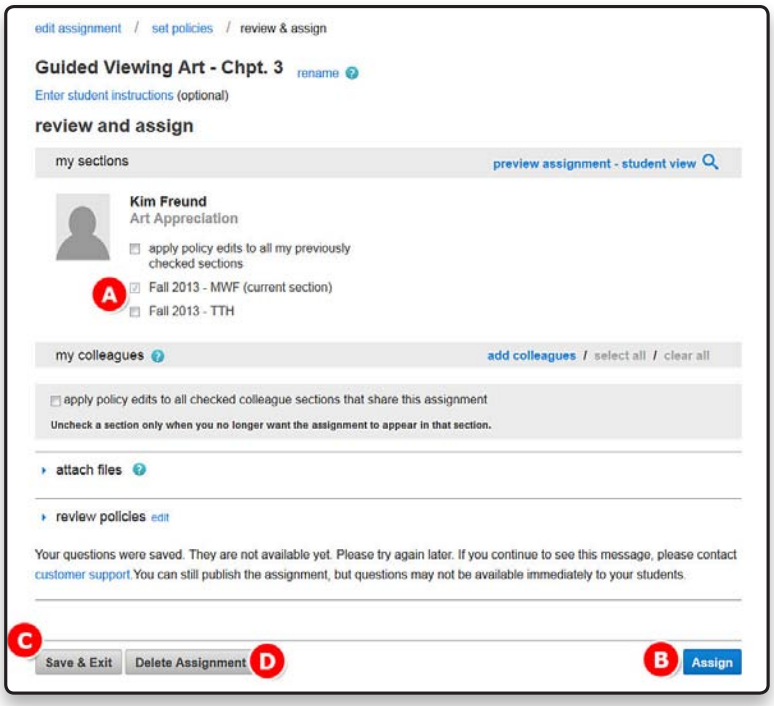
F Click on **review & assign** to complete the assignment.



> **User Tip:** It is best to keep your policy settings consistent throughout your course to prevent confusion among students. Once you have set your preferred policies, you will want to click on **save as default settings** to save these new policy settings as the defaults going forward.

Assigning

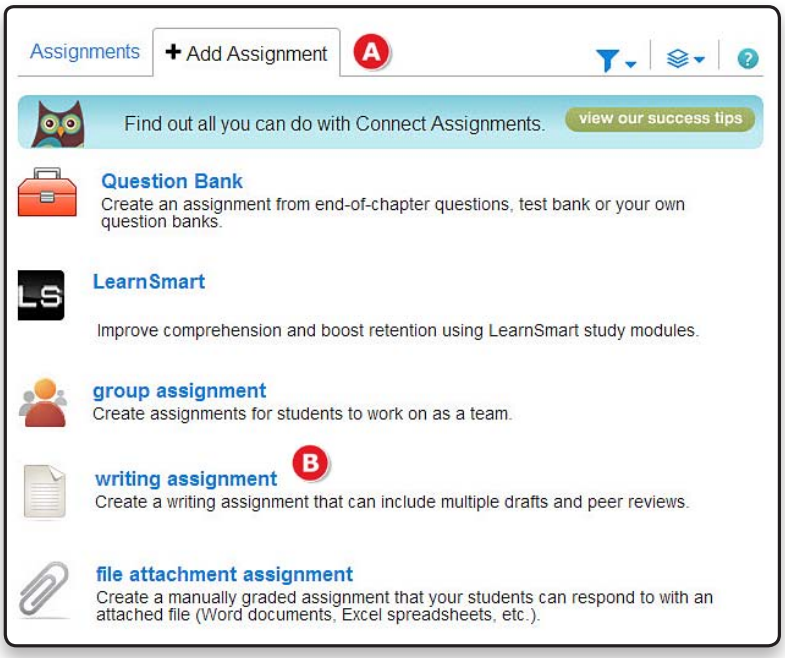
- **A** On the **review and assign** page, you can select multiple sections within the same course.
- **B** Click **Assign** when you are ready to finalize the assignment.
- **C** If you're not ready to assign, use the **Save & Exit** button on the bottom to come back later.
- **D** If you don't want to keep the assignment, use the **Delete Assignment** button.

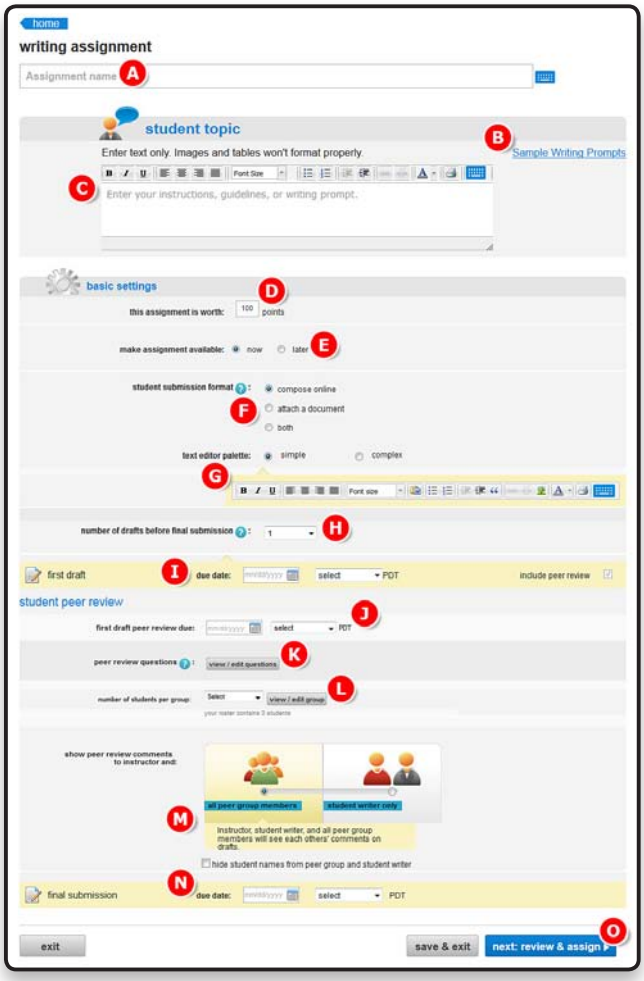


User Tip: If teaching multiple sections with the same assignments, but different due dates, it is recommended to create the first section and all assignments. Once completed, duplicate your section to create additional sections and adjust due dates as necessary.

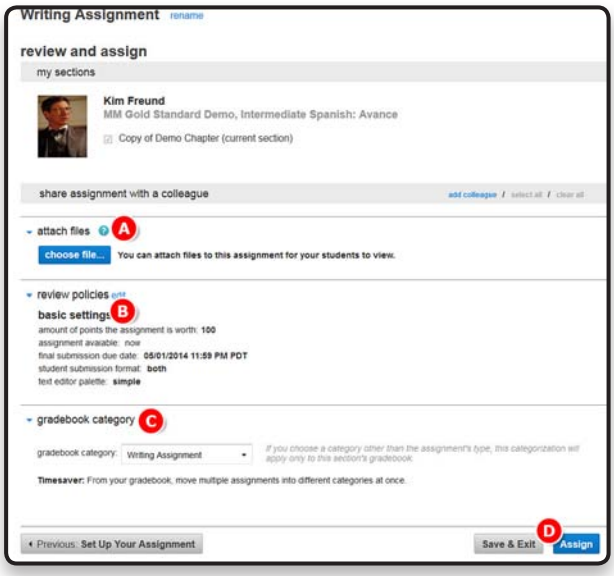
Creating Writing Assignments

- **A** Click **Add assignment** from your section home page.
- **B** Choose **writing assignment**.





- **A** On the assignment setup page, name the assignment.
- **B** View sample writing prompts.
- **C** Enter your instructions, guidelines, or writing prompts for the students.
- **D** Customize the assignment's basic settings, such as point value,
- **E** when the assignment is available,
- **F** student submission format (note that **compose online** must be selected in order for the student to submit drafts or use the peer review feature),
- **G** text editor palette format,
- **H** draft submissions, and
- **I** draft due date.
- **J** Set the peer review due date (optional).
- **K** Select the questions to be used for the review.
- **L** Select the number of students per each peer review group.
- **M**. Select who will be able to view the review comments.
- **N** Set the final submission due date.
- **O** Click **next: review & assign**.

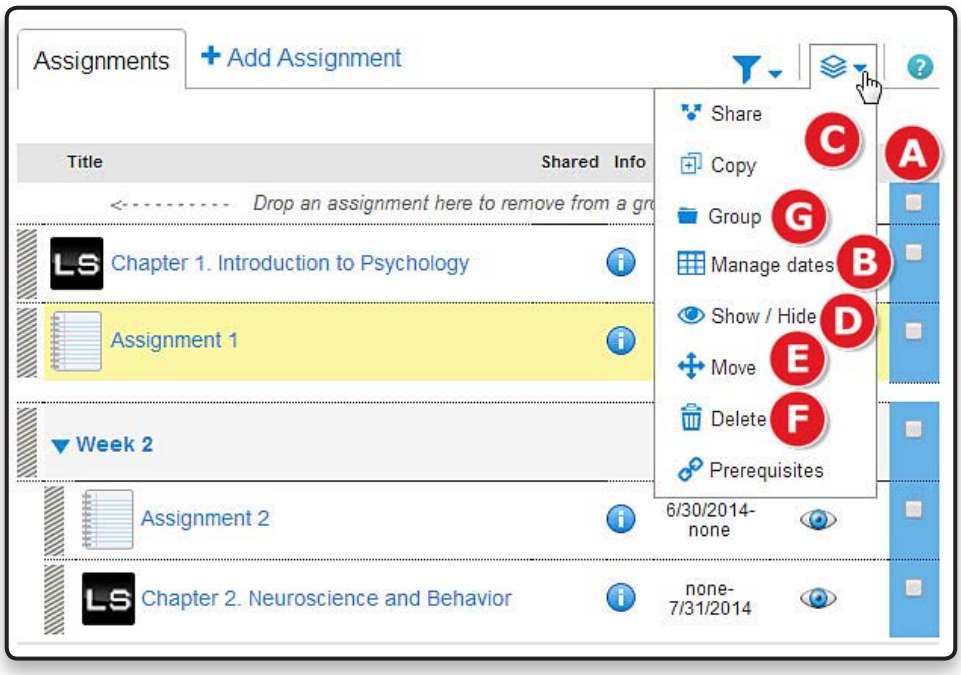


- **A** You can attach files to this assignment.
- **B** Review your selected policies.
- **C** Choose the gradebook category.
- **D** Click **Assign** to make the assignment visible to students.

Editing, Managing, and Organizing Assignments

Some basic assignment edits/management can be done from the assignment list on the section home page.

- **A** Check off the assignments you want to manage and select the assignment options menu.
- **B** To change the start and due dates for the assignments, click **Manage dates**.
- **C** To copy or share an assignment to another section in your course or to a colleague's course, select **Share** or **Copy**.
- **D** To show or hide the assignments on the student side, select **Show/hide**.
- **E** To move several assignments into a group you have created, click **Move**.
- **F** To delete selected assignments, click **Delete**.
- **G** New assignment groups (folders) can be created by clicking **Add Groups** after clicking on the folder icon.

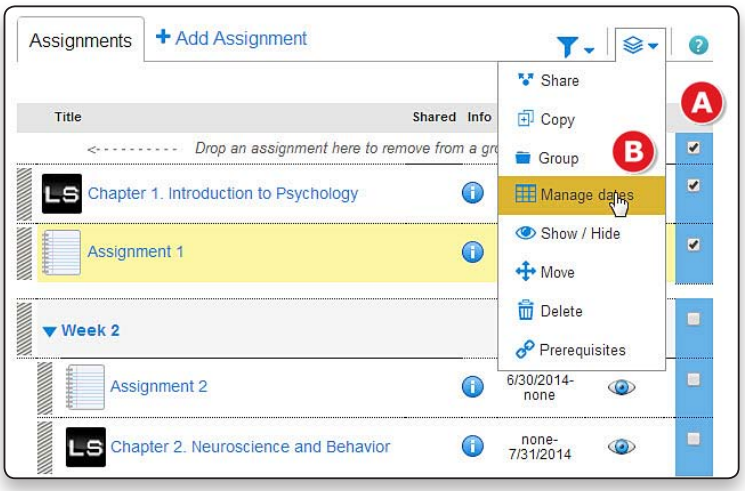


User Tip:
Align groups with syllabus weeks/language and, if possible, try to create groups prior to creating the full semester of assignments.

Extensions and Adjusting Point Values

A From your section home page, check the box next to the assignments for which you want to add extensions.

B Click the Assignment Options menu and click **Manage dates**.



A Click the **extensions** tab.

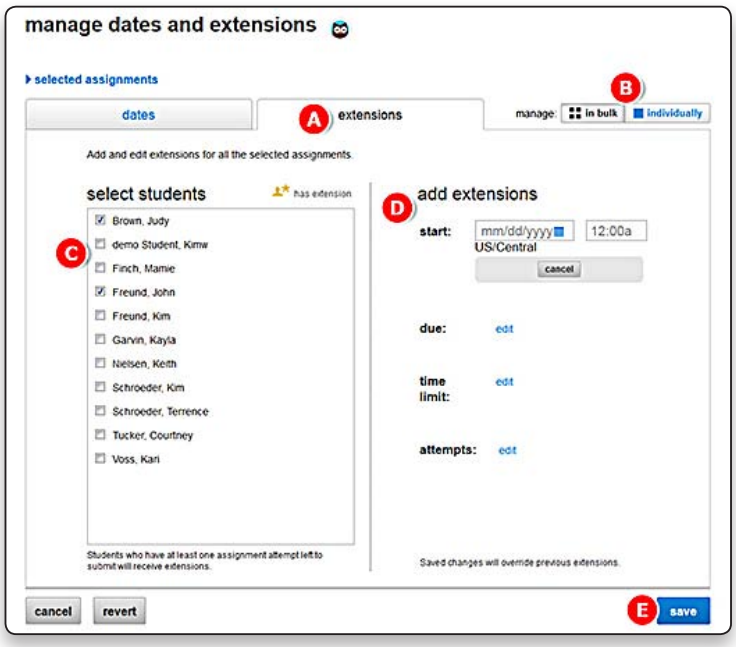
B The **in bulk** option is automatically selected.

C Select the students whose extensions you want to add or edit.

D Click **edit** next to each category and enter the new information.

E Click **save**.

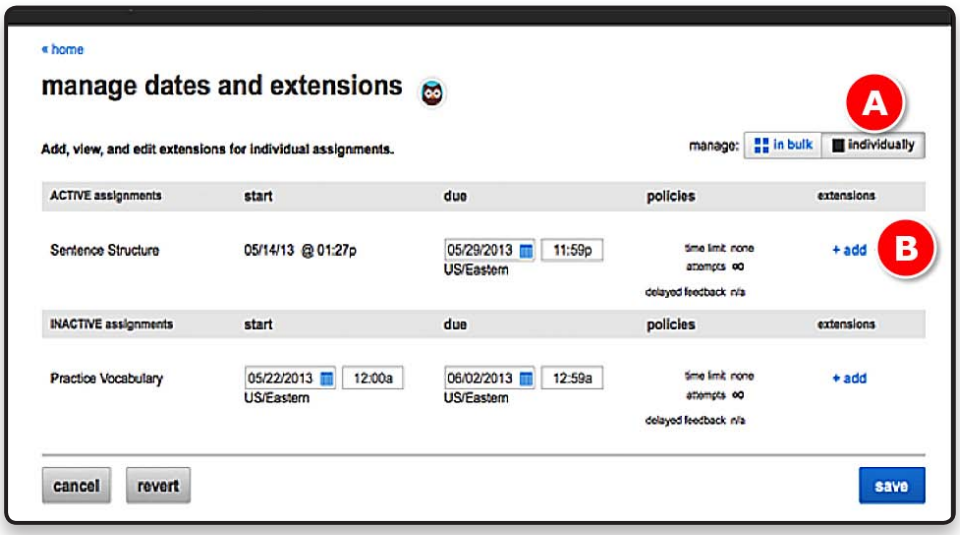
Note: *If you set the student extension due date beyond a previously set date of delayed feedback for the assignment, you will be prompted to confirm or change that feedback date. This will prevent the student with the extension from receiving answers from other students to whom feedback has already been revealed.*



User Tip: Students need to have at least one attempt remaining in order to complete their extension.

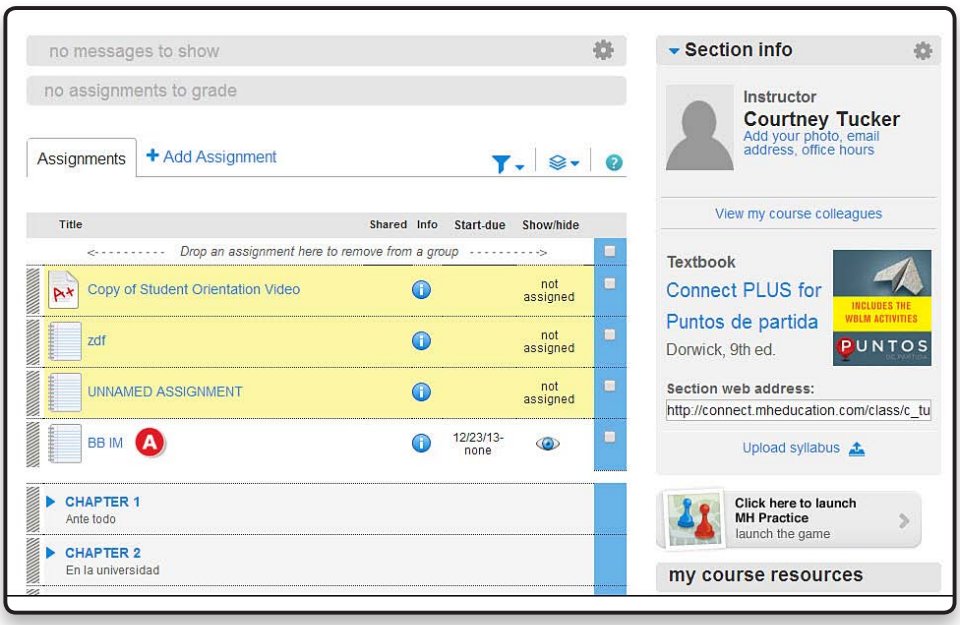
A Edit extensions for assignments separately by selecting the **individually** tab.

B Select **add** under the extensions column for each assignment you want to edit and fill in the appropriate details.



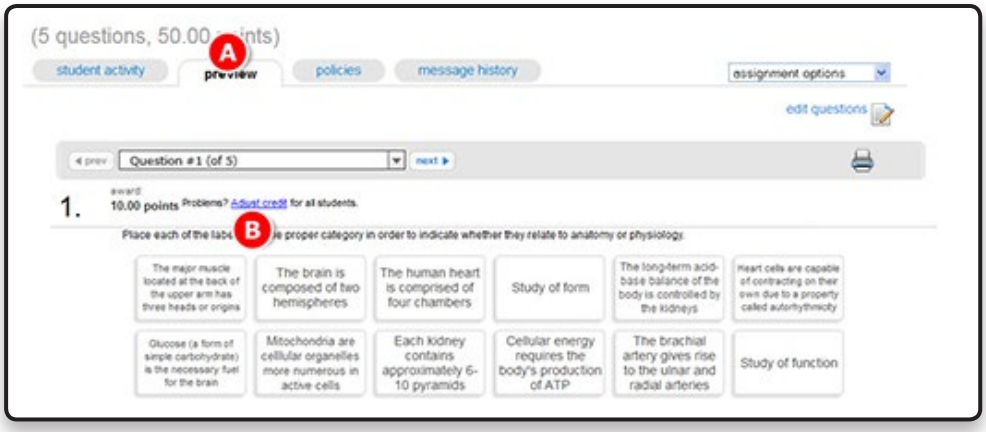
Adjusting Points for All Students

A From your section home page, click the assignment for which you would like to adjust credit.



A Click the **preview** tab of your active assignment.

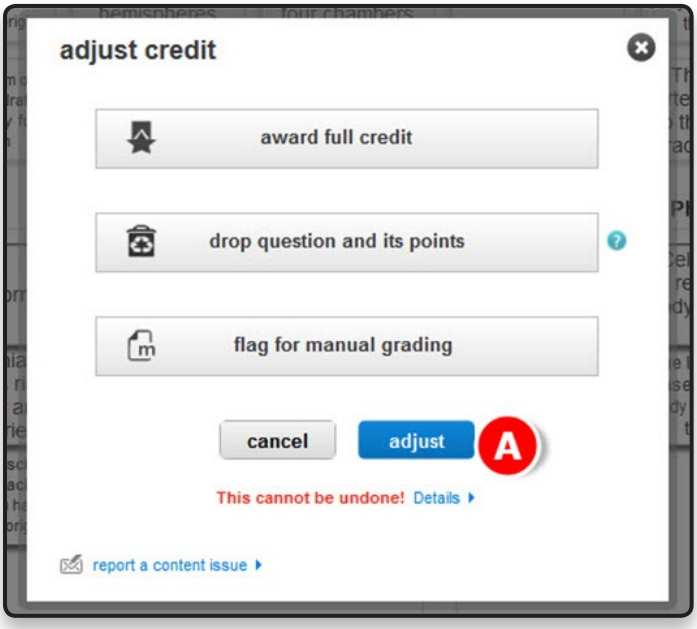
B Click **Adjust credit** in the question that you want to adjust.



In the **adjust credit** screen, you can award full credit, drop the question and its points, or flag the question for manual grading.

A Click **adjust** to apply your changes.

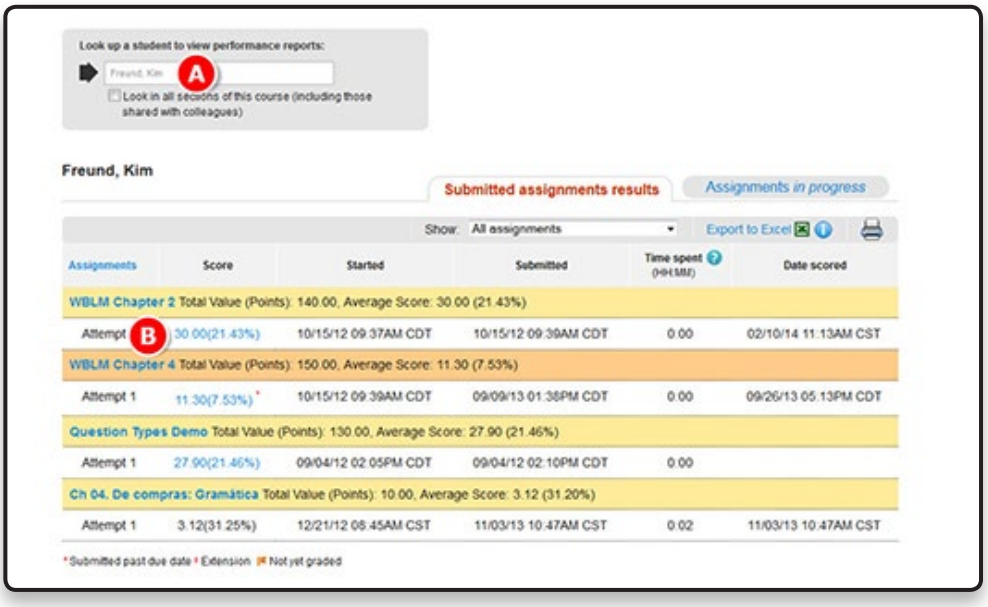
These changes will apply to all students for all attempts, including those in shared or copied assignments and courses, and cannot be undone. Dropping the question will change the assignment's total point value, even if you have locked the points.



Adjusting Points for Individual Students

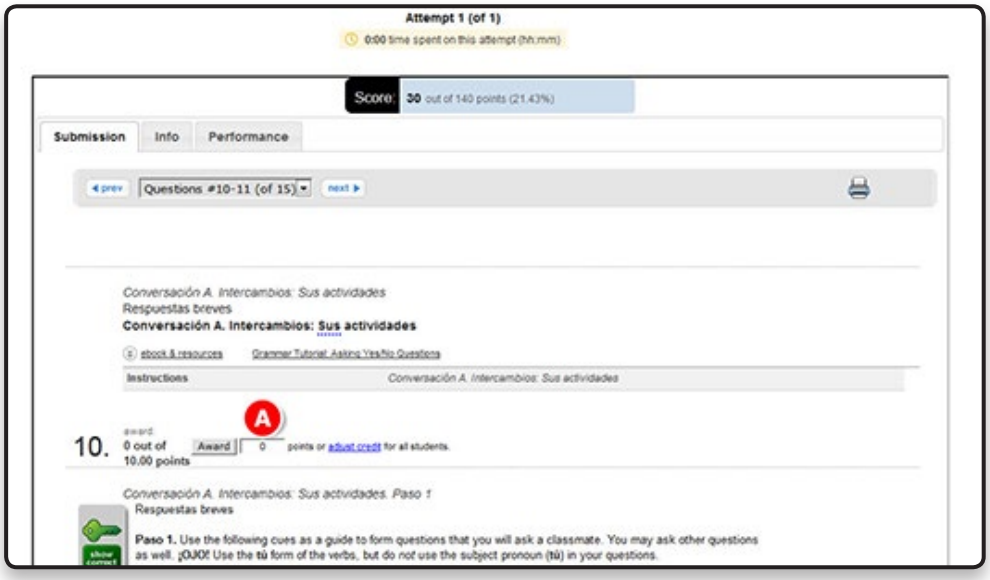
To edit a particular student's assignment grade, access the student performance report for a particular assignment.

- **A** Enter the name of the student whose assignment grade you need to change.
- **B** Click the score link under the assignment you want to edit and the student performance assignment detail page opens.



From the student performance assignment detail page, you can edit the score for each individual question.

- **A** Click **Award** to apply the new score.



Section 2: LearnSmart

The LearnSmart Advantage: What Makes a High-Impact Minute?

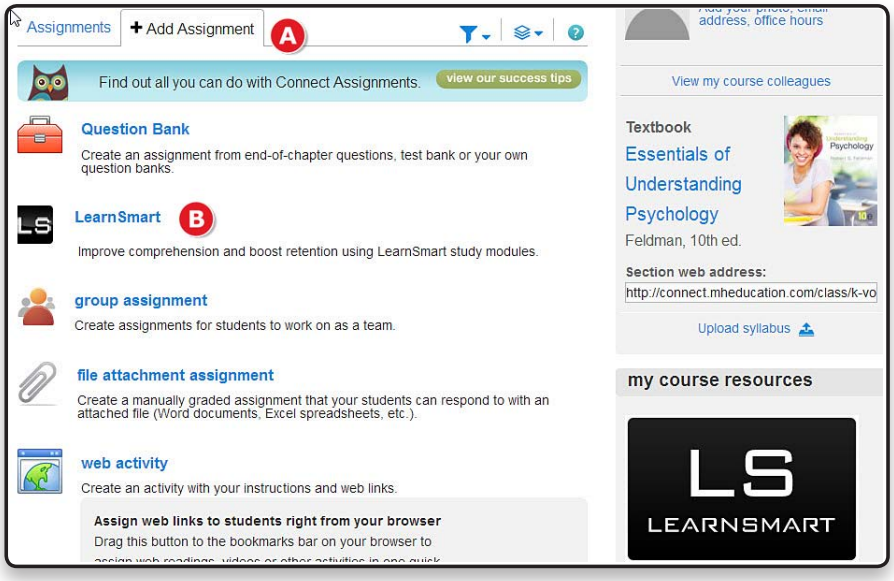
LearnSmart uses revolutionary adaptive technology to build a learning experience unique to each student's individual needs. It starts by identifying which topics a student knows and does not know. As the student progresses, LearnSmart adapts and adjusts the content based on his or her individual strengths, weaknesses, and level of confidence, ensuring that every minute spent studying with LearnSmart is the most efficient and productive study time possible. Every minute spent in LearnSmart is a high-impact minute.

LearnSmart also takes into account that everyone will forget a certain amount of material. LearnSmart pinpoints areas that a student is most likely to forget and encourages periodic review to ensure that the knowledge is truly learned and retained. In this way, LearnSmart goes beyond simply getting students to memorize material—it helps them truly retain the material in their long term memory. Students who use LearnSmart are 35 percent more likely to complete their class; 13 percent more likely to pass their class; and have been proven to improve their performance by a full letter grade.

Assigning LearnSmart

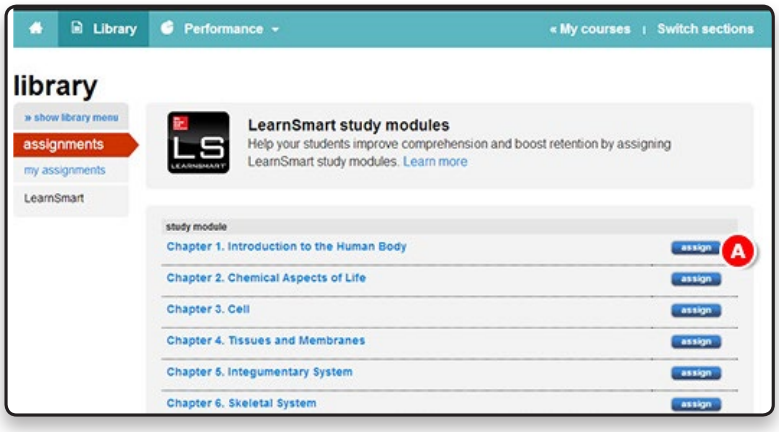
A Access study modules through the **Add assignment** tab.

B Select the **LearnSmart** assignment type.



From the list of LearnSmart study modules, find the module you want to assign.

A Click **assign**.



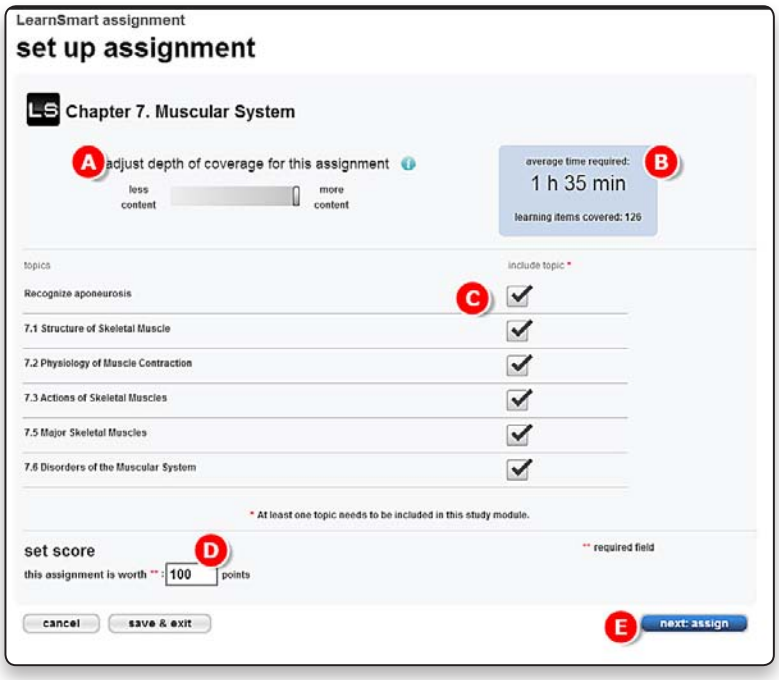
A Slide the bar to adjust the module's depth of coverage.

B As you adjust, you'll see the average time it takes to complete the module and how many items are covered.

C Select and deselect the topics you want to include.

D Enter how many points the assignment is worth.

E Click **next: assign**.

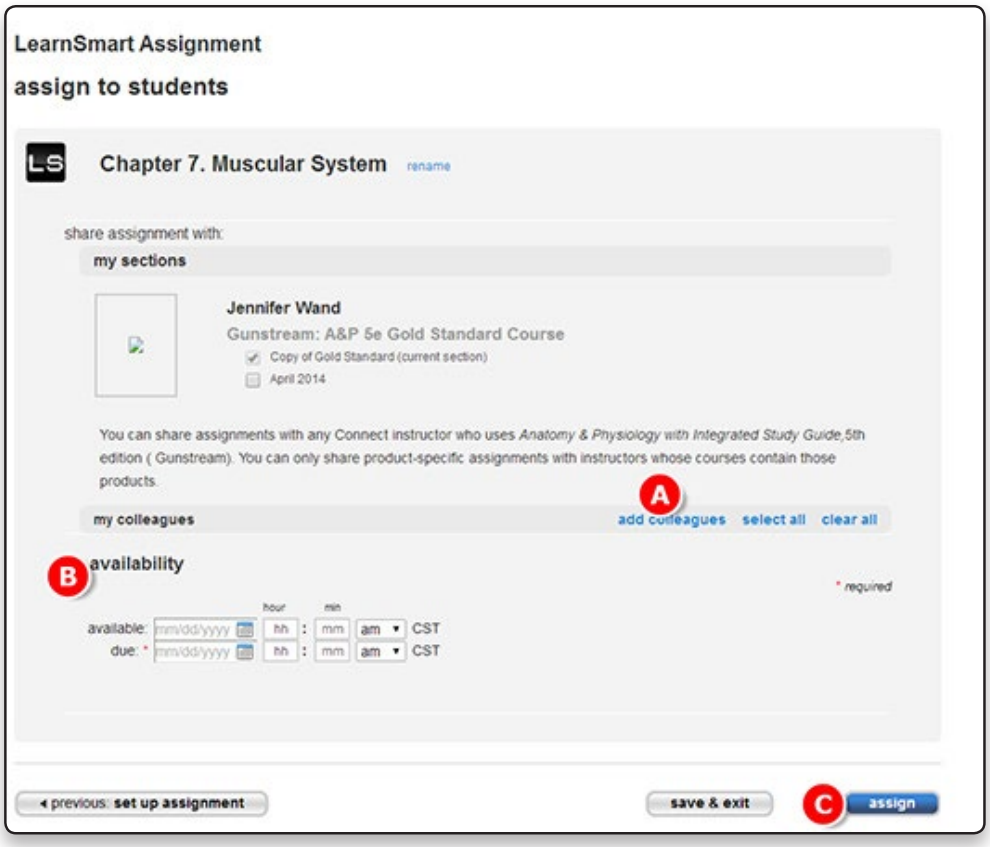


User Tip: Align LearnSmart assignment start and end dates with your syllabus and lectures to expose students to the foundational terminology, concepts, and principles within your course at formative times. Share your plans to use LearnSmart with students by including your expectations for their use of LearnSmart in the syllabus and by discussing LearnSmart with them during the first week of class.

A To share this assignment with colleagues, click **add colleagues**. After you find and add your colleagues, choose the assignment policies your colleagues will be able to change.

B Set the **available** and **due** dates.

C Click **assign**.



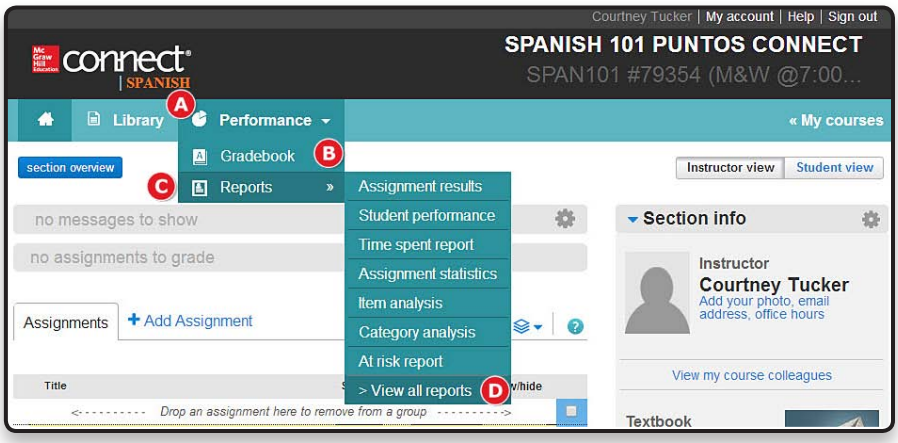
User Tip: Encourage students to return to previous LearnSmart assignments to practice challenging topics, refresh their knowledge, and increase their retention of course concepts. The Assignment Results report area in Connect will record your students' highest level of mastery for each LearnSmart assignment by the due date you have set. The LearnSmart Results report will record dates in real time should students continue to use the modules for self-study after the due date.

Section 3: Gradebook & Reports

Locating Gradebook and Reports

The variety of reports, described below, will help you to assess student performance in your class.

- **A** Click on **Performance** from the section home page.
- **B** Select the gradebook you wish to view or set up.
- **C** Hover over reports to see available reports.
- **D** Select the report you wish to view or click **View all reports** to go to the performance home page.



Connect Reports

Assignment Results

- The Assignment Results report shows your entire class's performance across all of your assignments. Each student attempt is listed along with the score, organized by columns, for each assignment. You can look more closely at a particular student's work by selecting the student's name and choosing an individual assignment attempt.

Assignment Statistics

- Assignment Statistics reports will give you quick data on each assignment including the mean score, high score, and low score, as well as the number of times it was submitted.

Time Spent Report

- Allows you to view students' time spent completing work within Connect by total time spent or by assignment category.

Student Performance

- Tailor your lectures—and office hours. The Student Performance report helps you search for a specific student in your class and focus on that student's progress across your assignments. You can view assignments that have been submitted and any assignments the student currently has in progress, so you are able to provide guidance or feedback during or after an assignment.

Item Analysis

- The Item Analysis report is the best way to get a bird's-eye view of a single assignment. You will be able to tell if students are improving or if the concepts are something you want to spend additional time on in class. When you want to see what your class is struggling with on a particular assignment or quiz, this report will help by providing you with the average score for each individual question across all students' attempts, the average of best scores, and the average of the most recent attempts on the question.

Category Analysis

- The Category Analysis report is the place to go to find out how your students are performing relative to specific learning objectives and goals. Run customized reports on the content in your assignments to determine performance across aspects like learning objective, difficulty level, Bloom's taxonomy categories, and even your own criteria if you have taken the time to edit questions in your assignments with individual learning objectives for your course.

At Risk

- The At Risk report provides instructors with one-click access to a dashboard that identifies students who are at risk of dropping out of a course due to low engagement levels. Connect looks for patterns of online student activity to determine the engagement level of the student, including such events as the frequency of logins and assignment submission. Other factors that may affect prediction include special events or manual grading.

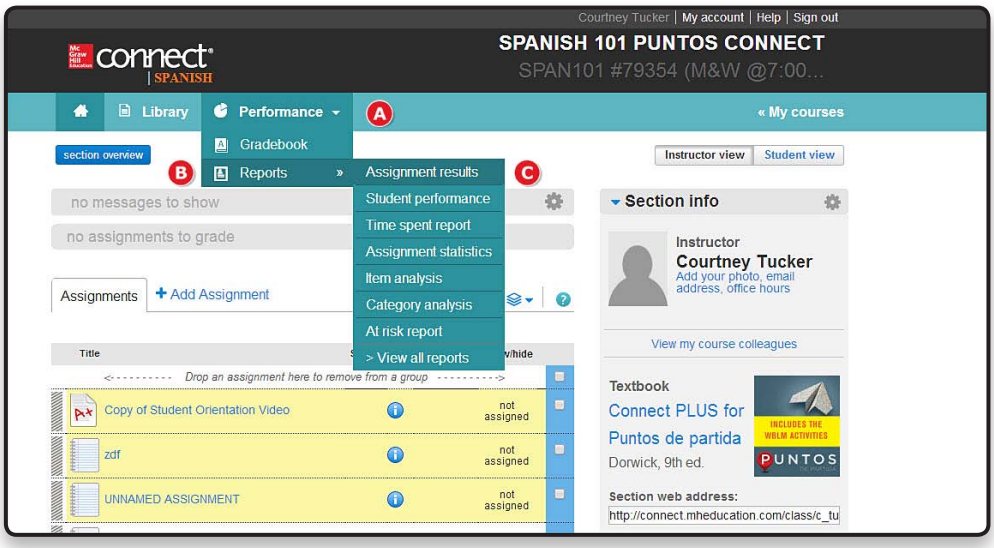
Running and Exporting Connect Reports

Creating Assignment Results Reports

A Select the **Performance** tab.

B Hover over **Reports**.

C Click **Assignment results**.



A **Select section(s)** of your courses to be on the report. Choose from the current section, sections within the same course, and secondary instructors' shared sections (if applicable).

B **Select assignment(s)** to be on the report. You can filter the assignments by clicking **Filter by** and then using the checkboxes next to each type of assignment you want to appear in the **select assignment(s)** list box.

C **Select and deselect assignments** by using the Ctrl key while clicking assignment names in the list box. Use the **select all** and **clear all** buttons available at the bottom of the list box.

D **Select attempt** to specify how the student assignment score is calculated and displayed when your students are allowed multiple attempts for an assignment.

a. **Best** displays the best score of all submitted attempts.

b. **Last** displays the score of the most recently submitted attempt.

c. **All** displays scores from all submitted assignment attempts.

d. **Average** displays the average score of all submitted assignment attempts.

Exclude attempts submitted after the due date: Checking this option removes any scores from assignments that were submitted after the due date.

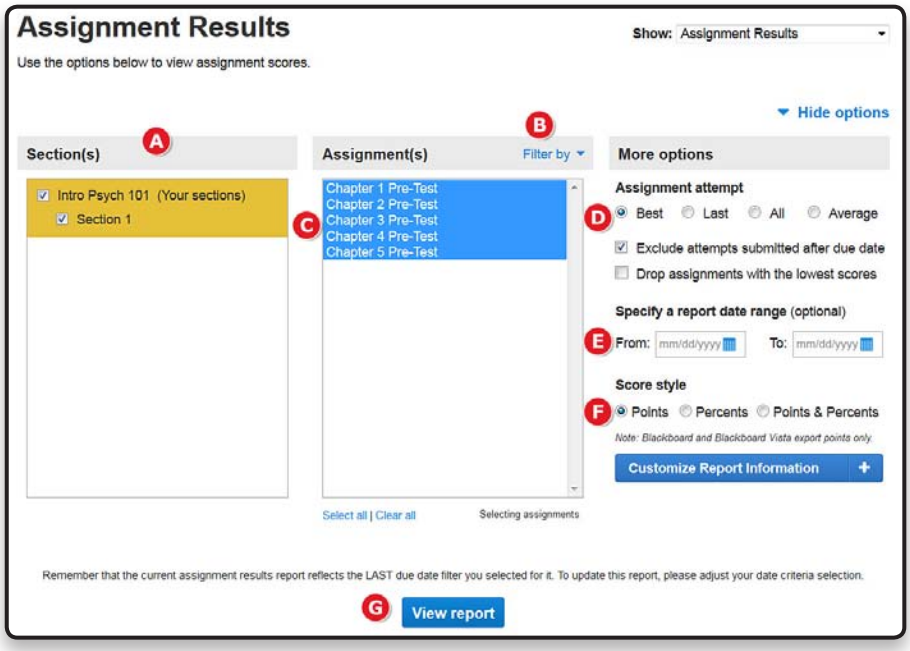
Drop assignments with the lowest scores: Checking this option allows you to remove assignments with the lowest scores from the report. This option is not available if you selected **Best** attempt.

E Specify report date range for the report. Select a **From** and **To** date using the calendar icon.

F **Select your score style** allows you to choose how your scores will be displayed: either points, percents, or both.

Click **Customize Report Information**, to further customize the report.

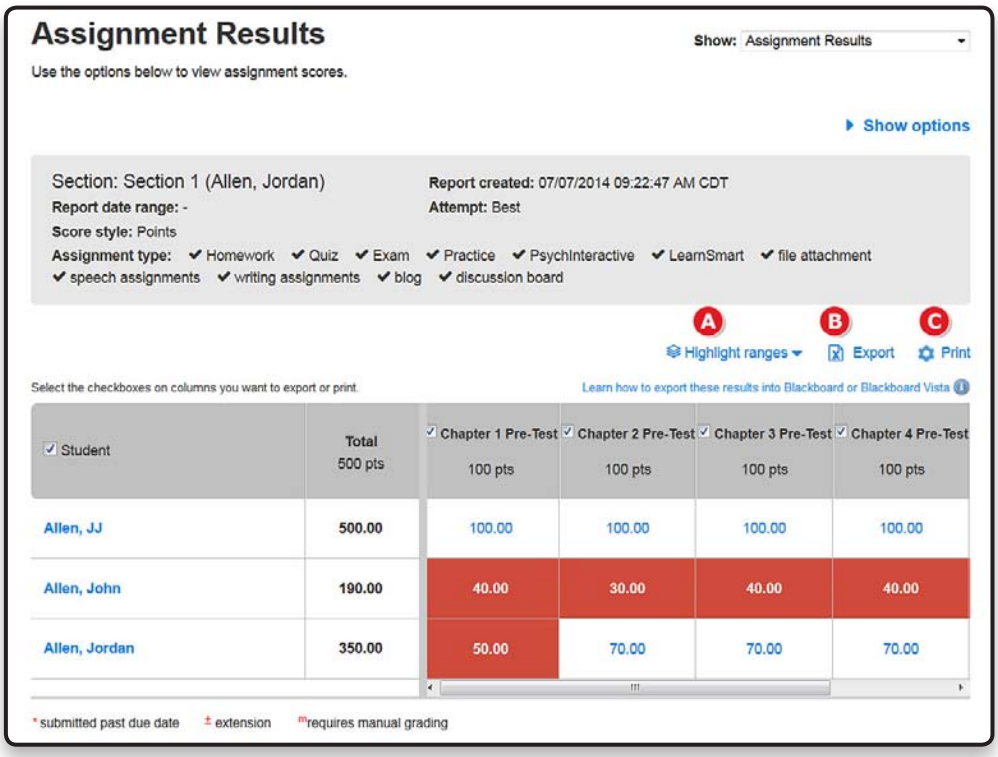
G Click **View report** to generate the report.



Additional detail can be found by clicking the help link at the top of the screen.

The Assignment Results report will display with a list of your students in the first column and a subsequent column for each assignment with corresponding student scores.

- **A** Customize or turn off optional grade range highlights in the **highlight** ranges menu.
- **B** To export the report, click **Export**, select the format, and then click **Export** again to download.
- **C** You can also **Print** the report.

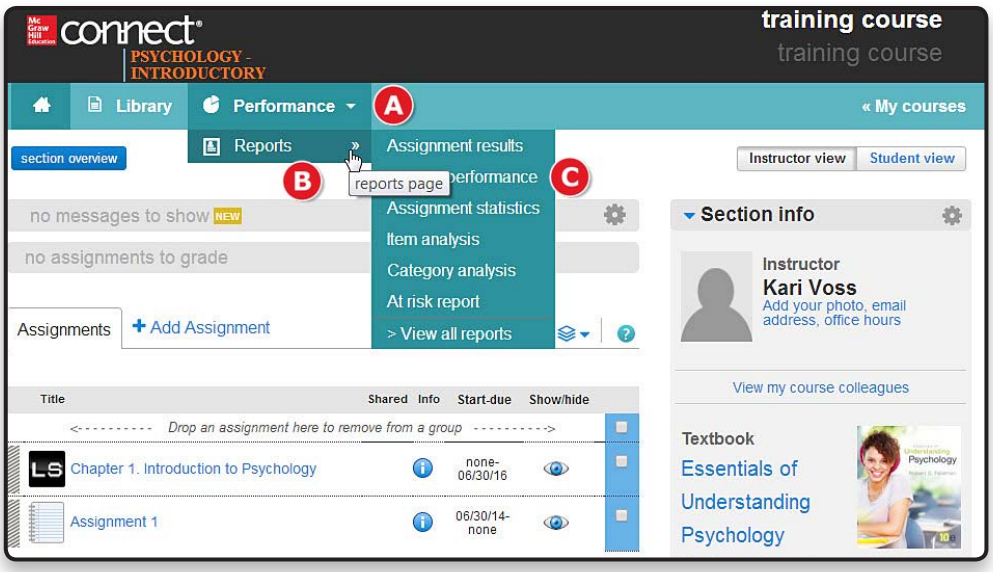


Note: *If you have a Blackboard integration and the option to export to Blackboard is not appearing, you have not yet inserted your students' Blackboard IDs into the student roster. The total score will be located in the last column in the report. You may need to use the scrollbar to reach it.*

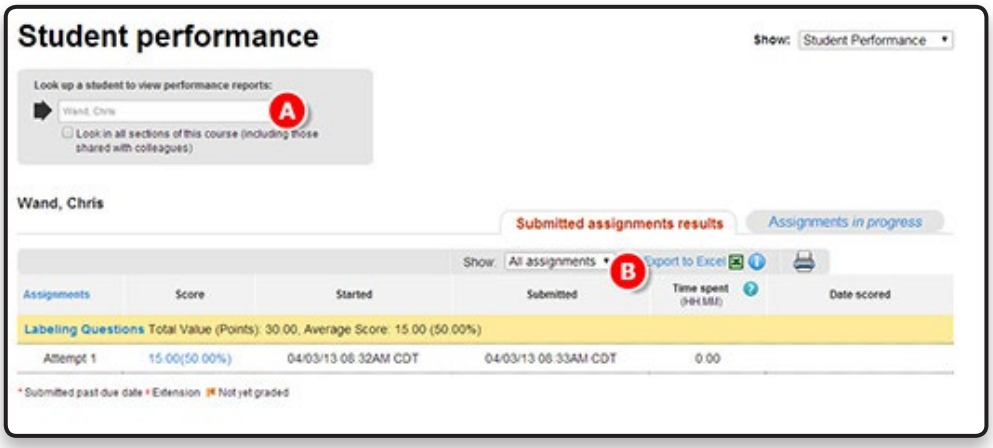
Creating Student Performance Reports

The Student Performance report displays individual student performance across all assignments. To view a report for a specific student, type the student's name in the search text box on the page. You will see the matching student names in the current section by default.

- **A** Select the **Performance** tab.
- **B** Hover over **Reports**.
- **C** Click **Student performance**.

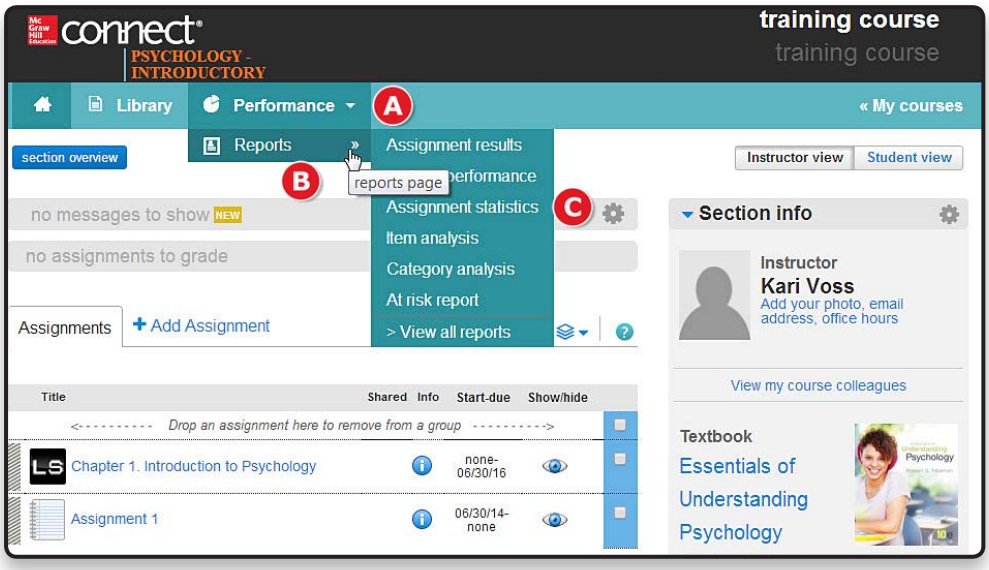


- **A** To view a report for a specific student, type the student's name in the **search text box** in the page.
- **B** Customize the list of assignments by choosing the **assignment category** you want to view.



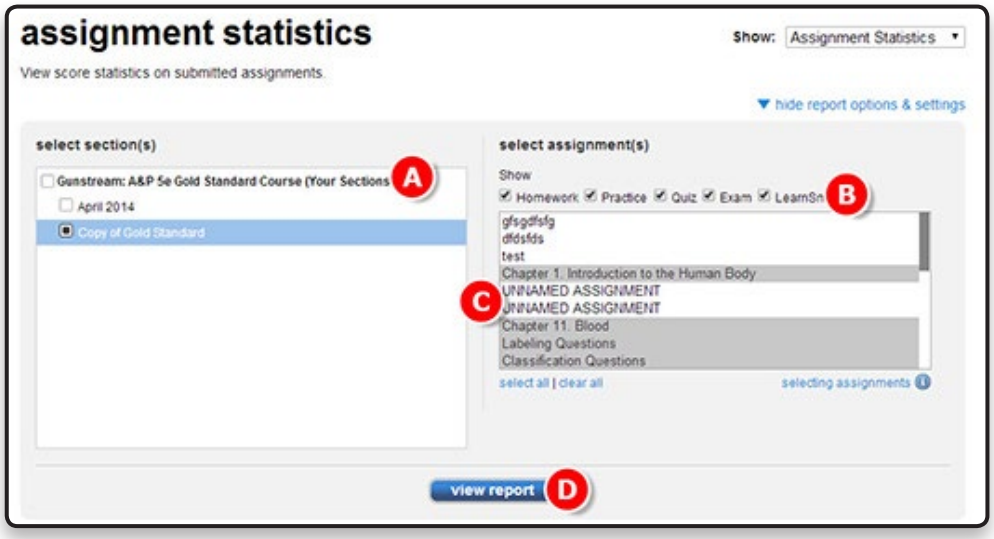
Creating Assignment Statistics Reports

- **A** Select the **Performance** tab.
- **B** Hover over **Reports**.
- **C** Click **Assignment statistics**.



- **A** Select which sections will be on the report.
- **B** Select which assignments will be on the report.
- **C** You can filter assignments by type using the checkboxes next to each type of assignment you want to appear in the **select assignment(s)** list box.

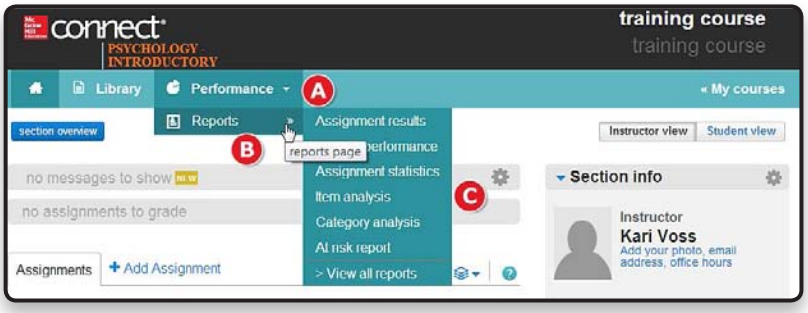
  Select and deselect assignments by using the Ctrl key while clicking assignment names in the list box. Use the **select all** and **clear all** buttons available at the bottom of the list box.
- **D** Click **view report** to generate the report.



Creating Item Analysis Reports

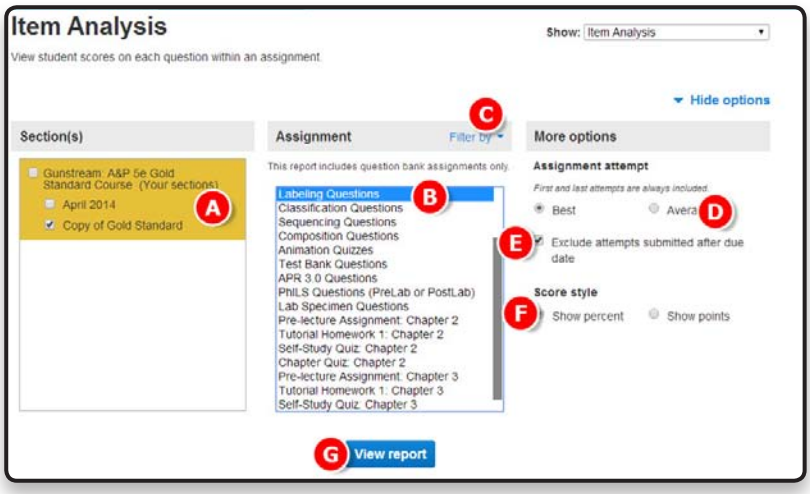
The Item Analysis report provides statistics on each question within a single assignment.

- **A** Select the **Performance** tab.
- **B** Hover over **Reports**.
- **C** Select the **Item analysis** drop-down menu.



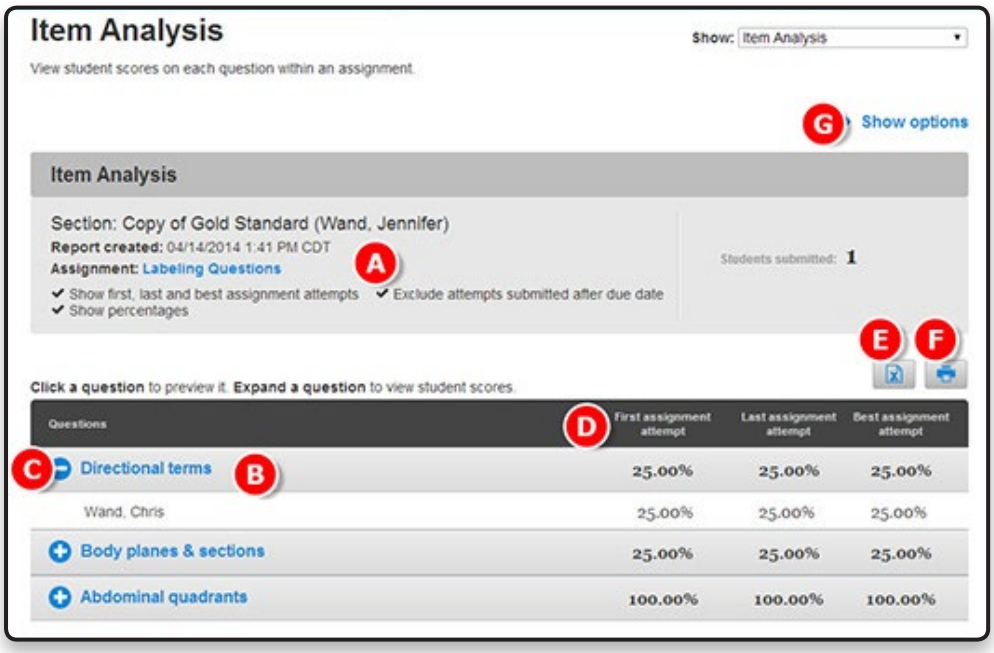
Available report options:

- **A** **Select section(s)**—Select which section(s) will be on the report. Choose from the current section, linked sections within the same course, and secondary instructors' linked sections.
- **B** **Select one assignment**—Select one assignment to be displayed in the report. Your choice of sections determines the assignments listed here. Note that only question bank assignments can be used for this report.
- **C** Click **Filter by** to filter specific assignment types (homework, quiz, etc.).
- **D** **Select an assignment attempt**—First and last assignment attempt scores are always included, but you can select whether you also want to see the best or average assignment attempt score.
- **E** You can also check the box to exclude attempts submitted after the due date.
- **F** Last, select if you want to show scores in percentages or points.
- **G** Click **View report**.



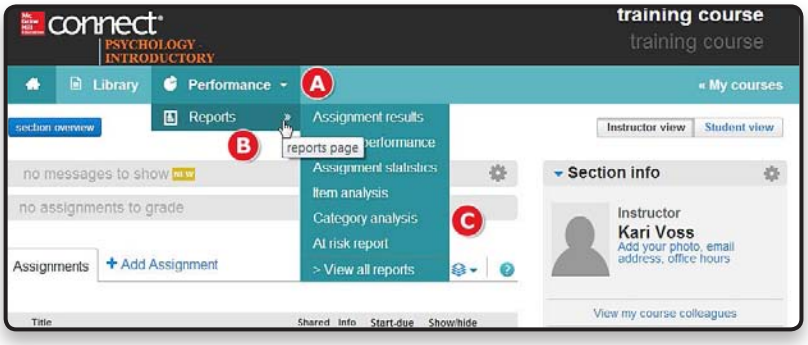
User Tip: Only questions from the question bank can be used for the Item Analysis report.

- **A** Here you will see your selections from the previous screen and the report below.
- **B** Click a question to preview it.
- **C** Click the **plus sign** to view individual student scores.
- **D** Next to each question/student name you will see the first, last, and best or average assignment attempt score.
- **E** You can export
- **F** or print the report.
- **G** Edit your report options at any time by clicking **Show options**.



Creating Category Analysis Reports

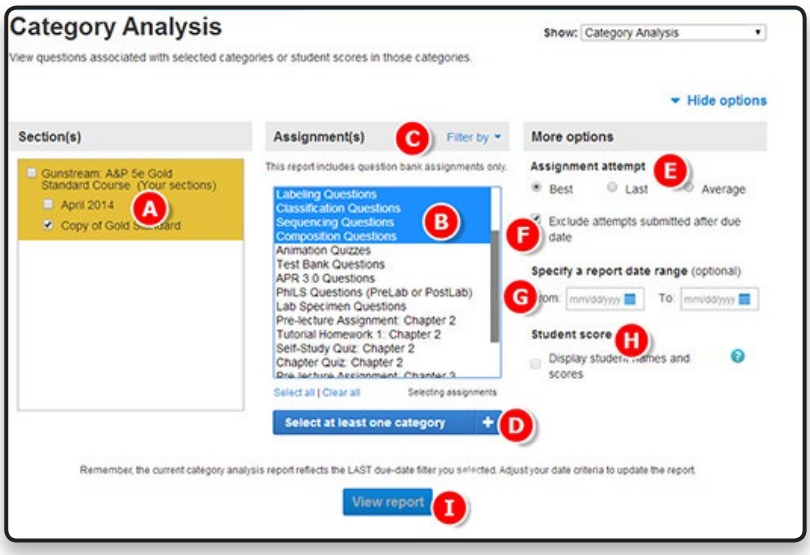
- **A** Select the **Performance** tab.
- **B** Hover over **Reports**.
- **C** Click **Category analysis**.



- **A** Select the section(s) to include.
- **B** Select the assignments to be analyzed. Select more than one assignment by using the Ctrl key while clicking assignment names.
- **C** Click **Filter by** to filter specific assignment types (homework, quiz, etc.).
- **D** You have to select at least one category to use to evaluate students' performance.

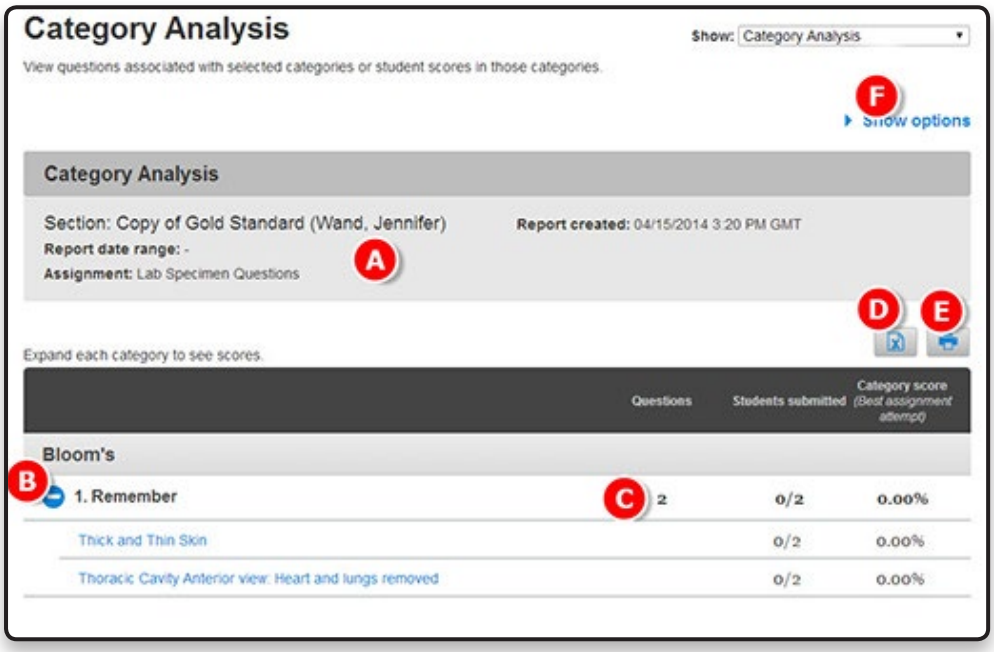
You can also further customize the report by selecting:

- **E** Which assignment attempt you want to show.
- **F** Whether or not you want attempts submitted after the due date excluded.
- **G** A report date range.
- **H** Whether or not you want to see individual student names and scores.
- **I** Click **View report.**



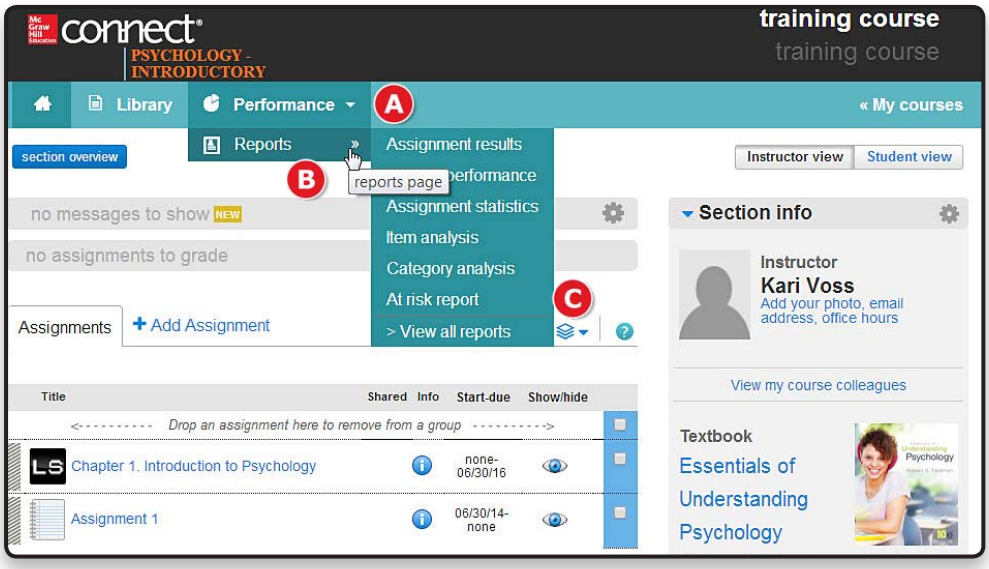
User Tip: These categories vary based on what section and assignments you choose. A category or category group is only available when a selected assignment contains a question with content related to this category or group.

- **A** At the top you will see a summary of the settings you selected in the last screen.
- **B** Click the **blue arrow** next to the title to see the assignment details.
- **C** Listed next to each category you can find the number of questions assigned that relate to the topic, the number of students who have submitted answers out of the total number of students, and the average percent of how students are doing in that category.
- **D** You can also export
- **E** Or print the report.
- **F** Edit report options at any time by clicking **Show options**.

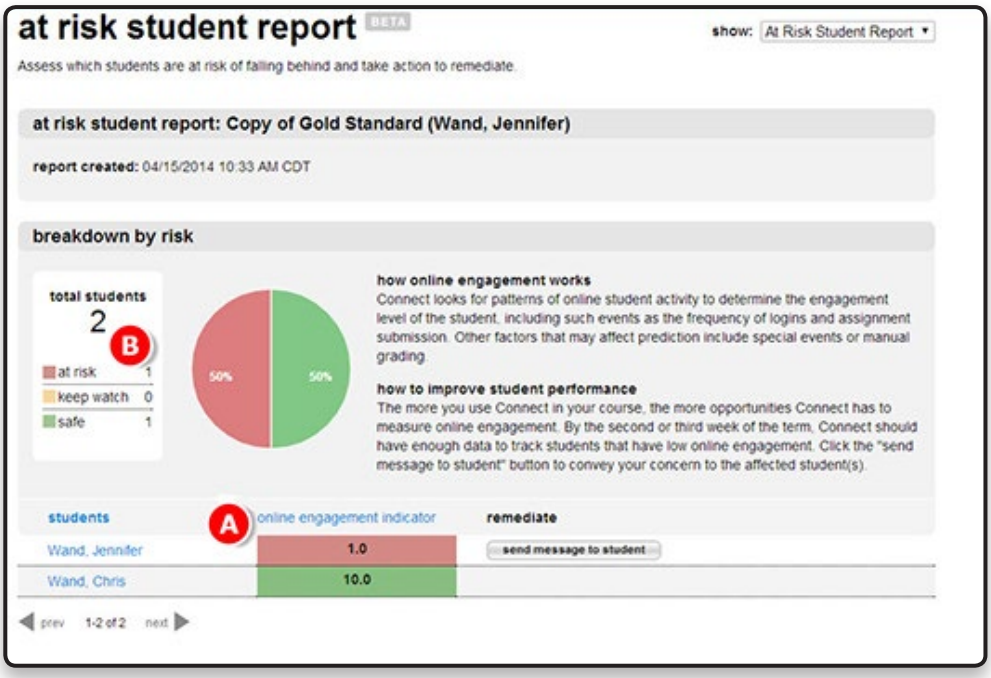


Creating At Risk Reports

- **A** Select the **Performance** tab.
- **B** Hover over **Reports**.
- **C** Select **At risk report**.



- **A** You will be able to see the online engagement indicator score that shows which students are at risk and allows you to e-mail those students directly.
- **B** You can see your entire class and how many students fall into each category.

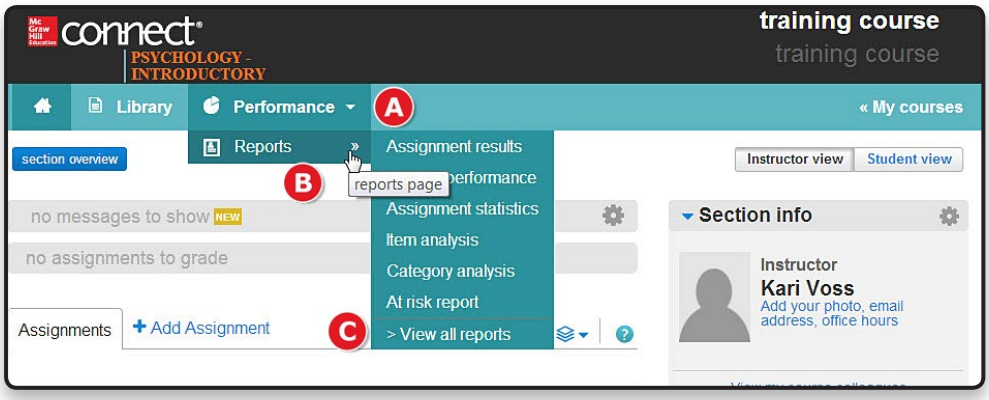


Creating LearnSmart Reports

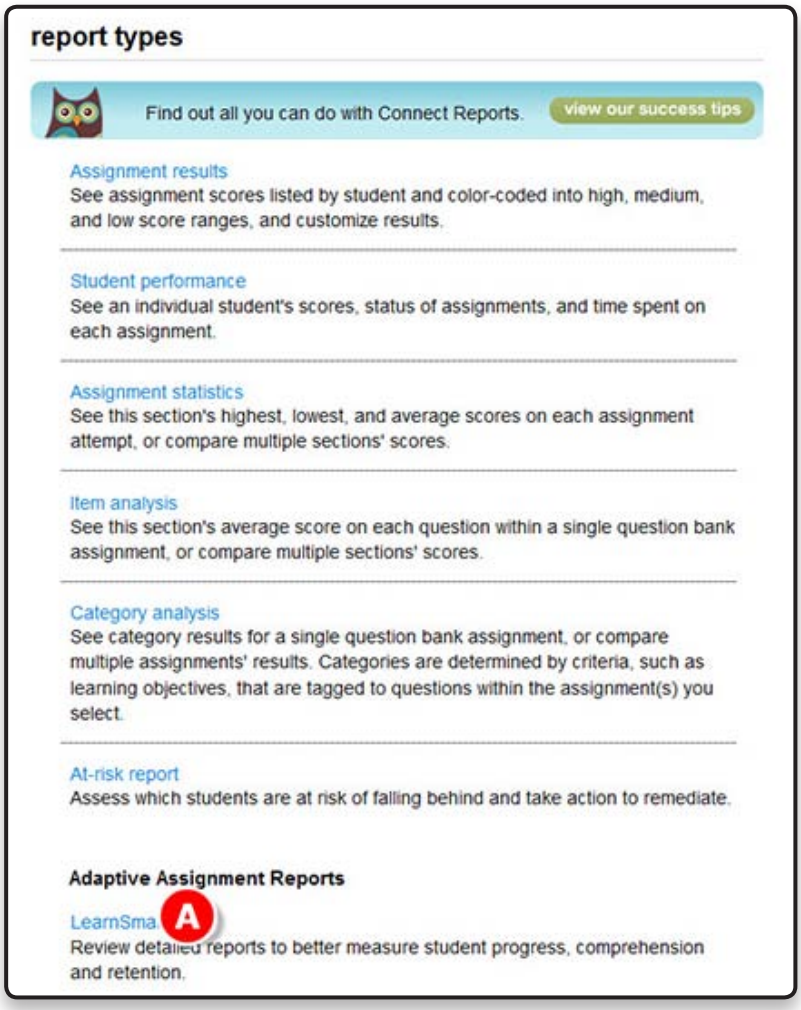
A Select the **Performance** tab.

B Hover over **Reports**.

C Click **View all reports**.



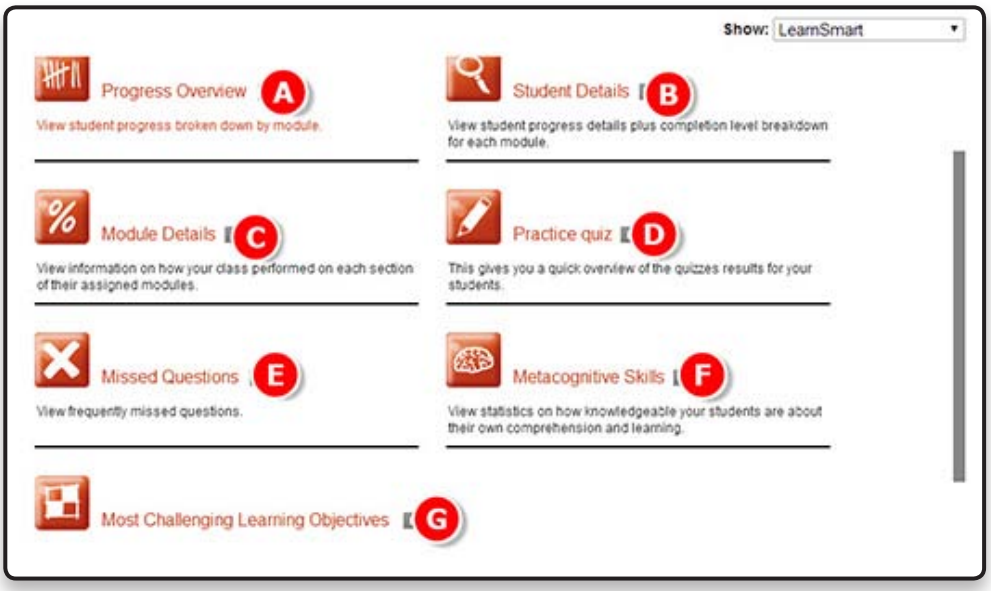
A Select **LearnSmart** under Adaptive Assignment Reports.



LearnSmart Reports

Each distinct LearnSmart report provides real-time data so that instructors can focus on the units or topics for which students need the most help.

- **A** **Progress Overview** shows how much the students studied in each chapter.
- **B** **Student Details** provides data specific to individual students organized by chapter and includes assignment level versus self-study.
- **C** Look at the **Module Details** report to find out how your class is performing as a whole on assigned modules.
- **D** The **Practice quiz** report will show you practice quiz results for your students.
- **E** View the **Missed Questions** report to view the most frequently missed questions for each module.
- **F** The **Metacognitive Skills** reports compile data based on your student's awareness of their own knowledge base.
- **G** The **Most Challenging Learning Objectives** offers the top five most challenging objectives for each module for your class.

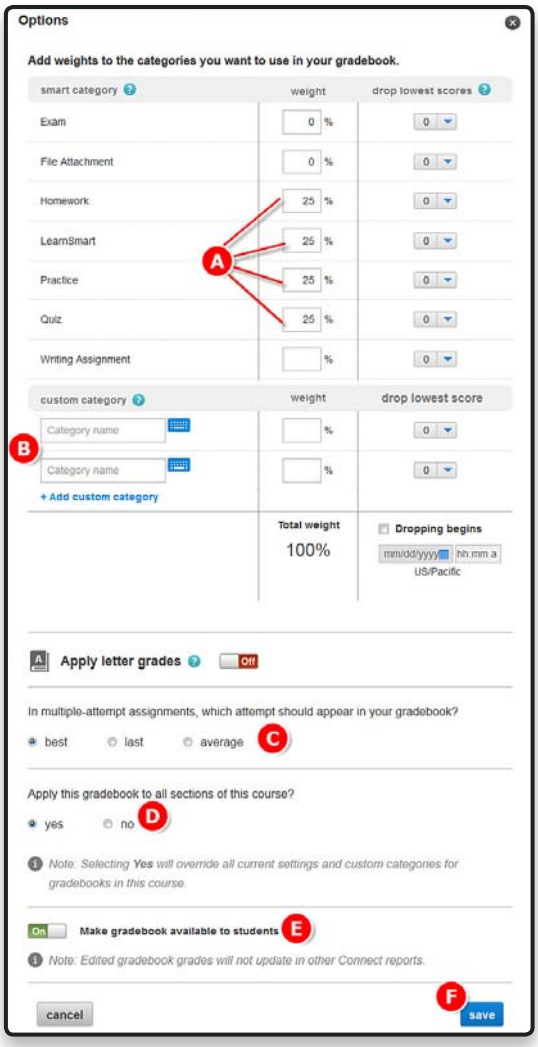


User Tip: Progress overview completion can be larger than what is seen in a student's assignment completion if the student studied after an assignment's due date or forgot to update results by opening the assignment. It can also, in rare cases, be larger if the student studied this material in a previous course.

Using the Connect Gradebook

After selecting the Connect gradebook for the first time, you will be taken to the gradebook setup page.

- **A** Select the categories and weights.
- **B** Enter custom categories.
- **C** Select which student attempt should be used for gradebook calculations.
- **D** Select **yes** for same gradebook settings for all sections.
- **E** Select **On** or **Off** for student viewing.
- **F** Click **save** to save your settings and enter the gradebook.



- **A** Choose to view students' scores in all categories or specific categories.
- **B** View total time spent on submitted assignment attempts.
- **C** View total grade.
- **D** View overall score in each category.
- **E** Adjust gradebook settings by clicking on the **Options** menu.

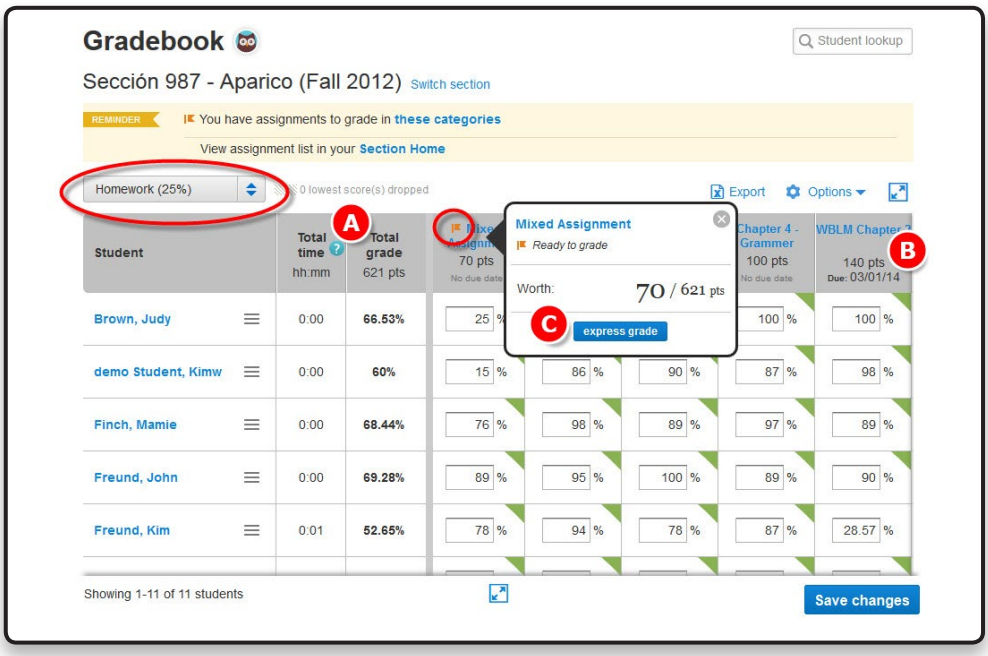
To view students' scores for a specific gradebook category, select the category from either the category menu or click on the blue category header.

A While viewing a specific gradebook category you will be able to see the students' total time spent on assignments and their total grade for assignments in that category.

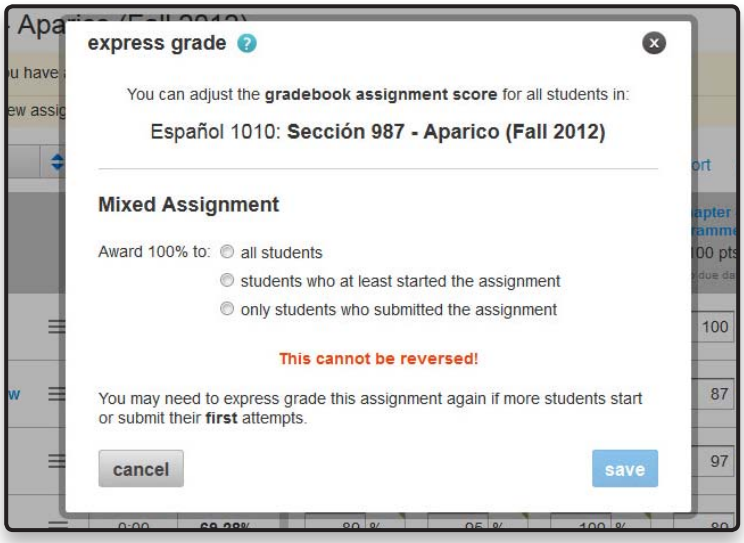
B You will also see the students' grades on individual assignments within the category.

C You can view assignment information by clicking on the assignment title, and you will have the option to express-grade the assignment.

Note: *The orange flag before an assignment name indicates an assignment that contains exercises requiring instructor review/grading.*



If you choose to express-grade an assignment you will have three grading options. This will award 100 percent to all students in the section, based on the criteria you select.

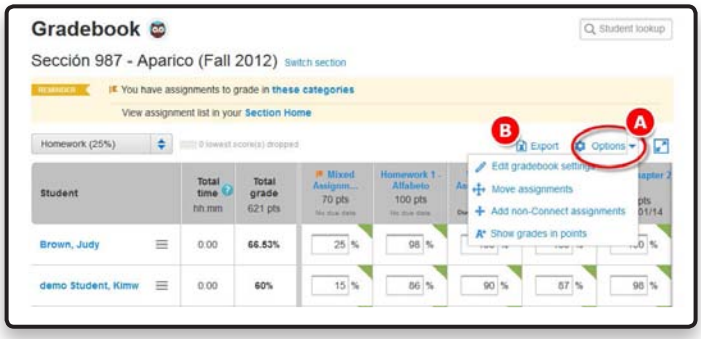


A To view assignment specifics for an individual student, you can search for the student name using the student lookup box.

B You can also click on an individual student's name.

A Use the options menu to edit your gradebook settings, move assignments into categories, add non-Connect assignments, or to show grades in points rather than percentages.

B Use the export button to export the gradebook data to an Excel spreadsheet.



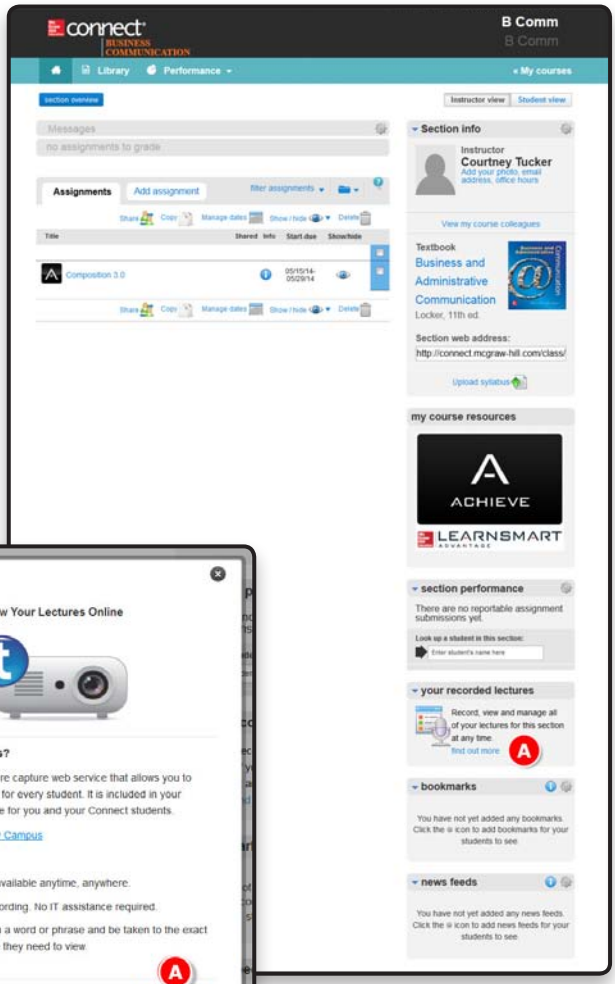
Section 4: World Language Tools

Tegrity

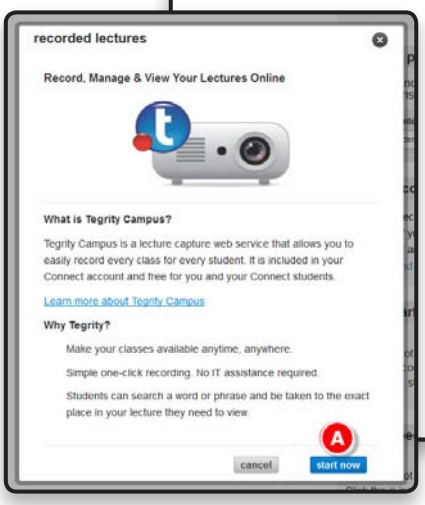
Tegrity is a lecture recording service that is built into Connect. Instructors can easily record, manage, and allow students to view their lectures online. Both instructors and students are able to access Tegrity for free within Connect.

Launching Tegrity

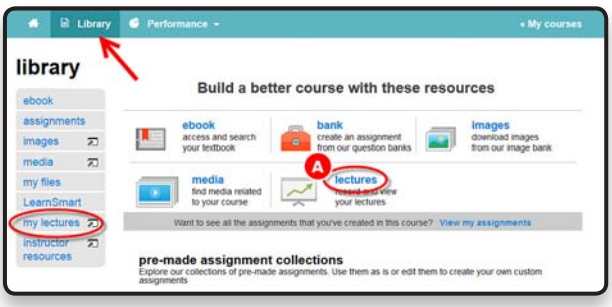
A Tegrity can be accessed from the section home page, by clicking on **find out more** in the **your recorded lectures** area.



A Once the Tegrity information box opens up, click on **Start Now** to launch Tegrity.

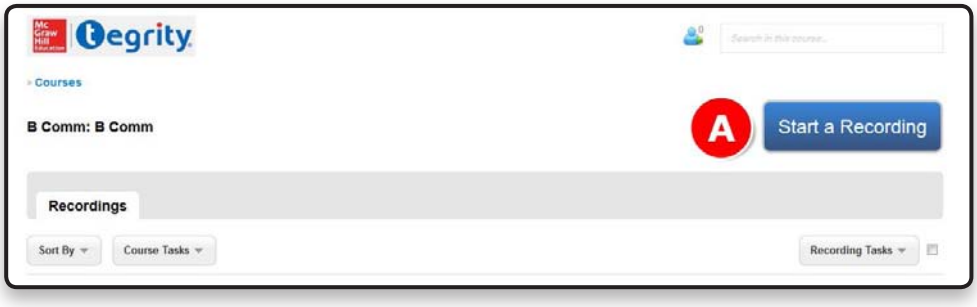


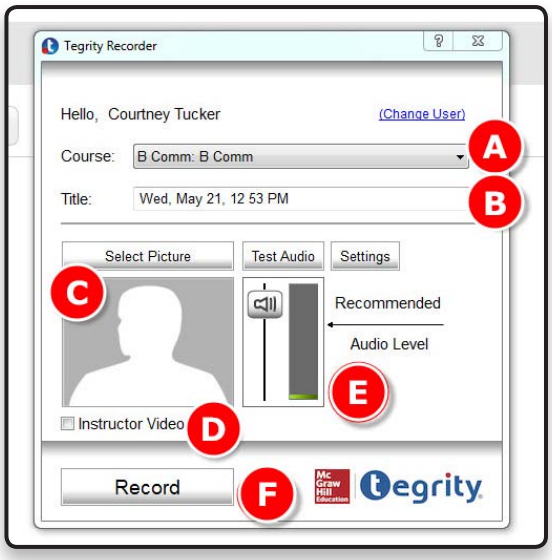
A Tegrity can also be accessed from the Library area. Simply click on the **Library** tab from the section home page and then on **Lectures** in the Library.



Recording a Lecture

A Click **start a Recording**. Follow the on-screen instructions to download the Tegrity recorder.





A Select the appropriate course for this lecture. It will default to the Connect course where you started.

B Add a title for the lecture.

C Select **Picture** if you would like a static picture of yourself displayed during the lecture.

D Check the **Instructor Video** box if you would like to record via your webcam in addition to your screen. If you do not select a picture or check this box, students will only see what was on your screen during the recording.

E Check the audio level. When you speak it should be at the **Recommended Audio Level**.

F Click **Record** when you are ready to start recording.

A If you are using multiple monitors, you can use the blue arrow to select which monitor you want to be recorded.

B Click **Record this Monitor**.

A Click **OK** to start recording.

A Once your recording starts, you will see the Tegrity toolbar in your icon tray. Click the pause button to pause the recording

B When you are finished, click the stop button.

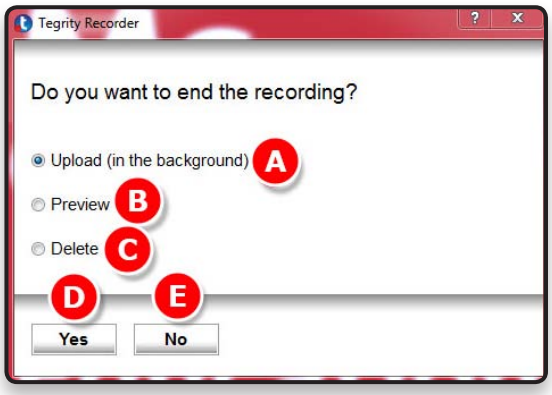
A When you click stop, you can choose to **Upload** the recording.

B You can **Preview** the recording.

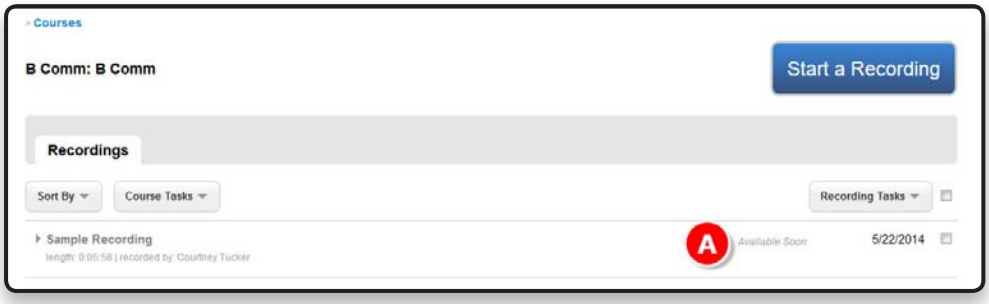
C You can **Delete** the recording.

D Click **Yes** if you are ready to take the selected action.

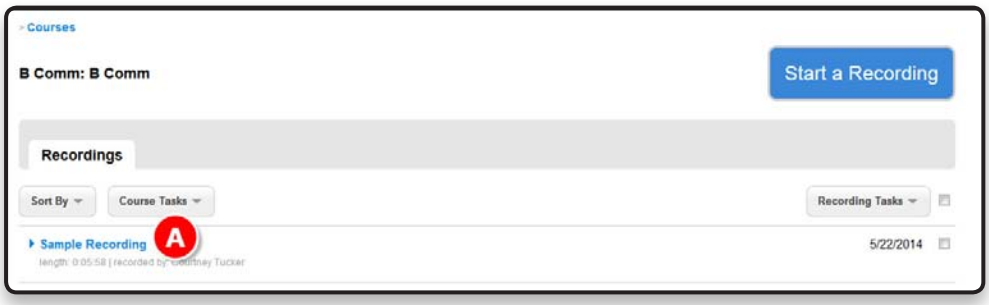
E Click **No** if you are not ready to stop recording.



A When you choose to upload the recording, you will see it listed in Tegrity as **Available Soon** while the recording processes.



A Once your recording has processed, it will be shown in blue.

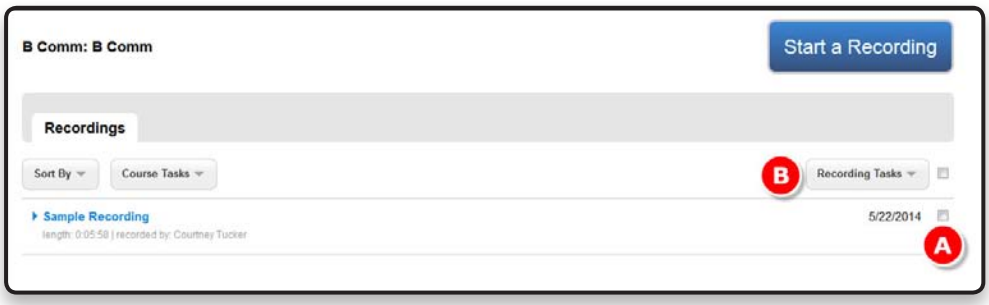


Recording Tasks

Once your recording is uploaded, you can perform a number or tasks to the recording. The most commonly used ones are outlined below.

A Select the recording to which you want to make changes.

B Click the **Recording Tasks** drop-down menu.



A Select **Move** if you need to move this recording to a different class.

B Choose **Copy** if you want to keep the recoding in the current class but make a copy in another one of your courses.

C Choose **Delete** if you no longer want this recording in Tegrity.

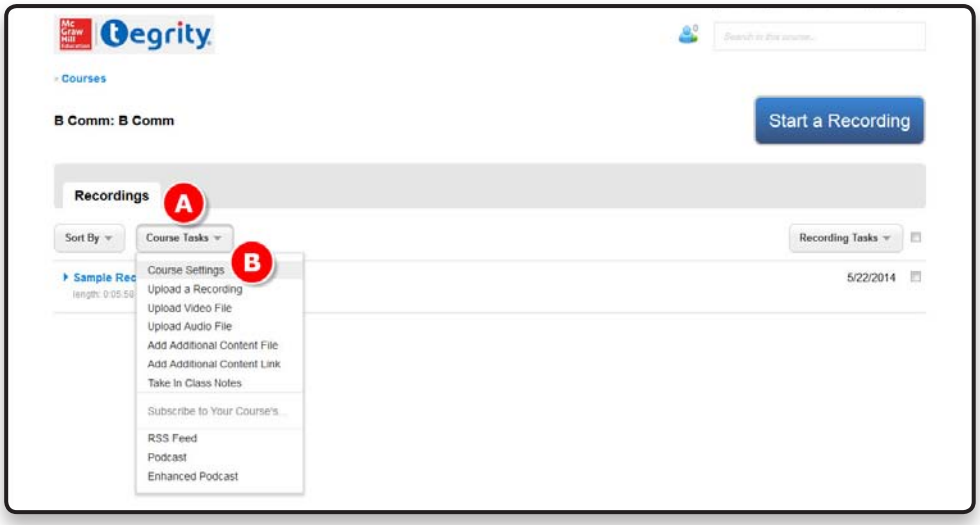
D Select **Share Recording** if you want to send a link to this recording.

E Click **Download Recording** if you want a copy saved on your computer.

Remote Proctoring and Student Recording

A To make remote proctoring and student recording available, you will need to turn on those options for your students. Click the **Course Tasks** menu.

B Select **Course Settings**.

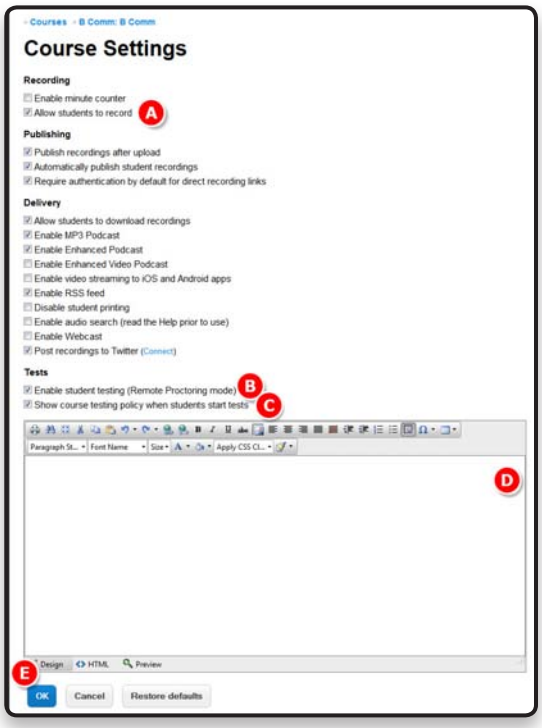


A In **Course Settings**, check the box next to **Allow students to record** (if you would like students to be able to record and upload videos to you, and if you plan to proctor exams).

B Check the box **Enable student testing** (remote proctoring mode). Choose this option only If you plan to use Tegrity to proctor online exams.

C Click **OK** to save the changes to your settings.

Note: *If you are only using Tegrity for remote proctoring, you will need to have at least one recording in that class in order for students to access Tegrity.*

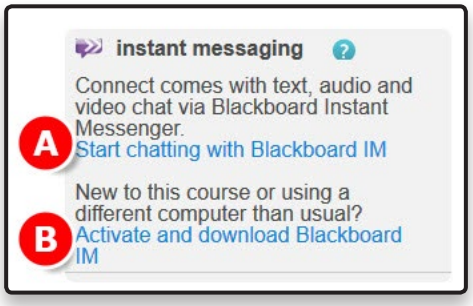


Support

For Tegrity support, please visit https://help.tegrity.com/.

Blackboard Instant Messenger

Blackboard Instant Messenger can be accessed from the right-hand side of your Connect section home page.



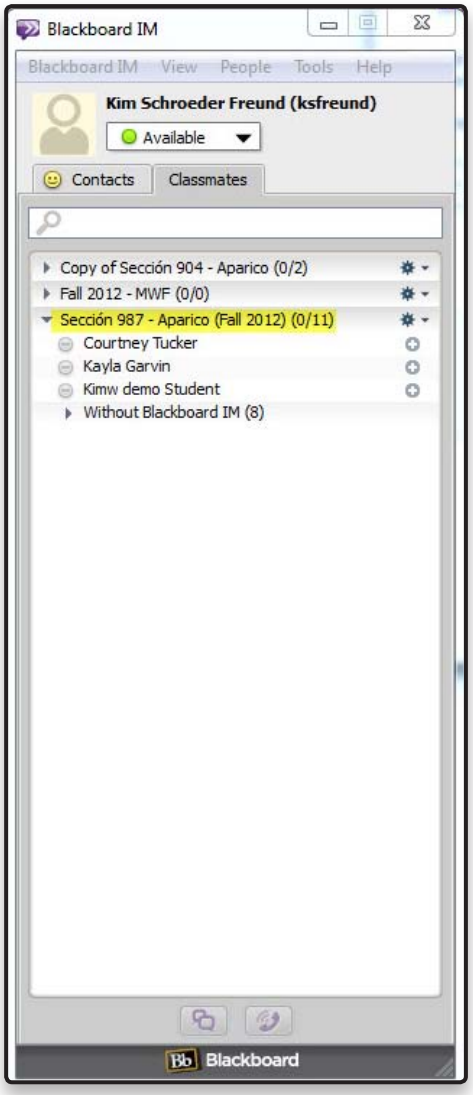
- **A** If you are new to using Blackboard Instant Messenger, click **Start chatting with Blackboard IM** to get started.
- **B** If you have previously used Blackboard IM in another course or computer, click **Activate and download Blackboard IM** to activate it for this new course or to download it to a new computer.

Follow the directions provided to download and get started with Blackboard IM for your course.

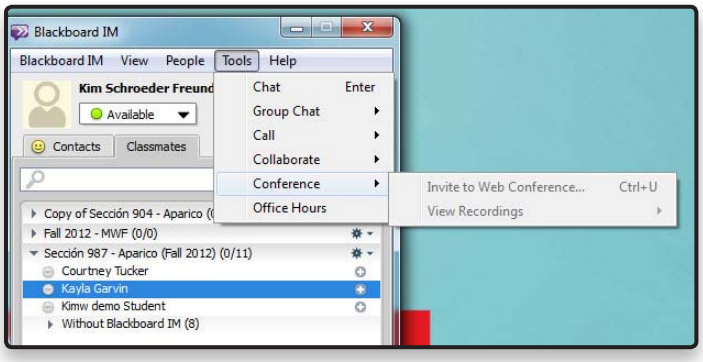
Key Features of Blackboard IM are:

- **Chat:** Allows instructors to quickly and efficiently communicate with students, and allows students to communicate with classmates.
- **Calls:** Allows for more natural communication with one-on-one or group conversations.
- **Collaboration:** Allows individuals to share ideas with others by using tools such as:
  - Screen Sharing
  - Whiteboard
  - Web Tour (to share web pages)
- **Web Conferencing:** Blackboard Collaborate web conferencing can be used for a full online classroom.
- **Office Hours:** Create a focused setting where students and contacts can line up for individual attention.

Once Blackboard IM has been downloaded, you will be able to see the classes for which you have activated IM as well as your active students.



Simply double-click on a student name to begin a new chat conversation or select the Tools menu and the IM Feature you would like to use.



For additional information on using all of the features of Blackboard IM please visit: http://library.blackboard.com/ref/be431ef1-8a8e-41f9-9c225-40fde30cc2e/index.htm.

Voice Tools

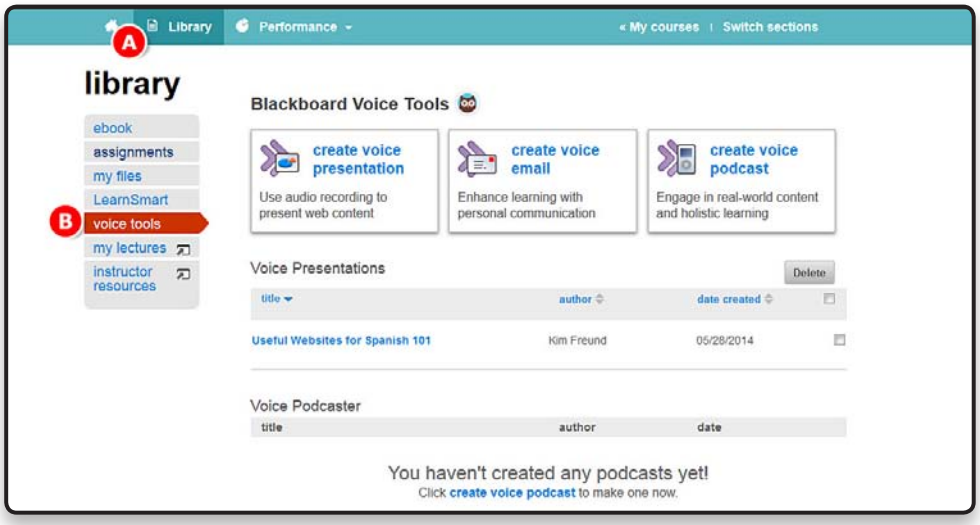
Connect offers instructors access to some additional voice tools to help bring real-world content and holistic learning into the classroom. Both instructors and students can use each of these tools to help make both the teaching and learning experiences more interactive.

These tools include:

- **Voice Presentations:** Allows instructors to record comments about web content that is then presented to students.
- **Voice e-mail:** Allows instructors to add a personal touch to e-mails by recording a message to students that is then delivered via e-mail.
- **Voice Podcasts:** Allows instructors to bring real-world content to students via a personalized podcast.

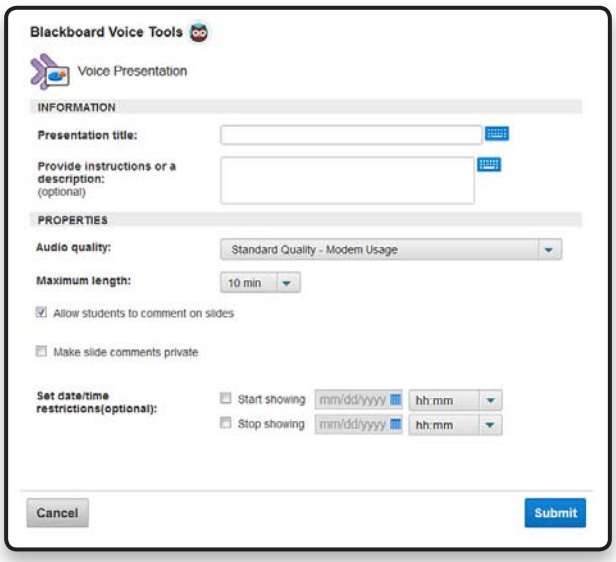
A To access these additional voice tools, click on the **Library** tab from within your Connect section.

B From the library menu, select **Voice Tools** to view the available tools and any presentations or podcasts that you have created.

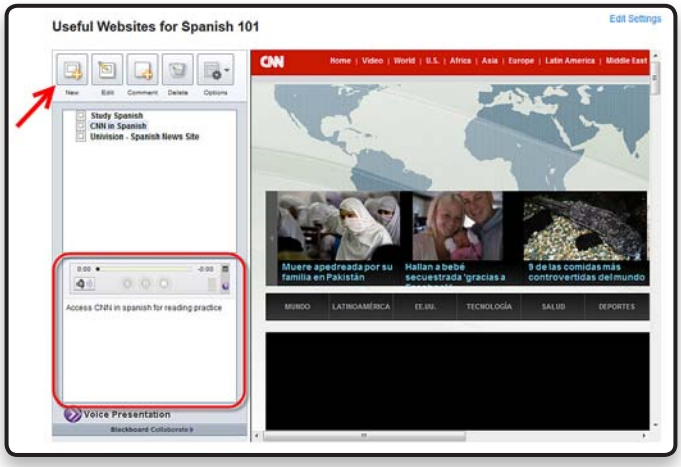


Creating a New Voice Presentation

To create a new voice presentation for your students, click on **Create Voice Presentation**.



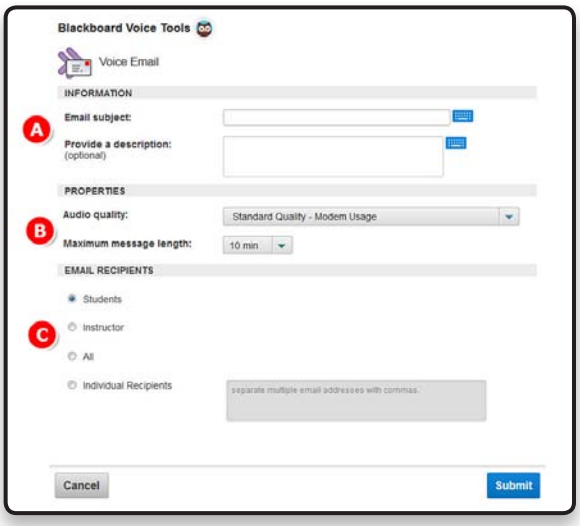
On the presentation setup page enter information, such as the presentation title, and a description for the presentation. You can also select the audio quality you want for the presentation, maximum length, and whether students are able to make comments. You can also set start/stop dates for the presentation, which will limit the date range that students will be able to access the presentation. Once this page is complete, click **Submit**.



In the voice presentation, click **New** to add a new slide/website to your presentation. Once you have entered the subject and URL for the slide, record your annotation or type in any comments, then click **Post**. You can continue to add as many slides/websites as you would like to include in your presentation.

Creating a Voice E-mail

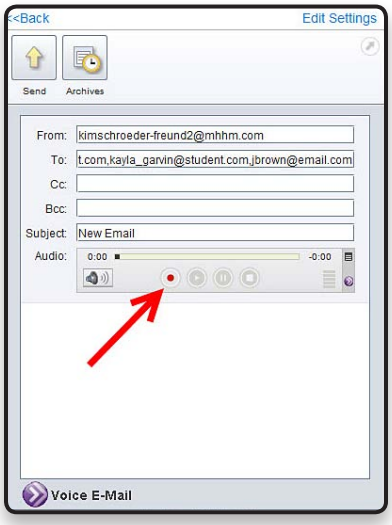
To create a new voice e-mail for your students click on, **Create Voice Email**.



- **A** On the e-mail setup page, enter the e-mail's subject and any additional description you would like included.
- **B** Select the audio quality and the maximum message length.
- **C** Select the e-mail recipients. The e-mail message can be sent to students in the course, the course instructor, all, or individual recipients by entering in e-mail addresses.

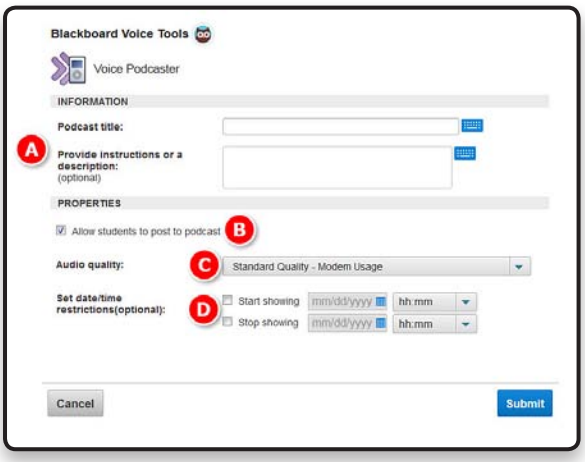
Once the form is complete, click **Submit**.

When you are ready, click the **Record** button to begin recording your message to students. Once you are happy with the message, click the **Send** button to send to your selected recipients.



Creating a Voice Podcast

To create a new voice podcast for your students, click on **Create Voice Podcast**.



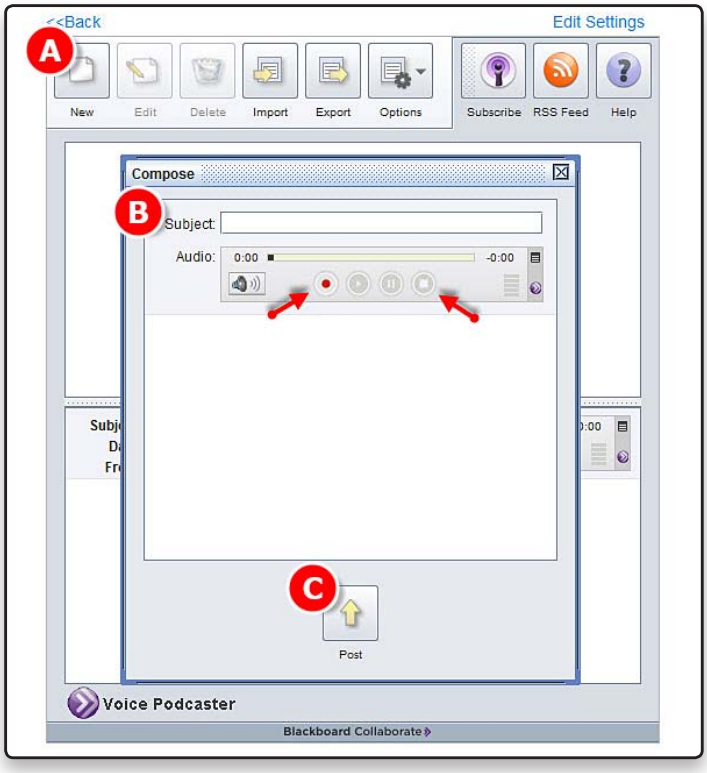
- **A** Enter a title for the podcast you are creating and enter any instructions or descriptions you would like to share with students.
- **B** Select whether students are able to post to the podcast.
- **C** Select your preferred audio quality.
- **D** Set the start/stop dates for the podcast if you would like to limit the date range that students are able to access the podcast.

Click **Submit** once you have completed this page.

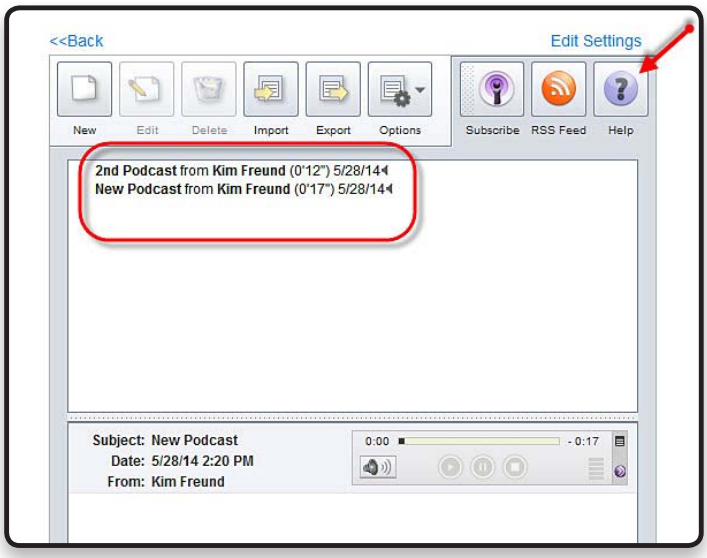
A To create a new post to your podcast, click **New**.

B Enter a subject for the podcast and use the record and stop buttons to complete your recording.

C Click **Post** when you are happy with your recording.



When you have finished posting your completed podcast, its length and the recording date will be listed in the window. For more information on how your students can subscribe to your podcast, click **help**.



Section 5: Support

What If I Have Questions?

Sales Representative	Digital Success Academy	Digital Success Consultants	Customer Experience Team (Tech Support)
■ Class test request ■ Purchasing issue ■ Product questions ■ Product demo	■ Easy access to videos, tips/tricks, how-to's and frequently asked questions http://www.connectsuccessacademy.com/	■ One-on-one training via WebEx ■ Product walkthrough ■ "How do I" contact	■ Technical support ■ Student support (access codes and registration questions) ■ Password resetting ■ Learning Management System (LMS) support ■ Blackboard pairing issues **Direct phone:** **800-331-5094** http://mpss.mhhe.com/products.php

Self-Service Resources (Success Academy)

Digital Success Academy: http://www.connectsuccessacademy.com/

Topics to Cover on the First Day of Class

http://www.connectsuccessacademy.com/fdoc-first-day-of-class/

Tech Support Contact Information

- **Phone Support: 800-331-5094**
  - Monday – Thurs 8 am – 11 pm CST
  - Friday 8 am – 6 pm CST
  - Saturday 10 am – 4 pm CST
  - Sunday 12 pm – 6 pm CST
- **Chat Support:** http://mpss.mhhe.com/
- **E-mail Support:** http://mpss.mhhe.com/contact.php