

Contents

How to Get Support	1
Getting Started Checklist – New Admin/Programs	1
First Actions:	1
Domain Settings:	2
Semester Start – Enrollment Checklist	3
APPENDIX SUPPORTS	4
Implementation Questions to Consider	4
Initial Decisions	5
Enrollment Supports	7
Summary of Process.....	7
Enrollment Q & A	7
Enrollment Troubleshooting Tips	9

HOW TO GET SUPPORT

Administrators can always get additional support for any of these getting started and enrollment processes:

- One-on-one live support accessed admin support sessions via [Need Help?](#) box on the Administrator support page.
- [Administrator User Guide](#)
- Self-help [Knowledge Base](#) tab found on the Admin and Teacher Training and PD Site.
- On-Demand pre-recorded training sessions and individual video shorts located on the [Webinars and Training](#) tab of our Admin and Teacher Training and PD Site.
- Accelerate Education [ticketing support](#) if technical issues are encountered.

GETTING STARTED CHECKLIST – NEW ADMIN/PROGRAMS

Use the checklist below to ensure a smooth start to a program and school year.

First Actions:

I can accurately describe the implementation of our program. If unsure select [here](#) to review possible implementation questions.

I have updated my admin password. (*Profile Menu » Change Password*)

New Admin and Semester Quick Start

I have validated my email address. (*Profile Menu » Settings*)

I have sent the [access list](#) and [technical specs](#) to my IT team.

I have reviewed Accelerate [notification options](#).

If I wish to have any of these notifications enabled, I have submitted a [support ticket](#) request to turn on the desired notification(s).

Confirm the Following Options:

The program plans to implement a Single Sign-On option:	No	Yes
If yes, I provided documentation to my IT team.	n/a	Yes
The program will allow the use of the Buzz email widget:	No	Yes
If using Accelerate Education instructors, you must answer yes .		
If yes, monitor to ensure all users validate their emails.		
If no, turn off email and notifications within the Features tab.	n/a	Yes
The program plans to assign parents, school personnel, or both as observers.	No	Yes
If assigning observers, are weekly progress reports desired:	No	Yes
If yes, request progress report notifications be turned on via a support ticket .	n/a	Yes

Domain Settings:

Access the sites domain settings:

1. Log into the domain.
2. Select the 3-dot ellipsis menu.
3. Select **Domain settings**.

Complete the following actions before the start of the semester:

Blackout dates – enter all school holidays. Blackout dates do not prevent students from accessing their course(s), but no work populates on the student’s calendar.

Miscellaneous – enter an Idle timeout period to increase time data accuracy.

Observer options – check this box to allow observers to view content regardless of student gating.

Student options – review and edit as needed. The most common modifications include:

- Allowing students to add a profile picture or avatar.
- Reducing the “Due soon days.” Changing the days reduces the number of days students see on their to-do list in the future.

Theme – Edit login page to provide school district triage, support options, and possibly logo.

New Admin and Semester Quick Start

Optional domain setting adjustments:

- Add avatars for students to select from for their profile picture.
- Add Landing page content (announcements) – these are typically short-term posts adjusted throughout the year.
- Add 3rd party or district URL(s) to menu options.
- Add district assignment rubrics.
- Add district branding via Themes region.

Note:

Do not implement **School years and grading periods** without training.

SEMESTER START – ENROLLMENT CHECKLIST

Use the checklist below at the start of any semester.

- Directions are located directly on all templates.
- If additional support is needed, register for an administrator support session via [Need Help?](#) link.

Programs using full SIS integrations via Genius or Pathways or partial integrations via OneRoster must complete the same basic tasks as those listed below. However, your program's IT team and SIS administrators complete the needed tasks based on the integration type rather than using the import process described below. Accelerate Education staff members will support your team through the initial configuration.

The checklist below targets programs using spreadsheets to complete needed tasks.

Create course sections via one of the following options:

- Following initial admin training, Accelerate Education staff typically load and create a program-specific enrollment template.
- Programs can opt to load courses on their own by using the [Course Copy Template](#).
- If using Accelerate Education instructors, check the box on the course detail page as needed. Remember, this is a contractual fee-based additional service.

Select [here](#) to view Create Course Sections video short if extra support is needed.

Create new user accounts (students, teachers, mentors, parents, admins, etc.)

- Create any new users using the following template: [User Template](#).
- When importing, remember to:
 - Copy the top row with the column headings, not just the user data.
 - Import from the three-dot ellipsis menu within the **User** view.
 - Include an email and student phone number when using Accelerate Education teachers.

Select [here](#) to view Create User video short if extra support is needed.

New Admin and Semester Quick Start

Enroll teachers (if using district teachers) and students into their semester courses.

- We suggest not enrolling students into both fall and spring semester courses at one time. Too many changes occur within a semester to make this efficient.
- Use school-specific enrollment templates to save extra steps. Register for admin support via [Need Help?](#) link if a new custom enrollment template is needed.
- Select [Enrollment Template](#) to access non-program-specific template if preferred. This template requires extra steps.
- When importing, remember to:
 - Copy the top row with the column headings, not just the user data.
 - Import from the three-dot ellipsis menu from the **Admin App Dashboard** view.

Select [here](#) to view Enrolling Users video short if extra support is needed.

Associate observers to the appropriate student(s) (*as needed*).

- Use [Observer Template](#) to import observer associations.
- Never enroll observers as students.
- When importing, remember to:
 - Copy the top row with the column headings, not just the user data.
 - Import from the three-dot ellipsis menu from the **Admin App Dashboard** view.
- Not all programs use the observer role.

Select [here](#) to view Create Observer Association video short if extra support is needed.

If desired, review [Enrollment Q & A](#) or [Enrollment Troubleshooting Tips](#) located within the appendix.

APPENDIX SUPPORTS

Implementation Questions to Consider

The questions below do not have right or wrong responses, but they are essential to answer before starting the enrollment process.

1. What type of implementation is your program?
 - virtual implementation with full-time students who are primarily virtual
 - traditional school implementation, where the intent is to use digital curriculum but within a traditional school environment
 - hybrid/blended implementation where students work both inside a conventional classroom and outside the traditional school building
2. Does your program use district teachers or Accelerate Education teachers as the teachers of record? Teachers of record are responsible for all grading and student monitoring.
3. Are students permitted to keep an independent pace (within parameters), or are they expected to keep the same pace as other course classmates?
4. Is your program ordering the supplemental K-5 workbooks?
5. Are families responsible for obtaining needed materials, or is this the district's responsibility?

New Admin and Semester Quick Start

6. Are students working on school-provided devices or personal devices?
7. Has your program messaged expectations and policies to both students and families?
8. What is your program's plan for monitoring student performance and pacing? What actions will be taken to proactively correct any observed problems?
9. Are the individuals tasked with enrolling students aware of any licensing limitations? (e.g., the maximum number of active courses a student can be assigned at one time)

The above questions and answers can impact school policies, teacher expectations, and student workloads. Therefore, administrators must have clear and continuous messaging to teachers and families throughout the program's implementation.

[Return to Getting Started Checklist](#)

Initial Decisions

As part of the onboard process, administrators for a program make decisions that impact the courses loaded into the domain and the enrollment process. These decisions have likely already been made, but the tables below summarize the most common enrollment options and impact of each.

TABLE: ENROLLMENT PROCESS OPTIONS

Enrollment Process	Advantages	Disadvantages
Batch Enrollments	<ul style="list-style-type: none">• Actions are immediate.• Create all users, course sections, and course enrollments.• Actions easily edited or updated.• Admins are guided and supported through the initial process following administrator training.	<ul style="list-style-type: none">• Initial data input can be a slight lift depending upon the size of the program and the number of individuals involved with the process.
OneRoster 1.1 One-Way Integration	<ul style="list-style-type: none">• Provides a method for bulk import of users and rostering of all school users within the district SIS.• Can save time for large districts with suitable OneRoster data.• Support is provided to the person working on mapping the OneRoster files.	<ul style="list-style-type: none">• There needs to be a one-to-one match between an Accelerate course and the SIS. For example, K-5 students in the SIS are identified only by a first-grade class and not by particular subjects (1st Science, 1st Math, etc.)• Requires pre-mapping and likely some file clean-up initially.
Individual Enrollments	<ul style="list-style-type: none">• Can be used when individual enrollments are needed after the start of a program. <p><i>**We encourage admins to use the batch spreadsheet rather than manual enrollments, even for a few enrollments.</i></p>	<ul style="list-style-type: none">• Not efficient.• More likely to have errors such as duplicate enrollments and missing data fields.• Lacks a paper trail of actions.

New Admin and Semester Quick Start

Enrollment Process	Advantages	Disadvantages
SIS Integration	<ul style="list-style-type: none"> May be one-way or bi-directional between district SIS and our Buzz platform. Changes made in the SIS flow to the platform. 	<ul style="list-style-type: none"> Not all SIS can integrate directly. It is the responsibility of the district to work with the SIS provider to establish the connection. We will provide documentation for our API.

[Return to Getting Started Checklist](#)

TABLE: COURSE TYPE AND OPTIONS

Course Type	Advantages	Disadvantages
Continuous This setting is the default and must remain the default when using Accelerate Education teachers.	<ul style="list-style-type: none"> Platform paces the assignments, not the teachers. Students with different start and end dates have individual pacing. Students assigned to groups with modified content modified (hidden or added content) automatically have their calendars reflect these modifications. 	<ul style="list-style-type: none"> The teachers' calendar view does not reflect the student calendar view. Therefore, teachers must view the student gradebook to view due dates. Teachers should never hide and unhide content to try to enforce pacing. Changes to grade periods, visible content, and blackout dates automatically change the calendar view. These changes must occur before the start of the semester.
Range	<ul style="list-style-type: none"> Teachers have complete control of the students' suggested pacing. The teachers' calendar view does match the class calendar view. 	<ul style="list-style-type: none"> More significant lift for teachers. More challenging to individualize student calendars.

[Return to Getting Started Checklist](#)

TABLE: COURSE GATING

Gating is a setting that requires a student to “complete” each activity in order. Data shows that students who work sequentially are more successful in most implementations. However, it is appropriate to remove gating in certain implementations. Administrators can submit a request to remove gating after reviewing our [Global Assessment Modifier](#) (GAM) document.

Course Gating	Advantages	Disadvantages
Gated Upon initial course creation, all courses enforce sequential gated access.	<ul style="list-style-type: none"> Forces to move sequentially. Encourages students not to skip work. It does not limit the teachers' ability to modify content by adding/hiding, adjusting order, or modifying for individuals. 	<ul style="list-style-type: none"> The setting is at the activity level (not course or module). Therefore, editing one course takes time and care. The other option is to have the administrator make a more global request via the GAM.

New Admin and Semester Quick Start

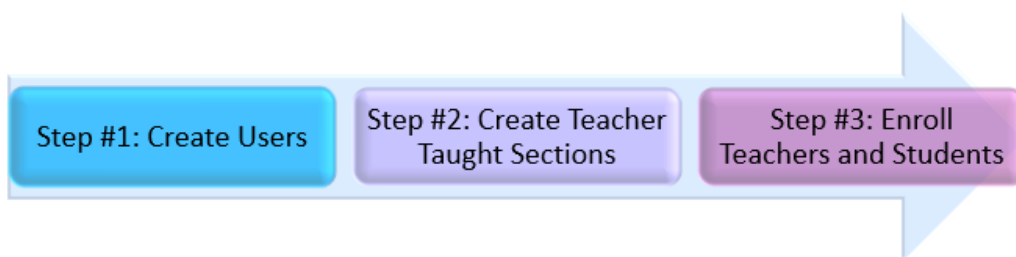
Course Gating	Advantages	Disadvantages
	<ul style="list-style-type: none">If administrators allow access via the domain settings, observers can view gated content.	
Non-Gated	<ul style="list-style-type: none">Works well in hybrid or limited-time usage programs where students are not expected to complete all items within the course.	<ul style="list-style-type: none">Allows students to skip assignments they simply do not wish to complete.

[Return to Getting Started Checklist](#)

Enrollment Supports

Directions for all bulk spreadsheet imports can be found on the templates themselves here are some reminders and helpful tips for completing the process.

SUMMARY OF PROCESS



»» Step #2 is often completed by or with the help of an Accelerate Staff member during your program set-up.

If a program opts to use the observer role:

- Observers must first be added as users, just as students are.
- Observers are then associated with the student(s) via the observer bulk upload. (Not shown in the diagram above.)

[Return to Enrollment Checklist](#)

ENROLLMENT Q & A

Q. *What is the purpose of a school course master, and does my school need masters?*

Masters are instrumental in maintaining edits from one year to the next or if administrators wish to push changes out to multiple sections. However, they can clutter a domain and increase the likelihood of enrollment errors if a program does not plan on making adjustments to courses.

When to use master courses:

- Significant edits are needed to the curriculum to meet desired state standards or school-wide program needs. Notable edit examples include:

New Admin and Semester Quick Start

- Adjusting the sequence order, including importing modules from A semester to B semester or vice versa.
- Adding locally created content.
- Making major adjustments to course or activity settings.
- Course edits are desired to remain from year to year.
 - Master courses can be reused yearly if Accelerate Education does not retire a course. Do not reuse teacher-taught sections from one school year to the next.
 - If Accelerate Education creates a new master, we suggest edits occur in a new course master.

When not to use course masters:

- If only student-level edits are anticipated for late starting students or IEP needs.
- If programs intend to use the courses as loaded and major edits are not needed to content or settings.

General facts about using masters:

- Never enroll students into master courses. However, administrators can enroll teachers or curriculum experts into masters to make the desired edits.
- Edits made for individual students (IEP needs, etc.) should always be made at the local level and not within a master, as those change from year to year and student to student.
- Do not create a master from a teacher-taught section.
- Changes made in the master flow to all teacher-taught sections created from the master. However, changes in the teacher-taught section do not flow up.

Q. *Can courses be reused from year to year?*

Administrators should re-create new teacher-taught sections yearly. However, a program can use program masters from year to year to create enrollable sections and maintain edits made in the previous year. We suggest that if Accelerate Education releases a new course master, a school starts edits anew and retires their previous program master.

Q. *When does billing for enrollments start?*

Billing varies based on the license type. The two most common license types are listed below. Always reach out to your account manager if you have any questions about billing.

- **Seat** – this license type bills based on the maximum number of student seats used during a semester.
 - Seats are reusable – this means that if a student leaves a program in week two and a new student arrives in week four, there is not an additional seat charge if no other changes have occurred.
 - There is no grace period – since seats are reusable, there is no grace period to withdraw a student to avoid billing.
 - A seat typically has up to 4, 6, or 7 course enrollments active per semester. Review the district's contract if unsure of the maximum course load.

New Admin and Semester Quick Start

- **Per Enrollment** – this license type bills based on a **per course** enrollment.
 - These enrollments are not reusable.
 - There is typically a 14-day grace period. However, administrators must properly withdraw the enrollment(s) before the end of the grace period to avoid billing. Never delete enrollments or simply inactivate the user.
 - Course completion does not impact billing; billing occurs if students have access to a course for more than 14 days.

Q. *Can I manually create a user account or enrollment rather than using the spreadsheet templates?*

Yes, but we strongly encourage using the spreadsheet templates, even when creating or enrolling just one user. Why? The manual process of adding users or enrollments is less efficient and creates a much more significant percentage of errors.

[Return to Enrollment Checklist](#)

ENROLLMENT TROUBLESHOOTING TIPS

#1 Error message when trying to import users, enrollments, or observers

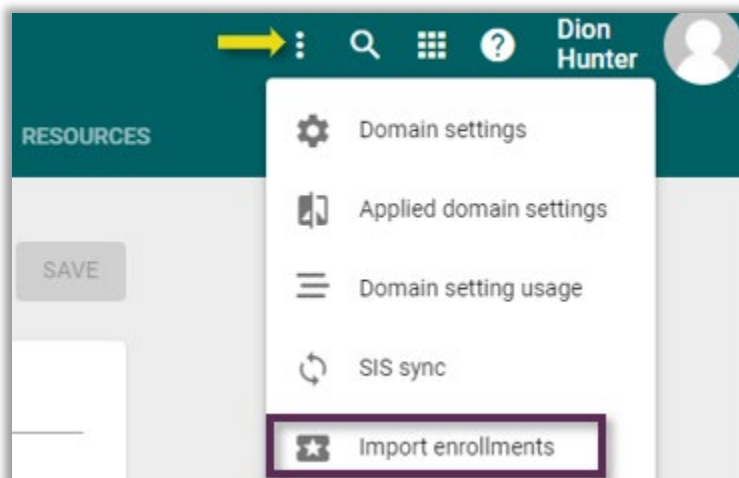
Below are the most common reasons for error messages during the import process. If one of these does not resolve the issue, please sign-up for an administrator [Need Help?](#) session. When this type of error occurs, administrators often see a message indicating something is missing.

Reason # 1:

The most common error is that administrators try importing data from the incorrect view. This most often occurs when trying to import enrollments.

Import locations for all actions:

- User Creation – import from the **Users** view located via the hamburger menu.
- Course Creation – import from the **Courses** view located via the hamburger menu.
- Enrollments – import from the Admin App homepage 3-dot ellipsis menu.



New Admin and Semester Quick Start

- Observer Association – import from the Admin App homepage 3-dot ellipsis menu (same menu as above).

Reason #2:

When copying and pasting data from batch spreadsheet templates, the administrator forgets to copy the column headings in row 1. Just recopy the data, including the column headers, and complete the import process.

Reason #3:

Occasionally data such as the email field comes back as invalid. To correct:

- Check the spelling of all column headings.
- Check the import location (see reason #1).
- Check there are no spaces following email or other data references where the error occurred.

#2 User's name, email, or username is misspelled.

All fields above are editable, just in different ways.

To edit the person's name or email:

1. Navigate to user view and filter to locate the user.
2. Select the user's hyperlinked ID number.
3. Edit field on the screen and select **Save**.

It is possible to edit usernames but not directly on the user's detail tab. To edit a username:

1. Open a spreadsheet.
2. Type the following headings in the first three columns: Action, User ID, Username.
 - a. Place the word Edit in row 2, column A.
 - b. Copy the user's ID number from within the platform into row 2, column B.
 - c. Add the corrected username in row 2, column C.

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

3. Copy the data entered on the spreadsheet, including the column headings.
4. Navigate to the User view in your domain.
5. Select the 3-dot ellipsis menu » Import.
6. Paste data into the large blank space and complete the import process.

#3 What options are available if I made an error enrolling a user into an incorrect class?

New Admin and Semester Quick Start

Note:

Never delete an enrollment.

Correcting an enrollment differs depending upon when the error is identified.

[Option 1: Move Enrollment](#)

Use when:

- A student is enrolled in the correct course but with the wrong teacher. All work by the student completed with the first teacher will transfer to the new teacher's section.
- A student was placed in the wrong course but has not yet started working in the class.

How:

1. Navigate to the **Courses** view.
2. Drill down on the course ID where the student's enrollment is presently active.
3. Select the **Enrollments** tab.
4. Check the box next to any student enrollment to be moved.
5. Select the 3-dot ellipsis menu » **Move enrollments**.
6. Start to type the new (correct) section's name.
7. Select the name and select OK when the section name appears on the screen.

[Option 2: Withdraw Enrollment](#)

Use When:

- A student is enrolled in the wrong subject and has started to complete work.

How:

1. Navigate to the **Users** view.
2. Drill down on the student's user ID.
3. Select the Enrollments tab.
4. Select the box associated with any incorrect enrollment.
5. Select the 3-dot ellipsis menu.
6. Select **Bulk update**.
7. Select the box next to status and End date.
 - a. Change the status to withdrawn.
 - b. Change the end date to the date the action is occurring.
8. Select Save.
9. Repeat the enrollment process for the correct course.

[Return to Enrollment Checklist](#)