

Local Administrator Roadmap US Server

NativeAccent v.3.0 Overview

NativeAccent is internet cloud-delivered software for assessing and instructing more than one hundred spoken English skills.

The patented *Intelligent Tutoring* technology creates an individual lesson plan for each student based on their first language and their individual assessment scores. By focusing on skills in greatest need of improvement, NativeAccent saves valuable study time. Patented *Pinpointing* technology provides the user with immediate, understandable feedback, showing their level of success with the focus skill of each lesson. Voice models are gender matched. As students improve, the intelligent tutor dynamically adapts the activities to the next most-needed skill.

Roadmap Objectives

The Local Administrator will understand and be able to:

- Log into NativeAccent and access the administrator dashboard
- add students to their course
- Create and change course settings
- have a clear understanding of the support contact tree

What Local Administrators cannot at this time do:

- Create teacher accounts

Accessing the NativeAccent Web Portal

- You will receive an email with your login credentials
- Go to <http://nativeaccent3.carnegiespeech.com>
- You will be placed into your appropriate dashboard in the default view.

MATERIALS

NativeAccent v.3 Implementation Docs.zip File includes all the documents for all users.

1. NativeAccent Implementation README.pdf
2. NativeAccent v.3 Local Admin Roadmap.pdf (This document)
3. NativeAccent v.3 Teacher Roadmap.pdf
4. NativeAccent v.3 Student Overview (2 page handout).pdf
5. NativeAccent v.3 Student Roadmap.pdf
6. NativeAccent v3 Course Planning Guide.doc
7. NativeAccent v3 First Language list.pdf
8. NAV3 Batch Add.csv

THE DASHBOARD

After logging into NativeAccent, the local administrator is taken to the School Dashboard. This is the starting point for administering classes and managing student enrollment.

- Local Admin can see all the courses in the school.
- The teachers can see only their assigned courses.

CREATING COURSES

Click on the name of the default course. A list of all the courses in the school will appear in a dropdown list. At the bottom of the list is the Add Course button. Click the Add Course button. A dialog box with 5 tabs appears.

- The GENERAL Tab
 - Enter the Long and Short names for the course you are creating
 - Enter the number of hours for the Intelligent Tutor path
 - You can calculate the correct number of hours by calculating as follows:
 - $\text{Hours per day} \times \text{days per week} \times \text{week of instruction} = \text{Course Hours}$
- The ASSESSMENT SETTINGS tab
 - The options on this tab allow you to change the recommended default settings
- The INTELLIGENT TUTOR tab
 - The options on this tab allow you to change the recommended default settings
- The INTELLIGENT TUTOR tab.
 - The default percentage assigned to each skill area is 25%.
 - If needed, change the values to meet the instructional goals for the class
 - The total percentage must equal 100% to complete this action.
 - Click SAVE
- The ADVANCED tab
 - Change the Teacher(s) designation throughout the course to a designation that matches your organization. E.g. "Trainer" or "Instructor"
 - Change the Student(s) designation throughout the course to designation that matches your organization. E.g. "Trainee" or "Learner"

When you have completed the course setup options, click the SAVE button.

CHANGING COURSE SETTINGS

Course settings are set by the local administrator based on the predicted goals and objectives for each course; however the percentage of content in each of the 4 curricular areas (“skills”) may be changed by the teacher to conform to his or her goals and objectives. It is recommended that teachers review the course settings and, if changes are needed, make those changes BEFORE the students complete their initial assessment.

ADDING STUDENTS

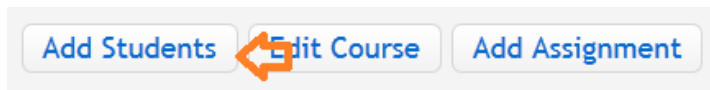
Your organization may decide to centralize the process of adding students to one person designated as the Local Administrator. If this is the case, teachers will need to send the student information about adding or dropping students from their assigned courses to the designated local administrator.

Information needed to add a student:

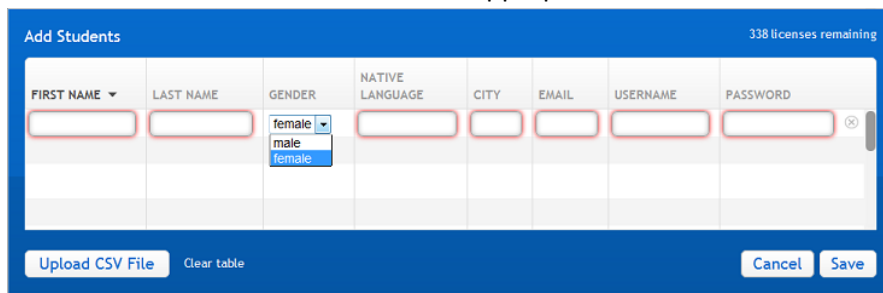
- First Name
- Last Name
- Gender
- Native Language from NativeAccent v3 First Language list.pdf
- email address
- username
 - Carnegie Speech (CS) recommends standardizing on the student’s email address *before* the “@”
- Password
 - CS recommends using the default password “changeme” (this forces the student to create a unique password)

ADDING STUDENTS USING THE WEBFORM

Click the “Add Students” button at the bottom of the student roster.



Enter the student information into the appropriate field

A screenshot of a webform titled "Add Students" with a "338 licenses remaining" indicator. The form is a table with columns: FIRST NAME, LAST NAME, GENDER, NATIVE LANGUAGE, CITY, EMAIL, USERNAME, and PASSWORD. The GENDER column has a dropdown menu open showing "female", "male", and "female" options. At the bottom of the form, there is an "Upload CSV File" button, a "Clear table" link, and "Cancel" and "Save" buttons.

- Click the SAVE button. To Cancel click the CANCEL button or click outside the Add Students box.

ADDING STUDENTS USING BATCH PROCESSING

When you have many students to add to NativeAccent, entering them on the web form is impractical and prone to generate errors. It is recommended that you consider using the batch-add process. The “NAv3 BatchAdd.csv” (included in the implementation package) form has been created for this purpose.

- Request a list of students from the school’s student management system that includes as much of the needed information as is available in the format needed by the .csv file
- Open the csv file in Excel (or other spreadsheet program) and complete the batch add file by entering the missing data. Be sure to save it as a .csv file (Excel format (.xls) files will not load).
- Open the ADD STUDENTS web form. Click the UPLOAD CSV button. Select the prepared file. The students’ information in the prepared .csv file will populate the web form. Click the SAVE button to complete the process.

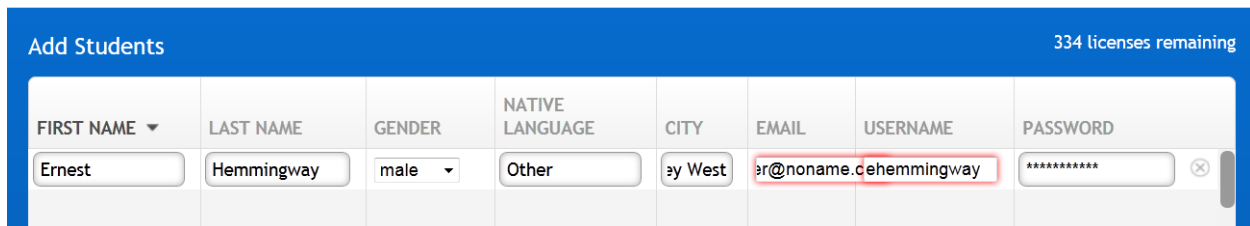
ERRORS IN UPLOADING

Occasionally the web form populated with student information will not upload. This is usually due to a error in the format or a conflict with another user account.

This process will not complete if

- there are any spaces before or after any text entered into a field
- the Native Language is not supported (see First Language List.pdf) or the first letter is not capitalized (Mandarin not mandarin)
- The email address does not have a legal extension (.com, .net, .edu, .org etc)
- The email address is a duplicate of another user (usually the student is already enrolled)
- The username is a duplicate of another user (if this happens, place a numeral after the username and try again).

If an error occurs, the box in which the information resides will have a red bordered, rectangular shape, as opposed the grey, rounded corner boxes of all the other data.



FIRST NAME ▾	LAST NAME	GENDER	NATIVE LANGUAGE	CITY	EMAIL	USERNAME	PASSWORD
Ernest	Hemmingway	male ▾	Other	ay West	br@noname.c		*****

Review and correct the entries in the identified field and click the SAVE button again.

If you are unable to complete this process successfully or need help with any part of the course setup or student management processes, contact customercare@carnegiespeech.com

SUPPORT

The NativeAccent® Support Chain

Teacher

Direct instructional support

- How to improve skills that are problematic for students
- Microphone and headset questions
- Getting student feedback and sending to local admin

Local Admin

Enrollment and Course Creation

- Create courses and course settings
- Uploading students into courses
- Un-enrolling students from courses
- Send Tech and back end process requests to Carnegie Speech support

CS Support

Technology and back end process

- Password Management
- Creating School and local admin accounts
- Fixing errors in student and teacher accounts

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- Student ADD and DROP from your course roster.
 - Local Admin obtains the student information
 - Local Admin use web form or *NA3batchadd.csv* to upload students into the appropriate course
 - Local Admin contact Carnegie Speech support to move or drop students
- Student login issues
 - If a student has logged in one time successfully but cannot remember their password, they can recover their password using the provided “Forgot your password?” button on the web portal at <http://nativeaccent3.carnegiespeech.com> .
- Technical issues and questions (not including the above)
 - Send an email to customercare@carnegiespeech.com including:
 - As detailed a description of the issue as possible
 - The name and email address of the student(s) experiencing this issue
 - Tech support may contact the student directly in order to address their issue
 - The day and time if the occurrence(s) if possible (support can use this information to diagnose the issue in the log files)
 - Tech Support response time is 24 hours from receipt of email. Support resolution time depends on the issue and may take longer.