



Frequently Asked Questions: Program Coordinators

Getting Started

Where can I find login information for myself?

You will receive a welcome email containing your username and temporary password once your Pearson Online and Blended Learning account has been created. As a new user, you will be prompted to change your temporary password the first time you log into Connexus®. This email will also give instructions for how to access the Program Coordinator Guide on My Pearson Training. If you have not received this email, please check your spam folder as sometimes this email gets identified as spam.

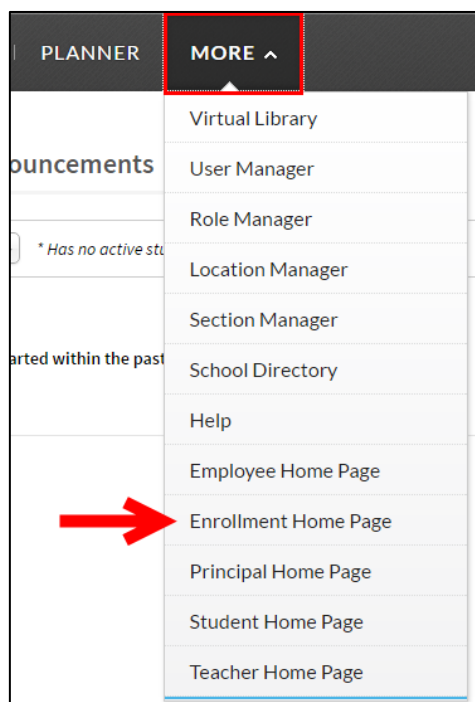
Where can I find login information for my students?

After your students are enrolled and set up in Connexus, Program Coordinators will receive a WebMail message detailing additional steps in the enrollment process. This will include a document that lists the newly enrolled students and Caretakers and their respective usernames and temporary passwords. Please note that Caretakers will receive an individual welcome letter that will provide them with their (and their students') individual username and temporary password. Upon each user's first login, they will be prompted as a new user to change their temporary password.

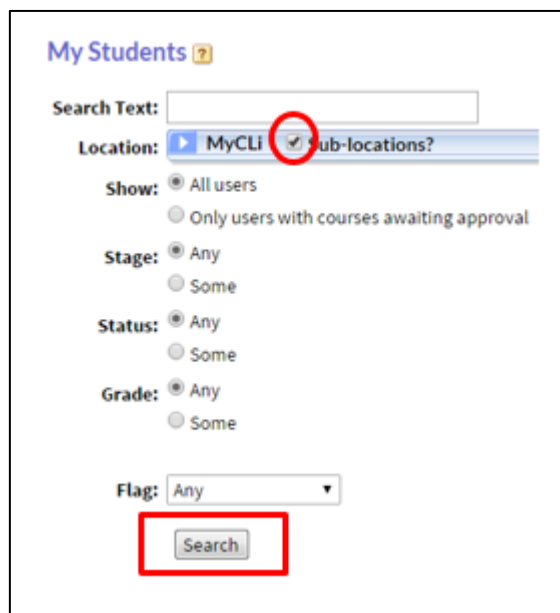
How do I reset login information for myself or my student(s)?

Staff must contact School Support – see the numbers listed in the question below. Program Coordinators can reset a student's password by navigating the student's User Overview page. Follow these steps to navigate there:

1. From the home page header, select More and choose Enrollment Home Page from the menu that opens.



2. On the My Students page, check the box next to Sub-locations and then select Search.




3. From the list of students, select the name of the student you wish to view. This will display the User Overview page for the student.
4. Locate the Properties area of the user page and select **Required Information**.

▼ Details

Kim Connections (ID 1098678) last logged in on 6/23/2015. Kim is a user in the [Connections Family](#) household in [MyCLI](#).

▼ Properties



- [Required Information](#)
- [Addresses & Contacts](#)
- [Roles](#)
- [Reporting](#)
- [Sections](#)

5. Type your Connexus password in the Your Password field. Type in a temporary password for the student in the User's New Password and Confirm User's New Password fields.
6. Choose a date in the Expire Password field.
7. Select a time in the Time field. (It is typical to put today's date and to choose a time that has already passed. This will ensure that the student is forced to change his/her password as soon as they go to the login page of Connexus.)
8. Select Save and Finish. You can then contact the student to share the temporary login information with them.

First Name: Kim

Last Name:

Last Name: Connections

User Name: KimConnections

Your Password:

Enter your password (not the user's password)

Enter the password you want to assign to the user. Password must have 8-100 characters and contain at least three of the following: 1 uppercase, 1 lowercase, 1 number, 1 special character

Password:

Enter the user's new password again.

11/11/2019

 User will be prompted to change password at login once this date has passed

Login Disabled? ☐ *User cannot login.*

Lock this account? ☐ User's account is locked.

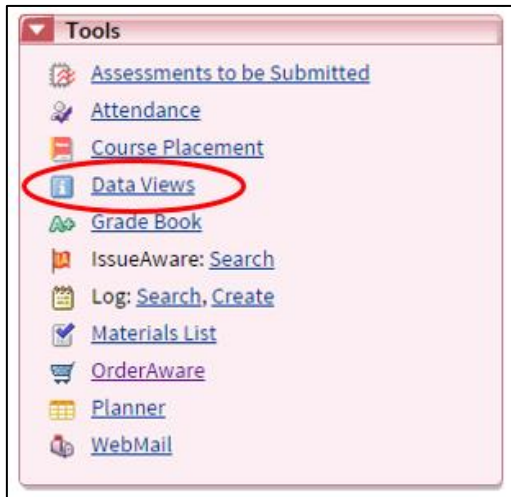
Next >>

Save

Save and Finish

How do I update the contact information for a student?

You can update the student's address and contact information by navigating to the student's CL Contact Information Data View from their User Overview page.



You can then make changes to the address, email, and phone number(s) that are on file for the student.

A screenshot of a web form titled 'CL Contact Information Change - Adams'. Below the title is a section header 'Phone Number and Email Changes'. A note in italics reads: '*NOTE: If you remove your household's Default contact number below, Connexus will select the new should be the new Default number, please contact Customer Care at 1-800-382-6030.' There are two input fields: 'Home Phone:' with a placeholder 'E.g. 555-555-5555' and 'Mobile Phone:' with a placeholder '616-648-4085'. Each field has a small phone icon to its left.

What is the number for technical support?

Staff should use the following support numbers based on your program:

- District/Non-Pearson Online Blended Learning Teachers/Staff: 855-318-2460
- North Star: 888-322-9353; Select 1 then ext. 2339

Direct students and families to use the following numbers based on the program:

- Pearson Online Blended Learning: 888-679-7740
- North Star: 888-332-9353

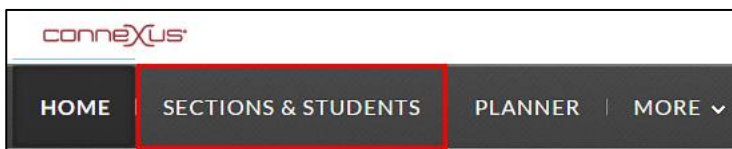
Where do I find the contact information for my Program Manager?

Each school program is assigned a Program Manager whose information will be shared with you once the implementation process is complete. In addition, the Program Manager's contact information is accessible from your program's Communication Issue Aware ticket.

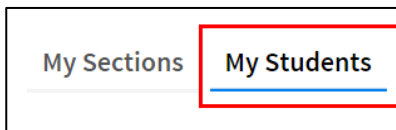
How do I know my students have been placed in the courses I requested?

The Program Coordinator can view a student's courses from the My Students page.

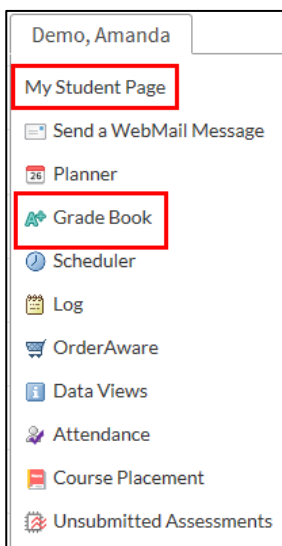
1. Navigate there by selecting Sections & Students from the header.



2. Choose the My Students tab. You will see a list of students.



3. Select the student you need to view.
4. Select the My Student Page or Grade Book from the menu that opens to view his or her course.



Students will be able to view their course(s) on their Connexus home page under the My Courses tab.

How can I check to see what materials the student should have with his/her course(s)?

You can see the materials each student needs from their User Overview page.

1. Navigate to this page by going to your Enrollment Home Page.
2. Select Search for all sub-locations.
3. Choose the link for the student's name for whom you wish to view materials.
4. Select the link for Materials List from the Tools area on the left. You can then view a comprehensive list of the materials that will be shipped to the student by Pearson Online Blended Learning and which items the family will need to provide.



How can I check to see if my students' materials were ordered?

Contact your Program Manager for order updates. .

How long before the students receives his/her materials?

The average time is 3-5 business days from the time that the order is processed. During peak enrollment times, this can take up to 2 weeks.

If my student does not receive their materials, can they be reshipped?

Yes, but you should work with your Program Manager to fulfill this request.

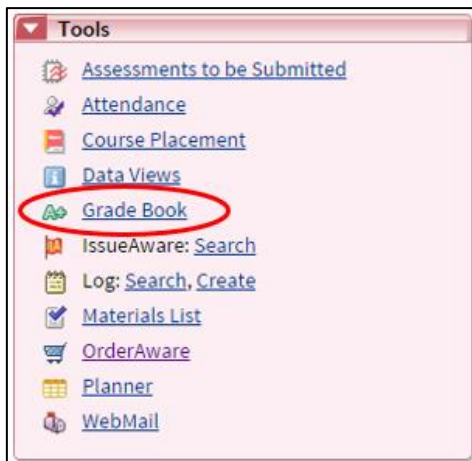
How do I find my orientation resources?

Program Coordinator orientation resources are located on the My Pearson Training platform. Navigate to My Pearson Training via the Links area of the Teacher Home Page. The Connexus and Curriculum Overview for Partners is located in the General area of the On Demand Training tab. The Program Coordinator Orientation Guide is located in the Program Coordinator area of the Guides & Resources tab.

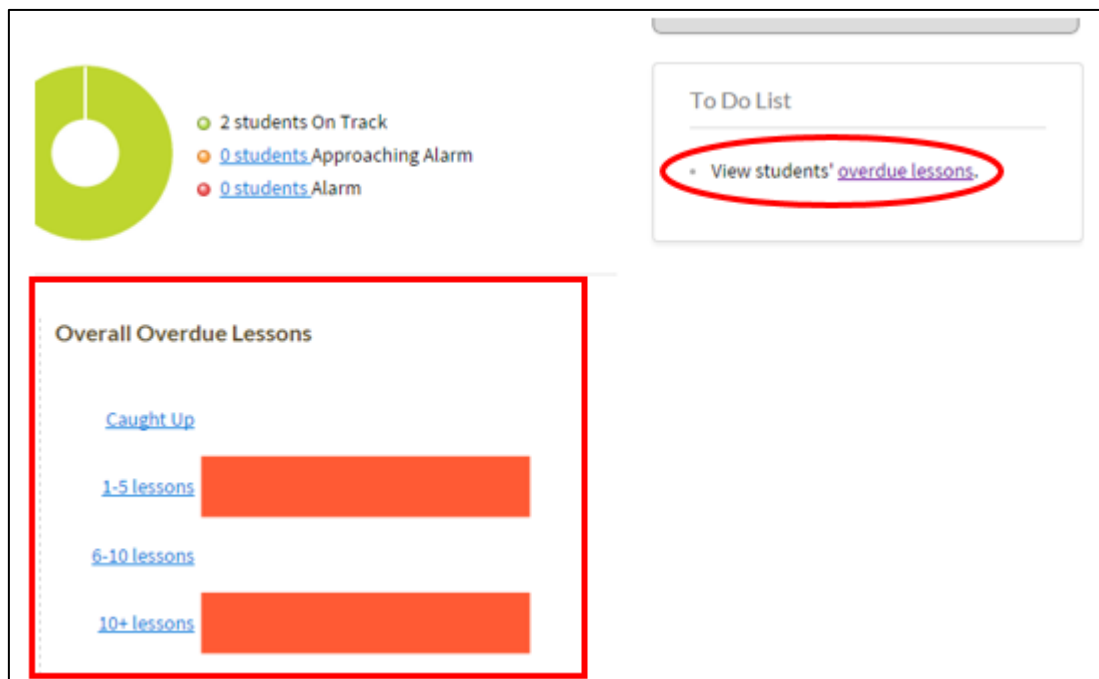
Next Steps and Connexus Features

Where can I see how my students are doing in their classes?

The Grade Book is the best place to see a student's progress for each course. Selecting a specific student's Grade Book will show all grades for their enrolled courses, as well as the lesson completion percentage. You can access a student's Grade Book from their User Overview page.



It is also helpful to view which students are falling behind on their lessons by viewing which students have overdue lessons. You can view this information by navigating to the Teacher Home Page (by selecting More from the header). Then, review the Overall Overdue Lessons graphic or select the View students' overdue lessons link under the To Do List on the My Dashboard tab.



To see how all of your students are doing in a single report:

1. Navigate to the Employee Home Page (by selecting More from the header).
2. Select Reports from the Miscellaneous Tools area.



3. From the reports listed, select the Institutional Student Performance Export.

Courses and Sections

- [Assessments Objectives Performance by Section](#) - Provides the number of assigned, the
- [CE University Section Report](#) - Detailed information on section completion by user for C
- [Course Placement By Course](#) - Students who have been approved for placement in cour
- [Courses Metadata Report](#) - All courses for a selected curriculum.
- [Courses of Study Report](#) - Information about students and their Primary Grading Respo
- [External Course Report](#) - All External Courses for High School Students.
- [Institutional Student Performance Export](#)** - Core and Completion status information f
- [Section Activity Report](#) - Based on evidence of work progression in each of the student'
- [Section Log Entry Report](#) - Aggregate information on Log entries for Users by Section.
- [Section with Courses Summary Report](#) - Aggregate or detailed information on users wi
- [Section with Details By Grade Book Weight Type Report](#) - Detailed information on user
- [Section with Details By Grade Book Weight Type Report For Semester](#) - Detailed inform

4. Select the appropriate fields of information and select Generate Export. This will create a link for your report.

Institutional Student Performance Export ?

Location: Connections Education ☐ Sub-locations?

School Year:

Active:

Course Category: of the following categories:

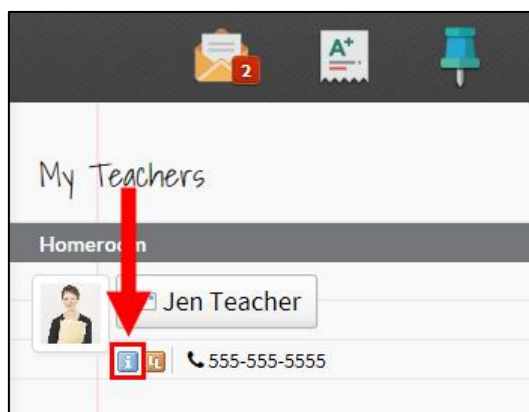
123 Categories Selected ☒ Select All

5. Select the link and the report will open in MS Excel®. You will have to filter for “in progress” sections, but you can still use this report to see what sections students are enrolled in for future terms. You will also be able to see withdrawn students.

Detailed tutorials on how to use these reports are located on the My Pearson Training platform, accessible via the Links area of the Teacher Home Page.

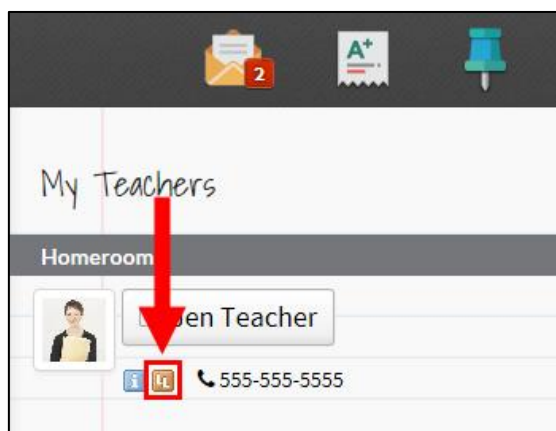
How do students find a teacher's contact information, including office hours and LiveLesson® schedules?

When students log into Connexus, they will see a section titled My Teachers on the right side of their home page that lists each of their teachers and which course(s) they teach. Students should select the Data View icon below each teacher's name and choose the Teacher Communication Data View link. This form will display contact information, office hours, and the teacher's LiveLesson schedule. *Note – Caretakers do not have this Data View when they log in.



How do students attend their teacher's LiveLesson?

On the student's Connexus home page, they will see a list of their teachers on the right side under the My Teachers area. To go to the LiveLesson for that class, students select the LiveLesson icon below the teacher's name. Students should check the teacher's LiveLesson schedule before trying to attend a session.



How do students enrolled in the elementary and middle school foreign language courses access their Time to Talk tutoring sessions?

As students work through their foreign language course, there will be links within the lessons that will prompt students to visit the tutoring sessions. One link gives the tutoring hours and a second link provides the guidelines for participating in the session. Students enrolled in a language course will have a Time to Talk link listed under the Links tab of their Connexus home page. This link will take them to the online room for their subject with the instructions for how to enter the session.

What do I do if a student has completed a lesson, but it is not showing up as “Complete” on the student Planner?

The student must make sure all assessments in the lesson have been submitted and the lesson has been marked complete. Students can review how to do this in their orientation course found on the “Links” tab of their home page. The student can also contact their homeroom, advisory, or subject area teacher to them know about the problem.

A student needs more time to complete a course, what can I do? How can I get an extension?

Create a plan for lesson completion and communicate that plan to the student and monitor regularly. Actively monitor the student throughout the semester to prevent the student from getting behind. If an extension may be needed, contact the Program Manager to request an extension. In the request, include the student’s Connexus User ID and the extension date.

A student received an extension, but none of the lessons are showing up during the winter break and/or holidays. Why?

Lessons are not scheduled during winter break and/or holidays, so they will not show up on the student’s Planner. However, the student can continue to work in the course by selecting the desired course from the My Courses tab of his/her home page. Once the student has the desired course open, s/he can select the next lesson needed to work on in the course tree. The student can also access the lessons needed to complete by navigating to the Today tab of the home page and selecting the Overdue Lessons link from the “To Do List” area at the bottom of the page.

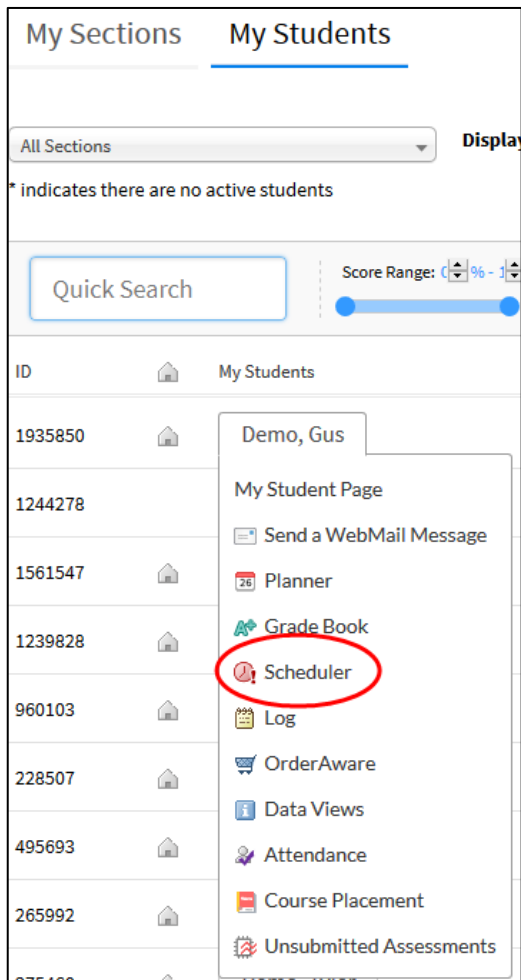
What do I do if a student’s scheduled lessons are running past the end date for the course?

The Scheduler will need to be rerun in order for the lessons to correctly appear on the student’s Planner. If your students’ Schedulers are run by Pearson Online Blended Learning teachers, please contact your Program Manager to report the issue.

If your program runs student Schedulers, you can access the Scheduler tool for a student from the My Students tab of your Teacher Home Page. To navigate there, follow these steps:

1. Select Sections & Students from the Connexus header.
2. Select the My Students tab.

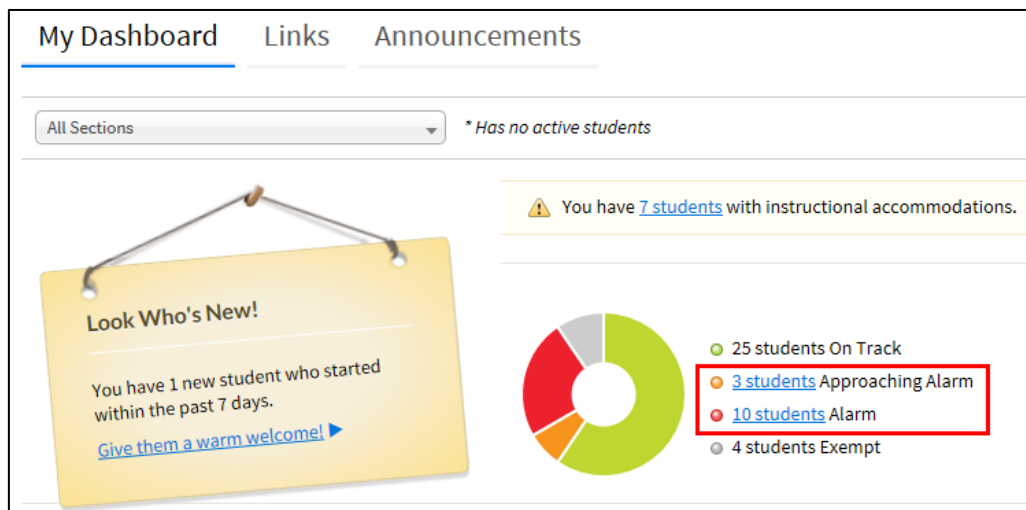
3. From the list of students, select the name of the student who needs the Scheduler run.
4. Select Scheduler from the menu that opens.



Read through the instructions provided. When you go to rerun the Scheduler, you can select a new start date for the lessons to begin and/or adjust the number of lessons each week the student will take in each subject. After rerunning the Scheduler, it will show the new end date for the course. If that end date is past the desired end date, you will need to go back and increase the number of lessons per week in that course. You can rerun the Scheduler for a student at any time.

What do I do if a student is in escalation status, but should not be?

Escalation is a term that describes students who may be Approaching Alarm or in Alarm. These parameters may be based on grades, lesson completion, or other factors set by your program (not every program utilizes the escalation feature). You can easily view any students that are in Alarm or Approaching Alarm from the My Dashboard tab of your Teacher Home Page.



Select the link next to each status to display a list of students that are in escalation and why. If there is an error for a particular student, contact the Program Manager with the student's Connexus user ID and full name, and explain the concern so that the Program Manager can investigate. Please note, escalation values are imported three times a week, so a student who may be back on track will not appear as so until the next import.

Alarm	
Demo, Chelsea	Contacts (Alarm),
Demo, Claire	Attendance (Alarm),
Demo, Gavin	Attendance (Alarm), Contacts (Alarm),
Demo, Gus	Attendance (Alarm), Contacts (Alarm),
Demo, Jackson	Manual Override (AA)Attendance (Alarm), Contacts (AA),
Demo, Karson	Attendance (Alarm), Contacts (AA),
Close	

My student needs to drop/change a course. What do I do?

Contact the Program Manager with the student's Connexus user ID, full name, and provide the relevant course information.

Do students need a headset to participate in their online courses?

Headsets are recommended. Pearson Online Blended Learning does not provide headsets for students.

Reports

Where can I locate a student's final grade for a course?

Grades are finalized within five business days of the course ending. Once grades are finalized, the score in the student's grade book will reflect the final grade for the course. You can also view this information in the Institutional Student Performance Export (instructions for locating this report are provided in the question above, "Where can I see how my students are doing in their classes?").

Where can I locate a student's final grade for a course?

Navigate to your Employee Home Page from the More menu of the Connexus header. Select Reports from the Miscellaneous Tools area. Use the Institutional Student Performance Export to view data for your students. Be sure that under Section Stage, you filter the report to show "Complete" so that you are seeing final grades. For information on other reports, reference the "CL Reports Guide for Program Coordinators" on the Guides & Resources tab of the My Pearson Training site.