Connect Implementation Guide

Module 4 of 6: Class Start Readiness

Contents

Introduction

Our Implementation Philosophy

At McGraw-Hill Education, we are transforming learning through the powerful integration of content, pedagogy, and technology. Our implementation team is committed to your personalized learning and teaching experience—resulting in a successful course experience for you and, ultimately, your students.

Note:
The Connect Implementation Curriculum is comprised of SIX modules—organized into THREE parts.

This guide represents Module 4 of 6.

Modules 1-4 should be used for onboarding prior to the start of the semester.
Modules 5-6 are most effective after the semester begins.

EARLY ONBOARDING** THROUGH **PRIOR TO THE START OF THE SEMESTER:

Part one: GET STARTED WITH CONNECT
Module 1: Course Consultation
Module 2: Basics of Connect

Part two: BUILD AND MANAGE YOUR COURSE (includes discipline-specific content)
Module 3: Building Course and Assignments
Module 4: Class Start Readiness

AFTER THE SEMESTER STARTS:

Part three: REPORTS, COURSE DATA, AND ONGOING SUPPORT
Module 5: Reports
Module 6: Ongoing Support and Training

Module 4: Class Start Readiness

Learning Objectives:

1) If applicable, link course with LMS
2) Protocol for student support
3) Access First Day of Class presentation materials
4) Review course readiness checklist
5) Locate support resources
   a) Utilize Connect Success Academy
   b) Join the Community
   c) Contact Customer Experience

If applicable, link course with learning management system (LMS)

Q ***Are you currently using a learning management system (LMS)?***

If yes, view the short video tutorial to learn about single sign-on integration and grade sync between Connect and your LMS. (If no, click here to advance.)

WATCH:

Connect & Blackboard: https://youtu.be/DMQjHmpBOrA

Connect & D2L: https://youtu.be/4nXo7nkvDus

Connect & Canvas: https://youtu.be/Uh4Awq2md4w

Connect & Moodle: https://youtu.be/AgJsMirgmTg

IMPORTANT: If you have linked Connect with your LMS system, do not give students the section URL. Please direct students to register for Connect through the link in the LMS system.

Remember… you are not alone! As a part of our commitment to effective implementation, please remember that you have a dedicated Implementation team member who will partner with you to ***help link your course to your LMS****. If you'd like to utilize this service, please contact your local Learning Technology Representative to connect with your Implementation team.*

Protocol for student support

Please review the protocol for student support. Feel free to print as a PDF from the Addendum this information onto your syllabus, into your LMS, or in any other form of communication.

***IMPORTANT:** When students contact McGraw-Hill's Customer Experience Group, a case number is issued and communicated. If your student asks for your help with resolution, please ask the student for the case number. You may then share that case number with your local LTR or Implementation team member, who can follow up—using this case number.*

STUDENT SUPPORT

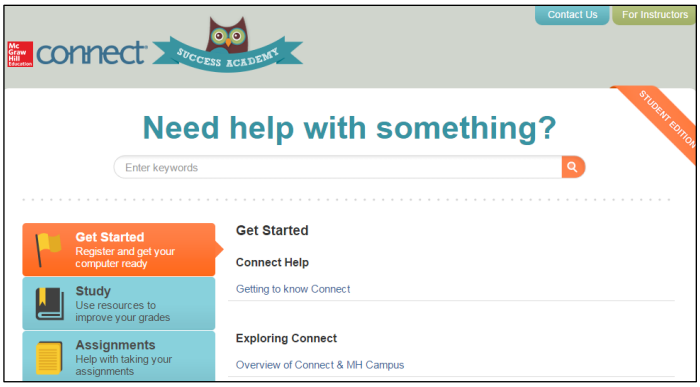
Getting Started with Connect:

For video tutorials and step-by-step instructions, bookmark the Connect Success Academy at www.connectstudentsuccess.com.

If you are having technical difficulties with your initial access to Connect, first try the steps below:

- *Use a different web browser*
- *Clear your browser cache*

If your issues are not resolved, please contact McGraw-Hill's Customer Experience Group.



Help within Connect:

If you need help while inside your Connect course, click on the word ***Help*** on the bar in the upper right corner of your Connect page.

Within ***Help***, you have two options. Select the action that best fits your needs:

1) Select ***Tutorials*** to learn how to use Connect.
2) Select ***Support*** to contact McGraw-Hill Customer Experience for technical assistance.

Contact the Customer Experience Group:

800-331-5094	
Sunday	12 pm—2 am EST
Monday-Thursday	8 am—4 am EST
Friday	8 am—9 pm EST
Saturday	10 am—8 pm EST

***IMPORTANT:** Please do not contact your instructor or your school help desk with technical issues. If you contact the Customer Experience Group, you will be issued a case number. You may share this case number with your instructor for explanation of your technical difficulty.*

Access First Day of Class presentation materials

One of the **most critical components** of a positive course experience is to set and manage student expectations. To provide your students with a successful start, take advantage of our **First Day of Class (FDOC)** resources. Your McGraw-Hill team will supply you with resources, such as PowerPoints and videos, designed to explain the basics of getting started with Connect—including registration, purchase options, and 14 day courtesy access.

The most important step in this process is to contact your local Learning Technology Representative.

Your local LTR will provide you with resources that support **your specific** course scenario. For example, are you using an LMS? Your LTR can provide FDOC resources that direct students to properly register via your LMS (NOT directly in Connect.)

Because there are so many varying course details, it is imperative that you connect with your LTR.

Examples *of FDOC materials:*

WATCH: Connect, LearnSmart, SmartBook (2016) https://youtu.be/fNGP-wmyhzg

WATCH: Connect, LearnSmart, SmartBook & Registration (2016) https://youtu.be/JgcI4Rg5Uq8

Review course readiness checklist

Congratulations! At this point, you should be ready for the first day of the semester!

To ensure course readiness for both you and your students, we have created the following checklist. This is an important tool that will help identify any gaps or challenges prior to the start of class.

Remember… you are not alone! As a part of our commitment to effective implementation, please remember that you have a dedicated Implementation team member who will partner with you ***to review your course prior to the start of class****. If you'd like to utilize this service, please contact your local Learning Technology Representative to connect with your Implementation team.*

Get started with Connect

Below are action items that need to be done as well as items to consider before completing your section build:

- ☐ Do you have a Connect account?
- ☐ Do you know how to log into your account?
- ☐ Do you have a course in your account yet? If so, did you create the course, or was this a course that was copied in for you?
- ☐ Do you need to make any modifications to course or section titles, section URLs or time zone settings?

Build and manage your course

- ☐ Have you determined what percentage of your course grade will be delivered in Connect? If so, what is the breakdown by assignment and/or types of assignments (i.e. LearnSmart, Homework, Exams)
- ☐ Have you determined what point value each assignment will have?
- ☐ Have you determined start dates and due dates for assignments? Also, do you want to hide any assignments?
- ☐ Have you determined your desired policy settings?
- ☐ If your course has been copied to you, have you determined if you wish to make changes to any of the assignment policies or settings, and/or add or delete any assignments?
- ☐ Will you be teaching multiple sections of the same course? If so, will the curriculum be the same for all sections? Do you need to make any date or policy changes to individual sections?

As you begin to create and/or edit your course, please keep the following in mind:

- ☐ Add or edit assignments. Keep in mind dates, policy settings and point values.

> ***Tip:*** ***If you want the same policy setting for all assignments within the section you can use the "set default" feature during course creation. You will need to set defaults separately for each assignment category type.***

- ☐ Think about how you want to structure the course. Determine how assignments will be displayed on the section home page. Do you want to add groups (folders)? Do you want to group by chapters or due dates? Do you want all assignment types together (for instance, all LearnSmart assignments, all quizzes, etc.)?
- ☐ Explore other features within Connect such as Tegrity (recorded lectures), file attachment assignments, and/or links to web addresses. If you are adding any of these, please check links to make sure they are working properly.
- ☐ Once you have built your course, click on the info icon next to each assignment and review content and policies.
- ☐ After reviewing your course, determine if you need to duplicate any sections and/or copy sections to a colleague.

Below are things to consider when assigning LearnSmart:

- ☐ Which topics do you want to include (indicated by a checkmark)?
- ☐ How much breadth and depth of coverage do you want? Position the slider bar accordingly.
- ☐ When do you want to set the due date?
- ☐ If this is a large chapter, do you want to break it into multiple assignments?

> ***Tip:*** ***You have the ability to break a chapter into more than one assignment. You can include only particular topics in each assignment. During the assignment creation process you can rename a LS assignment on the last screen before you click on the assign button.***

Link with your learning management system (LMS)

Connect can either be used as a standalone product or linked with your LMS system. *If you are unsure of how this works or whether you want to use this feature, please contact your McGraw-Hill Learning Technology Representative (LTR) for further information.*

- ☐ If you have decided to link, test to make sure that all links are set up properly before students begin registration.

> ***IMPORTANT:*** ***If you have linked Connect with your LMS system, do not give students the section URL. Please direct students to register for Connect through the link in the LMS system. If you need help with syllabus language, please contact your local Learning Technology Specialist or Implementation team member.***

Syllabus language and student registration information

- ☐ Make sure you have included language in your syllabus to explain what Connect is, how Connect will be used in your course, and how students will register.

***IMPORTANT:** If you have linked Connect with your LMS system, do not give students the section URL. Please direct students to register for Connect through the link in the LMS system. If you need help with syllabus language, please contact your local Learning Technology Specialist or Implementation team member.*

Student orientation and First Day of Class (FDOC)

- ☐ Verify whether you have made arrangements with your McGraw-Hill LTR to provide student orientation information.

  Please Note: These are referred to as First Day of Class (FDOC) materials. Your local sales team may be able to come on campus to meet with your students. They can also provide PowerPoint presentations and links to helpful sites. Please coordinate FDOC activities with your local LTR.

- ☐ Make sure students are familiar with their purchase options and know how to register for Connect.
- ☐ Check your section roster to ensure that students have successfully registered. If using an LMS, check that their accounts are synced.

Things To Do In the First Few Weeks After Classes Have Started:

- ☐ Check your roster periodically to assure that students are registering and/or run the At-Risk Report.
- ☐ The roster will show which students are using the Courtesy Access. Remind students who are using Courtesy Access to enter or purchase a code.
- ☐ Once you have some course data, attend additional training sessions or work with your Implementation Consultant to learn more Connect reporting and the Insight reporting tool.
- ☐ Once an assignment due date has passed, run reports to make sure students are submitting assignments.

What if I have questions?

McGraw-Hill is committed to your personalized teaching and learning experience. We are here to help with all of the following resources:

Resource:	Comprehensive Training Program	Learning Technology Representative	Connect Success Academy	Implementation Team	Customer Experience
What:	Website that provides a personalized path for comprehensive and ongoing training	Local representative	Website for on-demand reference and functionality support	Dedicated team member to support your implementation	Technical support
Issues:	**Comprehensive training services:** Getting started with Connect Best practices for implementation Mapping course goals to course content Using course data and reporting And more…	**Product and purchasing questions:** Class test request Purchasing issue Product questions Product demo	**Just-in-time functionality reference:** Functionality walkthroughs Videos Best practices Frequently asked questions	**Course consultations and personalized training services:** One-on-one training via WebEx Product walkthrough "How do I" questions	**Support for technical issues:** Student support (access codes and registration questions) Password resetting Learning Management System (LMS) support Blackboard pairing issues
How to access:	**Go to:** http://createwp.customer.mheducation.com/wordpress-mu/success-academy/back-to-school-connect-training/	**Locate your LTR here:** Rep Locator Site	**Go to:** www.connectsuccessacademy.com	**Request contact information from your** local rep	**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/ Email Support: http://mpss.mhhe.com/contact.php

Want to communicate with other Connect users?

Head over to The Connect Community and join a large group of instructors like you who use Connect in their classroom.

Student Support for Connect

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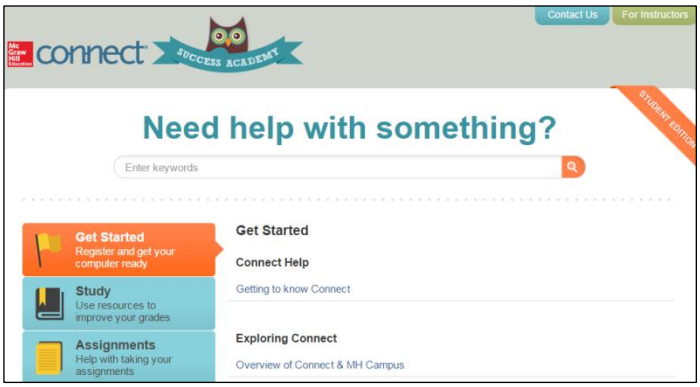

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