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Customer Support

Support Sites

*My Pearson Training.com* provides on-demand training through product tutorials and interactive webinars, as well as a library of resources including training guides, step sets, implementation ideas and more. Schedule live, virtual training sessions for access to product experts. Live chat provides instant access to these experts.

*Community Connection* provides online support for all preK-12 software from Pearson. Visit often to view product information, FAQs, and downloads.

Unless you are utilizing single sign-on, you can navigate to each site through your GradPoint login screen.

**NOTE:** Single sign-on users will see a different login screen.

You must be registered to gain access to My Pearson Training and Community Connection. You will need your customer number.

**Your Customer Number:** ________________________________
Contact Guide
The following information will assist you in contacting Pearson for product support, customer service, or sales information.

Product Support
Product Support is the first point of contact for questions and information concerning Pearson products. Live Chat, email, and telephone support are available on Community Connection.

Hours: Mon-Fri 8:00 AM to 8:00 PM EST
Telephone: 888-977-7100, Option 1 or Option 3

Customer Service
Contact Customer Service for information on contracts, support renewals, billing, order or shipment status, and other customer issues.
Telephone: 888-827-0772

My Pearson Training Registration
To register for My Pearson Training:

1. In a browser, navigate to mypearsontraining.com OR from your GradPoint login page, click My Pearson Training.
   
   **NOTE:** If you are logging in using a single sign-on, you will not see the GradPoint login screen. Browse to mypearsontraining.com.

2. In the My Pearson Training home page, click Register in the right portion of the window.

3. Enter your customer number and press .

4. Note: If you don’t have a customer number, you can register for basic access to the site.

5. Complete the “Register New User Account” form.

6. Click Create User Account when the form is completed. You should receive confirmation of your registration within 24 hours.

Community Connection Registration


2. If you have received a “Case Open” or “Resolved” email from Pearson Customer Support, click Self-Register.

3. Complete the profile information and click Submit.
GradPoint™ is an easy-to-use, cost-effective and comprehensive online learning solution for grades 6–12. It gives Teachers the power to truly personalize learning with rigorous, standards-based core, elective, honors and Advanced Placement® curriculum delivered on an award-winning, intuitive learning platform.

Teachers and Teacher-Authors are an integral part of the success of your GradPoint learning system. Common Teacher-Author responsibilities in GradPoint include:

- Monitoring student work in lessons and tests
- Supporting students who appear on the Critical Student Panel
- Excusing students from lessons and/or tests
- Allowing retries for tests
- Adjusting student overall course scores when pretests are mastered
- Viewing students test items
- Assisting students with questions about moving through courses
- Manually grading activities and portions of some tests
- Motivating and coaching students
- Communicating with counselors and parents
- Helping students reach their educational goals in GradPoint
- Creating teacher courses and enrolling students
- Customizing courses based on student needs
- Un-enrolling students in courses through the gradebook option of Drop Student
- Running course reports
- Proxying as a user who has the role of teacher-author, teacher, or student

**Logging In**

To log in as a Teacher-Author:

1. Launch the School URL that the district contact received from Pearson.
2. Make sure Browser Tune Up has been performed on all computers.
3. Log in with the Teacher-Author username and password provided by your School Administrator. A username and password must be created for you before you attempt to log in.
4. To change your password, click on your name in the top right, select Personal Information and open the change password section.

5. At this same screen, you can also upload a picture, update or add a security question, update your email address, or switch to texting for preferred message delivery.

6. The home screen contains six links:

<table>
<thead>
<tr>
<th>Link</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home</td>
<td>Returns users to the home screen.</td>
</tr>
<tr>
<td>Calendar</td>
<td>Shows the calendar and scheduled items with four different views (Day, Week, Month and All).</td>
</tr>
<tr>
<td>Teach a Course</td>
<td>Allows you to create a new, blank course or copy an existing course.</td>
</tr>
<tr>
<td>Communicate</td>
<td>Allows users to access mail and announcements</td>
</tr>
<tr>
<td>Reports</td>
<td>Allows users to access reports.</td>
</tr>
<tr>
<td>Resources</td>
<td>Contains the links for training resources, course descriptions, course outlines/syllabi, standards, offline assignments, answer keys and technical support contacts.</td>
</tr>
</tbody>
</table>
Teacher-Author Dashboard
The Teacher-Author Dashboard contains four sections called “panels”.

<table>
<thead>
<tr>
<th>Panel</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>To do List</td>
<td>Shows items needing grading or other attention.</td>
</tr>
<tr>
<td>Summary Chart</td>
<td>Shows how well the enrolled students are progressing through the course, as well as a summary of the responsiveness in grading assignments, posts, and exams</td>
</tr>
<tr>
<td>Courses List</td>
<td>Shows each of the current courses, the number of students, as well as visual feedback of teacher responsiveness, student performance, and student pace</td>
</tr>
<tr>
<td>Critical Student List</td>
<td>Identifies students that are performing below expectations in performance and/or pace</td>
</tr>
</tbody>
</table>

**To Do Panel**
On the left side of the Home Teacher Dashboard is the To Do panel. Clicking on an item in the To Do panel will display the screen below. Student submissions that require teacher grading, will show here.

To begin grading, click on an item on the Home screen and the item submission will display.
Summary Chart

The Summary Chart gives you a quick view of student progress in a course. It also provides easy access to course information, including time in course and percentage of course completed, for all active student enrollments in your courses.

Performance and pacing alerts are in real time so that you can quickly take action to help the student move forward.

**NOTE:** Having no more than 25 active enrollments at a time quickens the load time of the home page and student dashboard page.
Table 2-3 Summary Chart Information

<table>
<thead>
<tr>
<th>Area</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Students</td>
<td>Shows the total number of students actively enrolled in teacher courses.</td>
</tr>
<tr>
<td>View</td>
<td>View</td>
</tr>
<tr>
<td>Responsiveness</td>
<td>Tracks how quickly teachers are grading manually scored items.</td>
</tr>
<tr>
<td>Performance</td>
<td>An overall measure of all student progress in the courses.</td>
</tr>
<tr>
<td>Pace</td>
<td>Indicates the pace in which all students are progressing through the courses.</td>
</tr>
<tr>
<td>Send Mail</td>
<td>If your user account is configured with an email address, you can send an individual student an email regarding a course.</td>
</tr>
</tbody>
</table>

Click or tap View to display the student dashboard showing all of the students actively enrolled in your courses.

To display only the critical students, select Show Critical Students Only. You can toggle back by clicking or tapping Show All Students.

Figure 2-3 Summary Details
The summary dashboard provides information on student progress in their courses.

Table 2-2 Student Dashboard Information

<table>
<thead>
<tr>
<th>Area</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students</td>
<td>Lists all students with active enrollments. Clicking or tapping on a name displays all the courses the student is actively enrolled in; total time spent in the course; course completion percentage; current grade; number of critical alerts; performance; and pacing information.</td>
</tr>
<tr>
<td>#</td>
<td>Shows the number of active enrollments for the student.</td>
</tr>
<tr>
<td>Critical</td>
<td>Indicates the number of critical alerts the student has across all courses in which he/she is actively enrolled.</td>
</tr>
<tr>
<td>Performance</td>
<td>An overall measure of student progress in the course.</td>
</tr>
<tr>
<td></td>
<td>Indicates the student is performing above the threshold of the course passing score. The threshold above the passing score is calculated as $25\times(100-\text{passing score})$. If the passing score is 80%, the threshold above the passing score is 5%. If the student has a course score above (80+5) % i.e. 85%, the performance alert is green.</td>
</tr>
<tr>
<td></td>
<td>Indicates a cautionary alert that the student is at risk of failing below the passing requirement of the course. While the student is not failing the course, the student has failed in one of their last five items in a course or they are below the threshold value. If a student has a course score in the range of 80 to 85%, the performance alert is yellow and you should monitor them for additional support.</td>
</tr>
<tr>
<td></td>
<td>Indicates the student has failed two or more of their last five items in the course or they are failing the course. Immediate teacher monitoring, coaching, and intervention is critical.</td>
</tr>
<tr>
<td>Pace</td>
<td>Indicates the pace in which all students are progressing through the courses that use due dates.</td>
</tr>
<tr>
<td></td>
<td>Student has submitted all gradable items on time or less than 10% of the gradable items in the course are past due.</td>
</tr>
<tr>
<td></td>
<td>Student has 10% or more of gradable items in a course past due.</td>
</tr>
<tr>
<td></td>
<td>Student has 30% or more of gradable items in a course past due.</td>
</tr>
</tbody>
</table>

Clicking on a student will provide details about his courses. Information such as Time, Course Completed, Course Grade, number of critical alerts in the course, Performance, and Pace are displayed.
Course List

The Course List provides you with helpful links and indicators showing collective student progress in the course.

The Course List contains the following links for each course:

<table>
<thead>
<tr>
<th>Link</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>View</td>
<td>Allows teachers to see a course as a student sees it, but they can maneuver through the modules without regard to the Prescriptive or Sequential limitations.</td>
</tr>
<tr>
<td>Syllabus</td>
<td>Links teachers to the objectives, outline, grading categories, schedule, group setup, and resources for the course.</td>
</tr>
<tr>
<td>Gradebook</td>
<td>Links teachers to the Gradebook</td>
</tr>
<tr>
<td>Objectives</td>
<td>Links to all the objectives for the entire discipline/subject area. This will show red or green bars for total students’ statistics on objectives that are mastered or not mastered in that course.</td>
</tr>
</tbody>
</table>
The Course List provides information about course performance:

<table>
<thead>
<tr>
<th>Area</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Responsiveness</td>
<td>Tracks how quickly you are grading manually scored items in this course.</td>
</tr>
</tbody>
</table>
| Performance | An overall measure of student progress in the course. The performance alert calculation is below:  
  \[ X = \frac{((\text{Number of red alerts} \times \text{rollup\_red\_weight}) + (\text{Number of yellow alerts} \times \text{rollup\_yellow\_weight}))}{(\text{Total number of active students} \times (\text{rollup\_red\_weight} + \text{rollup\_yellow\_weight}))} \]  
  - If \( X < 0.1 \), the course performance is green.  
  - If \( X \geq 0.1 \) but less than 0.3, the course performance alert is yellow.  
  - If \( X \geq 0.3 \), the course performance alert is red. |
| Pace       | Indicates the pace in which all students are progressing through the courses.  
  - On average, students in all the courses have submitted all gradable items on time, or less than 10% are past due.  
  - On average, students in all the courses have 10% or more of gradable items past due.  
  - On average, students in all the courses have 30% or more of gradable items past due. |
Critical Student List

The Critical Student List contains information only for students who have critical pace or performance alerts, in real time. Only students with a red indicator are shown. If a student is enrolled in five courses and two of those courses has a red indicator, then that student will be listed in the critical students list with a red indicator. Hovering over the student name will provide the list of actively enrolled courses for which the student has an alert.

The Critical Student List displays the following information:

<table>
<thead>
<tr>
<th>Area</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Send Mail</td>
<td>Allows a teacher to send an email message to the student if the student has a valid email address associated with his personal profile.</td>
</tr>
</tbody>
</table>
| Performance| An overall measure of student progress in the course. The performance alert calculation is below: 
\[
X = \frac{(\text{Number of red alerts} \times \text{rollup_red_weight}) + (\text{Number of yellow alerts} \times \text{rollup_yellow_weight})}{(\text{Total number of active students} \times (\text{rollup_red_weight} + \text{rollup_yellow_weight}))}
\]
- If \(x < 0.1\), the course performance is green.
- If \(x \geq 0.1\) but less than 0.3, the course performance alert is yellow.
- If \(x \geq 0.3\), the course performance alert is red.
<table>
<thead>
<tr>
<th>Pace</th>
<th>Indicates the pace in which all students are progressing through the courses.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>On average, students in all the courses have submitted all gradable items on time, or less than 10% are past due.</td>
</tr>
<tr>
<td></td>
<td>On average, students in all the courses have 10% or more of gradable items past due.</td>
</tr>
<tr>
<td></td>
<td>On average, students in all the courses have 30% or more of gradable items past due.</td>
</tr>
</tbody>
</table>
Notes:

- The Critical Student List is real time data.
- Students should notify their instructor for immediate assistance when they are unable to move forward in the course due to a non-passing score.

Addressing Critical Alerts

1. When a student has a red circle for Performance in the Critical Student List, click on the name of the student and it will open the Details screen for the student in the specific course with the alert.

2. Scroll down to find the actual content with the score and details. Click on the line with the content name and score to open the details about this content. The content submission displays with Score, Score History, Submission History and Feedback and Notes to self (teacher’s notes to self) fields.
3. Check the **Submission History** link (just below the score).

4. If the content is a test, the actual test with the student’s answers show in the Details window. Scroll down to see all questions. At the bottom of the questions are the objectives associated with the lessons from the module. This information is important when determining how to address critical alerts. The lessons in the module align directly to these objectives.

**Figure 2-8 Posttest Details**

<table>
<thead>
<tr>
<th>Objectives: ID</th>
<th>Mastery</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ENGBB-2.1.1</td>
<td>60%</td>
<td>Use prewriting and drafting strategies when writing a descriptive piece; Revise, edit, proofread, publish, and present a descriptive piece</td>
</tr>
<tr>
<td>ENGBB-2.3.1</td>
<td>80%</td>
<td>Use prewriting and drafting strategies when writing an advertisement; Revise, edit, proofread, publish, and present an advertisement</td>
</tr>
<tr>
<td>ENGBB-2.2.1</td>
<td>40%</td>
<td>Use prewriting and drafting strategies when writing a persuasive essay; Revise, edit, proofread, publish, and present a persuasive essay</td>
</tr>
</tbody>
</table>

5. Hover over each of the green/red bars to see the percentage of the objective questions answered correctly. Any score below 80% (default) means the student does not understand the material at a mastery level.

6. When determining how to address this critical alert, choose one of the following options:

   - **Ask the student to work on the lessons not mastered in the test or in a prescriptive or sequential course to require a student to complete the lessons for review,** you can and enter a zero (0) in the gradebook for the excused or previously mastered lessons. For flex courses you will need to tell the student to complete these lessons as the system will not force completion. After the 2nd attempt without showing mastery, you will also need to allow a retry for the posttest when you are ready for the student to take it again.

   **To delete the excused or previously mastered score for lessons:**
   1. Click the **Gradebook** link.
   2. Find the student on the left.
   3. Delete an X or score for each lesson that aligns to the objective not mastered and add a zero (0) to provide the student with a visual cue of the lessons that need to be completed.

   - **To allow the student an additional attempt if they have used all allowed attempts, click **Allow Retry**.**

   **Note:** If you want the student to complete the lessons for objectives not mastered, do not allow the student to retry until those lessons are completed.

   - **To move the student forward to the next module, choose one option:**
     o **Click or tap **Override Complete**.** The posttest will be marked complete with a non-passing score. The score will still display in red in the student course view and in the teacher gradebook.
Sending a Message from the Critical Student List

If students have a valid email address specified in their profile, Teacher-Authors can email students who are showing on the Critical Student List directly from the Teacher Dashboard.

**Note:** Mail can only be sent and received if both the student and Teacher-Author have valid email addresses in their profiles.

**To send a message from the Critical Student List:**

1. Click the **Send Mail** icon.
2. If you want a copy of the message sent to yourself, check the **Send a copy to me** box.
3. Type a subject line.
4. Type a message.
5. Click **Send**, or click **Cancel** to cancel the message.

![Figure 2-9 Send Mail to a Student on the Critical Student List](https://nc1294-school1-cdicatedpoint.com/Learn/Email.aspx?enrollmentid=21312&appendcontext=1&n)

Student One,
Please come and see me after class about the Biology posttest you took today.

Thanks,
Teacher One.
IMPORTANT: The following steps should **only** be performed in school level domains and **never** at the district level.

## Adding or Copying Courses

At the school level, adding a course is also referred to as “pulling down” a course. The teacher who copies the course is automatically enrolled in it. Students need to be enrolled in courses after the course has been added.

**NOTE:** “Creating” a course is building one from scratch and requires advanced training.

## Teach a Course Wizard

Use the *Teach a Course Wizard* if you need to create a copy of a GradPoint course to use with students or to customize curriculum for your school.

**IMPORTANT:** If your school administrator has already copied GradPoint courses through the Course Management Tool, pulling down additional courses may not be necessary. Always check with your GradPoint administrator before adding courses to your school.

To create a school course using the *Teach a Course Wizard*:

1. Log in as a Teacher-Author to the school URL.
2. Click on *Teach a Course* in the menu bar to launch the *Teach the Course Wizard*.
3. Click *Copy Course*.
4. Find the content to copy:
   - Click *Shared Courses* if you are using the Teach a Course Wizard to pull down other course copies from the district level.
   - Click *Other Courses* if you are using the Teach a Course Wizard to pull down course copies from school master courses.
5. Select the course you want to copy.
6. The **Course Setting** page opens:

### Course Settings and Recommendations

<table>
<thead>
<tr>
<th>Course Setting</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
<td>The default course title displays, and you have the option to modify it. If you are using a school master course, change the name. Pearson strongly recommends leaving the type of course (Flex, Prescriptive, Sequential and GS, as well as the version of the GS course) unchanged.</td>
</tr>
<tr>
<td><strong>Description</strong></td>
<td>This is optional.</td>
</tr>
<tr>
<td><strong>Term</strong></td>
<td>This is optional.</td>
</tr>
<tr>
<td><strong>Copy</strong></td>
<td><strong>Derivative Child Copy.</strong> This setting maintains the link to the original course so that all updates and fixes are automatically associated with the course. Other copy settings will NOT update or fix courses automatically.</td>
</tr>
<tr>
<td><strong>Scheduling</strong></td>
<td>Choose <em>Traditional</em> or <em>Continuous</em></td>
</tr>
<tr>
<td><em>Traditional</em></td>
<td>Meant for traditional quarterly, semester, or year-based courses or summer program courses, where students start on the same day and end on the same day. Activity due dates are generally the same for everyone</td>
</tr>
<tr>
<td><em>Continuous Enrollment</em></td>
<td>Is for courses where the students' start and end dates vary; students progress at their own pace; and students do not necessarily have the same due date for an activity. This is also used for setting master courses to never expire.</td>
</tr>
</tbody>
</table>

7. Click **Continue** and review your settings. When you are satisfied with them, click **Submit**.

8. The **Course Created** screen displays three options:

---

**Course Created**

Your course has been created:

*MS: Basic Math 1 (Prescriptive) - Cora's*

What do you want to do now?

- **Edit Course Syllabus**
  - Align objectives, add assignments, assessments, and activities.

- **Add/Enroll Students**
  - Add students to the course so that they appear in the gradebook.

- **Teach Another Course**
  - Create a new course or copy an existing course.
9. To add additional courses, click **Teach Another Course** then repeat steps 3 through 9.

10. Click **Done** when all courses have been added.

**NOTE:** If Advanced Training is purchased, customizing courses will be discussed.
The Gradebook

The Gradebook allows teachers and Teacher-Authors to perform a variety of functions. These are:

- Enrolling students into courses
- Creating new students in courses
- Clearing Alerts (failed content)
- Viewing and changing students’ scores in content

**Note:** The Critical Student List is real time data.

Accessing the Gradebook

To access the Gradebook for a course, click the Gradebook link under the course name. The modules for the course are displayed. There is a tab for each.

You may see any of the following:

- Scores in **green** indicate passing
- Scores in **red** indicate not passing
- An **X** signifies an excused content item
- A **blue** arrow signifies a teacher has allowed a retry

---

**Figure 3-1 Gradebook**
Creating Students and Enrolling Them in Courses

Note: Students and teachers can be imported by administrators using the Batch Import feature. For more information, visit My Pearson Training to schedule a “GradPoint: About Your Order” webinar or call Pearson Product Support at (888) 977-7100 for assistance with this process.

Creating a New Student

Students must be created in the platform before they can be enrolled in courses.

To create a new student:

1. Log in using your username and password.
2. On the Home Screen, locate the course to which you want to add new students and select Gradebook.
3. Select Add Student.
4. Select Create a new student in the bottom left of the Add Student window.

5. Fill in the first name, last name, username, email address, and password (case sensitive), and then click Create.
6. Confirmation that the student was successfully created will appear. Click Close.
   - Select Yes if you want to add the student to the course.
   - Select No if you want to add the student to the database, but not the course.

   Note: Selecting No negates the action of adding the student to the course; however, the will still be added to the platform.
8. To create more students, repeat these steps.
Enrolling Existing Students in a Course

**Note:** Students and teachers can be enrolled into courses using the Batch Import enrollments feature. For more information, visit My Pearson Training to schedule a “GradPoint: About Your Order” webinar or call Pearson Product Support at (888)-977-7100 for assistance with this process.

There are several different ways to enroll students into courses. The following directions explain how to enroll existing users (those already created in the school) into a course.

To enroll existing users in a course:

1. Log in using your user name and password.
2. On the Home Screen, locate the course to which you want to add new students and select Gradebook.
3. Select Add Student.

4. In the Add Student window, click **Find** to see all users in the system or you can search by typing in a username or last name.
5. Select the name(s) of the user you want to enroll. PC users can use the Shift key to select contiguous names or click and hold the CTRL key to select multiple names.
6. Click **Enroll**.
7. A dialog box asking Are You Sure? will appear. Select **Yes** if you want to add the student to the course. Select **No** if you want to add the student to the database, but not the course.
8. A confirmation dialog box will appear. Click **OK** to return to the student list in the Add Student window.
9. When finished, click **Close** to return to the Gradebook.

**Note:** No user should exist in the same course twice, even if the user has different roles.
Enrollment Dates

Setting appropriate enrollment dates will ensure that automatic pacing is in alignment with scheduled student access to the course.

<table>
<thead>
<tr>
<th>Scheduling</th>
<th>Default start</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Traditional</td>
<td>Either the course start date or the current date, depending on which is later</td>
<td>Example: A course with start date of 1/1/2014 and end date of 5/31/2014, an enrollment done on 12/15/2013 will set the default enrollment dates for students to match the course start and end dates. If a student was enrolled on 2/5/2014, the student enrollment dates would be 2/5/2014-5/31/2014.</td>
</tr>
<tr>
<td>Continuous</td>
<td>Today's date to an end date that is ‘x’ days after the current date (x is the days specified in the Scheduling area of Course Settings).</td>
<td>Note: If enrollment dates span several years, then those enrollments will display on reports as active for any of the requested years.</td>
</tr>
<tr>
<td>Continuous with 365 days</td>
<td>An enrollment done on 3/1/2014 will have a start date of 3/1/2014 and an end date of 3/1/2015.</td>
<td>Note: If enrollment dates span several years, then those enrollments will display on reports as active for any of the requested years.</td>
</tr>
</tbody>
</table>

Enrollment dates are absolute times. The Start Date begins at beginning-of-day, and End Date ends at end-of-day in the time zone of the user who is editing them. For example, if you are in the U.S. Mountain time zone and choose 1/6/2015 as the start date, the absolute start date is beginning of day 1/6/2015 in the Mountain time zone. Students in the U.S. Eastern time zone would not be able to start until 2am Eastern time zone.
Dropping a Student from a Course

To drop a student from a course:

1. Log in using your user name and password.
2. On the Home Screen, locate the course from which you want to drop students and select Gradebook.
3. Click the Drop Student menu item.
4. Select the name(s) of the user you want to drop. PC users can use the Shift key to select contiguous names or click and hold the CTRL key to select multiple names.
5. Click the Drop button.

6. Click OK to confirm and then click the Close button if there are no more students to drop from course.

   Note: The student will be enrolled as Withdrawn (No score) and their student data will be preserved

7. To add the student back into the course, follow the directions in the section Enrolling a Student in a Course. If you need the student to start at the beginning of the course, enroll the student in the course. If you would like the student to continue from where they left off, an administrator needs to change their current enrollment to an Active status.
Adding Passed Pretest Scores to the Overall Course Score

The overall grade reflected for a course is a combination of posttest scores. If a student demonstrates mastery on all pretest objectives, the posttest is excused and the student does not credit for the mastered module in their course grade.

To incorporate the pretest score into the overall course grade:
1. Click the Gradebook link for the course.
2. Find the mastered pretest and note the score for the student.
3. Move to the corresponding posttest and click on the X.
4. Manually change the posttest score to the pretest score and click Submit Score. It is suggested to add a note to yourself on this window on why the posttest score is being updated.

A mastered pretest score will show an X in all the scored lessons for the module. By manually entering the pretest score at the posttest field, it will be factored into the overall course score shown in the Score column.

Grading Student Items in the Gradebook

A teacher can score or grade any gradable item in the Gradebook for a student. These will also show on the Teacher Dashboard Home screen.
1. In the Gradebook, find the icon that needs scoring. It may be an assignment or a test.
2. Click on the icon and a window will appear. This will show the questions as well as the student’s answers. One or more of them may require a teacher grade/score.
3. Fill in the section and then click Submit Score.
**Note:** Continue Later saves your elections if you are not finished and allows you to exit.

**Printing Progress Reports**

Teachers can print a student’s progress in a course from the gradebook.

1. Click on the student name in the gradebook.
2. Click on Sort in Syllabus Order.
3. The progress can be printed using File – Print. To see exact dates and times, the student was in the content, click the Activity icon.
4. The activity view for the student provides total time spent by the student in the course. This view can be printed using File – Print.
<table>
<thead>
<tr>
<th>Subject</th>
<th>Date</th>
<th>Start Time</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adding Rational Numbers</td>
<td>Friday, May 2, 2014</td>
<td>5:23 PM</td>
<td>0:10</td>
</tr>
<tr>
<td>Patterns and Functions</td>
<td>Friday, May 2, 2014</td>
<td>5:23 PM</td>
<td>0:10</td>
</tr>
<tr>
<td>Exponents and Order of Operations</td>
<td>Sunday, April 20, 2014</td>
<td>10:24 PM</td>
<td>2:01:40</td>
</tr>
<tr>
<td>Patterns and Functions</td>
<td>Sunday, April 20, 2014</td>
<td>12:23 PM</td>
<td>0:14</td>
</tr>
<tr>
<td>Multiplying Variables</td>
<td>Friday, April 18, 2014</td>
<td>5:08 PM</td>
<td>0:10</td>
</tr>
<tr>
<td>Exploring Real Numbers</td>
<td>Friday, April 18, 2014</td>
<td>4:12 PM</td>
<td>0:40</td>
</tr>
<tr>
<td>Exponents and Order of Operations</td>
<td>Friday, April 18, 2014</td>
<td>8:13 AM</td>
<td>1:11:10</td>
</tr>
</tbody>
</table>
Review Tests

Review Tests are administered at the end of all Flex, Prescriptive, and Sequential courses. GS courses typically have end-of-course or Segment exams for courses. Teachers should review the last module in their GS courses to review the expectations for students.

Details to remember about Review Tests:

- The passing score is an overall score and students must obtain 80% (default score) to complete the Review Test.
- Each objective in the course is represented by one question on the Review Test.
- Questions are presented in random order from a pool of questions for each objective presented in the course.
- Students have one attempt on the Review Test. Students must answer all questions before submitting the Review Test for scoring.
- Save for Later is enabled by default, which means that students can bookmark their test to return and finish later. This allows students to change any previously answered questions.
- Scores are displayed in the course view and the Gradebook. Green is passing, and red is not.
- The Teacher can allow a retry for Review Tests from the Gradebook.
End of a session

Teachers should update enrollment statuses at the end of a session. If courses do not have enrollment completion criteria set, only administrators can update enrollment statuses for students in courses.

To use enrollment completion:
1. Click on Course Settings under the Syllabus tab.
2. Select the Gradebook tab.
3. Under Enrollment Completion, select the condition that marks student enrollments as Complete. For example, for a Prescriptive or Sequential course, enrollment completion can be set to Automatic when all items in this category are complete and select Category of Review Test or it can be set to Automatic when all items are complete.

Submit Final Grades

Teachers should submit final grades at the end of a session once all assignments have been turned in and grading has been completed. Teachers can resubmit final grades if a grade adjustment is needed.
1. Click on the Final Grades tab.
2. Click Report Final Grades. You can select the students for whom you want to report final grades. If there is a modified final grade calculation, the modified final grade is what will get reported to the transcript.
3. Click Mark Enrollment Complete to mark students complete in the course. It is important to mark students complete so that status displays in the student transcript.
Editing Enrollment Status

If you need to mark enrollments to a status other than Completed, follow the steps below.

There are eight enrollment statuses available in GradPoint: Active, Inactive, Completed, Completed (No credit), Suspended, Transferred, Withdrawn, and Withdrawn (No credit).

For more details about each enrollment status, see the knowledge base article, What are the different types of enrollment statuses in GradPoint on Community Connection.

To edit enrollment status changes:

1. On the home page, click Reports in the menu bar.
2. Run the Student Activity Summary report for the date range you need.
3. Select XLS as the report output.
4. When the report opens in Excel, edit the enrollment statuses that you are changing.
5. Delete the rows for enrollments that do not need to change.
6. Save the spreadsheet in .csv (Comma Separated Value) format and provide it to your administrator.

<table>
<thead>
<tr>
<th>Action</th>
<th>Enrollment ID</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Edit</td>
<td>25145</td>
<td>Completed</td>
</tr>
<tr>
<td>Edit</td>
<td>21519</td>
<td>Active</td>
</tr>
<tr>
<td>Edit</td>
<td>18679</td>
<td>Withdrawn (No Score)</td>
</tr>
<tr>
<td>Edit</td>
<td>14784</td>
<td>Completed (No credit)</td>
</tr>
</tbody>
</table>
NOTE: It is important that sites with per seat usage update the enrollment statuses so that the license usage report does not show a consumed license for an enrollment that is left in the active status.
Reports and Course Customization

Reports
Teacher-Authors have access to a number of reports on their home page. Reports can be generated in different formats of PDF, DOC, and XLS. See the GradPoint Reports Guide on My Pearson Training for more information on available reports.

Course Customization
Teacher-Authors have many course customization options. If your school has purchased additional training, your Educational Specialist can be a resource for Advanced Training services and guides.

Customization actions often require considerable implementation pre-planning to be effective and require advanced training with a Pearson consultant. Please contact your Educational Specialist, call Customer Service at 888-827-0772, or log in to My Pearson Training to request training.

Pearson recommends that course customizations are typically done at the district level, so that your school curriculum has one set of policies within one course master. However, schools can also create their own master content if, for instance, multiple math teachers in one school wish to make their own changes to the curriculum to suit their student’s needs or a virtual school may need different customizations than other schools in the district. Advanced training is vital so that course chaining is not impacted.