How to Contact ACT

If you have questions, please contact ACT Customer Care at onlineprep.act.org/contact-support or call us at 319.337.1429.
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Introduction

ACT Online Prep™ is a web-based test preparation program provided by ACT. It is designed to be easy for students to access and use. The platform provides an interactive element for students that (if used) adjusts to meet their learning needs. As part of your administrative access, you will be able to monitor how students use test preparation material and practice with test questions or other features of the platform.

This user guide is intended to help staff at the school, district, and state levels navigate through the ACT Online Prep platform. Depending on your level of access to the platform, this guide will help you to:

• Add students
• Add instructors
• Add groups
• Assign tasks to students
• View the activity or performance statistics of an individual student
• View performance statistics for a group of students
• View performance statistics for a student population at a school, district, or state
• Export student or group performance data
• Export school, district, or state performance data

The following sections will walk you through how to use ACT Online Prep if you are a teacher, school test coordinator, a district test coordinator, or a state coordinator.
Your Access to ACT Online Prep

Access to ACT Online Prep is initiated when a school, district, or state purchases “bulk” student licenses from ACT. Schools and districts can order bulk licenses using the ACT Online Prep order form located at www.act.org/content/act/en/products-and-services/the-act/test-preparation/act-online-prep.html. After filling out the order form, they should email it to customerservice@onlineprep.act.org.

After purchasing ACT Online Prep, each school is given a “license count,” or a fixed number of ACT Online Prep licenses that can be given to students at the school. The license count is determined by information provided on the order form (for school or district purchases) or collected from the state department of education (for statewide purchases). As the school sets up for using ACT Online Prep, school officials can keep track of how many student licenses have been “redeemed” from the license count. This information will be covered in a later section.

Once ACT has processed the order, the person identified as the “site administrator” or school test coordinator is sent an activation email from noreply@onlineprep.act.org. Once the account is activated, from the link and instructions provided in the email, he or she is granted access to ACT Online Prep as the main contact for the organization. The platform (and this document) refers to this individual as having the School Test Coordinator role.

Teachers in a school setting will have access to ACT Online Prep in the Instructor role, however, they have to be set up by the School or District Test Coordinator in the platform before they can access it. This process is covered in “Adding Students and Instructors,” page 13.

District officials may also be given access to ACT Online Prep as part of a state or district’s agreement with ACT. They will be set up in the platform as District Test Coordinators.

Regardless of your role, access to the platform is provided on a 24-hour basis from any computer with online access and a supported browser. Your access is password-protected according to information you provide.
General Account Features

All school, district, and state users will see the following header at the top of their screens when they log in to ACT Online Prep at https://onlineprep.act.org/login:

On the right side of this header, there is a “person” icon that provides access to your account profile and the means to sign out. The example below shows the menu for a teacher:
Selecting “Account” from this menu takes users to a screen where they can edit their profile information or change their password. By default, the screen opens with the profile information listed:

Users can edit any of this information by typing in or typing over what is listed in each field. They can also upload a picture to their user profile.

When you are done editing fields, scroll down to the bottom of the screen. You can then control what is listed on pages associated with public websites you want this profile to be associated with (e.g., Facebook, Twitter, or LinkedIn) and then save any changes:
To change your account password, select **Password** from the menu on the left. The Change Password screen appears:

![Change Password Screen]

Type in and confirm a new password, and then select the **Change Password** button to save the new password for your account.

To sign out of your account, access the person icon at the top of the screen and select the **Sign Out** option.

*Note: Your account username is the email address associated with ACT Online Prep. If you've forgotten your password, select the **Reset Password** link on the login screen, enter your email on the next screen, and follow the instructions in the email from noreply@onlineprep.act.org to change your account password. If you don't see this email, check your spam or junk folders. If your access was established using a non-active (mock) email address, please see your site administrator to have your password reset.*

The tasks you are able to perform in ACT Online Prep, and the levels of reports you are able to review, will vary depending on your particular user role. This is illustrated in the table below.

<table>
<thead>
<tr>
<th>Task</th>
<th>Instructor</th>
<th>School Test Coordinator</th>
<th>District Test Coordinator</th>
<th>State Coordinator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Load Students</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Load Instructors</td>
<td></td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Create Groups</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assign Tasks to Students</td>
<td>X</td>
<td></td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Impersonate Students</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>View/Export Student Level Progress</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>View/Export Group Reports</td>
<td>X*</td>
<td></td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>View/Export School Level Reports</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>View/Export District Level Reports</td>
<td>X</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>View/Export State Level Reports</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

*Only applies to groups to which the instructor is assigned*
State Test Coordinator View

When ACT Online Prep is purchased through a statewide agreement, State Test Coordinators have reporting access to ACT Online Prep data for all districts, schools, groups, and students within their state. State Test Coordinators do not have the option to load students, instructors, or groups.

Dashboard Options

When you log in as State Test Coordinator, you land on your main dashboard, at the District Reports screen. At any time, selecting Administration Dashboard from the User Menu, or selecting the District Reports option, returns you to the District Reports screen.

The dashboard options for a State Supervisor are shown in this table.

<table>
<thead>
<tr>
<th>Selecting …</th>
<th>Allows you to …</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Reports</td>
<td>View all students loaded to the platform within the district. View and export individual student usage data.</td>
</tr>
<tr>
<td>Group Reports</td>
<td>View and export data at the group level.</td>
</tr>
<tr>
<td>School Reports</td>
<td>View and export data at the school level.</td>
</tr>
<tr>
<td>District Reports</td>
<td>View and export data about the district(s) in your state.</td>
</tr>
<tr>
<td></td>
<td>Note: You can also drill down to Group Report and School Report views in the District Reports option.</td>
</tr>
</tbody>
</table>
District Test Coordinator View

On a level of access above the school, District Test Coordinators have additional reporting access to ACT Online Prep data for students and schools in their districts. District Test Coordinators also have access to load students, instructors, and groups to the schools within their districts.

District Test Coordinators have access to individual Student Reports, Group Reports, School Reports, and District Reports.

*Note: You will not see any data in the various reports until School Test Coordinators enter their organizations’ data in the system.*

User Menu

The User Menu for the District Test Coordinator offers the following options:

<table>
<thead>
<tr>
<th>User Menu Option</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>District Admin</td>
<td>Access to all schools within the district; manage groups within each school; load instructor(s) and student(s) within each school</td>
</tr>
<tr>
<td>Administration Dashboard</td>
<td>Access student, group, school and district reports views</td>
</tr>
</tbody>
</table>
Dashboard Options

When you log in as the District Test Coordinator, you land on the Admin Dashboard screen, which contains a list of all schools within your district. The District Test Coordinator has the ability to load students and instructors. At any time, selecting the Admin Dashboard option from the User Menu will return you to the school listing.

Hovering your cursor (mouse) over the name of any high school will enable the option to appear. Selecting the Manage symbol will allow for the District Test Coordinator to load groups, instructors and/or students for the school. To complete these tasks, follow the instructions in the Adding Students and Instructors and Creating Groups sections of the User Guide.

The dashboard options for a District Supervisor are shown in this table.

<table>
<thead>
<tr>
<th>Selecting …</th>
<th>Allows you to …</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Reports</td>
<td>View all students loaded to the platform within the district. View and export individual student usage data.</td>
</tr>
<tr>
<td>Group Reports</td>
<td>View and export data at the group level.</td>
</tr>
<tr>
<td>School Reports</td>
<td>View and export data at the school level.</td>
</tr>
<tr>
<td>District Reports</td>
<td>View and export data about your district(s).</td>
</tr>
</tbody>
</table>

Note: You can also drill down to Group Report and School Report views in the District Reports option.
School Test Coordinator View

The School Test Coordinator is the role associated with the person who is the main school contact for ACT Online Prep. In addition to all of the Instructor role functions, the Test Coordinator performs administrative tasks and has access to student level and aggregate school data.

As the School Test Coordinator, you have the ability to enable instructors and students to start using ACT Online Prep by creating student and instructor accounts for individuals at your school and then assigning them to groups. Although it is not mandatory to assign students to groups, you will get most benefit out of the product if you do so. It is certainly a good idea to assign each student to at least one group (e.g. “Mr. Smith’s Home Room”), though assigning to multiple groups also has benefits, especially for subject teachers (e.g. “11th Grade English Honors”). It is through group assignments that you are able to create links between students and instructors.

*Note: Instructors and students cannot access the ACT Online Prep platform until they are loaded to the platform.*

User Menu

The User Menu for the School Test Coordinator offers the following options:

<table>
<thead>
<tr>
<th>User Menu Option</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>School Admin</td>
<td>Manage user accounts and groups; impersonate a student</td>
</tr>
<tr>
<td>Administration Dashboard</td>
<td>Create assignments; access student, group, and school reports views</td>
</tr>
</tbody>
</table>
School Test Coordinator Dashboard—Your Landing Page

When you log in as the School Test Coordinator, you land on the School Test Coordinator Dashboard (main dashboard) screen at the Contracts tab. The Contracts tab includes active and expired contracts for which the school is associated with. For each contract, the number of available seats, used seats, students logged in and students active is indicated. The first and last student activation dates indicate the date range in which a student can be loaded under the contract. The start and end date indicate the contract duration, and the admin access expiration date is the last date school staff will have access to ACT Online Prep under the active contract. At any time, selecting School Test Coordinator from the User Menu, or selecting the Dashboard option, returns you to this landing page, as shown below.

Groups, Instructors, and Students Options

The various administrative functions are accessed from the main dashboard by selecting the Dashboard, Instructors, or Students options, as shown in this table.

<table>
<thead>
<tr>
<th>Selecting…</th>
<th>Allows you to…</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contracts</td>
<td>• Track plan licenses</td>
</tr>
<tr>
<td>Groups</td>
<td>• Create and manage groups</td>
</tr>
<tr>
<td></td>
<td>• Create group(s) and assign instructor(s) and student(s) using a CSV upload file</td>
</tr>
<tr>
<td>Instructors</td>
<td>• Create and manage instructor accounts</td>
</tr>
<tr>
<td>Students</td>
<td>• Create and manage student accounts</td>
</tr>
<tr>
<td></td>
<td>• Impersonate a student</td>
</tr>
</tbody>
</table>
Tracking Plan Licenses

On the Dashboard (your landing page), select the Contracts tab to see the number of “licenses redeemed,” i.e., the number that have been assigned to students once you have created their accounts. You can use this information to keep track of your school’s overall use of the program.

Notes:

- Instructor accounts don’t count toward the number of licenses.
- Student licenses are redeemed when students are loaded to the platform.
- When creating accounts, if you see an error message related to the number of student licenses redeemed, please contact customerservice@onlineprep.act.org for support.

Discussion Groups and Flashcard Sets

As the School Test Coordinator, you may be asked by a student to approve or review the creation of discussion groups or flashcard sets among student users. This process involves tabs of student activity. You can get a specific sense of discussion groups or flashcard sets by using the Impersonate option. If you have concerns about your students’ use of discussions or flashcards, visit onlineprep.act.org/contact-support for help on controlling these features of the platform for your school.
Instructor View

This section provides insight into what information instructors can access in the ACT Online Prep platform.

A user in the Instructor role has access to detailed profile data and performance statistics about each student.

*Note: Instructors will not be able to see any data until students, instructors, and groups are set up in the program by the School or District Test Coordinator. See “Adding Students and Instructors,” page 13, for information about this process.*

Administration Dashboard

When you log in as an Instructor, you land on the Administration Dashboard (main dashboard), at the Student Report dashboard screen. At any time, selecting Administration Dashboard from the User Menu or selecting the Student Reports option on the main dashboard returns you to this Student Report dashboard screen, as shown below. On the Student Reports screen, you will be able to view information for students who have been assigned, by the School or District Test Coordinator, to all groups you are also associated with.
Adding Students and Instructors

User accounts for students and instructors can be created individually by entering the information on screen, or created in bulk by uploading data from a .csv file. School or District Test Coordinators can load students and instructors. Students and Instructors will not be able to access the platform until after they have been loaded. You will need the following information for each user.

- Name (first and last) (required)
- Email address (required)
- Password (optional)

When an account is created, the user receives an email that prompts him or her to activate the account. Users should be advised to ensure that their email settings allow emails to be received from @onlineprep.com.

*Note: For students without an email address, or an email address that the student or implementing organization wishes to keep confidential, see “How to Create Accounts for Students without an Email Address,” page 17.*

**User Passwords**

When creating accounts, you can either create passwords for users or leave the password field blank when creating accounts. If you leave the password blank, users will be prompted to create their own passwords when activating their accounts, using the link in the activation email they received. If you create the passwords, it is your responsibility to distribute login information to each user.
How to Create Accounts Individually

The same steps apply to creating either a student or an instructor account. To create individual user accounts take the following steps.

1. From the dashboard menu on the left of the screen:
   - Select **Students** to create a student account, or
   - Select **Instructors** to create an instructor account.

2. On the Students (Instructors) screen, select the **New Students (New Instructors)** button and then select **Add a Student (Add an Instructor)** from the drop-down.

   Note: Alternatively, you can select the “Create one!” link that appears if you haven’t yet created any student (instructor) accounts for your school.

3. Type in the user’s name, email address, and password. The email address will serve as the student (instructor) user name when accessing the platform. The contract will automatically default to the current, active contract. If more than one contract is active, a drop-down menu will be available to select the appropriate contract to be used.

   Note: If the password field is left blank, users will be prompted to create their own password upon activation. For instances where a generic “mock” email address is used, the password field is required and will need to be provided to the user.

   Note: When adding instructors, confirm that the box to exclude from the contract seat count is checked. If left unchecked, the instructor will be counted toward the number of available licenses for the school.

4. Select the **Create** button to save the account. You are returned to the Students (Instructors) screen and the user has been added to the list.
How to Create Accounts in Bulk

To create user accounts in bulk, take the following steps.

1. From the main dashboard options:
   - select Students to create student accounts, or
   - select Instructors to create instructor accounts.

2. On the Students (Instructors) screen, select the New Student (New Instructor) button and then select Upload Multiple from the drop-down.

3. Follow the instructions on the screen to create and upload a .csv file with containing the appropriate data and formatting.
   a. Locate the following information for each student (instructor):
      - Email Address
      - Name
      - Password

   b. Create a spreadsheet in Excel with three column headings – email, name, and password. All three headings are required, in this order, even if you are leaving some information blank. It should look like this:
c. Add each student’s (instructor’s) information below the headers (top row). Leave the password fields blank if you are using real email addresses. Save the spreadsheet in .csv (not .xls) format to your desktop. If you do not have student email information, the password field must be populated.

*Note:* A maximum of 1,000 rows may be loaded in each .csv file. If you have more than 1,000 users, you will need to create more than one file.

![Spreadsheet example](image)

*Note:* CSV stands for Comma-Separated Values, meaning that each data field is separated by a comma.

d. The contract will automatically default to the current, active contract. If more than one contract is active, a drop-down menu will be available to select the appropriate contract to be used. Ensure that the Course checkbox for ACT Online Prep is selected.

For students:

![Contract example for students](image)

For instructors:

![Contract example for instructors](image)

*Note:* When adding instructors, confirm that the box to exclude from the contract seat count is checked. If left unchecked, the instructor will be counted toward the number of available licenses for the school.

e. Using the browse button, search your desktop to locate the .csv file. Once selected, use the blue upload button to import the file.

![Upload file](image)

6. A status message appears. When the file has finished uploading, the new accounts are listed on the Students (Instructors) screen.

![Status message](image)
How to Create Accounts for Students without an Email Address

The Generate ACT Student Accounts option within the platform allows you to create accounts for students who don’t have an email address. It generates both a name “ACT Online Prep User”, a “mock” @onlineprep.act.org email account (account login), and a password for each student.

If this option is used, students will not have the ability to change the email address and all students will have the default student name “ACT Online Prep User.” However, the School Test Coordinator can edit the student name after the account is created (see Managing User Accounts, in this section).

Note: User/student names do not have to be unique, however, login ids (in the form of real or mock email addresses) must be unique.

To use this option, take the following steps.

1. From the main dashboard options, select Students.

2. On the Students screen, select the New Students button and then select Generate ACT Student Accounts from the drop-down.

3. On the Generate Email Account screen, follow the instructions presented to create a prefix, password and indicate the number of students accounts will need to be created for. After completing the fields, select the Generate button. The contract will automatically default to the current, active contract. If more than one contract is active, a drop-down menu will be available to select the appropriate contract to be used. Ensure that the Course checkbox for ACT Online Prep is selected.
Distributing Login Credentials to Students

If a “mock” email address was used to generate student accounts in the platform, those credentials will need to be provided to each user. If the Generate ACT Student Accounts option was used, the new accounts will default to a student name of “ACT Online Prep User” on the Students screen. To distribute login information to an individual student, take the following steps.

1. Navigate to the Students screen and select Download Student CSV.

2. Open or save the file when the options below appear at the bottom of the screen.

3. In column A of the student spreadsheet, replace any ACT Online Prep User names with the names of the students to whom the login information will be given.

4. Replace the data in column C with the generic password used to create the student accounts.

5. Locate the Accessing Online Prep: ACT Student Word document template on your ACT documents and training website. On the mailings tab in the document, use the mail merge option to insert the student name, email address (user name) and password into the template fields.

6. Using the merge documents, print and distribute the assigned email addresses and passwords to the students, so they may sign into their accounts.
Creating Groups

Groups can be created individually by entering the information on screen, or created in bulk by uploading the information from a .csv file. Each student can be associated with multiple groups. Common uses for groups are to separate grade levels and classroom assignments. For each group you will need to assign:

- A name
- One or more instructors
- One or more students

**How to Create Groups Individually**

To create groups one at a time, take the following steps.

1. From the main dashboard options, select **Dashboard**.

2. Select the **New Group** button, and then select **New Group** from the drop-down.

*Note: Alternatively, you can use the “Create one!” link that is available when there are no groups yet for your school.*
3. On the Assign Name screen, type a unique name for the group. If you wish, enter a learning plan date in the Preset Study Plan Completion Date field. The learning plan date will carry over to the student account, and serve as a countdown calendar on the home screen. Then, select the **Next** button.

4. On the Instructor Management screen, select the **checkbox** next to one or more names on the All Available Instructors list. Then, select the **Add to Group** button.

   Note: To add new instructors to the list at this time, select the **New Instructors** button and then select either **Add Instructor** or **Upload Multiple** from the drop down and follow those instructions.

   The assigned instructors now appear on the Instructors in Group list. Under this tab, you can use the Unassign button to remove instructors from the group.

5. When you are done assigning instructors to the new group, or if you want to skip assigning instructors now and do it later, select the **Next** button.
6. On the Student Management screen, select the checkbox next to one or more names on the All Available Students list. You can also use the checkbox below All Available Students to select all. Then, select the Add to Group button.

Note: To add new students to the list at this time, select the New Students button and then select either Add Student or Upload Multiple from the drop down and follow those instructions.

The assigned students now appear on the Students in Group list. Under this tab, you can check the box next to a student name and use the Unassign button to remove students from the group.

7. When you are done, click the Finish button. You are returned to the Groups screen and the new group appears in the Groups list.

Note: Before clicking the Finish button, you can change the information for the group by using the “Back to” options at the top of each screen. When done, use the Next buttons to return to the screen with the Finish button.

Groups are often used to separate grade levels, homerooms, study halls and course classrooms. Students can be assigned to multiple groups.

IMPORTANT: The group will not be created in the system until you use the Finish button.
How to Create Groups in Bulk

Depending on the data you include, this option can be used to:

- Create new groups
- Upload new students/instructors
- Assign students/instructors to groups
- Import new students/instructors directly into existing groups
- Add existing users to existing groups
- Convert a student account into an instructor account, and vice versa

*Note: It cannot be used to change a user's name, email address, or password.*

To create groups in bulk, take the following steps.

1. From the main dashboard options, select Dashboard.

2. Select the **New Group** button, and then select **Upload Multiple** from the drop-down.

3. Follow the instructions on the screen to create and upload a csv file with the appropriate data and formatting. The instructions are also included here.

   a. Locate the following information for each user.

      ![Spreadsheet Example](image)

   b. Create a spreadsheet in Excel with five headers—group_name, name, email, password, and user_type. All five headers are required even if you are leaving some information blank. It should look like this:

      ![Excel Spreadsheet](image)
c. Add each user’s information below the headers. Leave optional fields blank if you don’t wish to upload this information.

*Note: A maximum of 1,000 rows may be loaded in each .csv file. If you have more than 1,000 users, you will need to create more than one file.*

<table>
<thead>
<tr>
<th>group_name</th>
<th>name</th>
<th>email</th>
<th>password</th>
<th>user_type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Juniors 2020</td>
<td>Nick Evans</td>
<td><a href="mailto:nickevans@abc123school.edu">nickevans@abc123school.edu</a></td>
<td>pw12345</td>
<td>student</td>
</tr>
<tr>
<td>Juniors 2020</td>
<td>Sophie Leary</td>
<td><a href="mailto:sophieleary@abc123school.edu">sophieleary@abc123school.edu</a></td>
<td>pw12345</td>
<td>student</td>
</tr>
<tr>
<td>Seniors 2019</td>
<td>Eduardo Obara</td>
<td><a href="mailto:eduardoobara@abc123school.edu">eduardoobara@abc123school.edu</a></td>
<td>pw12345</td>
<td>instructor</td>
</tr>
</tbody>
</table>

*Note: The import will fail if the name or email address of an existing user is typed incorrectly.*

d. The contract will automatically default to the current, active contract. If more than one contract is active, a drop-down menu will be available to select the appropriate contract to be used. Ensure that the Course checkbox for ACT Online Prep is selected.

e. Using the browse button, search your desktop to locate the csv file. Once selected, use the blue upload button to import the file.

6. You are returned to the Groups screen and a status message appears.

2 users are queued for import. You will receive an email notification with the status of the import once processing is completed.

New users, where a real email address was used, will receive an activation email. Login credentials will need to be provided to users where a mock email address and password were included in the .csv file.
**Importing Students/Teachers Directly into a Group and Presetting the Learning Plan Date**

For those who prefer to continue creating groups individually, new features added to the one-by-one group creation tool “New Group” (formerly, “New Classroom;” see “How to Create Groups Individually,” page 19) now allow the School or District Test Coordinator to upload new students and teachers directly into a new or existing group.

You may also automatically set the Learning Plan date for all users in the group through this process.

To use this feature, take the following steps.

1. Open the Groups dashboard, select the **New Group** button, and then select **New Group** from the drop-down list.

2. On the Assign Name screen, enter a name for the group. If you wish, enter a learning plan date in the Preset Study Plan Completion Date field. Then, select the **Next** button.

3. On the Instructor Management screen, select the **New Instructors** button and select **Upload Multiple** from the drop-down list.
4. On the screen that appears, follow the instructions to create and upload a .csv file with the appropriate data and formatting. The instructions are also included here:

a. Locate the following information for each instructor:

<table>
<thead>
<tr>
<th>Field</th>
<th>Required?</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instructor name</td>
<td>Required</td>
<td>First &amp; last name</td>
</tr>
<tr>
<td>Instructor email</td>
<td>Required</td>
<td>Real email</td>
</tr>
<tr>
<td>Instructor password</td>
<td>Optional</td>
<td>If left blank, user will be emailed a registration email automatically. If present, admin will need to distribute login information manually.</td>
</tr>
</tbody>
</table>

b. Create an Excel spreadsheet with three headers: email, name, and password. All three headers are required (regardless of whether or not you fill in the optional fields) and must be entered into the spreadsheet exactly as shown. At this point, the spreadsheet should look like this:

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>email</td>
<td>name</td>
</tr>
<tr>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td><a href="mailto:poo@benchprep.com">poo@benchprep.com</a></td>
<td>Gregg Popovich</td>
</tr>
<tr>
<td>3</td>
<td><a href="mailto:pat@benchprep.com">pat@benchprep.com</a></td>
<td>Pat Summitt</td>
</tr>
<tr>
<td>4</td>
<td><a href="mailto:doc@benchprep.com">doc@benchprep.com</a></td>
<td>Doc Rivers</td>
</tr>
<tr>
<td>5</td>
<td><a href="mailto:natalie@benchprep.com">natalie@benchprep.com</a></td>
<td>Natalie Nakase</td>
</tr>
</tbody>
</table>

Note: A maximum of 1,000 rows may be loaded in each .csv file. If you have more than 1,000 users, you will need to create more than one file.

c. Add each instructor’s information below the headers. Leave the optional fields blank if you aren’t uploading that information. The spreadsheet should now look like this:

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>email</td>
<td>name</td>
</tr>
<tr>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td><a href="mailto:poo@benchprep.com">poo@benchprep.com</a></td>
<td>Gregg Popovich</td>
</tr>
<tr>
<td>3</td>
<td><a href="mailto:pat@benchprep.com">pat@benchprep.com</a></td>
<td>Pat Summitt</td>
</tr>
<tr>
<td>4</td>
<td><a href="mailto:doc@benchprep.com">doc@benchprep.com</a></td>
<td>Doc Rivers</td>
</tr>
<tr>
<td>5</td>
<td><a href="mailto:natalie@benchprep.com">natalie@benchprep.com</a></td>
<td>Natalie Nakase</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>password</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>teacher12345</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>teacher12345</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>teacher12345</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>teacher12345</td>
<td></td>
</tr>
</tbody>
</table>

Note: A maximum of 1,000 rows may be loaded in each .csv file. If you have more than 1,000 users, you will need to create more than one file.

d. Save the spreadsheet as a .csv file (not an .xls file) and then select the **Import** button on the screen to upload it.

5. You are returned to the Instructor Management screen. The instructors you just imported now appear under “All Available Instructors.”
6. Check the boxes next to the instructors you want to assign to this group and select the Add to Group button. Then select the Next button.

7. On the Student Management screen, repeat the same process to upload and assign students:
   a. Select the New Student button and select Upload Multiple from the drop-down list.
   b. Create an Excel spreadsheet of student information with three headers: email, name, and password.
   c. Save it as a .csv file (not an .xls file) and upload it.

8. When finished, select the Finish button.

9. New users receive an email that prompts them to activate their account. The user’s email filters and settings need to allow emails from @onlineprep.com.

**Managing User Accounts**

School and district test coordinators have the ability to view and edit student and instructor account information. In addition to general maintenance, this can be useful if someone has trouble accessing their ACT Online Prep account or forgets a password.

The Students and Instructors screens show a list of the students/instructors that have been created for your school. Clicking the row for a student or instructor will provide additional details about the user account.

Select Details to:

- View and edit the user’s name, email address, and password.
- Manage the groups to which the user is assigned.
- Assign the user to a new contract.
Assigning Tasks/Curriculum to Students

School Test Coordinators and Instructors will have the ability to assign specific lessons or tasks within the platform to students within their assigned school or group, respectively. Take the following steps to create an assignment.

1. From the Administration Dashboard, select Assignment from the menu on the left side of the screen.

2. Select the Create button.

3. Follow the instructions on the assignment screen to name the assignment, select the course (ACT Online Prep) and add students to the assignment.

4. Select Continue.

5. The second step to create the assignment includes selecting the tasks or activities which will be assigned.
6. Tasks and lessons can be assigned by either; dragging and dropping the task title from the available list to the New Assignment field, or selecting the plus sign next to the task or lesson name.

![Dashboard with study tasks and filter options](image)

**Hint:** Use the Filter Options to sort tasks by Math, ELA, content type, or task length to complete. Specific subject tasks can also be found using the open search query text box.

7. When selected tasks and/or lessons have been added, select the blue **Continue** button.

8. A summary page (similar to the illustration below) will appear. Review the assignment information for accuracy. If everything is correct, select the blue **Assign** button.

![Dashboard summary page](image)

9. Each student included on the assignment will receive a notification within the platform that they have a task to complete.
Impersonating a Student

Test Coordinators and Instructors can view completed tasks of an individual student by using the **Impersonate** feature. From the Student Reports tab on the administrative dashboard, select the student name to view the individual student report. At the top of the student report screen, select the **Impersonate** button to see the activities of a student more directly by viewing what the student views in the program.

After selecting this feature, you see a dialogue box confirming that you want to be logged in as the student. Select **OK** to continue or **Cancel** to return to the detail report screen.

If you select **OK**, you are taken to the main dashboard of the student’s account, as shown below. **IMPORTANT:** At this point you are logged in as the student in their account. While impersonating a student, be cautious not to provide responses to any tasks or assignments.
Some of the content on this screen is already familiar to you from the Student Report. While you are impersonating a student, a graphic will appear indicating the student you are impersonating.

**Exiting**

When you are finished impersonating a student account, select the X to the left of the banner message. This will return you to your own account.
Student Reports

The Student Report dashboard screen lists all student users that have ACT Online Prep accounts. The following columns of information are provided for each student:

- Student reports, which can be viewed by Instructors, School Test Coordinators, District Test Coordinators and State Test Coordinators
- Name
- ID (automatically assigned when the student is loaded)
- Date the student was last active in the system
- Progress through ACT Online Prep material by percentage
- Average Practice ACT Composite Score
- Average Session Time in minutes (i.e., the average time a student spends in the program each time he or she logs in)

Note: You can identify particular students who are spending less time in the system by noting average session times listed in red.

Use the Search and column sort ($) options to display the information you want to see in the list.

Use the Export button to export the student data to a .csv file. You have the option here to export all or export selected students. For proper formatting of the data, we recommend using Microsoft Excel to open the file.
**Individual Student Reports**

On the Student Report dashboard screen, select a student from the list to see a detailed report for the student.

**Overview Section**

At the top of the screen is an overview section, as shown below.

Several data points are presented about the student progress:

- The ID, school, groups, and courses he or she is associated with
- A graphical overview of the student’s use of ACT Online Prep, featuring overall progress in the system, status relative to other students, and average practice ACT Composite score
- The student’s latest practice composite scores, as calculated by the platform
- The date the student was last active
- The total time the student has spent in the system
Strengths and Weaknesses Section

Scroll down to see a specific breakdown of progress in different subjects and subject sections, as shown below.

![Strengths & Weaknesses](image)

*Note: Students see the same information in their own accounts.*

Ratings are provided by the system for subjects and subject sections as a student completes testing content in ACT Online Prep. A user’s strengths and weaknesses are determined by the platform’s adaptive engine. Strengths and weaknesses are not fixed and constantly update based on the platform’s measurements of the skill of the user, proficiency in the specific category as well as difficulty of the items they are answering. The possible ratings are shown below:

- N/A
- Beginner
- Basic
- Intermediate
- Proficient
- Advanced
- Expert
Details Section

At the bottom of the screen, a details section provides statistics related to specific activities in different areas of the student’s account. By default, you see the Lessons tab, as shown below.

![Details Section](image)

**Note:** Students see the same information in their own accounts.

Other tabs include Flashcards, Practice, Exams, Reports, and Notes.

- The Lessons and Flashcards tabs show information about the “Confidence Levels” in the program content that the student marked about the material.
- The Practice and Exams tabs provide statistics about how much of test question content students have taken, how much time they have taken, and how much of it they have gotten correct/incorrect.
- The Reports tab shows information about scores over time and question category trends.
- The Notes tab displays any lesson and question notes the student created.

Exporting the Report

At the top of screen, select the **Export** button to create an Adobe pdf file of the Overview and Strengths and Weaknesses data. It does not include the data found under the Details tabs.
Group, School, and District Reports

Group Reports

To view information about groups, select the Group Reports option from the Administration Dashboard.

The Group Report dashboard screen lists all groups that have been created in ACT Online Prep, as shown below.

The following columns of information are provided:

- Name of the group
- Number of instructors assigned to the group
  
  Note: There can be multiple instructors assigned to one group.
- Number of students assigned to the group
- When students in the group were most recently active in ACT Online Prep
- Average progress made in ACT Online Prep by students in the group
- Average practice ACT Composite Score achieved by students in the group
- Average session time used by students in the group
Use the **Search** and column sort (‡) options to display the information you want to see in the list.

Use the **Export** button to export this aggregate group data to a .csv file. You have the option here to export all or export selected groups. For proper formatting of the data, we recommend using Microsoft Excel to open the file.

---

**The Group Report**

On the Group Report screen, select a group from the list to see a detailed report for that group.

**Overview Section**

At the top of the screen you see an overview section displaying aggregate performance data, as shown below.

Several types of information are presented in this overview section:

- The school, courses, and instructors associated with the group
- A graphical overview featuring the group's Overall Progress in the system and Average Practice ACT Composite Score
- The group's latest practice composite scores, as calculated by the platform
- The numbers of active and enrolled students
- The date students in the group were last active
- The total time students in the group have spent in the system
Strengths and Weaknesses Section

Scroll down farther to see a specific breakdown of average group progress in different subjects and subject sections, as shown below.

Similar to the ratings for students, group ratings are provided by the system for subjects and subject sections as students in the group complete testing content in ACT Online Prep. See Student Reports, in this section, for the possible ratings.

At the bottom of the screen, you'll find a details section. By default, you see the Students tab, as shown below.

The Students tab provides data that helps you compare student performances in ACT Online Prep. Use the Search and column sort ( ) options to display the information you want to see in the list. The following columns of course performance information are provided for each student:

- Average Session Time in minutes (i.e., the average time a student spends in the program each time he or she logs in)
- Average Progress through ACT Online Prep material by percentage
- Average Practice Percentile (across all ACT Online Prep users)
- Average Exam Percentile (across all ACT Online Prep users)
Other tabs show different information related to aggregate student engagement with the content in ACT Online Prep.

- The Lesson tab indicates which lessons have the lowest confidence levels
- The Flashcards tab indicates which flashcards have the lowest confidence levels
- The Practice and Exam tabs show the “5 Hardest Practice Questions per Category” and “5 Hardest Exam Questions per Exam” for students according to the percent of correct answers. Select a category or exam to view the five questions in that category/exam most often answered incorrectly.

Lessons and flashcards with a low confidence level and questions most often answered incorrectly can help Instructors identify course material they may want to revisit with their students.

### Exporting the Report

At the top of screen, select the Export button to create an Adobe pdf file of the Overview and Strengths and Weaknesses data. It does not include the data found under the Details tabs.

### School Reports

The School Reports option allows School, District, and State Test Coordinators to view and export data about individual schools within their hierarchy.

Selecting School Reports from the Administration Dashboard options takes you to the School Listing screen, as shown below.

This screen lists all the schools for which you are the Test Coordinator. It has the following columns of data related to groups of students at each school:

- School Name
- Records Group Count (how many groups are associated with a school)
- Records Student Count
- Avg. Progress %
- Average Practice ACT Composite Score
- Avg. Session Time

Use the Search and column sort ($) options to display the information you want to see.

Use the Export button to export the data to a .csv file. For proper formatting of the data, we recommend using Microsoft Excel to open the file.
The School Report
On the School Listing screen, select a school from the list to see a detailed report for the school.

Overview Section
At the top of the screen is an overview presenting aggregate data for all students at the school, as shown below.

The Export button on this screen creates an Adobe pdf file of the aggregate data.

Details Section
Scroll down below the aggregate data to view a list of all groups associated with the school.
This section has the following columns of data for each group:

- Group Name
- Number of instructors
- Number of students
- When students in the group were last active in ACT Online Prep
- Avg. Progress
- Average Practice ACT Composite Score
- Avg. Session Time

Use the **Search** and column sort (✦) options to display the information you want to see.

Selecting a group from this list takes you to the same report screen for the group that is available in the Group Reports view.

**District Reports**

From the main dashboard, selecting the **District Reports** option takes you to the District Reports screen, as shown below.

![Dashboard](image)

It lists the following information about your district(s):

- District Name
- Number of schools in the district
- Number of students in the district
- Number of teachers in the district

If you have multiple districts, use the column sort (✦) options to display the information in the order in which you would like to see it.

Use the **Export** button to export the data to a .csv file. For proper formatting of the data, we recommend using Microsoft Excel to open the file.
The District Report

On the District Reports screen, select a district to see a report that provides information and performance data for students across the district, as shown below.

The District Overview provides the number of schools, number of students, and the number of instructors associated with the district. Below this, the individual schools in the district are listed with the following information:

- Number of students associated with the school
- Avg. Progress in ACT Online Prep achieved by students at the school
- Average Practice ACT Test Score by students at the school
- Avg. Session Time spent by students in ACT Online Prep at the school

*Note: You can identify schools whose students are spending less time in the system by noting average session times and/or average progress.*

Use the column sort (Φ) options to display the information in the order in which you would like to see it.

*Note: You cannot export this report view.*

By selecting the title of a school from the list, you can drill down to a School Report for a particular school and a Group Report for students in a group at that school.

*Note: You can also access School Reports and Group Reports directly from the main District Test Coordinator dashboard.*
Frequently Asked Questions

This section covers a few additional questions you might have about your use of ACT Online Prep or your account.

A student or instructor says they aren’t able to log in yet. What do I do?

Ensure that you’ve added them using the platform, that their email address is correct, and that they are using the correct password you gave to them. If a “mock” email address was used, confirm the spelling being entered by the user.

I tried to upload multiple users through a csv, but it didn’t work. What can I do?

The most common issue that test coordinators run into when uploading a csv file for multiple students or instructors is that they fail to format it properly. A notification email will be sent noting errors with the file. Please make sure that the headers are listed exactly as instructed—email, name, and password. Otherwise, the file will not be processed correctly. Any other additional information (school name, group #, etc.) should not be included.

Can I move a student from one group to another?

Yes. Students and even instructors can be moved around by selecting the Manage link found in a group’s Details page accessed from the School or District Test Coordinator dashboard. Students and instructors can also be part of multiple groups —there is no limit to the number they can be in.

Does it matter which browser I use? What about my students?

We recommend Google Chrome for all users of ACT Online Prep program. However, Internet Explorer 9+, Safari, and Firefox all are supported as well.