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GETTING STARTED

New administrators may wish to use our quick start checklist for initial steps. Select [here](#) to review.

Using this User Guide

To use this guide most efficiently, we suggest:

- Use Ctrl+F or Command+F (MAC) and type a search term to locate main concepts in the Table of Contents or within the document itself.
- Bookmark the URL for this guide rather than printing or downloading a hard copy, as it will continue to be updated as changes occur within the platform.
- Right-click to open any how-to videos, documents, and websites in a new window.
- Check out the Appendix for additional support and spreadsheet tips as needed.

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First Access: Settings, Password Updates, and Validate Email

Following initial administrator training, administrators receive an email from an Accelerate Education contact containing the school’s domain URL and administrator credentials.

1. Bookmark the school’s domain URL. Sample domain URLs:
<https://accelerate-YOURDOMAIN.vschool.com/>
The bolded section of the URLs above is the domain’s **userspace**. The userspace is helpful to know when communicating with Accelerate Education support.
2. Enter the username and password provided.
3. Select the profile menu located in the upper right corner.
4. Select **Change password**. Since initial passwords are generic, changing this password upon first entry is required.
5. Re-access the profile menu » select **Settings**.
 - a. Select **Send Code**, located below the email associated with the user account.
 - b. Open the given email account and copy the code sent from the platform. The email subject includes the phrase “Verification code.”
 - c. Paste the code in the pop-up window » select **Verify**.

Optional:

- Add Profile Picture.
 - Select Notification Preferences. Notifications are most likely used by administrators only if administrators hold a dual teacher role.
 - Theme - color preferences. This change is individual and does not affect any other user within the domain.
6. Select **Save** along the settings page navbar.

Note:

Some schools opt to use Google SSO connection or other SIS integrations, but even in these implementations, administrators must initially access via the direct access directions described above.

Select [here](#) to view SSO integration directions.

Administrator Dashboard

What is the Admin App?

It is simply the administrator’s dashboard view. It is not an app in the typical sense of a downloaded application downloaded on a phone or tablet.

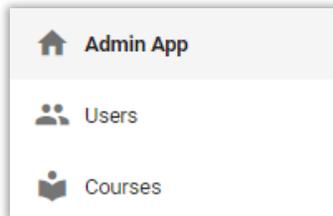
NAVIGATION

The navbar contains four menus. All four menus are always visible from any administrator view within the application.

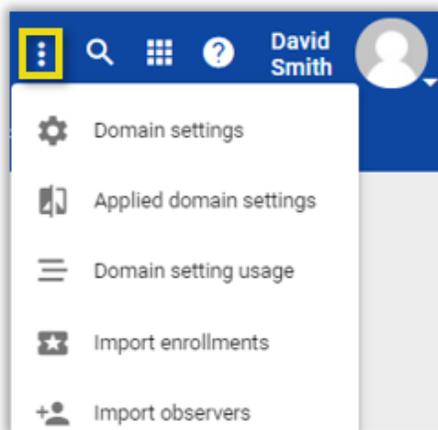
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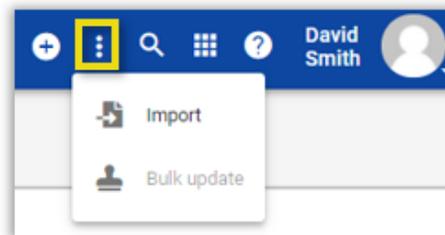
① **Hamburger Menu:** Use this menu to change the view/page. Items accessible via this menu include Users, Courses, Reports, and multiple support sites. Selecting the Admin App or house icon returns users to the Dashboard.



② **Ellipsis Menu:** This three-dot icon provides access to actionable tasks on a given page. Actions include adjusting settings, importing options, and editing abilities. The exact menu changes depending on the page viewed.



Domain Ellipsis Menu



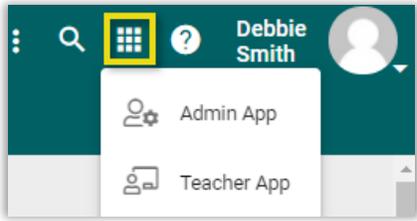
Users & Courses Ellipsis Menu

③ **Waffle Menu:** This nine-grid icon allows users to navigate between multiple roles. By default, all users see their primary role and the student role. Only actual students see anything on the Student App view. Administrators with teacher or observer roles use this menu to move between their role views.

Note:

Never enroll an adult (administrator, teacher, parent) as a student. Other demo options are available if needed.

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④ **Profile Menu:** This menu allows users to change their password, post a profile image, update navbar color and adjust desired notifications. Notifications are most relevant for those in a teacher role. Administrators can proxy as a student via this menu as well.



NAVBAR – ADMIN DASHBOARD

The navbar contains eight tabs across the top of the Admin Dashboard. View the table for a description of each tab usage. **Bolded** names are tabs used most by school administrators

TABLE: ADMINISTRATOR NAVBAR LINKS

Link Name	Description
Domain	When viewing other navbar views, selecting domain always returns the user to the admin dashboard.
Subdomain	Not all programs have subdomains. Others have subdomains for contract needs or the separation of individual school/grade levels. Any admin of the main domain can access the subdomains via this tab. Users located only at the subdomain cannot access the main domain.
Roles	This tab lists the roles available within the system. Use this tab to create custom roles if needed. Do not create a new custom role without first checking if one already exists to meet the school's need. Also, it is best to name the custom role rather than leaving the name Custom. Use cautiously.
Permissions	Use this tab to assign roles other than a student or teacher. Add additional permissions cautiously. Most School admins are assigned the PL Administrator, and few are assigned the Administrator role.
Subscribers	This tab is typically blank.
Subscriptions	This tab displays domains or courses from which an administrator can create a course copy. Administrators do not perform actions here but can see what subscriptions are active. At a minimum, the IDEAL Learning Library is visible.

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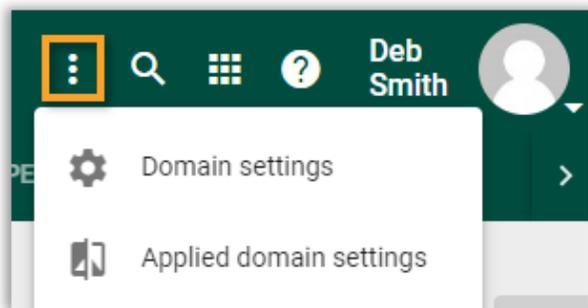
Link Name	Description
Announcements	Use this tab to post domain-wide announcements. To post announcements that will display on the user’s landing page, access the “Landing Page” section of the Domain Settings instead.
Resources	Not widely used.
Features	By default, all Buzz features are initially on. However, administrators can opt to turn off given features. For example, administrators can turn off the email widget and the ability of students to add individual blackout dates.

DOMAIN SETTINGS

Although not accessed often throughout the year, the domain settings are important to manage when first starting and or reviewing yearly. The most accessed settings are described below.

Domain Settings – Access

1. Log in to Buzz Admin App.
2. Select the 3-dot ellipsis menu from the Admin App homepage » **Domain settings**.



Domain Settings – Blackout Dates

Adding blackout dates is a step administrators should add at the start of each year.

1. Access the Domain settings view (see above if unsure how) and scroll down until the **Blackout dates** section becomes visible. The section blocks are listed alphabetically.
2. Select **Add**.
3. Enter the following:
 - a. Name of the holiday – this will appear on all user’s calendar view.
 - b. Enter both the start and the end date for the holiday. Use the same date in both fields if a one day holiday.
4. Select **Done**.
5. Repeat steps 2-4 to add all school holidays for the year.

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6. Select **Save** in the upper right corner of the Domain Settings view when finished adding all holidays. Dates are not saved until this last step is completed.

Blackout dates Tips:

- Add all blackout dates at the start of the year – do not add as you go.
- Blackout dates do flow down to all subdomains below the top domain. If individual blackout dates are needed, add at the subdomain level rather than the top domain.
- We suggest not adding blackout dates after school starts (*e.g.*, snow days, last minute adjustments). The platform will reschedule due dates but not just from that point forward. They are re-adjusted as if they were there from the start of the semester, which means students may appear suddenly behind if blackout dates are added mid-semester.
- Students can still work on Blackout dates; they are just not assigned work on blackout dates.
- Blackout dates do flow down to all continuous courses but not to range courses.

Domain Settings – Landing Page

Administrators can add a system wide post that users can see on their landing page upon login. These are different than teacher announcements seen in the user’s communication widget. Before adding a system wide post, review the following suggestions.

- Landing page posts cannot be date restricted, so after posting place a reminder to swap out the post or remove on a given date.
- Landing page posts can be role specific. In other words, one message can be viewed by teachers while another one only by students.
- Do not make these posts too long. Long posts impact the usability of both students and teachers.

How to make a system wide post:

1. Access domain settings via Admin App home page (3- dot ellipsis menu).
2. Scroll to **Landing content** section.
3. Select **Add**.
4. Select the appropriate target user (Applications box). The default is both students and teachers will see the post.
5. Change the height of the post. We suggest someplace in the 100-150 range but not more than 200.
6. Select **Text** under Type dropdown menu.
7. Type the message in the now visible HTML content box.
 - a. Consider using color where appropriate or changes in font size rather than default text only.
 - b. If posing an image, make it size appropriate.
8. Select **Done**.
9. Select **Save** in the upper right corner of the Domain Settings view.
10. Remember to update the message or remove it after appropriate time passes.

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Domain Settings – Idle Timeout

Administrators can set a period upon which users are forced to log back into the platform if they have not been active in the system for xx time. We suggest schools place some Idle timeout threshold as it will improve the accuracy of any time usage data used for attendance purposes etc..

1. Access domain settings via Admin App home page (3-dot ellipsis menu).
2. Scroll to **Miscellaneous** section.
3. Type the # of minutes desired in the idle timeout field.
4. Select **Save** in the upper right corner of the Domain Settings view.

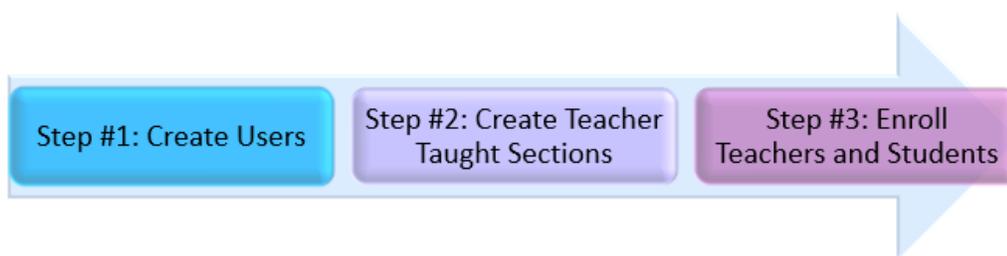
Domain Settings – Student Options

Administrators can change several default settings that impact students as desired.

1. Access domain settings via Admin App homepage (3-dot ellipsis menu).
2. Scroll to the bottom of settings page to view **Student options** section.
3. Check or uncheck settings desired. The most common settings added include:
 - a. Ability of students to add their profile picture or an avatar. If allowing Avatars administrators do need to add these to the Avatar section of the Domain Settings.
 - b. Adding a course-ending countdown message.
 - c. Reducing the # of days visible in the Due Soon “to-Do widget.”
4. Select **Save** in the upper right corner of the Domain Settings view.

ENROLLMENT PROCESS

There are a minimum of three actions needed to complete enrollments.



This guide describes the process for enrolling within the platform, not through any integrations. If opting to enroll via one of the integrations below, work with an Accelerate Education staff member as needed to complete the process.

- OneRoster: Select [here](#) to see an overview.
- Direct SIS (Genius or Pathway Solutions): Work with the SIS provider to implement. Accelerate staff will load all available course masters into the domain.

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Note:

Multiple methods exist for importing data into the Buzz platform. This guide opts to describe a copy/paste process using either Excel Workbooks or Google sheets rather than importing CSV files. This approach allows for greater efficiency, tracking, organization, and ease of editing.

For programs not using a direct SIS integration or a One Roster sync, using a series of spreadsheets to complete a program’s start-up needs is the suggested approach. The use of batch spreadsheets:

- Improves efficiency
- Provides a historical record of actions taken
- Reduces common errors and improves the accuracy of enrollments

Step #1: Add Users – Batch

Video: [Batch User Creation](#)

Select [here](#) to access the **User Creation Template**.

	A	B	C	D	E	F	G	H
1	Action	First Name	Last Name	Email	Username	Password	External ID	meta-StudentPhoneNumber
2	Add	John	Smith	jdeo.smith@denalihs.com	Jsmithh11	jds315	Teacher	
3	Add	Tyrone	Johnson	tdoe.johnson@denalihs.com	Tjohnsonr63	tdj105	24_DHS	
4	Add	Karen	Gonzales	kdoe.gonzales@denalihs.com	Kgonzales21	kdg429	24_DHS	
5	Add	Harold	Kim	harold786doe@gmail.com	Hkim52	hdk231	Observer	
6	Add	Christina	Kim	cdoe.kim@denalihs.com	Ckim52	cdk491	27_DMS	

Template Tips:

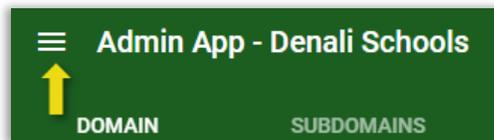
- All individuals accessing the platform must first be added as users. This includes teachers, students, and observers/parents.
- Email field:
 - Must be included if using Accelerate teachers.
 - Must be validated by all users if included.
 - The advantage of including – allows the start of email communication from within the platform. Once the email leaves the platform, any response goes between the two users’ emails and never back into the platform.
 - Programs that do not use Accelerate teachers can leave this field blank.
- External ID is optional but can be a great tool when sorting or filtering reports. Tagging can be unique, role-based, or group-based.
 - Group or role examples:
 - 24_ST for a student graduating in 2024
 - 27_DMS for a Denali Middle School student graduating in 2027.
 - Teacher
 - Observer or Parent

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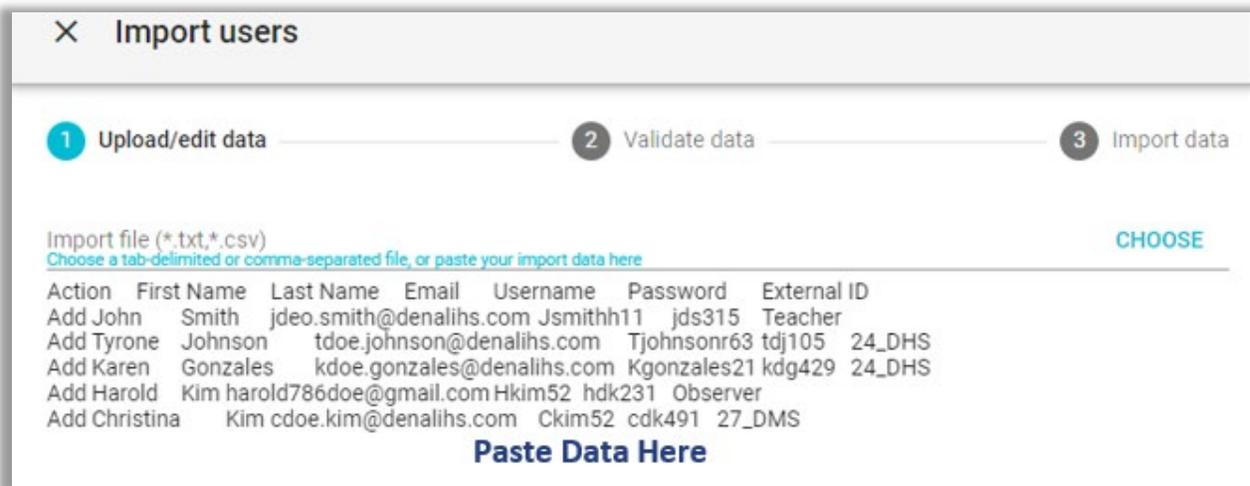
- Some schools use SIS (school information system) IDs to match platform data to SIS.
- meta-StudentPhoneNumber – this last column should only be completed by schools using Accelerate Education teachers.

User Creation Directions:

1. Complete all fields within the user creation template. Remember, if using Accelerate Education teachers, a student’s email and phone number must be included.
2. Copy data (including the column titles in row 1) on the user creation template. Copied data remains on the system clipboard until pasted later.
3. Log into the domain » select the hamburger menu.



4. Select **Users**.
5. Select 3-dot ellipsis menu » **Import**.
6. Paste previously copied data into the blank space on the import screen.



5. Select **Validate data**.
6. Verify no errors occurred in the validation process.

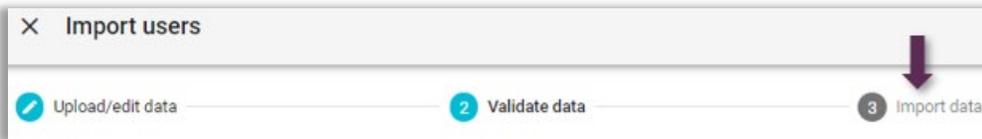
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Line	Action	Error	First Name	Last Name	Email
1	add		John	Smith	jdeo.smith@denalihs.com
2	add		Tyrone	Johnson	tdoe.johnson@denalihs.com
3	add	Invalid email	Karen	Gonzales	kdoe.gonzales@denalihs.com
4	add		Harold	Kim	harold786doe@gmail.com
5	add		Christina	Kim	cdoe.kim@denalihs.com

5 rows/1 error Show only lines with errors BACK IMPORT

- If errors occur, close the import process and correct the error(s) before continuing. Some of the most common mistakes include:
 - The user did not copy the first row of the template (column headers).
 - An extra space exists behind the email.
 - The user is trying to import from a view other than the Users view.
- If no errors occur, continue.

7. Select **Import data**.



8. Verify no errors occurred in the import process.
 - If any errors are visible, make a note of the error and correct for those that did not process.
 - Re-import correct user fields.
9. Select **Done** if no errors occurred. Users now appear on the Users page.
10. *Organizational Tip (suggested):* Return to the spreadsheet template. Cut all data in row 2 down and paste in the Processed Users tab and add the Processed date in column A. Larger programs may wish to duplicate this tab to track users by school program, grade, or role.

Step #2: Add Courses – Batch

Following a school’s initial administrator training, Accelerate Education staff load the initial course requests. If you are struggling with course creation after the initial setup, sign up for admin support via the [Need Help?](#) link on the Administrator support page.

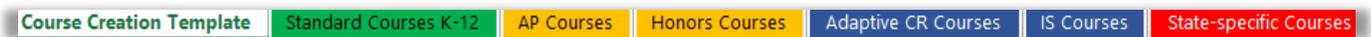
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Video: [Course Creation](#)

Select [here](#) to access the **Course Creation Template**.

Follow the steps below to create bulk course section creation:

1. Review the school contract to understand what courses are available. The terms “basic” and “premium” are used on the template to help administrators determine which courses they contractually have access to copy.
 - Personal Learning Catalog: Includes access to our “basic” courses and adaptive and independent study versions of our credit recovery courses.
 - Standard Catalog: Provides access to all “basic” and “premium” courses, including AP and honor levels.
2. Select [here](#) to download and open the course copy template. Review the tab descriptions:

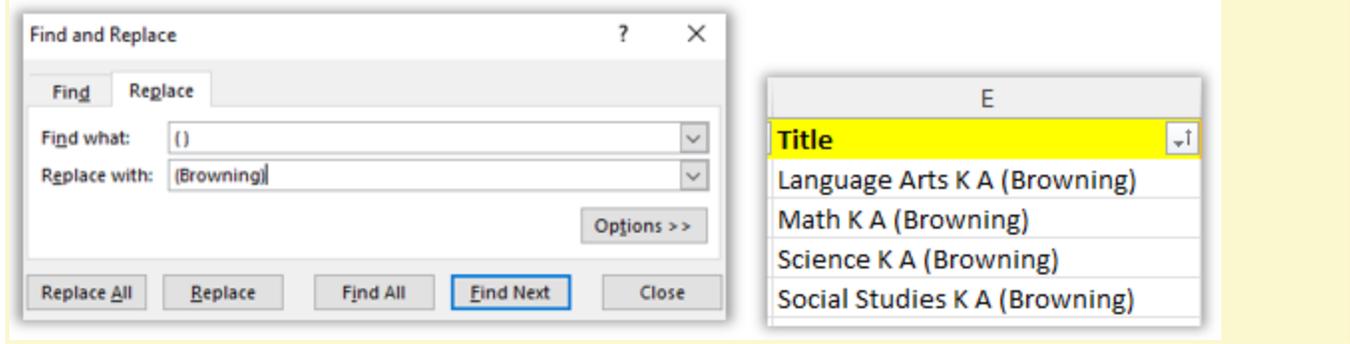


- a. Course Creation Template (white): This is the template with embedded directions for completing mandatory fields.
 - b. Standard Courses K-12 (green): Provides a list of core and elective base IDs. This tab has four sections: K-5, 6-8 Only, 9-12 Only, and 6-12 combined.
 - c. AP and Honors courses (yellow): These courses are available only to those with access to our standard catalog.
 - d. Adaptive and Independent Study (IS) CR Courses (blue): Credit recovery courses are available to those with access to a Credit Recovery Seat License or our Personalized Learning License.
 - i. Adaptive Version: Students can test out of lessons and the associated quizzes.
 - ii. Independent Study (IS) Version: Students complete all lessons and assessments. Some courses are only available in this format.
3. Locate the desired course or course grouping.
 4. Copy the Course ID and Title from the appropriate tab. Do not copy any other data visible.
 5. Paste the copied IDs and Titles onto the template tab. Duplicate the paste if more than one section of a course is needed.
 6. Place the teacher’s name or other section identifiers within the (). Using a school abbreviation here is possible if multiple teachers are not teaching the same course. Below are just a few example:
 - Algebra 1 A (Browning)
 - Algebra 1 A (Denali VA)
 - Algebra 1 A (Program Master)
 - Algebra 1 A (Section 1)

Hint:

Use the spreadsheet replace function to swap out initial empty () with the like section identifiers—filter by grade or subject to allow usage of Replace All for efficiency. The example below shows replacing the () in all kindergarten sections with the teacher’s name.

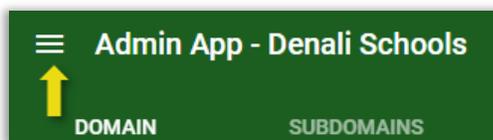
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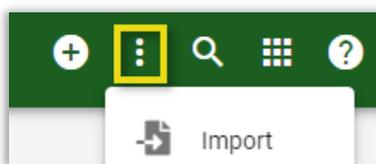
7. Add the following to the template tab in row 2:
 - a. Column A (Action): Type the word **Add**.
 - b. Column B (Copy Action): Select the term **Derivative** or **Static** using the cell dropdown menu. Selecting derivative is the most common copy action. Static copies never receive updates.
 - c. Column C (Type): Select the term **Continuous** or **Range** using the cell dropdown menu. Select [here](#) to view a comparison of the two course-type options.
 - i. Continuous: The platform (Buzz LMS) controls pacing and due dates.
 - ii. Range: Teachers create due dates.
8. Copy cells A2 through C2 and paste them downward for all rows with data.
9. (*suggested*) Place the school year in column F (Term), e.g., SY 22-23.
10. Copy data (including the column titles in row 1) in columns A through F.

	A	B	C	D	E	F
1	Action	Copy Action	Type	Base ID	Title	Term
2	Add	Derivative	Continuous	162987661	Language Arts K A (Browning)	SY 22-23
3	Add	Derivative	Continuous	162987666	Math K A (Browning)	SY 22-23
4	Add	Derivative	Continuous	162987670	Science K A (Browning)	SY 22-23
5	Add	Derivative	Continuous	162987671	Social Studies K A (Browning)	SY 22-23

11. Log into the domain» select **Courses** from the hamburger menu.



12. Select the 3-dot ellipsis menu » **Import**.



13. Paste copied data from the spreadsheet into the blank space on the Import Courses screen.

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14. Select **Validate data** » check for errors. If errors are visible, leave the import screen and correct.
15. Select **Import data** » check for errors.
16. Select **Done**.

Step #3: Enroll Students and Teachers

Video: [Enrolling Users](#)

[Curriculum/Enrollment Tips](#) (first-time users)

[Skip to Enrollment Steps](#) (returning users)

CURRICULUM AND ENROLLMENT TIPS (FIRST-TIME USERS)

Below are tips designed to support users new to Accelerate Education properly enroll students within courses.

Curriculum Tips:

- Grades K-5
 - Arts and Crafts grades K-2 are grade-level specific and are two-semester course offerings.
 - Art Development Levels 1-4 are non-grade-level specific and are only one semester each. E.g., Level 3 is not necessarily for third-grade students only.
 - Scratch Coding, Keyboarding, and Recorders are all single-semester courses.
- Grades 6-8
 - Two middle school science options are available. However, using both options is rare, so select before enrolling users.
 - Subject-specific: life science, earth and space science, physical science
or
 - Integrated Science: incorporate a spiral approach, and all three disciplines are covered each year.
 - Some middle school course offerings overlap with K5 or high school options. Although there are others, courses of particular note are:
 - K5 overlap: Keyboarding and Scratch Coding only
 - Science 8 Physical is the same curriculum as the high school Physical Science class.
 - The MS Physical Education course is the same curriculum as the high school Individual & Team Sports.
 - Other electives and world language do also overlap with the high school curriculum.
- Grades 9-12
 - Standard catalog: Multiple curriculum levels are available (standard, honors, AP). Both standard level and honors courses use the same base curriculum.
- Select [here](#) to view online course descriptions and view material lists.

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Enrollment Tips and Reminders:

- Do not enroll adults as a student within a class.
- Be sure to create a student’s user account before enrolling the user into a course.
- It is just as important to know how to withdraw/drop a student as it is to understand how to add a new enrollment.
- Many fewer errors occur when administrators use the enrollment template rather than manually enrolling students.
- Most courses are semester-based. An “A” within the title references a first-semester course and a “B” the second semester. Some courses are single-semester courses and do not have an A or B reference.
- Materials and descriptions can be found by viewing the course catalog. Select here to access.

ENROLLMENT STEPS:

Select [here](#) to access the generic enrollment template.

When available, we suggest using custom school-specific templates to save several steps. If you don’t have a customized template, sign up for admin support via the Need Help? link on our administrator support page.

Follow the steps below to complete student or teacher course enrollments:

1. Organize which students need which courses. The school’s SIS (school information system) often contains this information.
2. Add the student usernames in column B.
3. Navigate to tab 2 on the template labeled Enrollment ID’s.



4. Copy the desired enrollment ID and course title from the custom tab, or, if using the generic enrollment template, follow the directions on the enrollment ID tab to populate the needed information.
5. Paste the information in columns F and G of the template tab. Repeat until all usernames and appropriate course associations are placed on the template. See efficiency tips below.
 - a. If enrolling a few students, it is most efficient to place one student’s enrollment consecutively.

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	A	B	C	D	E	F	G
1	Action	Username	Role	Start Date	End Date	Course Id	Title
2		ThSoren				182987xxx	Language Arts 1 A (Taylor)
3		ThSoren				182065xxx	Math 1 A (Taylor)
4		ThSoren				182044xxx	Science 1 A (Taylor)
5		ThSoren				182052xxx	Social Studies 1 A (Taylor)
6		CaBrown				182988xxx	Language Arts 2 A ()
7		CaBrown				186584xxx	Math 2 A ()
8		CaBrown				182364xxx	Science 2 A ()
9		CaBrown				1822444xxx	Social Studies 2 A ()

- b. If many students enroll in the same core classes in a given grade level, it is most efficient to list them by class and repeat them for the next class.

	A	B	C	D	E	F	G
1	Action	Username	Role	Start Date	End Date	Course Id	Title
2		AnBrown				182987xxx	Language Arts 1 A (Taylor)
3		JaShipley				182987xxx	Language Arts 1 A (Taylor)
4		TaHutchinson				182987xxx	Language Arts 1 A (Taylor)
5		ThSoren				182987xxx	Language Arts 1 A (Taylor)
6		ZaHorn				182987xxx	Language Arts 1 A (Taylor)
7		AnBrown				182065xxx	Math 1 A (Taylor)
8		JaShipley				182065xxx	Math 1 A (Taylor)
9		TaHutchinson				182065xxx	Math 1 A (Taylor)
10		ThSoren				182065xxx	Math 1 A (Taylor)
11		ZaHorn				182065xxx	Math 1 A (Taylor)

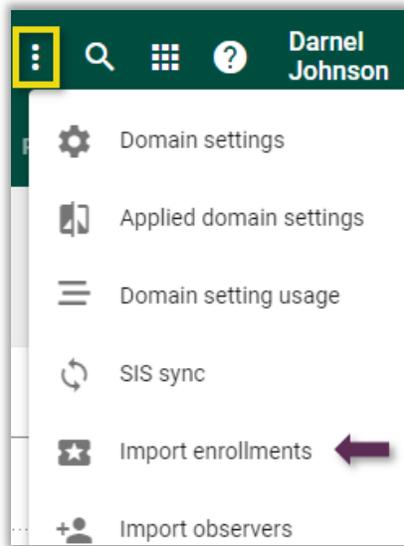
Copy usernames of the students in first core class and paste and enter for second core class.....

6. Enter the word **Add** in cell A2 and copy down through all rows with enrollments.
7. Enter the role (student or teacher) in cell C2.
8. Enter the desired start and end dates. Student dates must be accurate. These dates dictate the student access and impact calendars in a continuous course.
 - Use the following date format: YYYY/MM/DD. The cells on the template are preformatted as text to allow this formatting to remain.
 - Teacher enrollment dates are typically not synced with student dates, as they should have access before and after student end dates.
 - Do not pre-enroll students into the following semester content at the same time. This causes extra work throughout the year.
9. Copy data in cells C2 through E2 down through all enrollment data. Be sure to copy (*not fill*) so as not to increase the numerical date.

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	A	B	C	D	E	F	G
1	Action	Username	Role	Start Date	End Date	Course Id	Title
2	Add	AnBrown	Student	2022/08/29	2023/01/13	182987xxx	Language Arts 1 A (Taylor)
3	Add	JaShiple	Student	2022/08/29	2023/01/13	182987xxx	Language Arts 1 A (Taylor)
4	Add	TaHutchinson	Student	2022/08/29	2023/01/13	182987xxx	Language Arts 1 A (Taylor)
5	Add	ThSoren	Student	2022/08/29	2023/01/13	182987xxx	Language Arts 1 A (Taylor)
6	Add	ZaHorn	Student	2022/08/29	2023/01/13	182987xxx	Language Arts 1 A (Taylor)
7	Add	AnBrown	Student	2022/08/29	2023/01/13	182065xxx	Math 1 A (Taylor)
8	Add	JaShiple	Student	2022/08/29	2023/01/13	182065xxx	Math 1 A (Taylor)
9	Add	TaHutchinson	Student	2022/08/29	2023/01/13	182065xxx	Math 1 A (Taylor)
10	Add	ThSoren	Student	2022/08/29	2023/01/13	182065xxx	Math 1 A (Taylor)
11	Add	ZaHorn	Student	2022/08/29	2023/01/13	182065xxx	Math 1 A (Taylor)

10. Copy data (including the column titles in row 1) on the enrollment template.
11. Navigate to the **domain homepage/dashboard view**. Do not try to import from the user or course view.
12. Select the ellipsis menu (3-dots) » **Import enrollments**.



13. Click in the large white area of the import view and paste data previously copied.
14. Select **Validate data** tab » check for errors before continuing. Exit and correct mistakes if necessary and re-copy new data.
15. Select **Import data** tab » check for errors; if errors are because there is a duplicate, no action is needed. Sample error message: “username not found.” If this message appears, check on one of these two fixes:
 - The import action takes place in the same domain as the user account.
 - The user account has been created.
16. Select **Done**.

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Note:

Common errors experienced via the import process include:

»» Errors on Step 2 – Validate data are most commonly caused by:

- * importing from the course or user view rather than the domain homepage.
- * forgetting to copy the column headers on the spreadsheet (row 1).

»» Errors on Step 3 – Import data are most commonly caused by:

- * enrollment already exists – displays as a duplicate error. No action is likely needed.
- * trying to enroll from the wrong domain – this displays as a user ID not found. Import all enrollments from the domain where the user accounts reside.
- * forgetting to create the user account first – displays as user ID not found. Verify the domain location first. Then, if importing from the correct domain, add the user’s account and reprocess.

»» Reach out for [administrator support](#) if unable to locate the error.

OBSERVER/LEARNING COACH ROLE

Schools can assign parents or school staff as observers. The observer role is crucial for virtual-based K-5 students and students associated with Accelerate Education teachers. Review the statements below before assigning the observer role.

- Why two names?
 - Observer: role name within the platform
 - Learning Coach: an individual assigned the observer role who actively supports the student when not directly with the instructor. K-5 students must have an active learning coach to be successful.
- Observers see what their students see with two exceptions:
 - Administrators via the domain settings can grant observers access to gated content. Allowing ungated access is encouraged to enable learning coaches to plan for lessons and preview what is coming.
 - Observers cannot submit graded activities.
- If providing the observer role within the platform to someone other than the parent or school staff, consider having a legal parent sign off to cover any FERPA regulations.
- Do not enroll observers as students, as this has billing implications.
- Multiple people can be an observer for the same student.
- Multiple students can be associated with the same observer.

Add Observer

Video: [Associating Observers](#)

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Administrators do not enroll observers into courses; they associate the observer with one or more students. To create observer role associations:

1. Verify that all observers have had user accounts created within the platform.
2. Select [here](#) to download the batch template.
3. Enter the observer's username (**adult username**) in column B.
4. Enter the **student's username** with whom the observer is associated in column C.
5. Complete the template carefully, assuring the associations are correct.

	A	B	C
1	Action	Username	Observee Username
2	Add	MaBrown_P	AnBrown
3	Add	MaBrown_P	TeBrown
4	Add	KaSoren_P	ThSoren
5	Add	LoHorn_P	ZaHorn
6	Add	JaCopper_P	ZaHorn

In the above example, notice the adult observer MaBrown_P is associated with two different students. Likewise, the student ZaHorn is associated with two observers.

6. Copy data on the completed spreadsheet (**include row 1 – column headings**).
7. Navigate to the domain homepage/dashboard.
8. Select the ellipsis menu (3 dots) » **Import observers**.



9. Paste previously copied template data into the large blank space on the import screen.
10. Select **Validate data** and check for errors. If errors are visible, stop the import action and correct errors before continuing.
11. Select **Import data**. Check for errors before selecting **Done**. If errors are visible, note the error message and correct the template before re-importing.

Remove Observer

Occasionally the observer/student association needs to be removed. Review the two options below before deciding on the approach taken.

APPROACH #1 – INDIVIDUAL OBSERVER

1. Navigate to the domain's **Users** view.
2. Filter for the adult observer » drill down on the observer's hyperlinked ID.
3. Select the **Observed Users** tab.

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4. Locate and check the box of any student no longer associated with the observer.
5. Select the 3-dot ellipsis menu » select **Remove**.

APPROACH #2 – MULTIPLE OBSERVER REMOVALS

It is more efficient to dissociate many observers via a batch spreadsheet.

1. Open up a spreadsheet and create the following column headers: Action, Username, Observee Username.
2. Place the observer username(s) in column B and the observe username(s) in column C.

Note:

Unless trying to undo a backward association (student observing the adult), the adult's username is the observer (column B).

3. Add the word **Delete** in cell A2 and copy down through all rows with data.

	A	B	C
1	Action	Username	Observee Username
2	Delete	DaCross_M	SaJackson
3	Delete	DaCross_M	SiForumn
4	Delete	DaCross_M	KaPorfidio
5	Delete	JuGonzales_P	ChGonzalez
6	Delete	DeChan	FrChan
7		Column B in most cases is the mentor/parent. However, if deleting a student who was accidentally made an observer of the adult user, it will be the student's username.	

4. Copy data in columns A-C, including the column headers in row 1.
5. Select the 3-dot ellipsis menu from the Admin App homepage/dashboard.
6. Select **Import observers**.
7. Paste the previously copied data into the large blank space of the import screen.
8. Select **Validate data**, and check for errors.
9. Select **Import data**, and check for errors.

If errors occur on either the validate or import screen, correct and re-import.

If users are not within the same domain, use the User ID and Observee ID instead of usernames.

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Action	User ID	Observee ID
Delete	(Parent User ID)	(Student ID)

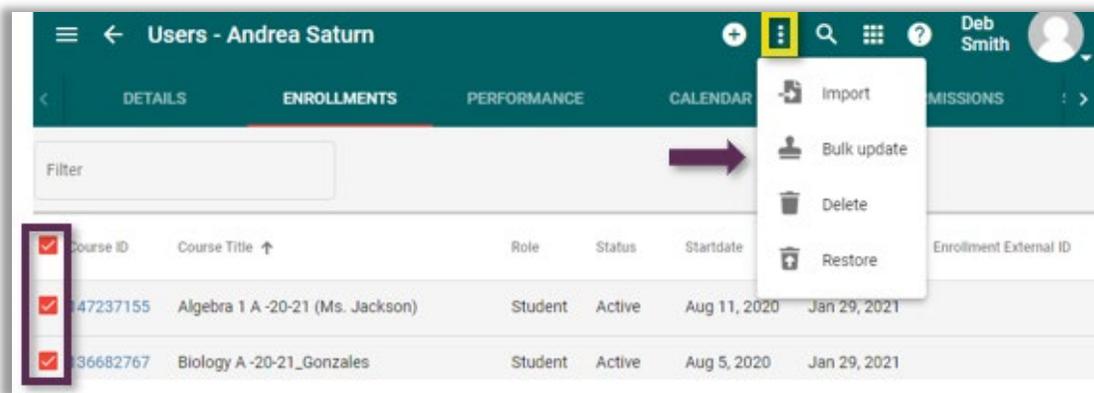
DROP STUDENT (WITHDRAW STUDENT)

Administrators may need to drop or inactivate students because they leave their program during the school year. Removing the student who is leaving a program is a two-step process:

- Change the status of all active enrollments to withdrawn.
- Inactivate the user account.

Follow the steps below to withdraw a student:

1. Access the desired domain homepage/dashboard.
2. Select the hamburger menu » **Users**.
3. Filter for the desired student.
4. Select the student's hyperlinked **User ID**.
5. Select the **Enrollments** tab.
6. Select all desired active enrollments. Do not select any Completed enrollments.
7. Select the ellipsis menu (3 dots) » **Bulk update**.



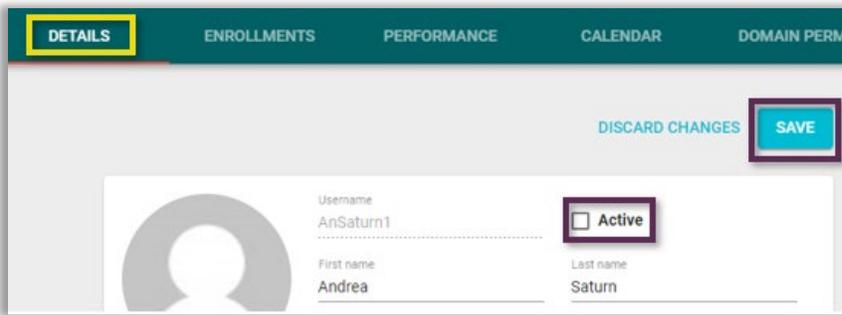
8. Select the **Status** box » select **Withdrawn** from the status dropdown menu.
9. Select the **End date** box » enter **today's date** if the original end date is in the future.
10. Select the verified statement located at the bottom of the Bulk update form.
11. Select **Update**.
12. Confirm on the enrollment tab that desired enrollments indicate Withdrawn.

If students leave the program, it is best practice to inactivate the user account. The account and the withdrawn enrollments can always be re-activated if needed. To inactivate the student user account:

13. Select the student user's **Details** tab.

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14. Deselect the **Active** box.
15. Select **Save**.



CHANGE PASSWORD (OF USERS)

Users are provided passwords during the user creation process. For security reasons, no user, including the Accelerate Education support team, can look up another user's password. Administrators, however, can change or update a user's password.

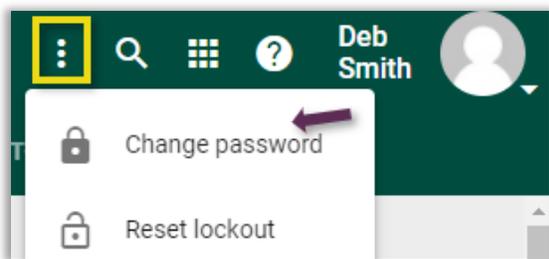
Note:

By default, adults can update their platform password once logged in via their profile menu. Students can only change their passwords if administrators provide that privilege via the Domain Settings screen (not recommended).

** It is not possible to update user passwords in bulk.

To update a user's password:

1. Access the desired domain homepage/dashboard.
2. Select the hamburger menu » **Users**.
3. Filter for the desired user.
4. Select the **User ID**.
5. Select the ellipsis menu (3 dots).
6. Select **Change password**.



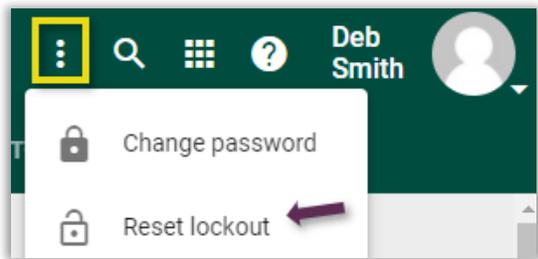
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7. Enter the new password and confirm the password. Administrators can enter a previously used password.
8. Select **OK**.

UNLOCK USER ACCOUNT

Account lockouts occur when a user incorrectly enters their password seven consecutive times. To update a user's password:

1. Access the desired domain homepage/dashboard.
2. Select the hamburger menu » **Users**.
3. Filter for the desired user.
4. Select the **User ID**.
5. Select the ellipsis menu (3 dots).



6. Select **Reset lockout**.

CHANGE USERNAME

It is possible to edit a user's name and email from the detail tab. However, the person's username cannot be edited directly within the platform. To update or correct a username:

Create a spreadsheet with the following columns:

1. Create a spreadsheet with the following columns:
 - a. Action
 - b. User ID
 - c. Username

	A	B	C
1	Action	User ID	Username
2	Edit	Add user ID from platform here	Add corrected username here
3			

2. Add **Edit** in the Action column.
3. Copy the platform User ID in the User ID column (column B).

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	Username AndSat10	<input checked="" type="checkbox"/> Active
	First name * Andrea	Last name * Saturn
	User ID 136680477	External ID 24_ST

4. Add the corrected username in the column labeled Username (Column C).
5. Copy data on the spreadsheet to clipboard, including the **column headers in row 1**.
6. Select the hamburger menu » **Users**.
7. Select the ellipsis menu (3 dots) from the user view.
8. Select **Import**.
9. Paste previously copied data into the blank area of the import screen.
10. Select **Validate data** » check for errors. If errors are present, correct and repeat.
11. Select **Import data** » check for errors.

EDIT ENROLLMENTS

Enrollment Edits/Warnings – Read First

Occasionally administrators need to make changes to enrollments. Review the following warnings and reminders before making any changes:

Critical Notes:

Note #1

Do not delete any enrollment, even if the enrollment was an error. Instead, the enrollment should either be moved or withdrawn, depending upon the error.

Note #2:

Changing enrollment dates is a common task. To do so, change the **user's enrollment dates**, not the **course start and end dates**.

Select the appropriate link below to view directions based on the need and volume of edits to be completed.

[Change end dates](#)

[Change role](#) (Most often used to correct an incorrect role status of a teacher.)

[Change status](#) (Use to drop students before completion, manually complete students if necessary, or change status of teacher enrollments.)

[Move Enrollment](#) (Use if a student is placed in the wrong section or is enrolled in the wrong course.)

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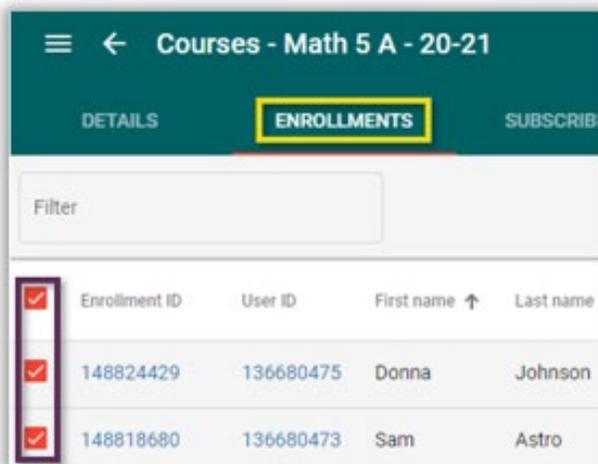
[Reinstate Enrollment](#) (Used to place student back into a course.)

Change Dates, Role, and Enrollment Status

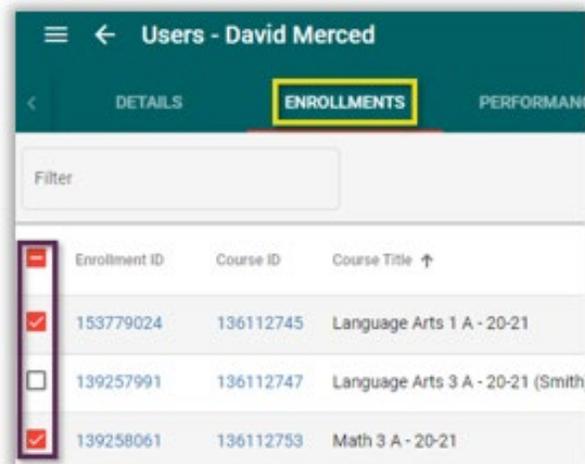
The most common enrollment changes made are adjusting end dates and updated a user’s status. However, it is also possible to adjust the user’s start date and role through the same processes described below.

To make edits across the domain (large numbers), select here to view bulk editing directions. To make edits on a smaller scale, follow the steps below:

1. Determine the most appropriate access point, as it is possible to make these edits from either the user view or course view.
 - a. Access **Users** (via the hamburger menu) if editing multiple enrollments for a single user.
 - b. Access **Courses** (via the hamburger menu) if editing multiple enrollments within a given course.
2. Filter for either the user or course, depending upon the approach.
3. Drill down on either the user or course ID.
4. Select the **Enrollments** tab located on the navbar.
5. Check the box of any enrollment(s) for which the same changes should occur.

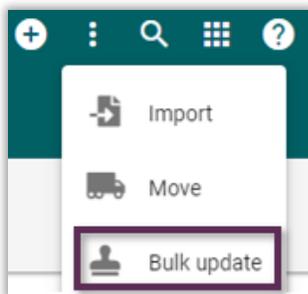


Course View



User View

6. Select the ellipsis menu (3-dots) » **Bulk update**.



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7. Check the box of the enrollment changes desired:
 - a. Status: The most used status changes are withdrawn, completed, or active.
 - b. Role: Use to correct the user’s role from student to teacher or teacher to student.
 - c. Start and End Dates: When withdrawing a student, remember to always change the end date to the date of withdrawal.
8. Adjust the desired field(s) by using the dropdown menus or typing new dates.
9. Check the box to verify.
10. Select **Update**.
11. Review to ensure the desired change(s) were made.

Move Enrollments

Use the move tool rather than other enrollment edits when:

- Incorrect enrollments need updating (e.g., a student is enrolled in Math 2 A but should have been enrolled in Math 3 A).
- A section has become too large and students need to be redistributed (e.g., students enrolled in Math 2 A (Lowery) need to be moved to Math 2 A (Burns) to even out teacher loads.)

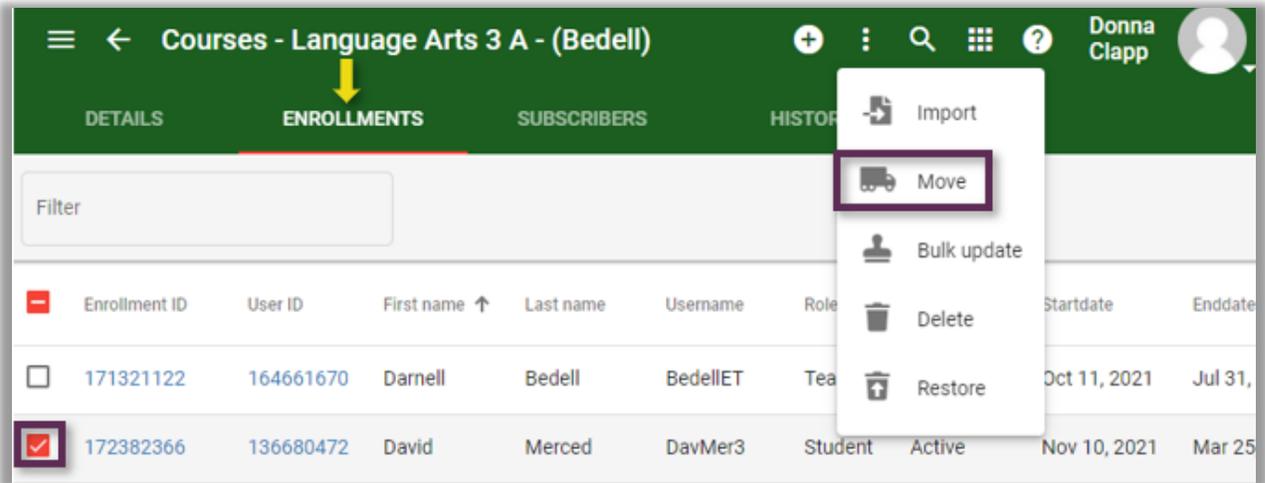
Caution:

- »» Do not use the move tool to shift students from semester A courses to semester B courses.
- »» If moving between like courses (second example above above), the student’s work and grades do transfer to the new course section.

To move one or more enrollments:

1. Select the platform hamburger menu » **Courses**.
2. Filter for the course from which enrollments will be moved.
3. Select the hyperlinked Course ID.
4. Select the **Enrollments** tab located on the navbar.
5. Check the box to the left of any enrollment that needs moving. They must all be moving to the same destination course.
6. Select the ellipsis menu » **Move**.

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7. Type the new course name or teacher's name in the course title and elect the appropriate course when it appears on the screen. It is possible to search by course ID as well.
8. Select **Move**.
9. Repeat this process for any additional course that has enrollments to move.

Reinstate Enrollment

Occasionally, enrollments marked as withdrawn, inactive, or completed need to be reinstated and made active again. If reinstating an inactive or withdrawn enrollment the process is simpler than reinstating a completed enrollment.

REINSTATE WITHDRAWN OR INACTIVE STATUS

1. Select the hamburger menu » **Users**.
2. Filter for student name, and drill down on the student's user ID.
3. Select the **Enrollments** tab.
4. Check the box of any enrollment to reinstate.
5. Select the ellipsis menu (3-dots) » **Bulk updates**.
6. Change the following fields:
 - a. Status – change to Active.
 - b. End Date – select a new end date.
7. Check the verify box.
8. Select **Update**.

REINSTATE COMPLETED STATUS

Multiple steps are required to reinstate enrollments marked as completed. The process is not as simple as changing the enrollment status and end date. It is always best to try to avoid having to reinstate completed enrollments.

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How to avoid in the future:

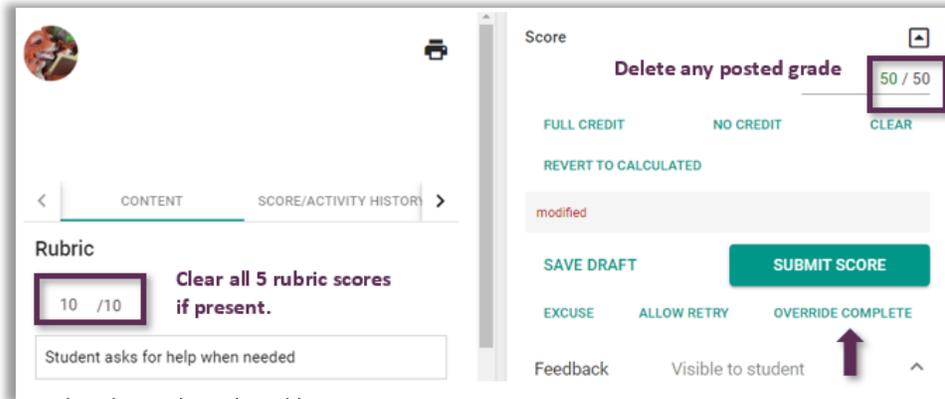
- »» Monitor student end dates and progress. If students appear as though they won't finish a course by their end date, determine if extra time is appropriate. If so, extend the end date before it passes. This is especially crucial if using Accelerate Education teachers.
- »» If using district teachers as the teacher of record, reinforce that they should password protect the Participation folder at the start of the semester. This prevents students from submitting the assignment prematurely and teachers from accidentally grading the assignment earlier than intended.
- »» If the program adds soft zeros to late assignments, have teachers remove the setting several days prior to the student's end date. If not, the student will be auto-completed a day or two early out of the course.

If it is necessary to reinstate a completed enrollment:

Warning: Do not begin this process if the enrollment status is completed with an end date still in the future. Wait a few hours until the date changes to the current date.

1. Navigate to the **Courses** view via the hamburger menu.
2. Filter for the course » drill down on the course ID.
3. Change the end date of the affected enrollment(s) to their new end date.
 - a. Check the box associated with the enrollment.
 - b. Select the 3-dot ellipsis menu » **Bulk updates**.
 - c. Change end date only. Do not yet try to change the enrollment status to Active.
 - d. Check the verify statement and then **Update**.
 - e. Do not check the option to allow retries on assignments with zeros. Checking this option will add steps to the preferred clearing of zeros.
4. Select the hamburger menu » select **Gradebook**.
5. Select the gear icon.
6. Check the box **Show inactive enrollments** located in the *Other view options* section and **Save**.
7. Drill down on the student's hyperlinked name.
8. Verify that the student grade view is the **Syllabus** view and not the category view.
9. Scroll to the bottom of the student's grade view.
10. Drill down on the grade for **Participation**. The order in which the grade and completion statuses are cleared is crucial, so follow this order precisely.
 - a. Clear the **individual rubric values** if teachers used the rubric to enter a grade. If rubric values are not visible, delete the present grade value.
 - b. Select the **Override Complete**. A paper icon should remain visible in the student grade view.

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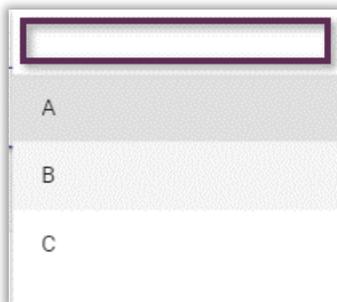


- c. Select the newly visible paper icon.
- d. Select **Uncomplete**.
 - i. If the assignment did have an actual submission by the student, the paper icon remains. In this case, the administrator should email the teacher letting them know the assignment is now visible again in their needs grading, and they must not grade it until the student completes the course.
 - ii. If the student never submitted the participation assignment, both the grade and the paper icon are gone.

11. Select the wrench icon » **Go to final grades**.

12. Check the box associated with the name of the reinstated student(s).

13. Click on the letter grade and choose the blank grade at the top of the menu.



14. Repeat for any additional student(s) as needed.

15. Verify **Excuse all unscored activities** button is active at the top of the final grade view.



16. Select the **Submit Selected** button.

17. Select the back arrow to the left of the course title to return to the gradebook.

18. Verify no grade is visible in the participation assignment; stop all actions and sign up for [administrator support](#) if a grade does appear.

19. Select the gear icon.

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20. Uncheck **Show inactive enrollments** » select **Save**.
21. Select the hamburger menu » select the course name.
22. Select the box of any reinstated enrollment.
23. Select the 3-dot ellipsis menu » **Batch updates**.
24. Change the status to active, select the box to verify, and **Update**.
25. Select the hamburger menu » **Gradebook**.
26. Verify the reinstated student(s) are visible in the gradebook.
27. Clear all auto zeros initially added during the completion process.
 - a. Select the student’s hyperlinked name.
 - b. Scroll to the bottom of the grade view.
 - c. Select the 0 at the bottom of the list.
 - d. Delete the grade » select **Override Complete**.
 - e. Select the paper icon » select **Uncomplete**.
 - f. Repeat for the next zero on the list until all auto zeros and completion settings are removed.

Reach out for administrator support if an enrollment is auto-completed again after following the above directions.

BULK EDIT PROCESSES

Sometimes there is a need to make widespread edits to user accounts, courses, or enrollments. The editing process is like many initial creation actions where the change is copied from a spreadsheet and pasted into the correct creation/update location. One edit that is not possible via bulk processes is the update of user passwords.

Sample Bulk Edit Templates

Below are templates of some of the most needed edits. Administrators can make multiple edits to an enrollment, user account, or course section at one time.

[Assign Accelerate Education Teacher](#)

[User External ID](#)

[Course Title](#)

[User Status](#)

[Enrollment End Date](#)

[Username](#)

[Enrollment Status](#)

EDIT: **Enrollment Status** (It is not possible to bulk change completed enrollments to active as other actions are required.)

LOCATION: Admin App **Homepage** » ellipsis menu » **Import enrollments**

SAMPLE SPREADSHEET TEMPLATE:

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	A	B	C	D	E	F
1	Action	Status	End Date	Enrollment ID	User ID	Course ID
2	Edit	Withdrawn or Completed	Change the column cell format to TEXT Use YYYY/MM/DD Enter today's date			
3						
4						

EDIT: Enrollment End Dates

LOCATION: Admin App Homepage » ellipsis menu » Import enrollments

SAMPLE SPREADSHEET TEMPLATE:

	A	B	C	D	E
1	Action	End Date	Enrollment ID	User ID	Course ID
2	Edit	Change the column cell format to TEXT Use YYYY/MM/DD			
3					
4					

EDIT: Course Title

LOCATION: Courses View » ellipsis menu » Import

SAMPLE SPREADSHEET TEMPLATE:

	A	B	C
1	Action	Course ID	Title
2	Edit		New Title
3			
4			

EDIT: Assign Accelerate Education Teacher

LOCATION: Courses View » ellipsis menu » Import

SAMPLE SPREADSHEET TEMPLATE:

	A	B	C
1	Action	Course ID	Assign Accelerate Education Teacher
2	Edit		Change the column cell format to TEXT Type true in all lower case to add teacher or false to remove the check.
3			true
4			true

EDIT: User Status (Never inactivate a user if enrollments are still active.)

LOCATION: Users View » ellipsis menu » Import

SAMPLE SPREADSHEET TEMPLATE:

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	A	B	C
1	Action	User ID	Status
2	Edit		Inactive
3			
4			

EDIT: User External ID

LOCATION: Users View » ellipsis menu » Import

SAMPLE SPREADSHEET TEMPLATE:

	A	B	C
1	Action	User ID	External ID
2	Edit		New External ID
3			
4			

EDIT: Username

LOCATION: Users View » ellipsis menu » Import

SAMPLE SPREADSHEET TEMPLATE:

	A	B	C
1	Action	User ID	Username
2	Edit		New username
3			
4			

ACCESS COURSE VIEWS

Administrators can view course enrollments, view or edit course details, and access all teacher course views. Managing course details or accessing different course views starts from the Courses view within the admin hamburger menu.

Course Details and Enrollment Tabs

The course Details and Enrollments tab allows administrators to edit and view specific details of a course section.

1. Navigate to the domain where the course is located.
2. Select the hamburger menu » **Courses**.
3. Add text within the filter field to efficiently find the correct course.
4. Drill down on the **course ID**. The course details tab is now in view.

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Titles should always be unique

Title *
Language Arts 7 A (Browning)

Term
SY 21-22

Course ID
169209270

External ID

Domain
Donna's Sandbox

Domain ID
136111799

Base course
Language Arts 7 A - AE MASTER

Base-course ID
132048263

Schema
3

Public

Type
Continuous

Days
365

Start date
6/1/2021

End date
7/31/2022

Base course and ID indicate where this course is copied from

Course start and end dates should stay as is these are not enrollment dates

Below the primary course data, there is a box to check for Accelerate Education Teacher.

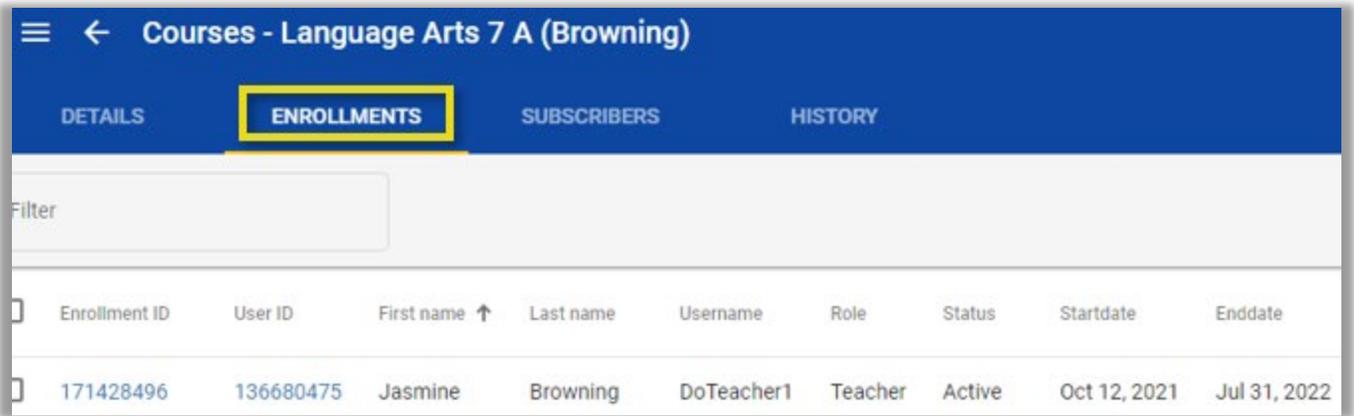
Warning:

Check this box only if an Accelerate Education teacher is part of the program's contract. Checking this box does have billing implications.

Assign Accelerate Education Teacher

5. Select the **Enrollments** tab to view all past and present course enrollments. Remember to never delete an enrollment. Change status to withdrawn to drop an enrollment before course completion. It is possible to bulk edit enrollments from this view:
 - a. Select the box to the left of all enrollments that need updating.
 - b. Select the 3-dot ellipsis menu » **Bulk update**.
 - c. Possible edit options include:
 - i. Status change
 - ii. Role change
 - iii. Start or end date changes
 - d. If reversing the status of a completed enrollment is needed, select [here](#) for detailed directions as it is not as simple as changing the enrollment status and end date.

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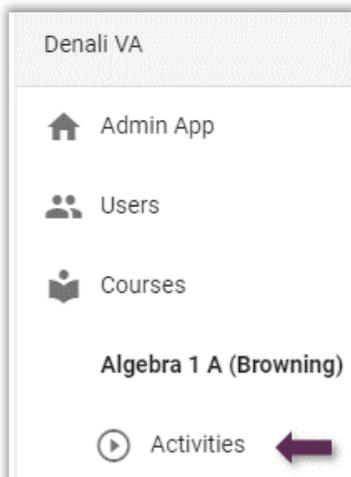


Enrollment ID	User ID	First name ↑	Last name	Username	Role	Status	Startdate	Enddate
171428496	136680475	Jasmine	Browning	DoTeacher1	Teacher	Active	Oct 12, 2021	Jul 31, 2022

Course Content

At times it is beneficial for administrators to view course content (including the Getting Started and Teacher Guide activities within a course.)

1. Navigate to the domain where the course is located.
2. Select the hamburger menu » **Courses**.
3. Add text within the filter field to efficiently locate the correct course.
4. Drill down on the **course ID**.
5. Select the hamburger menu.
6. Select **Activities** below the course name on the menu.



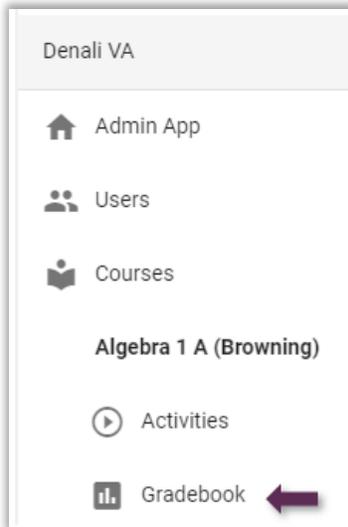
- The Activities view displays the table of contents view of the course. Students and teachers see the same view when they access their course cards.
- Any red eye icon with a slash indicates students do not have access to this content.
 - By default, the course Teacher’s Guide is always hidden from students but visible to teachers and administrators.
 - Remember, only hide content students will never see. Do not use the hide option to manage student pacing or access.
- The content displays the same for adult users as it does for students – the only exception is adults cannot submit or mark items as completed.

Course Gradebook

Most administrators observe overall grades via dashboard data or Accelerate Education Enrollment Reports. However, there are times when a detailed gradebook view is necessary.

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1. Navigate to the domain where the course is located.
2. Select the hamburger menu » **Courses**.
3. Add text within the filter field to efficiently locate the correct course.
4. Drill down on the **course ID**.
5. Select the hamburger menu.
6. Select **Gradebook** below the course name on the menu.



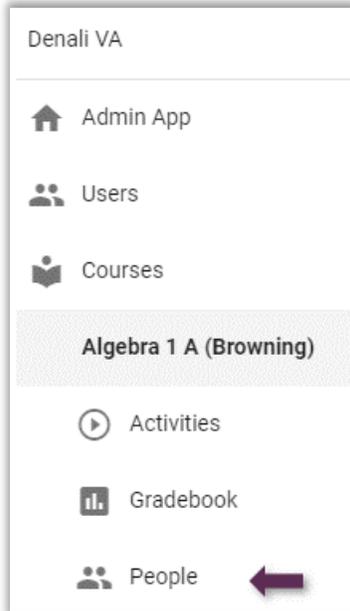
- Students whose enrollment status is Active and no more than 14 days following the end date are immediately visible within the course gradebook spreadsheet.
- To view student data of those with an enrollment status of Completed or Withdrawn, or who are more than 14 days post end date:
 - Select the gear icon and then check the box to “show inactive enrollments.”
 - Select **Save**. All present and past enrollments are now visible.
- To export a gradebook, select the wrench icon and then export. Verify data to export before completing the process.
- To bulk exempt or grade an item, select the column header, check the boxes of students to be exempted or graded, and then select the wrench icon and choose **Batch update scores**.

Course People View

The course People dashboard provides visibility to student performance, pacing, and time in a course.

1. Navigate to the domain where the course is located.
2. Select the hamburger menu » **Courses**.
3. Add text within the filter field to efficiently locate the correct course.
4. Drill down on the **course ID**.
5. Select the hamburger menu.
6. Select **People** below the course name on the menu.

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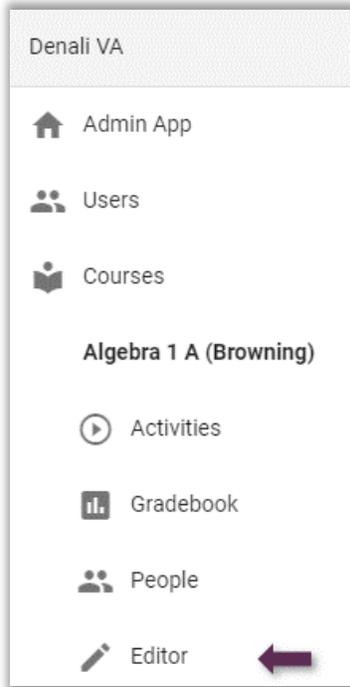
- Select the gear icon to add or remove different data views.
- Commonly added data values:
 - Time Spent
 - Today
 - Recently failed
 - Late
 - Self-assessment change date (if using)
- Commonly removed data values:
 - Self-assessment: Many dismiss if students are not encouraged to populate.
- Select the paper airplane icon to send an email to the entire class, teacher, observer, or an individual. (Only available if email feature is enabled and validation has occurred.)
- Select the filter icon (inverted triangle lines) to filter the People dashboard view.

Course Editor View

The course Editor view is where teachers add, hide, and rearrange course content, adjust given course settings, and manage student groups. Before making any changes, be sure training has occurred on the downstream impacts of editing a course.

1. Navigate to the domain where the course is located.
2. Select the hamburger menu » **Courses**.
3. Add text within the filter field to efficiently locate the correct course.
4. Drill down on the **course ID**.
5. Select the hamburger menu.
6. Select **Editor** below the course name on the menu.

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- Select the wrench icon to access **Course Settings**.
- Select the wrench icon to manage groups.
- Never delete pre-loaded course content.
- We strongly suggest any user is trained before making any modifications.
- Weights tab: This is where users can efficiently view category associations for all graded assignments.
- Group Settings: Data only appears here if groups exist and content is hidden from these groups.

PROXY – VIEW AS USER

Administrators can proxy as students, teachers, and observers. Proxying allows administrators to view a user's environment the same way the user does.

Caution:

While proxying as a user, act cautiously to ensure that lesson activities are not marked as complete and that assignments are not accidentally submitted. Time spent proxying as a user does not register as user activity.

To proxy as a user:

1. Navigate to the **Users** view (hamburger menu » Users).
2. Filter for the desired user.
3. Copy the user's ID.
4. Select the profile menu » **Proxy**.
5. Paste the copied user ID into the pop-up screen.
6. Select **OK**. Administrators are now viewing as the selected user. In addition, the profile menu now has a double profile image indicating the proxy view.



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Following the viewing session, it is essential to:

7. Return to the profile menu and select the **Unproxy** option.

REPORTS

Administrators have a variety of reports available. Three report locations are available:

Accelerate Reports:

- Enrollment Report
- Time-Based Performance Report
- Attendance report

Buzz Dashboard:

- Active Enrollment Summary and Report
- Teacher Dashboard

Buzz Reports: (A variety of reports are available but a sample of most used are below.)

- Student data: performance data
- User Activity: access and inactivity data
- Domain Reports: courses, users, enrollments, etc.

For directions to access reports, descriptions, and data review, select [here](#).

END OF SEMESTER PROCEDURES

Both administrators and teachers have tasks to complete to ensure a smooth transition at the end of a semester.

[Administrator End of Semester Guide and Checklist](#)

[Teacher End of Semester Guide and Checklist](#)

Critical Actions Needed when Using Accelerate Education Teachers:

- Extend enrollment end dates before the end date passes if extra time is needed.
 - Avoid having to reinstate a “Completed” enrollment.
- Communicate any special needs proactively.
- Pull final semester grades and confirm the complete status of all enrollments on day 4 following the end date.
 - Accelerate Education teachers have up to 72 hours to complete grading.

Critical Actions Needed if Using District Teachers:

- Both administrators and teachers must understand the impact of the Participation assignment.
 - The enrollment status changes to “Completed” immediately upon the grading of the participation assignment.

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- Grading the participation assignment is the last action taken before exporting semester grades.
- The participation category is 5% of the overall course grade. Therefore, teachers need a clear directive on how to approach grading this final assignment. Four basic approaches exist. No matter the approach, we strongly encourage all teachers to password protect the participation folder, so the assignment is not submitted early.
 - **Option #1:** Grade as designed:
 - Have students complete and submit the assignment as intended.
 - **Option # 2: (used most frequently)**
 - Students never complete the assignment. Instead, maintain the password to ensure students do not submit.
 - Teachers bulk grade based on school-provided guidance.
 - ❖ X performance = 100%
 - ❖ Y Performance = ? %
 - ❖ Z Performance = ? %
 - ❖ ZZ Performance = 0%
 - **Option #3:**
 - Students never complete the assignment. Instead, maintain the password to ensure students do not submit.
 - Teachers bulk exempt the assignment.
 - The 5% associated with this assignment gets redistributed to other categories.
 - **Option #4:**
 - Students never complete the assignment. Instead, maintain the password to ensure students do not submit.
 - Teachers grade the assignment based on the provided rubric, but without student submission.
- Administrators must confirm that no enrollments remain active following the semester grade submission.

GRADE PERIODS

Note:

Teachers mapping content via the course editor are the primary driver for initiating grade periods within Buzz. Grade Periods are not date driven.

»» Select [here](#) to learn more about grade periods and the options available.

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»» We strongly encourage administrators to attend an [administrator help session](#) before asking teachers to implement. (This is not an implementation option when using Accelerate Education teachers.)

APPENDIX

Support

The following are additional support options. We suggest bookmarking these sites within an Accelerate Education folder on your browser bookmark bar:

[Training and Professional Development Support Site](#)

Target Audience: Administrators and Teachers (not family and student facing)

Resources:

- User guides and documentation
- Synchronous training and webinar descriptions and registration
- Administrator and teacher help sign-up options
- Self-help knowledge base
- Video short resources
- On-demand training

[Learning Coach Support Site](#)

Target Audience: Parents (and other observers)

Resources:

- Resources describing the learning coach role and how to get started
- How-to video supports and articles
- K-5 Curriculum support

[Support Center and Ticketing Site](#)

Target Audience: All

Resources:

- General knowledge base
- Ticketing portal: When submitting a support case ticket, we suggest you:
 - Create a user account (if first time accessing)
 - Include the userspace or URL users log into
 - Include details:
 - Exact course section name, not just the subject name
 - Sample activity, even if widespread, where the issue is seen

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- Sample student name or user ID, even if affecting many
- Video or images: Email these after the initial ticket submission if visuals are helpful.

It is best to triage family support needs before sending parents or students directly to this support site. Below are examples of items that districts should resolve rather than our support team:

- Student password reset: Students cannot reset passwords by default, and our support team does not know district policies on passwords and resetting lockouts.
- Device settings on program-issued devices: Many programs provide devices, and the parent and students often do not have the privilege to adjust settings if needed.

[Course Catalog](#)

Target Audience: All

Resources:

- Course descriptions
- Course outlines
- Course materials

Reminder:

This online catalog has descriptions for all courses. A program's contract determines which courses a school can access.

[Additional Supports:](#)

Agillix Buzz support sites to bookmark:

- [Administrator Help Center](#)
- [Administrator Getting Started with Buzz](#)
- [Buzz What's New Release Notes](#)
 - Administrators may wish to create an account and **Follow** this article.

Technology and FAQ

[Technology Requirements](#)

[Allow List](#)

[Enable Single Sign On](#)

The table below includes some common misunderstandings, resources, and ways to be proactive to reduce any possible frustration for teachers, students, and parents.

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TABLE: TROUBLE SHOOTING TIPS

Issue	Role	Reasons, How to Avoid, Corrections
A student was auto graded out of the course.	Teachers	<p><u>REASONS:</u></p> <ol style="list-style-type: none"> The teacher graded the participation assignment without realizing the impact. Grading this assignment auto-completes the enrollment. The teacher or school activated the auto-assign zero setting (via the GAM) for past due work but then did not remove the setting approximately two days before the end of the semester. <p><u>HOW TO AVOID:</u></p> <ul style="list-style-type: none"> Teachers should password protect the Participation folder at the start of the semester. If the setting to assign zeros for late work is enabled, it must be disabled two days prior to the end of the semester, as the participation assignment is never due on the last day of the semester. <p><u>HOW TO CORRECT:</u></p> <p>Select here to review reinstatement directions.</p>
I cannot reinstate a student.	Administrators	<p><u>REASONS:</u></p> <p>The enrollment status is Completed. Extra steps are required to reinstate a completed enrollment vs. a withdrawn enrollment.</p> <p><u>HOW TO AVOID:</u></p> <p>Monitor pacing and performance of enrollments a week before the semester end date and extend the enrollment before the student’s status is marked Completed.</p> <p><u>HOW TO CORRECT:</u></p> <p>Select here to review reinstatement directions.</p>
The teacher’s calendar does not match the student calendar.	Teachers	<p><u>REASONS:</u></p> <ul style="list-style-type: none"> Pacing in a continuous course (the default) is individualized. No two users view the same calendar unless all factors are the same. Teachers do (and should) have course access for a more extended period than students. <p><u>HOW TO AVOID:</u></p> <p>It is not unexpected but must be understood.</p> <p><u>HOW TO CORRECT:</u></p> <ul style="list-style-type: none"> Teachers can drill down on the student’s name from either the gradebook or people view to view the student gradebook where due dates are visible. Administrators can add teacher prep and grade out blackout dates to sync calendars. Admins need to update these teacher blackout dates at semester transitions if taking this approach.

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Issue	Role	Reasons, How to Avoid, Corrections
		<ul style="list-style-type: none"> Range course types do not experience this issue but are a heavier lift for teachers, and individualized calendars are not possible.
We cannot find answer keys.	Teachers or Administrators	<p>REASONS: The user misunderstands the location of different types of answer keys.</p> <p>HOW TO CORRECT:</p> <ul style="list-style-type: none"> Locate the course Teacher’s Guide within the content Resource folder. Keys for quizzes and exams are built into the platform. There are no document keys for this type of activity. Written answer keys are always password protected. Some assignments are rubric-based. Rubrics are located in the grading view of the LMS.
Students are not receiving the email verification code.	Student	<p>REASONS: The most likely reason is that school email settings are blocking the verification email.</p> <p>HOW TO CORRECT:</p> <ul style="list-style-type: none"> Verify the school IT team has allowed email from the following: buzz-mail.agilix.com mailer@agilix.com Select here to view the full allow list.
Assignments are not appearing in the teacher’s Needs Grading widget.	Teachers	<p>REASONS: Teachers likely hid the section previously, and then unhid the section without also unchecking the Hide To-Do box.</p> <p>HOW TO CORRECT:</p> <ul style="list-style-type: none"> Select the Manage Classes icon along the navbar. Select View courses. Locate the course and uncheck the Hide To-Do column.

Course Settings

Although administrators typically do not alter course settings, administrators should know what options are available and should communicate to teachers which settings are not to be changed without prior approval.

Access course settings via the Editor view:

1. Select the hamburger menu » **Courses**.
2. Filter for the desired course and drill down on the hyperlinked course ID.
3. Select the hamburger menu » **Editor**.
4. Select the wrench icon » **Course settings**.

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The table below describes course settings that are commonly adjusted and is not an all-inclusive list.

TABLE: COURSE SETTINGS

Settings	Descriptions	Suggestions
COURSE DETAILS	The course details include items such as the title, term, start, start date, and end date.	<p><u>LIMIT CHANGES TO:</u></p> <ul style="list-style-type: none"> • Course Title (only admins should adjust the course title) • Start and end dates (leave as loaded) • Term (only admin should adjust) <p><u>CHANGES AS DESIRED:</u></p> <ul style="list-style-type: none"> • Color: We suggest one color per subject across all grades. • Course image tile • Use of agendas
COURSE TYPE	By default, courses are continuous, which means the platform determines the pacing. Uncheck to allow teachers to pace content.	<ul style="list-style-type: none"> • Course type: Should generally be decided at the school level. • Before making a change, review the advantages and disadvantages of each course type here.
GRADEBOOK OPTIONS	This section displays passing course grade, grade scale and course grade view	<ul style="list-style-type: none"> • Teachers should not adjust prior to receiving admin approval. • This setting impacts what students see as their overall grade on their course card and not their grades on individual activities.
MULTI-OUTCOME SCORING	Allows teachers to align activities with multiple scoring objectives, track performance against each of those objectives. And generate grades that reflect that performance.	<ul style="list-style-type: none"> • Use only after researching the impact of this setting. • The gradebook will no longer reflect as anticipated. • Select here for more information.
GRADING PERIODS	Allows a path for teachers to map curriculum to a given grade period.	<ul style="list-style-type: none"> • Do not implement grade periods at the domain or teacher level without first attending a support session. • Buzz grade periods are impacted by curriculum mapping, not calendar dates.
GRADING CATEGORIES	Each course has its own division of categories and weighting.	<ul style="list-style-type: none"> • Never uncheck “Use weighted categories.” • Never delete a category. To remove the impact of this category, change

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Settings	Descriptions	Suggestions
		<p>the weight to 0% and hide all activities associated with the category.</p> <ul style="list-style-type: none"> Teachers should never adjust weight distribution without first getting approval from administrators. If editing weights, verify all weights add up to 100%. All activities within a category have an equal impact on the student’s overall score unless adjusted at the activity level. Changing the display of the category from % to point or letter changes the gradebook display for both teachers and students.
ADVANCED OPTIONS	The most common setting selected here is “Automatically assign zeros to past due activities.”	<ul style="list-style-type: none"> If auto “soft” zeros are desired, we suggest this is implemented across a grade level or domain rather than at the individual teacher level. Deselect “Mark activity as completed” when the zero is added. If using continuous courses, remove this setting two days before the end of the semester.
GRADE SCALES	Three default grade scales exist by default. Teachers can create new scales and apply them to the course or activity.	<ul style="list-style-type: none"> This is a common desire for K-5 grade levels where normal grade percentages are not used. Teachers and administrators should discuss appropriate options before adding a grade scale.
ENROLLMENT COMPLETION	Our courses auto complete an enrollment when the participation assignment is graded.	<ul style="list-style-type: none"> This setting cannot be changed if using Accelerate Education Teachers. Teachers should not change this setting independently. However, administrators can request a change to manual completion via a “GAM” submission.

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Activity Settings

Administrators can request changes to specific activity settings for the entire domain for individual courses. However, it is essential to understand the setting change impact before submitting such a request.

Select [here](#) to view a list of changes and their impact, along with a link to the submission form.

Below is a list of commonly requested adjustments made either via the request form or by individual teachers.

MODULE FOLDER SETTINGS:

The most common actions taken at the module level are to:

- Hide a module. Only hide a module the students never are expected to complete.
- Add an access password to protect a module.
 - We strongly encourage password-protecting the Participation module.
 - Adding a password can help teachers control students moving too quickly through a course.

QUIZ AND EXAM SETTINGS:

Activity settings:

- # of attempts: If increasing the # of attempts, also change the **Assessment review** settings.
- questions/page
- randomization of questions and answers
- require answers
- allow to save and continue

Objective master:

- Pre-loaded mapping is visible in most Math and ELA courses.
- Teachers can map given state standards as desired.

Assessment review:

Assessment review settings determine what students see when they complete the quiz or exam. Therefore, when increasing the default # of attempts, it is critical to change these settings simultaneously.

There are six review options. If providing multiple attempts, we suggest changing the following three review options:

- Display correct questions:
 - When answered correctly or
 - Never
- Display correct choices:
 - When answered correctly or
 - Never

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- Display feedback
 - When answered correctly or
 - Never

Visibility and access:

- Several options are available, but the most common choice is adding a password.
- Adding a password in this area only protects the access for one attempt. To enforce that a password gates every entry, add a password in the Advanced assessment options instead.

Advanced assessment options:

- This section allows for teachers or programs to turn on additional assessment features, including but not limited to:
 - Show highlighter
 - Show answer eliminator
 - Allow printing – off by default
- Assessment password: When the password is added here, students must enter the password every time they attempt.

ASSIGNMENT OPTIONS:

Assignment options are similar but less involved than quiz and exam settings.

- Settings include visibility and gradebook options.
- The submission type can be adjusted but adjust with caution.
- There are no default attempts provided. If teachers grade and wish a re-submission, they need to Allow retry at the time of grading.