

Student Usage Reports: Tips and Troubleshooting

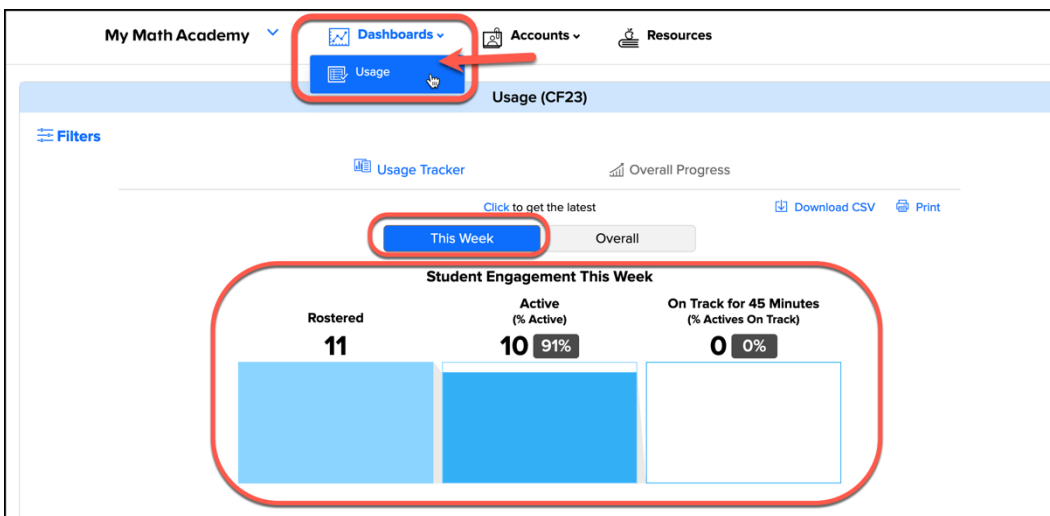
For My Math Academy

Extensive efficacy research has shown that with consistent usage—as little as 45 minutes per week—*My Math Academy* can help children make significant gains in early math skills and improve their confidence as learners. Because increased usage correlates with greater learning gains, we provide teachers easy-to-use Usage Dashboards so they can track students' program usage.

This article addresses questions about the reports included in these Dashboards and offers solutions to common issues that may arise.

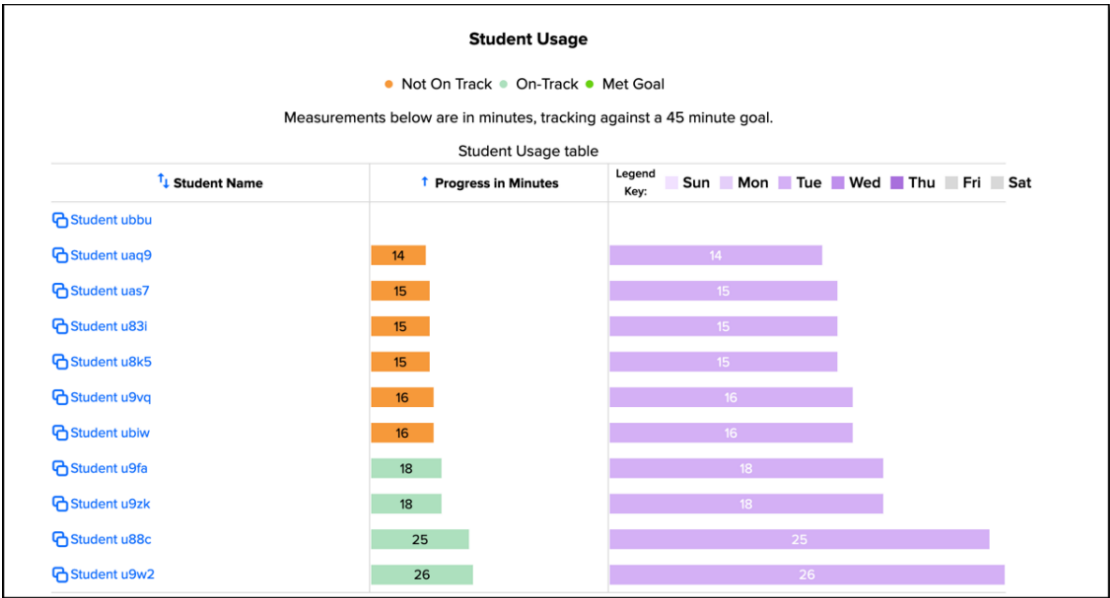
Overview of the Usage Dashboards

To track usage of *My Math Academy*, simply log into your Educator Center, click **Dashboards** at the top of the screen, and select **Usage** from the drop down-menu. The default view is the same: **This Week**. All data on this view is for the current week only and it resets over the weekend, so you're not going to see anything if you look Monday morning.

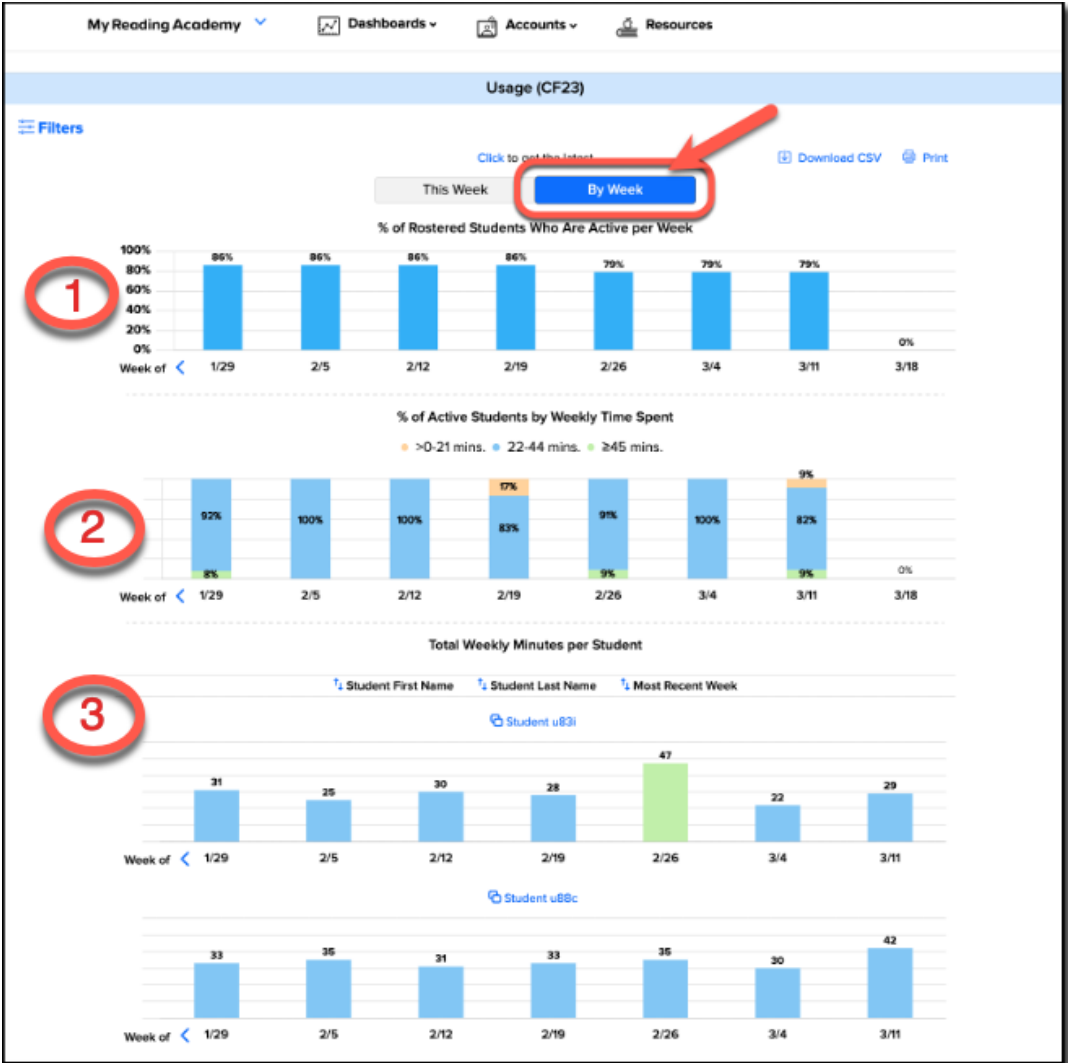


The top section of the Dashboard is **Student Engagement This Week**. This is a quick snapshot of the percent of **Active** students this week compared to the total number **Rostered**. Then, you will see the percentage of students **On Track for 45 Minutes**. That percentage should increase throughout the week as you schedule more time with the program.

Scrolling down, you will see the **Student Usage** table listing all your students, their **Progress in Minutes**, and usage per day.



To get a broader perspective on usage, click the **By Week** tab next to **This Week**. This Dashboard provides: (1) an overview of the past eight weeks of active users, (2) eight weeks showing the weekly time spent, and then (3) eight weeks of usage data for individual students.

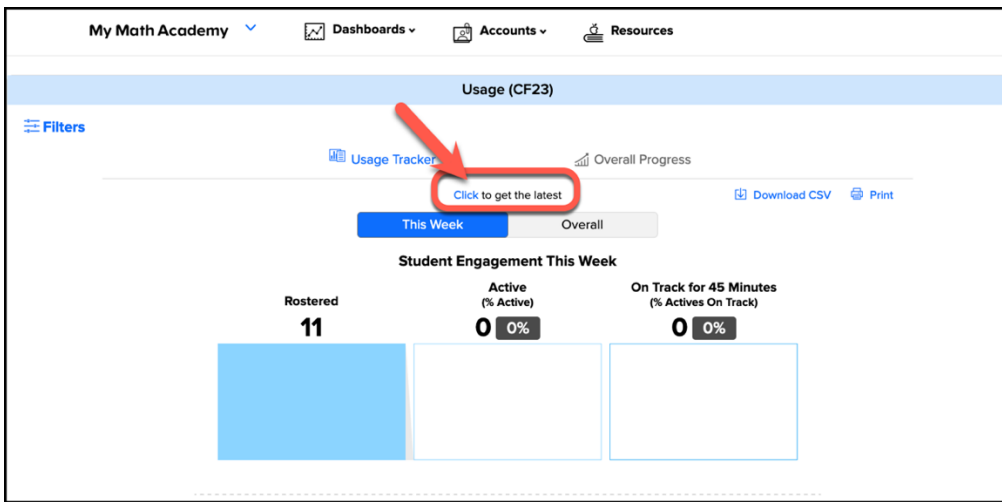


How Soon Is Usage Data Available?

The time it takes for student usage to be reflected on the Usage Dashboard can vary. Typically, it appears within minutes but may take up to an hour. At-home usage will not appear until the next day.

Upon opening the Usage Dashboard, it will show the latest data. But if you have the Dashboard open for any amount of time and look for new data, you will need to refresh the page.

There's a timestamp at the top of the Dashboard that says when the data was last updated. Click the link that that says, **Click to get the latest** (circled below) to reload the Dashboard with current data.



How Can I Ensure that My Students Meet Their Usage Goals?

All classrooms are unique—student ages, number of students, number of devices and how they're shared, how students log in, as well as many other factors. These will account for various challenges in meeting usage goals. But these tips have been very helpful for most teachers:

- **Budget more time:** The only one-size-fits-all answer is this one: you will need to budget *some* extra time for program usage to guarantee the usage time you are trying to meet. Consider the first four bullets in the previous section when planning for time.
- **Give your class a head-start:** Ready, Set, Go! Some teachers boost success by allocating more program time early in the week, ensuring any issues do not delay meeting the class goal.
- **Look for roadblocks:** As with any routine or program with students, it takes some time to see what works best for your classroom. Establishing clear guidelines, goals, and a

schedule will assist in removing roadblocks to success.

- **Monitor in-classroom usage and encourage engagement:** We encourage you to walk around, monitor engagement, congratulate the class on their efforts each day, and celebrate success when the class meets their weekly goals.
- **Encourage students to finish any current gameplay:** If time allows, encourage students to finish any activity in current gameplay.
- **Encourage at-home use:** If your district offers families codes to set up at-home use, be sure to encourage parents and children to take advantage of that opportunity. Regular (or even occasional) use at home can make it much easier to hit your weekly targets.
- **Check the Dashboard:** It's important to keep a regular pulse on student data. While the data isn't always available instantly, it is typically available on the Usage Dashboard just a few minutes after students log out (though it can take up to an hour). If you can, check it early and refresh the Dashboard later if the data isn't immediately available.

Why You Could See Large Differences in Reported Usage

Below are key identifiers that may significantly affect usage and reporting, aside from a few students not completing their assigned tasks:

- **Students sharing a device:** Remind students to log out after use (not simply close the browser tab), as failure to do so may result in incorrect tracking of usage—showing no activity for the second user and double for the first. Students need to log in with their own credentials to ensure their activity is recorded correctly. It is important to establish these guidelines before program use.
- **Student is logged in to another student's account/profile:** If students are sharing a device, the first student may not log out and the second student may simply start playing the learning games on the device. This will show up as *no usage* for the second and *double* the usage for the first. Remind students before each session: *Make sure you log in as you, and not one of your friends, or it won't count for you.*
- Also, remind students to log out of the program when they're done, rather than just stopping or closing the browser tab. That will help prevent the next user from being logged in to the wrong account. This would be part of the guidelines to establish before program usage.

- **Student is logged in to the wrong program:** Many classrooms have two programs available: *My Math Academy* and *My Reading Academy*. Students may end up using the wrong one for several reasons: they may not recognize the icons for Math vs. Reading, mishear instructions, continue from a previous user on a shared device, or fail to log out and switch programs on a 1-to-1 device. To ensure correct usage, check the Usage Dashboard data for the program assigned that day.
- **There's a problem with the device:** Technology will glitch from time to time. You may want to restart the device that the student was using, clear the cache, verify it is connecting to the classroom wi-fi network, and do any kind of regular troubleshooting that's worked for those devices in the past. Your IT support staff could best assist you with this. For any tech issues, please reach out to Darrel Kirk at Darrel.Kirk@elcpalmbeach.org.