CONNECTABLE 2.5

FULL USER GUIDE

UPDATED APRIL 2024

CONNECTABLE

YOU WANT TO MAKE A DIFFERENCE.
WE WANT TO HELP YOU DO IT.

CONNECTABLE 2.5

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UPDATED OCTOBER 2023

GETTING STARTED WITH CONNECTABLE 2.5

The ConnectAble tools can be used in different ways, depending on different roles within an organization. This guide is divided into sections based upon some common roles that exist in all adult education programs. As an admin level role, you have access to all the teacher/staff tools as well as the administrative tools!

TEACHER/STAFF TOOLS

ADMINISTRATIVE TOOLS

TEACHER/STAFF TOOLS

The tasks described on the following pages will be accessible to anyone with designated Staff Access.

THE STUDENT EXPERIENCE

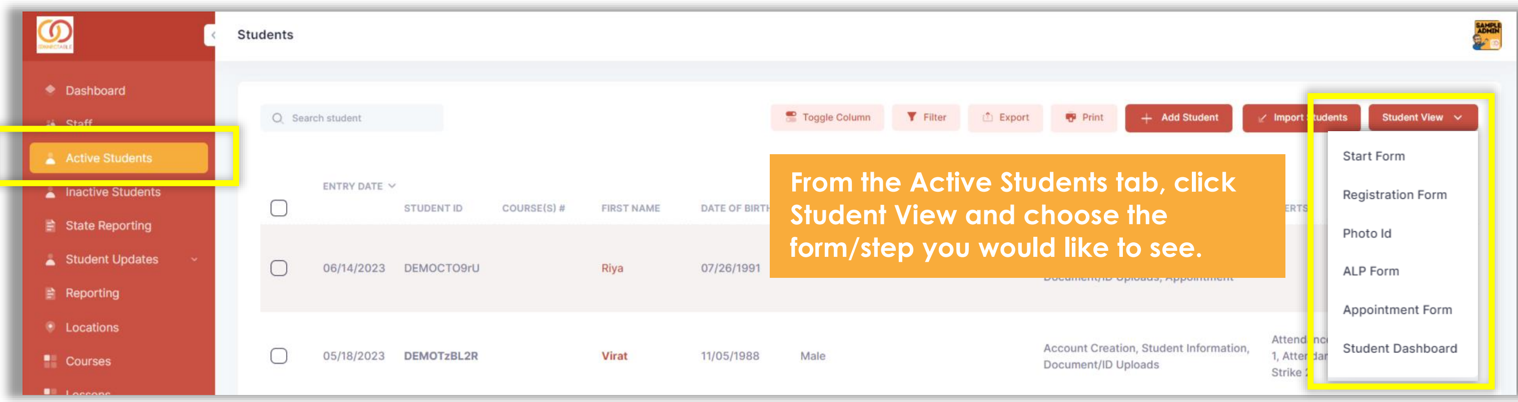
If you work with students who struggle with digital literacy, understanding the student experience is critical to your ability to provide support. This section will help you to understand the student experience in ConnectAble and how you can best support those students who struggle with digital literacy.

Before you ever meet a student, he/she will have already gone through a series of steps designed for students to ***share contact info***, ***complete the registration form***, ***set goals, share any barriers***, and ***make an appointment***. Because this system is built with the guidance of educators, these steps are designed to be completed even by students with low literacy, low digital literacy, limited technology access, and limited English proficiency. All these steps are accessible for you to see through the eyes of a student in two ways:

1) You can see the actual forms/steps to view the format in which each of the steps in the journey is presented to students, and
2) You have the option to "switch to" a student and actually see the ConnectAble forms/steps as well as the dashboard as that student.

Additionally, as a teacher/staff member you also have immediate access to the information a student shares through each of those steps in real time as soon as that information is shared.

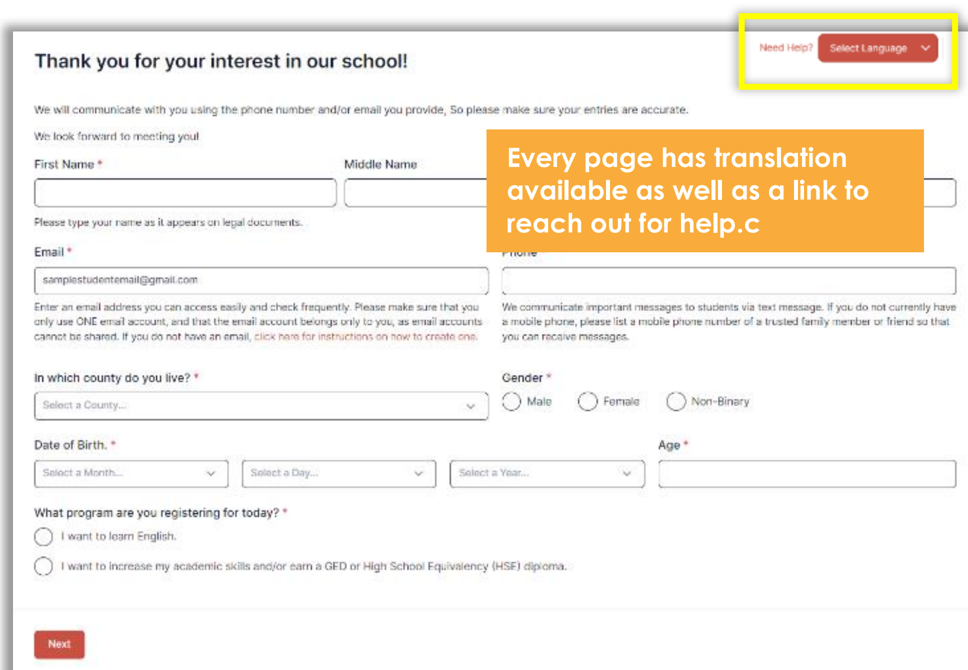
ACCESSING THE STUDENT VIEW OF THE CONNECTABLE FORMS/STEPS



START FORM

When a student lands on your home page and clicks ***Get Started***, he/she will first be taken to the ***Start Form***, which is a quick form designed for the student to simply be able to leave contact information and let you know his/her program of interest (ELL, HSE, or Career Training).

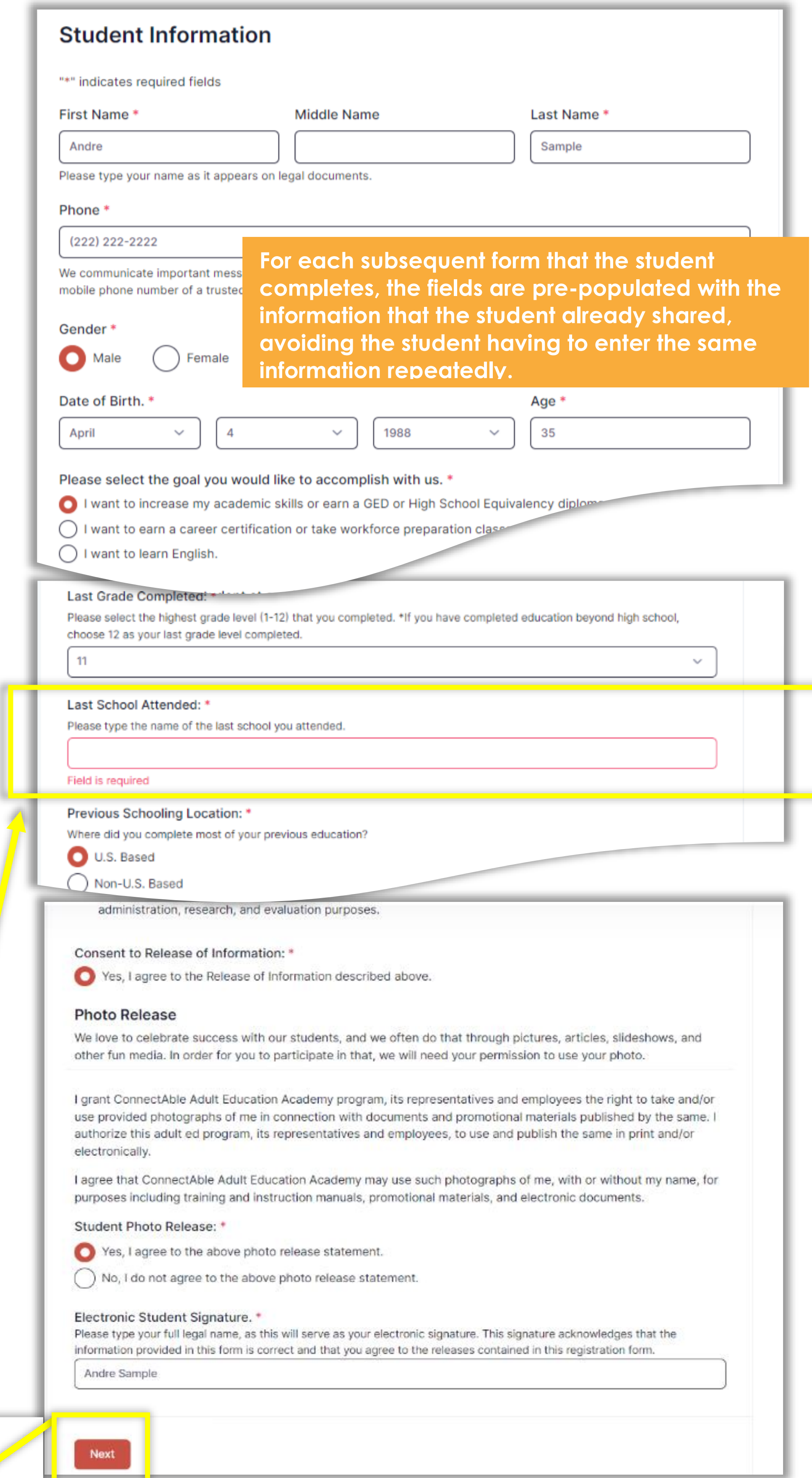
When the student clicks ***Next***, an account is *automatically created for the student* using the information he/she entered.



REGISTRATION FORM

The student is then automatically taken to the next step, which is to complete your school's registration form.

The registration form captures the state and federally mandated student information by presenting it in student-friendly language that translates well to other languages if needed.



If a student skips over a required field on the registration form, when he/she tries to submit the form, an error message will appear and the student will be prompted to correct it. The missing fields will be highlighted in red, as shown in this sample.

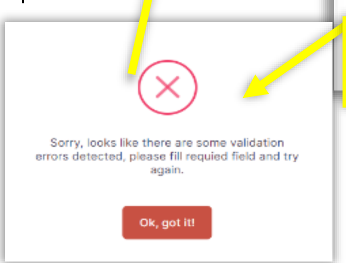


PHOTO ID

The student will then be taken to the next step, where he/she will be asked to upload a photo ID (if your school requires that).

Translatable instructions and pictures provide support for students with the lowest digital literacy and language skills.

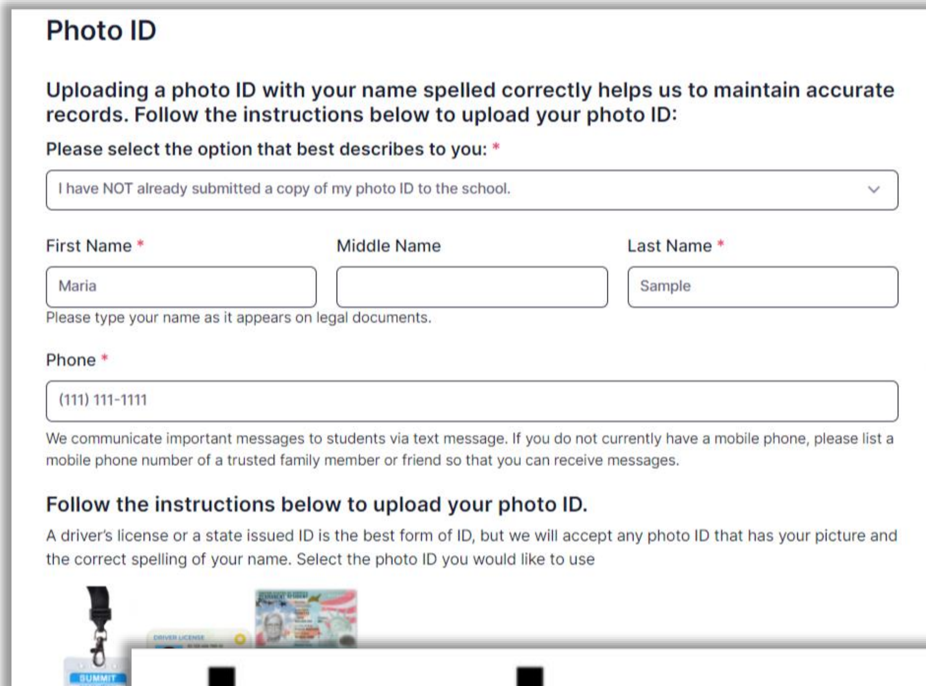


Photo ID

Uploading a photo ID with your name spelled correctly helps us to maintain accurate records. Follow the instructions below to upload your photo ID:

Please select the option that best describes to you: *

I have NOT already submitted a copy of my photo ID to the school.

First Name * | Middle Name | Last Name *

Maria | | Sample

Please type your name as it appears on legal documents.

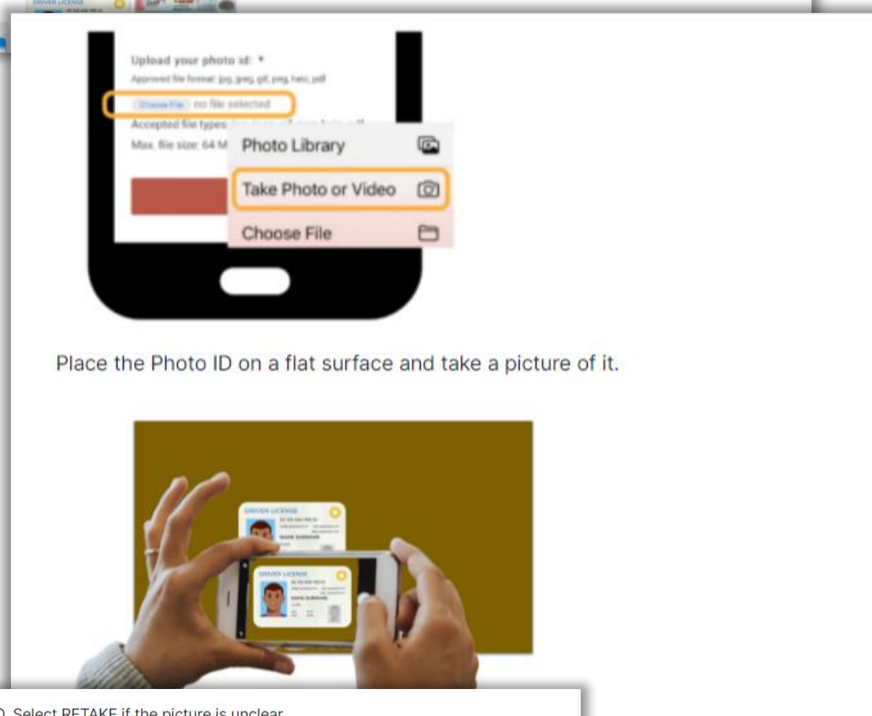
Phone *

(111) 111-1111

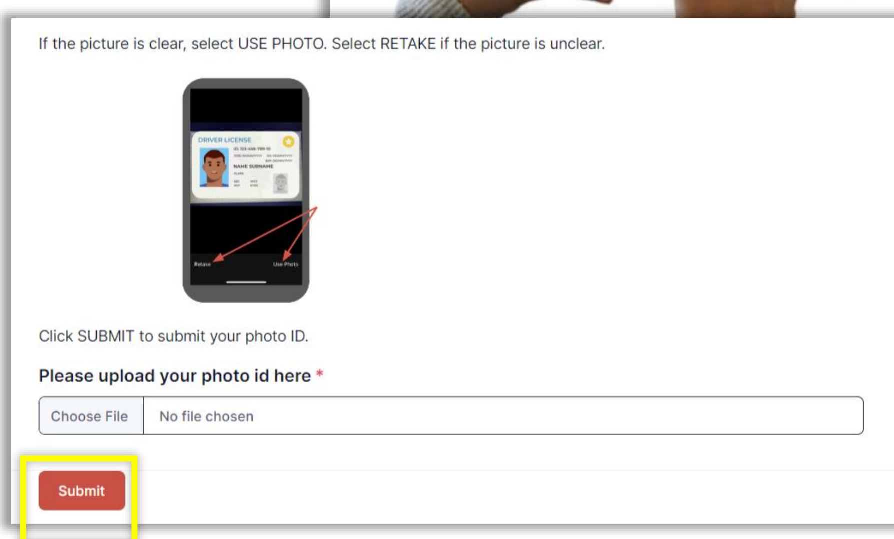
We communicate important messages to students via text message. If you do not currently have a mobile phone, please list a mobile phone number of a trusted family member or friend so that you can receive messages.

Follow the instructions below to upload your photo ID.

A driver's license or a state issued ID is the best form of ID, but we will accept any photo ID that has your picture and the correct spelling of your name. Select the photo ID you would like to use



Place the Photo ID on a flat surface and take a picture of it.



If the picture is clear, select USE PHOTO. Select RETAKE if the picture is unclear.

Click SUBMIT to submit your photo ID.

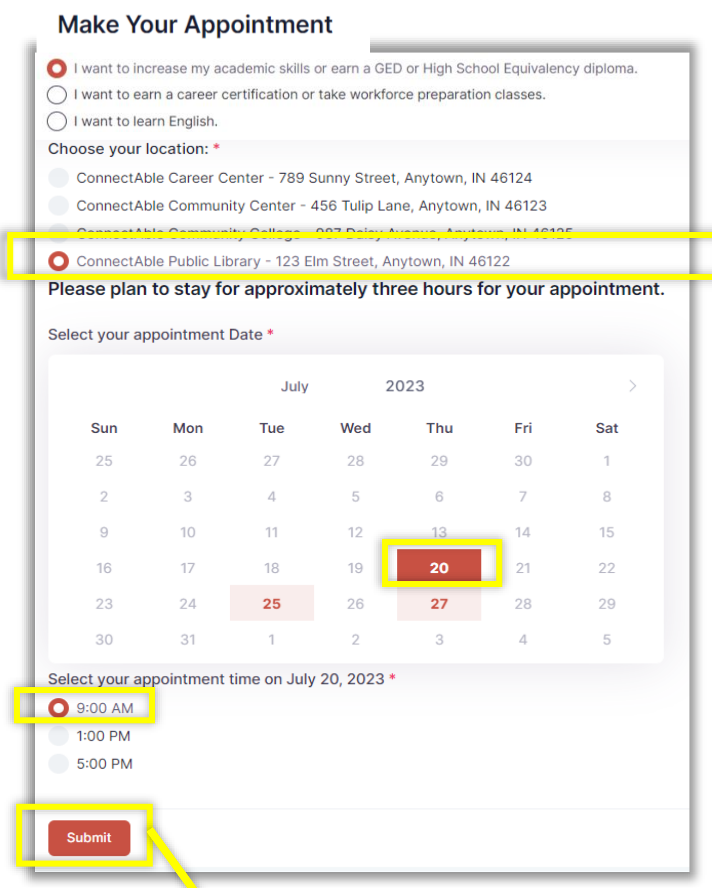
Please upload your photo id here *

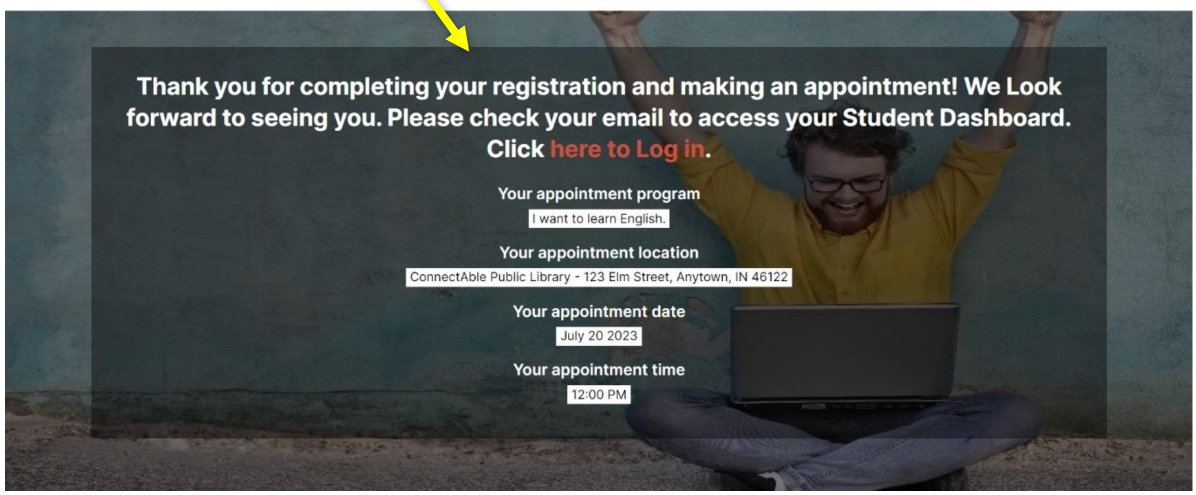
Choose File | No file chosen

Submit

APPOINTMENT/COMPLETION

After the student submits the photo ID, he/she is then directed to choose an appointment based on his/her program choice and the options your school has chosen for appointment choices.





A confirmation message will appear when the appointment form is submitted.

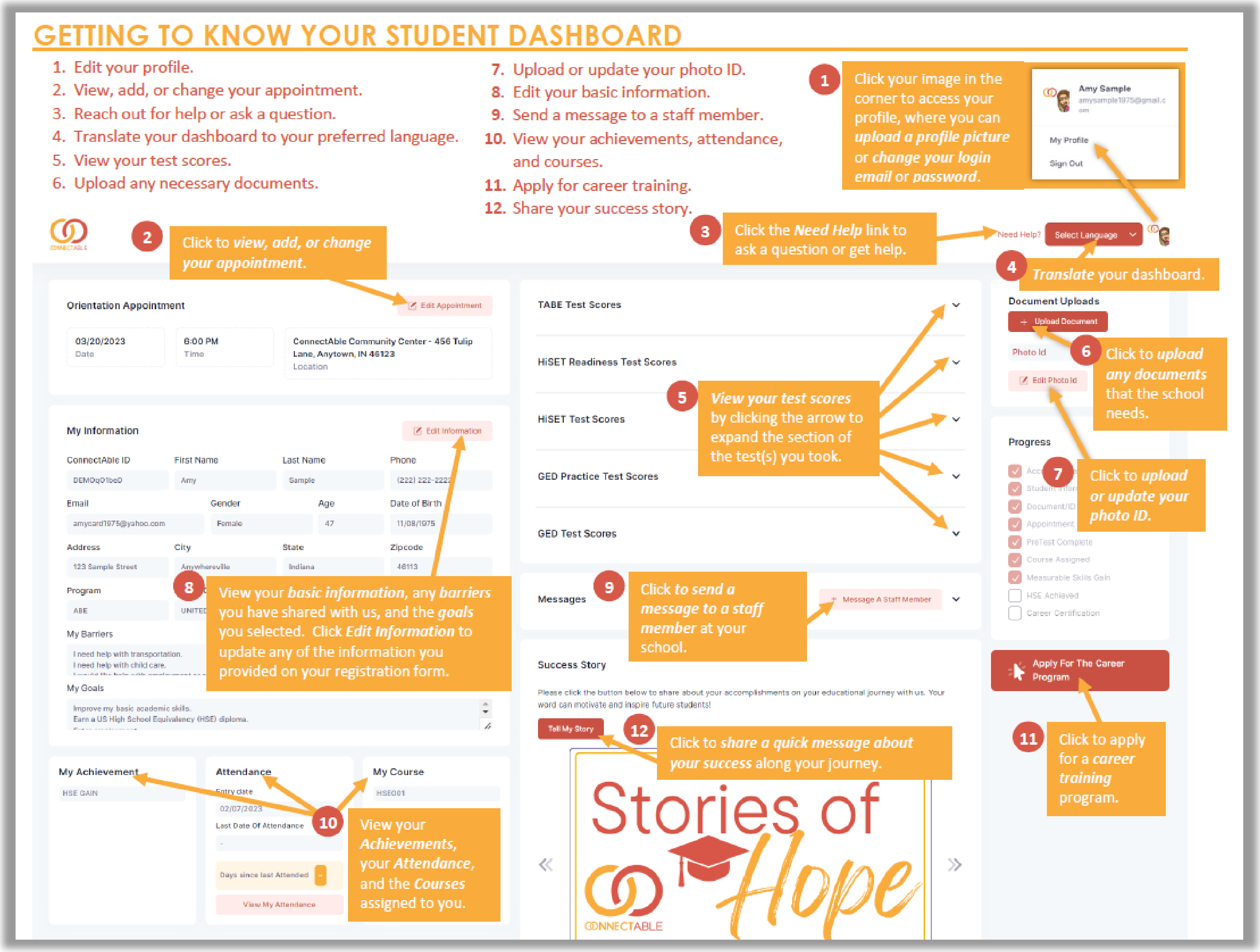
The student will then be prompted to check his/her email to access his/her ***Student Dashboard***, where the student can access his/her information and engage with staff.

*Students often do not realize that they have a student dashboard until they come to school and explore its capabilities with staff. This is a great opportunity to improve students' digital literacy skills, as you can show them the basics of how to navigate and use a student dashboard.

For ideas on how to explore the Student Dashboard with students, refer to our ***Student Dashboard Class Activity***.

THE STUDENT DASHBOARD

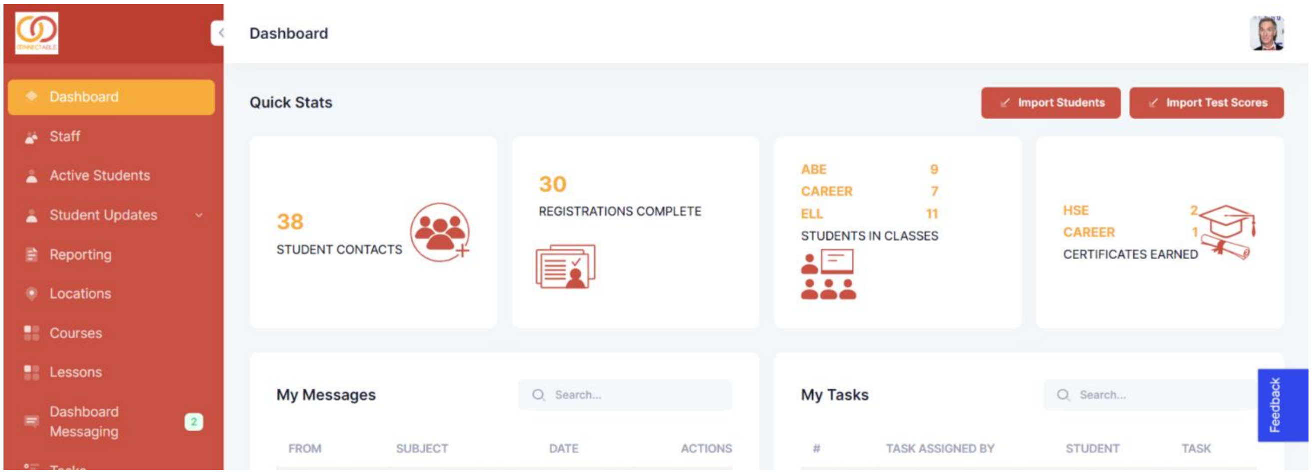
See the image below for a quick snapshot of all the information and engagement/communication opportunities provided on the student dashboard. To practice digital literacy skills, it's helpful to have students do at least one task on their dashboards per week. It will not only improve digital literacy, but also increase student engagement and communication.



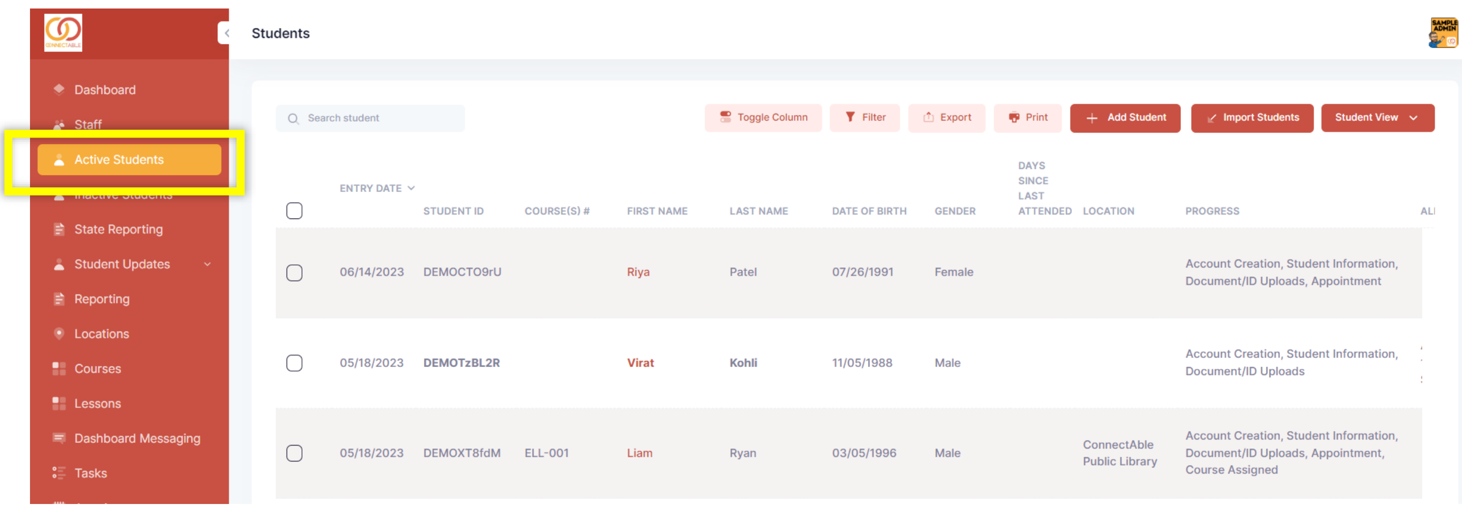
YOUR DASHBOARD

Now that the student has submitted the information to get started, you have a staff dashboard with immediate access to the student information.

When you click ***Dashboard***, you will be able to view these quick stats at the top about your program:

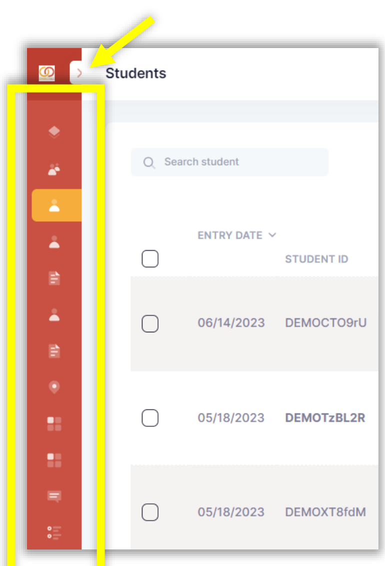


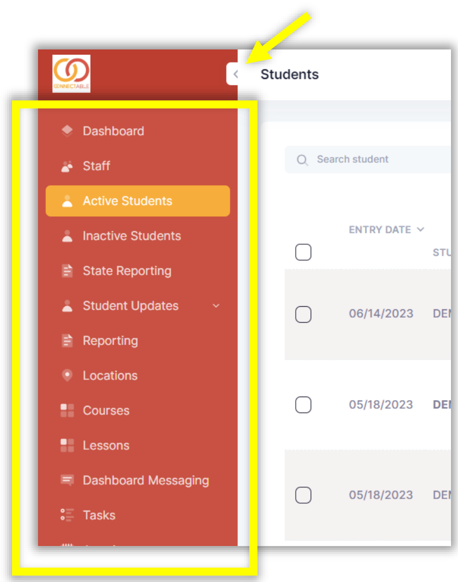
Click ***Active Students*** from the side menu to show your full list of students.



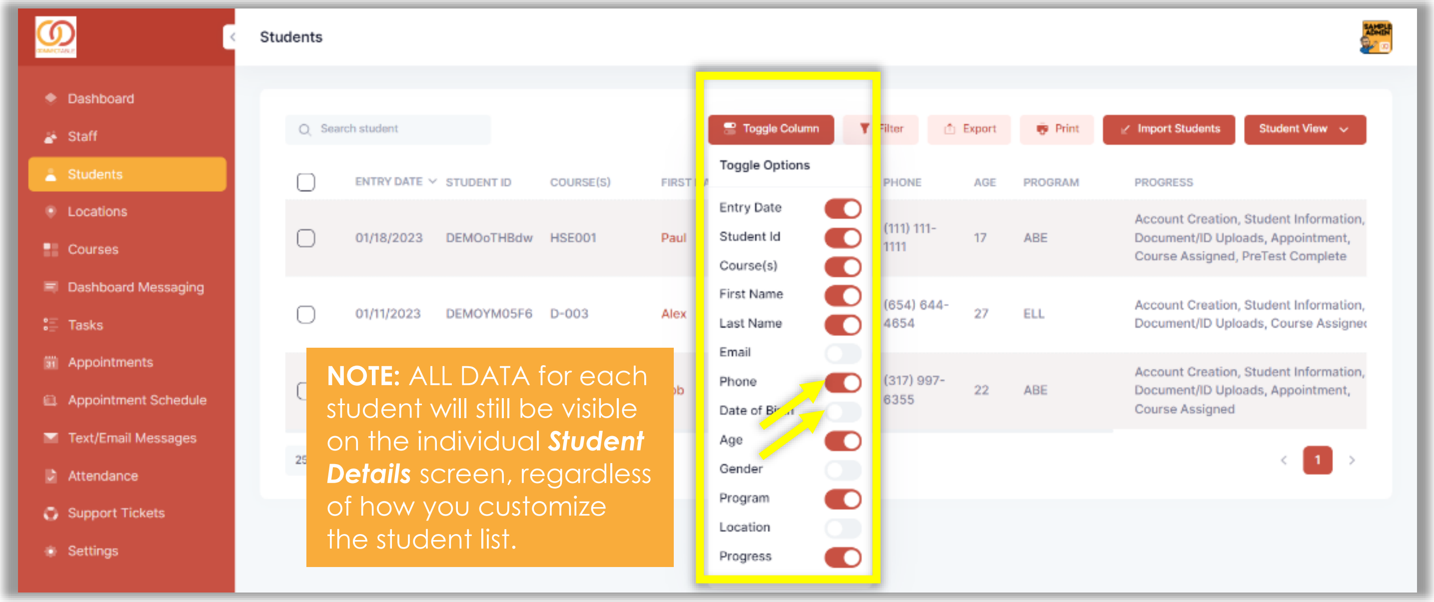
CUSTOMIZING YOUR VIEW

You can click the small arrow in the corner of the screen to shrink or unshrink the menu for a condensed or expanded view of the menu.



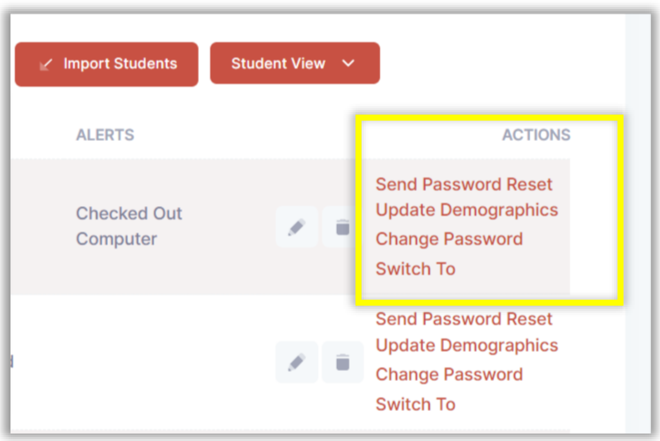


Click ***Toggle Column*** to select the student information you would like to see in the list of students. In this sample, the staff member has chosen to turn off the ***Email***, ***Date of Birth***, ***Gender***, and ***Location*** columns and keep the rest. Different roles will want to have a quick view of different student information.

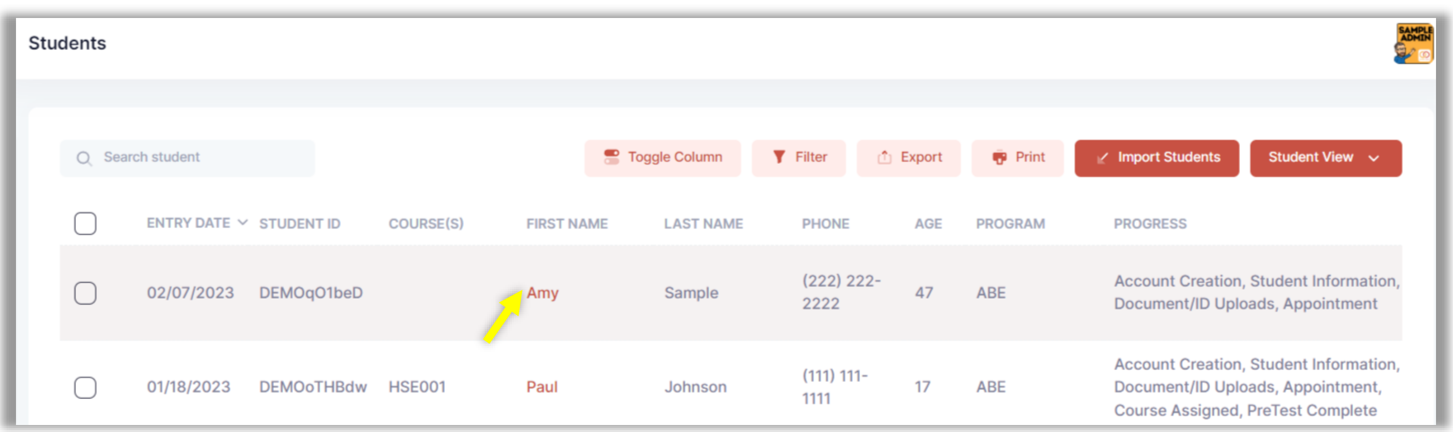


DASHBOARD QUICK TOOLS:

From the ***ACTIONS*** column header at the end of each row on the ***Active Students*** tab, you can also ***Delete*** or ***Edit*** a student, ***Update Demographics*** for a student (just contact info), ***Send a Password Reset***, or ***Change a student's Password***. You can also click ***Switch To*** to see the account from the student's view.



From the ***Active Student*** list, you can click a student's name to open his/her ***Student Details*** screen to see all information about that student.

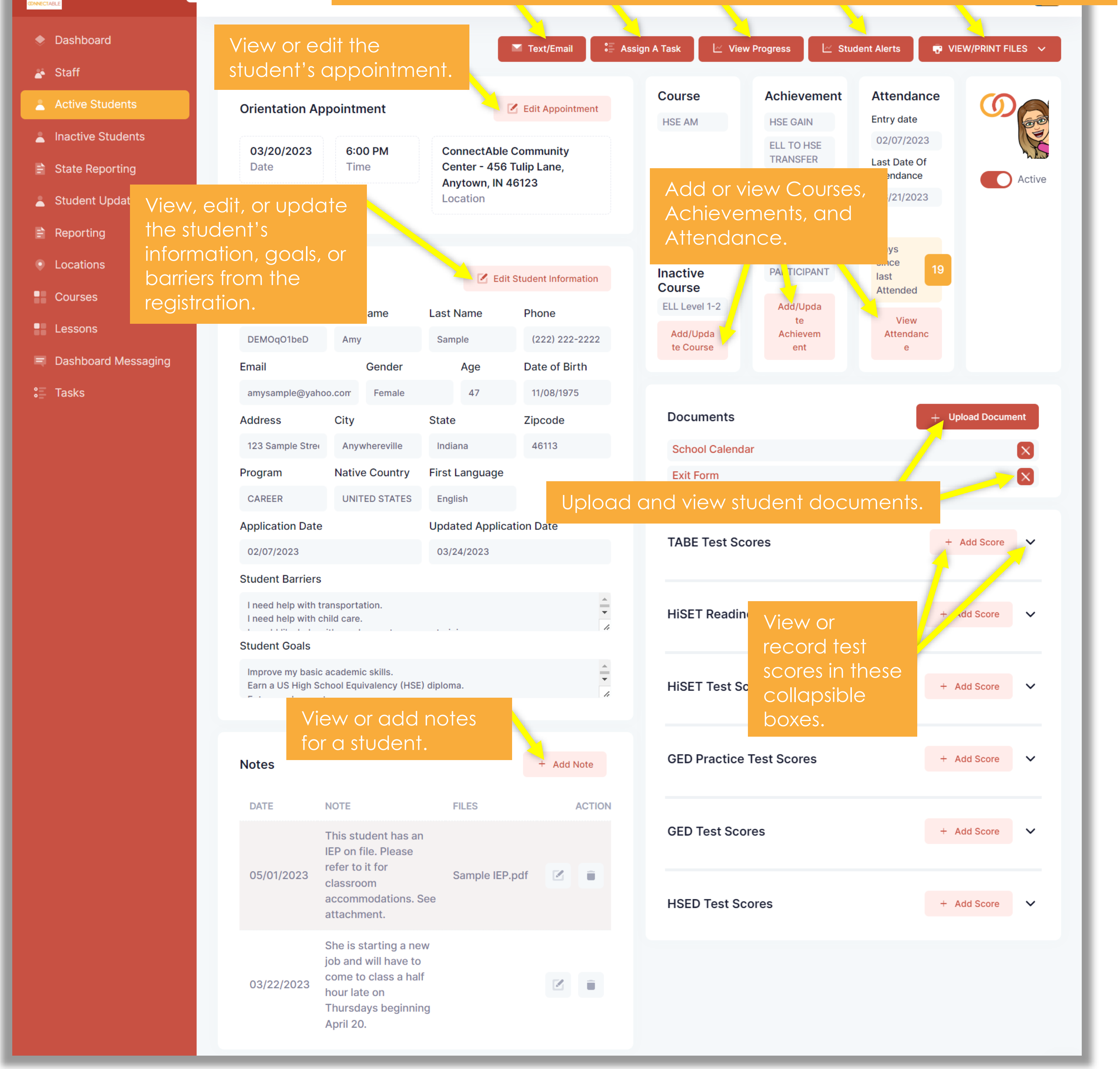


STUDENT DETAILS SCREEN

VIEWING STUDENT INFORMATION:

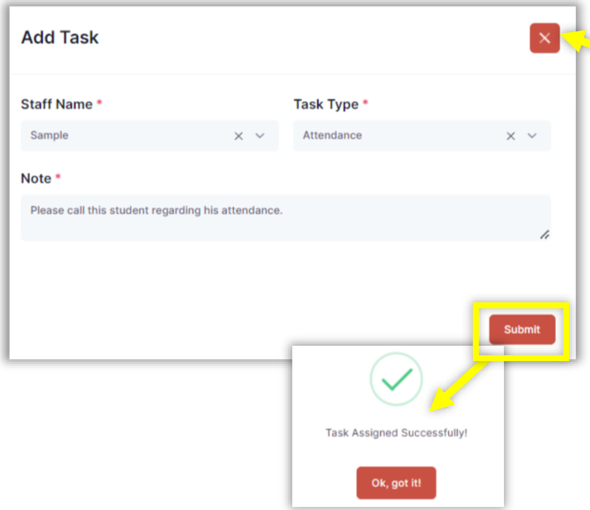
After you click a student's name from the ***Active Students*** tab, you will be taken to the ***Student Details*** screen for that student. An overview of the details and functions on the ***Student Details*** screen are shown in the diagram below.

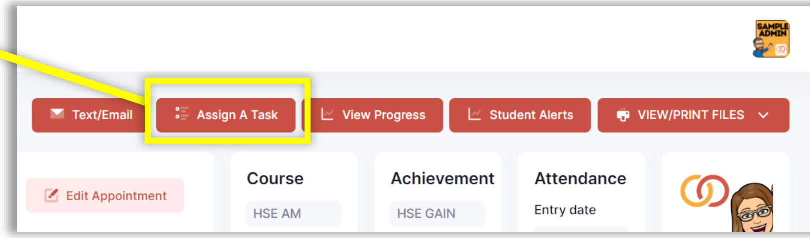
- **TEXT/EMAIL:** Text or email this student directly from the Student Details screen.
- **ASSIGN TASK:** Assign a staff member a task regarding this student.
- **VIEW PROGRESS:** View the student's progress through the steps.
- **STUDENT ALERTS:** View any customized student alerts for the student.
- **VIEW/PRINT FILE:** View or print the *registration file*, *photo ID*, or *Adult Learning Plan (ALP)* for the student.



ASSIGNING A TASK TO ANOTHER STAFF MEMBER:

From the Student Details screen, you can assign a staff member to do a follow-up task regarding the student. Click the ***Assign A Task*** button from the top of the Student Details screen.



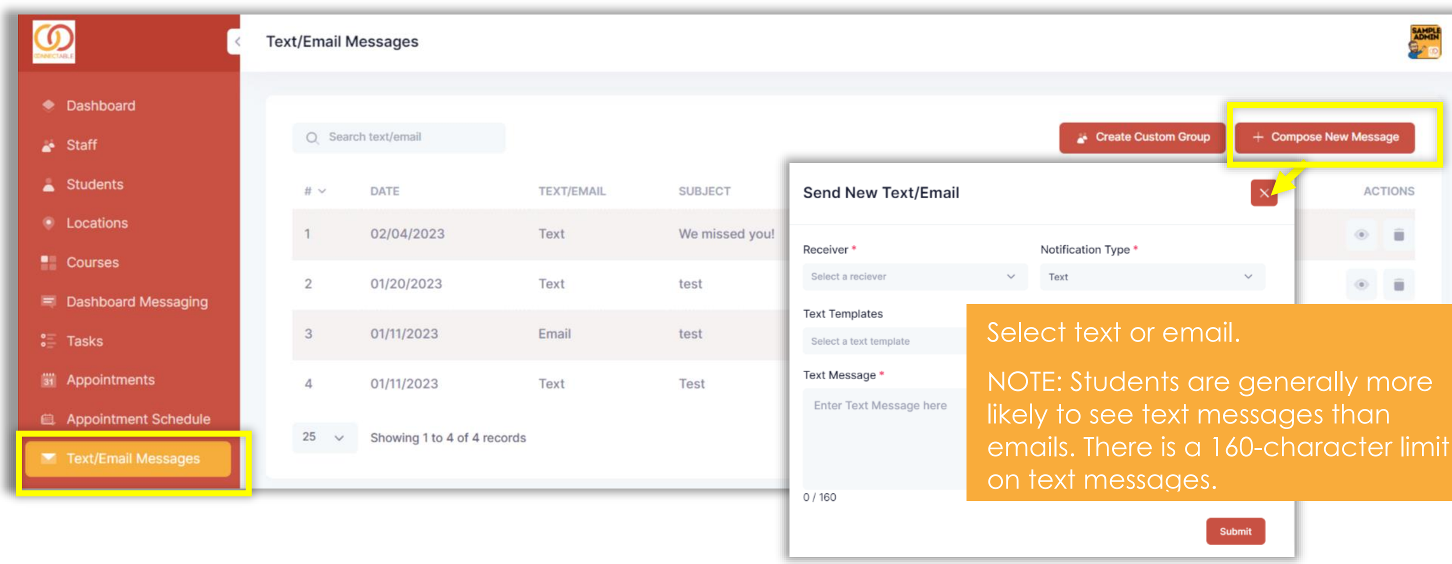


Select the ***Staff Name*** of the person you need to perform the task, as well as the ***Task Type*** from the dropdown. Then type the note to the staff member in the appropriate field. Click ***Submit*** to assign the task. Staff members will be able to view tasks assigned to them, as well as the tasks they assign to other people, by selecting ***Tasks*** from the side menu. Task notifications will appear in the side menu to alert staff of tasks assigned to them.

COMMUNICATION TOOLS

SENDING A TEXT OR EMAIL TO A GROUP:

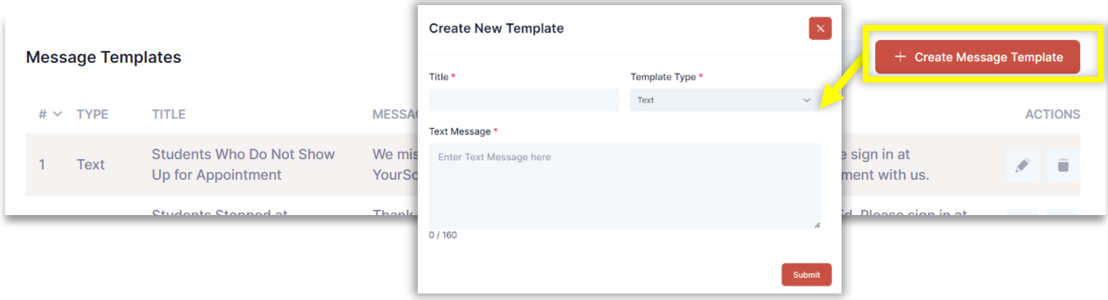
Select ***Text/Email*** from the side menu to compose and send individual or group messages. If you would like to create a custom group, click ***Create Message Group***. When you are ready to send a message, click ***Compose New Message***. From the ***Receiver*** dropdown list, you can select multiple staff members, multiple students, an entire course, or a specific program.



Select text or email.

NOTE: Students are generally more likely to see text messages than emails. There is a 160-character limit on text messages.

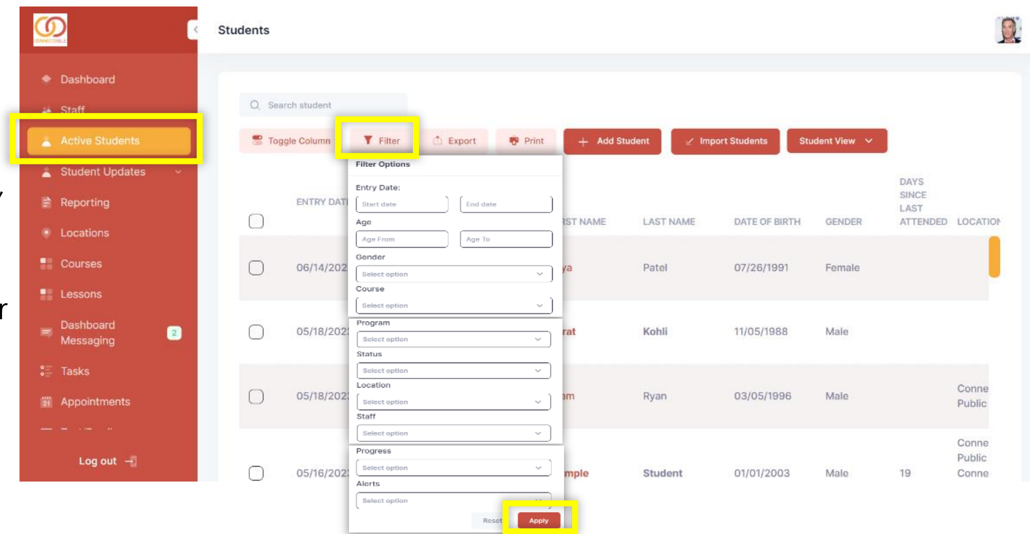
MESSAGE TEMPLATES:
To view and create message templates, scroll to the bottom of the screen.



FILTERING AND MESSAGING FROM THE ACTIVE STUDENTS TAB:

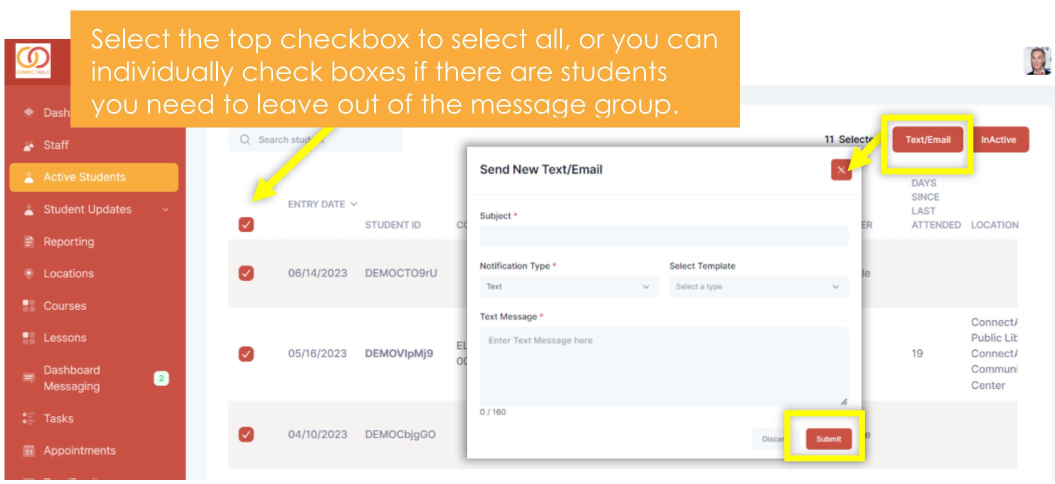
To send a text reminder to a group of students expected to attend a given appointment, click ***Active Students*** from the side menu, then click ***Filter***.

Filter to select the students in your course or any other filter parameter *(Age, Program, Location, etc)* then click ***Apply***.



Use the checkboxes to select the desired students, then click the ***Text/Email*** button that appears at the top of the screen.

A message box will pop up when you click ***Text/Email***. message and click ***Submit***.



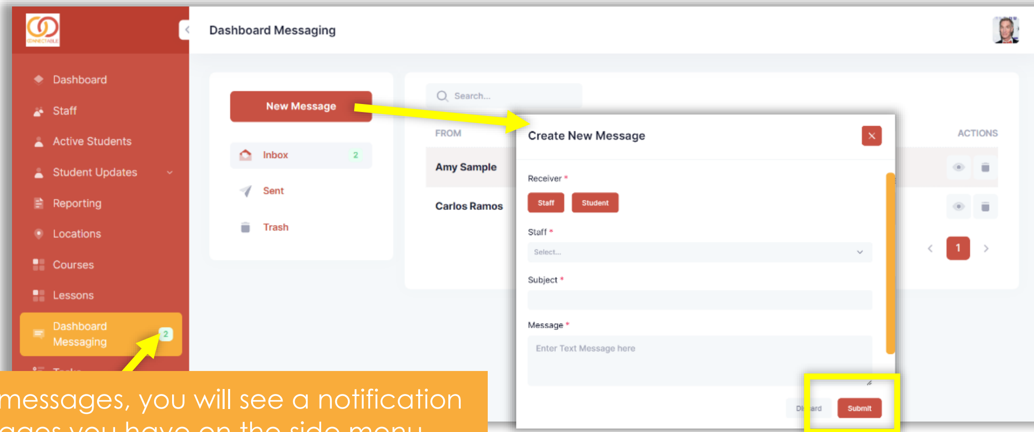
*Text is much more effective than email but remember that text messages will have a 160-character limit per message. If you need to communicate more, the Dashboard messaging feature is unlimited and it can include attachments.

If you have more to say, a good way to accomplish that is to send a text message that says something like, "*Please sign into your dashboard at [yourwebsite] for an important message.*" Then communicate with unlimited characters and optional attachments via your Dashboard Messaging.

DASHBOARD MESSAGING:

Dashboard messaging is beneficial because it is helpful for students who do not have phones or have had phone service suspended, and it allows for easy two-way messaging and the ability to attach files, all without having to utilize your email account or your phone.

To use the dashboard messaging feature, click ***Dashboard Messaging*** from the side menu. Click ***New Message*** to compose a new message. Choose the ***Receiver(Staff or Student)***, type the ***Subject***, then type the ***Message***. Click ***Submit*** to send.

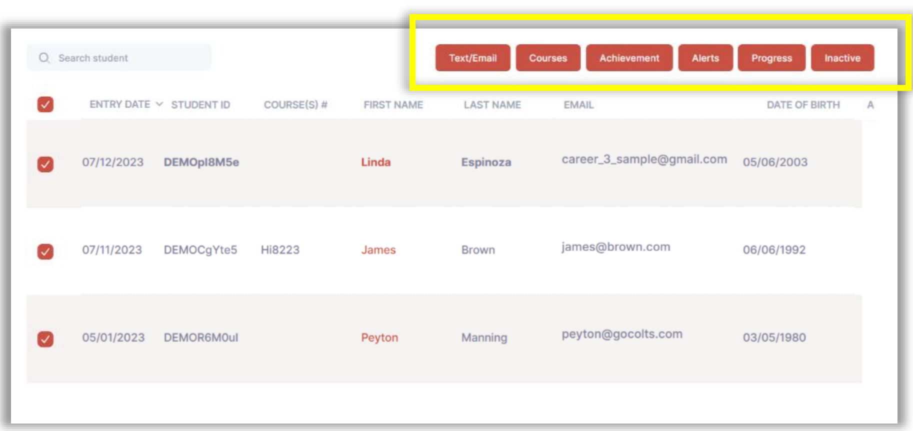


When you have unread messages, you will see a notification with the number of messages you have on the side menu.

MANAGING STUDENTS FROM THE ACTIVE STUDENTS SCREEN

FILTERED GROUPS

After you have filtered for your desired group of students, you can select the top check box to select all students in that filtered group. The buttons along the top give you the following possible functions for that group:



Note: Make sure to check this box to select all students in a given filter and not just the students you see on the screen.

☐ Select all filtered students.

Text/Email
Send a text or email to all selected students.

Courses
Assign all selected students to a specific course.

Achievement
Award an achievement or achievements to all selected students.

Alerts
Tag the selected students with a given alert or multiple alerts.

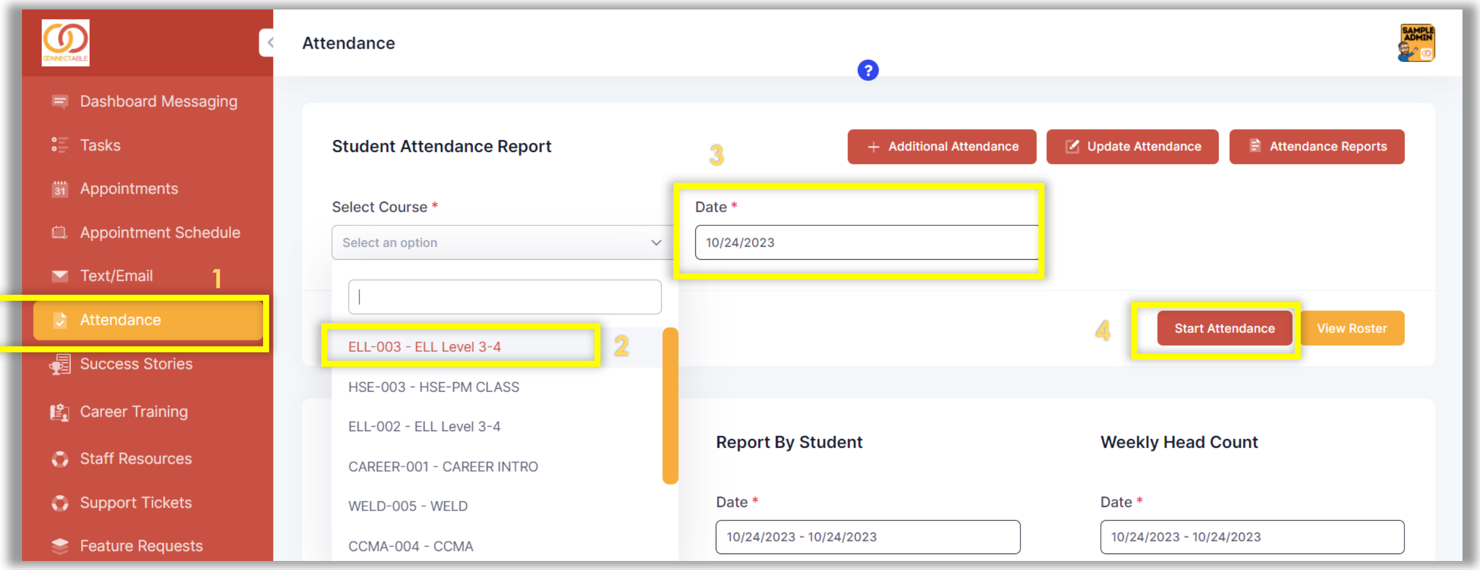
Progress
Mark the progress step(s) of all selected students.

Inactive
Inactivate all selected students.

ATTENDANCE

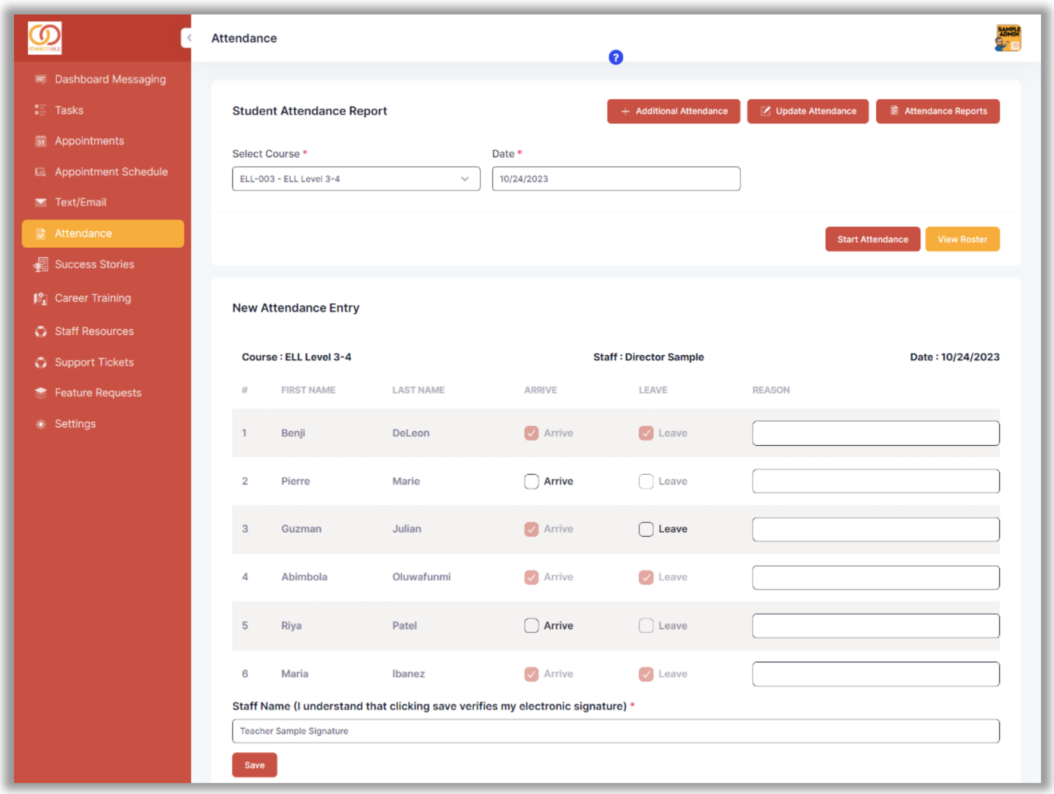
TAKING ATTENDANCE IN A LIVE CLASS

1. When you want to take attendance during a live class, click Attendance from the side menu (1). Select your course from the dropdown list (2)and verify that today's date is displayed in the Date field (3). Then click Start Attendance (4).

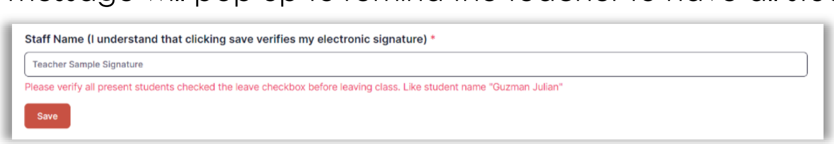


2. As each student arrives, he/she checks the box next to ***Arrive***. Class continues, and when each student leaves, he/she checks the box next to ***Leave***. This tracks the time spent in class in real time.

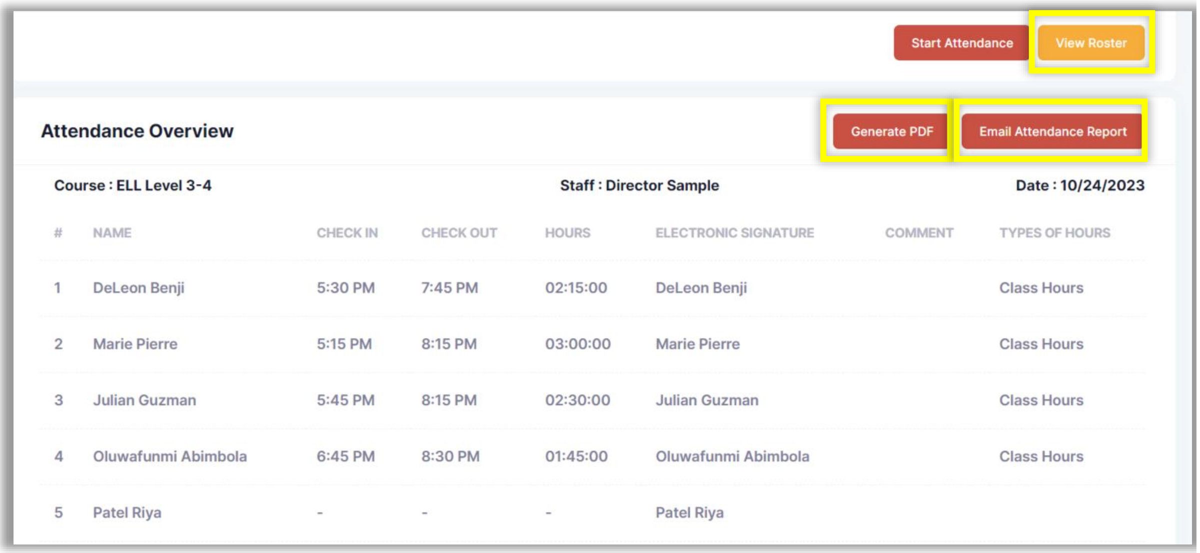
3. After all students have checked out, the teacher then types his/her signature and clicks ***Save***.



*If a teacher tries to save attendance before all students have checked out, a warning message will pop up to remind the teacher to have all students check out.



4. After the attendance is saved, the teacher can click ***View Roster*** to see the students and the time spent in class.

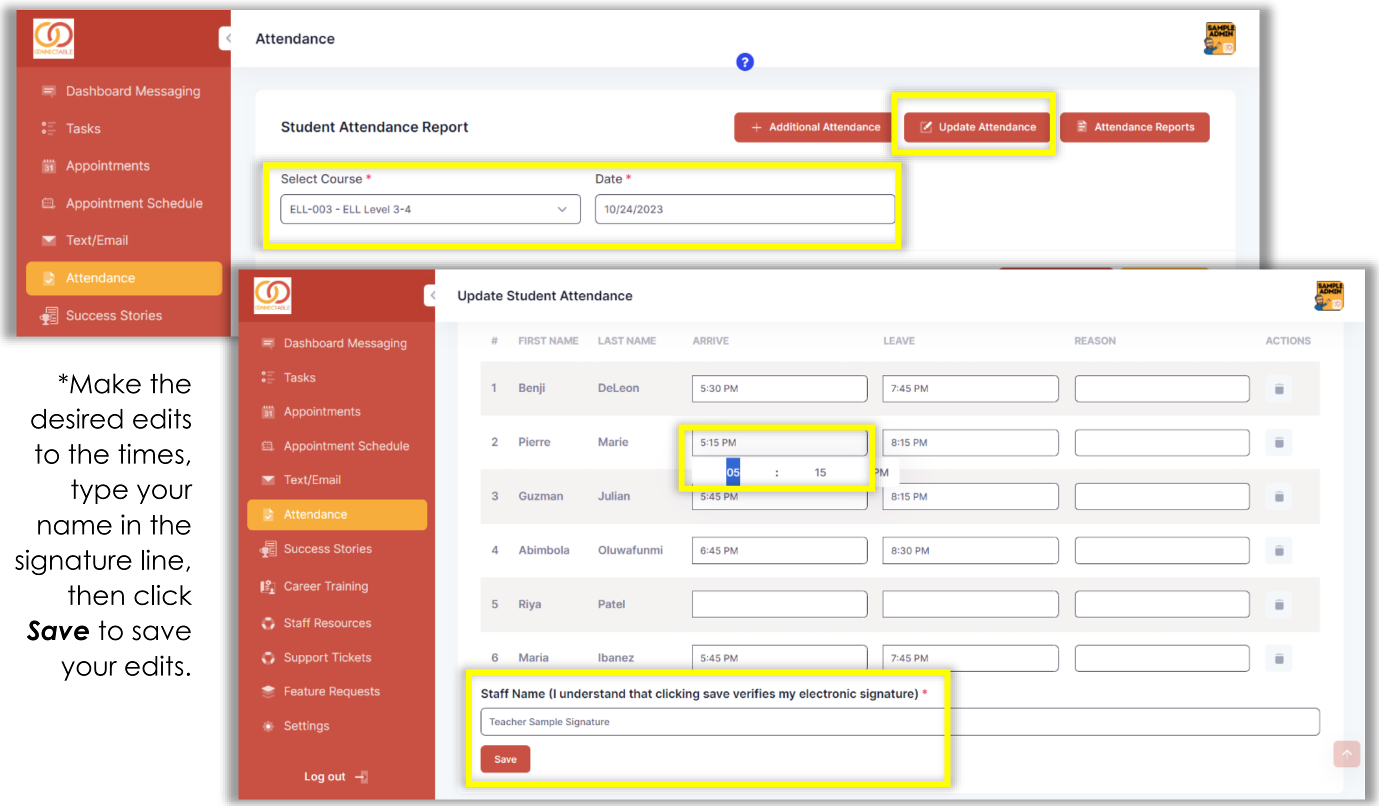


#	NAME	CHECK IN	CHECK OUT	HOURS	ELECTRONIC SIGNATURE	COMMENT	TYPES OF HOURS
1	DeLeon Benji	5:30 PM	7:45 PM	02:15:00	DeLeon Benji		Class Hours
2	Marie Pierre	5:15 PM	8:15 PM	03:00:00	Marie Pierre		Class Hours
3	Julian Guzman	5:45 PM	8:15 PM	02:30:00	Julian Guzman		Class Hours
4	Oluwafunmi Abimbola	6:45 PM	8:30 PM	01:45:00	Oluwafunmi Abimbola		Class Hours
5	Patel Riya	-	-	-	Patel Riya		

*For record keeping purposes, the teacher can click ***Generate PDF*** to view or print the attendance, or the teacher can click ***Email Attendance Report*** to send an email to a designated staff member with a PDF of the attendance file.

MAKING EDITS OR UPDATES TO ATTENDANCE

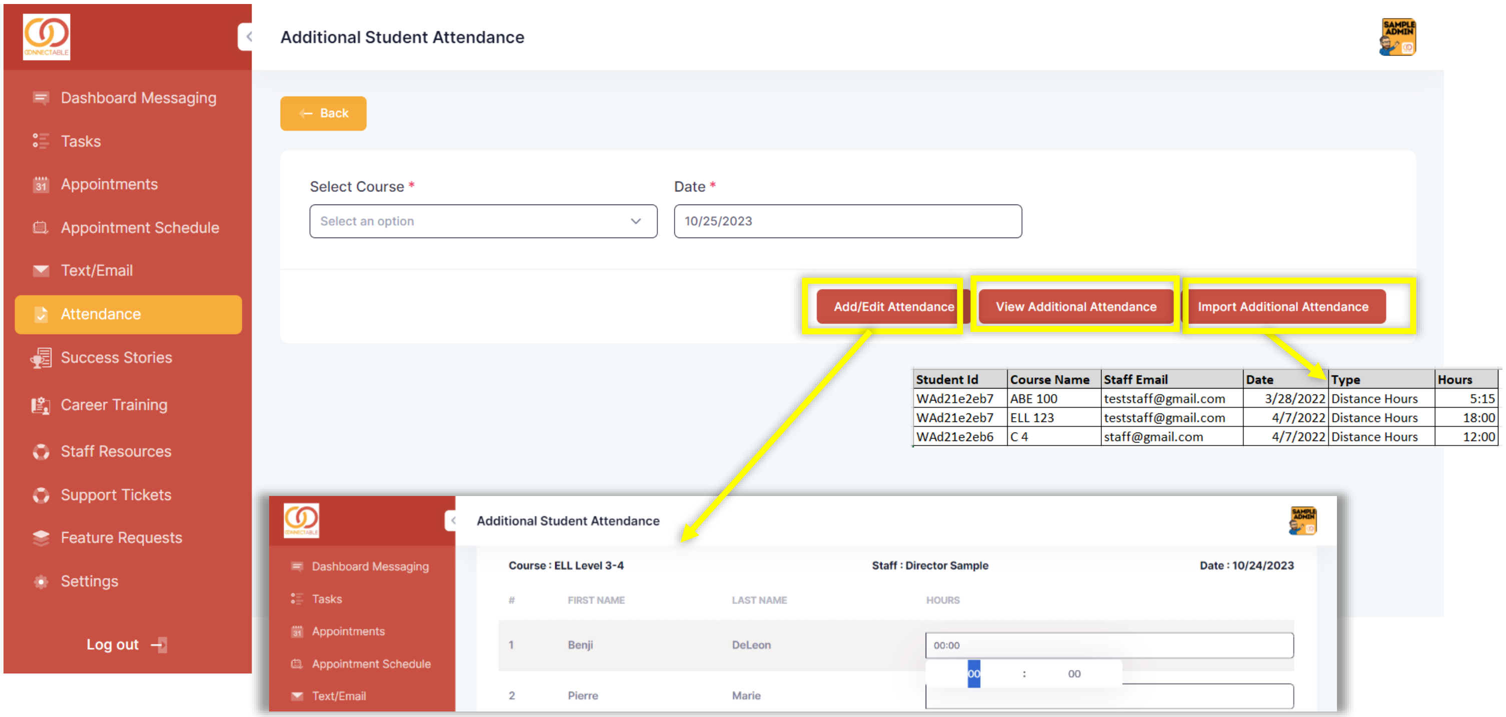
If you need to make an edit to an attendance report after it has already been submitted, make sure that the desired course and date is selected, then click ***Update Attendance***.



*Make the desired edits to the times, type your name in the signature line, then click ***Save*** to save your edits.

ADDING EXTRA HOURS TO ATTENDANCE

If you would like to record additional hours, such as for homework or distance/virtual learning, click the ***Additional Attendance*** button at the top of the screen. After you select the desired course and date, you can select the buttons to ***Add/Edit Attendance*** to type additional hours directly in the system, ***View Additional Attendance*** to view additional attendance, or ***Import Additional Attendance*** to upload a spreadsheet of additional hours.



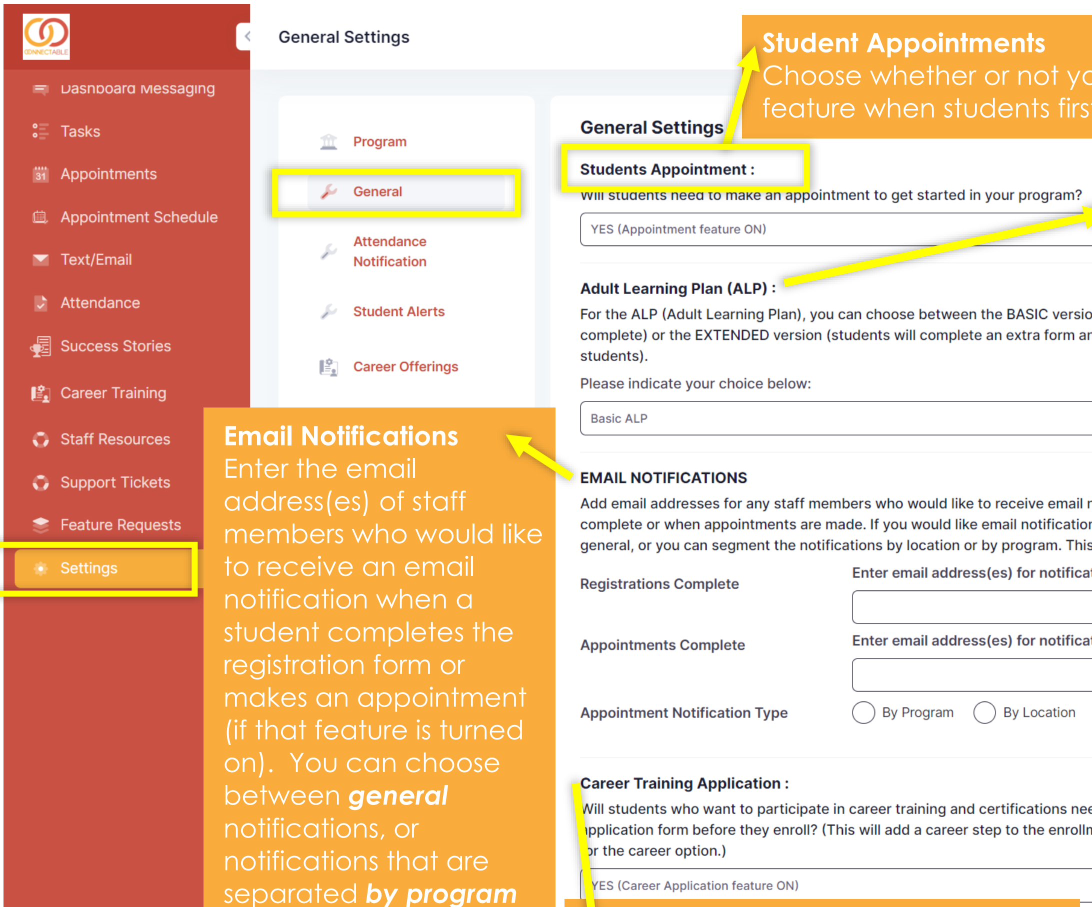
ADMINISTRATIVE TOOLS

The tasks described on the following pages will be accessible to anyone with designated Admin Access, for staff members who will be performing programmatic tasks.

ADJUSTING YOUR SETTINGS FOR YOUR SCHOOL

GENERAL SETTINGS

Before you start with students in ConnectAble, click the ***Settings*** tab on the left and hen select General to make decisions about the tools you will use.



Student Appointments
Choose whether or not you will use the appointment feature when students first start in your program.

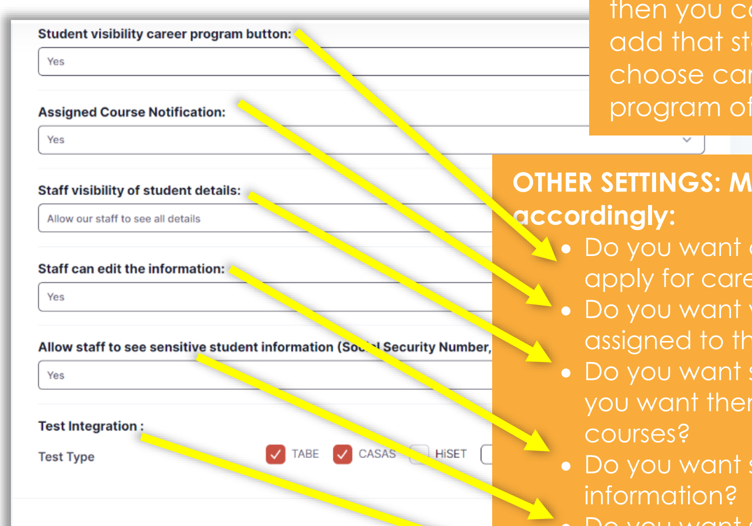
Adult Learning Plan
Choose the **Basic** version of the Adult Learning Plan (ALP) or the **Extended** version.

Basic – There will not be an extra strep for students; this document is automatically created from the basic questions that the student answered in the registration form.

Extended – In addition to what is already asked in the registration form, there will be an extra step for the student to complete, asking the student more in-depth questions about motivation, interests, strengths, long and short-term goals, employment, career goals, citizenship goals and accomplishments, etc. It also has the capability to be updated and signed quarterly.

Email Notifications
Enter the email address(es) of staff members who would like to receive an email notification when a student completes the registration form or makes an appointment (if that feature is turned on). You can choose between ***general*** notifications, or notifications that are separated ***by program*** (ELL, HSE, or CAREER) or ***by location***.

Career Training Application
If students who want to participate in the career training and certifications you offer need to complete a separate career training application form before they enroll, then you can turn this feature on to add that step for students who choose career certification as their program of interest.

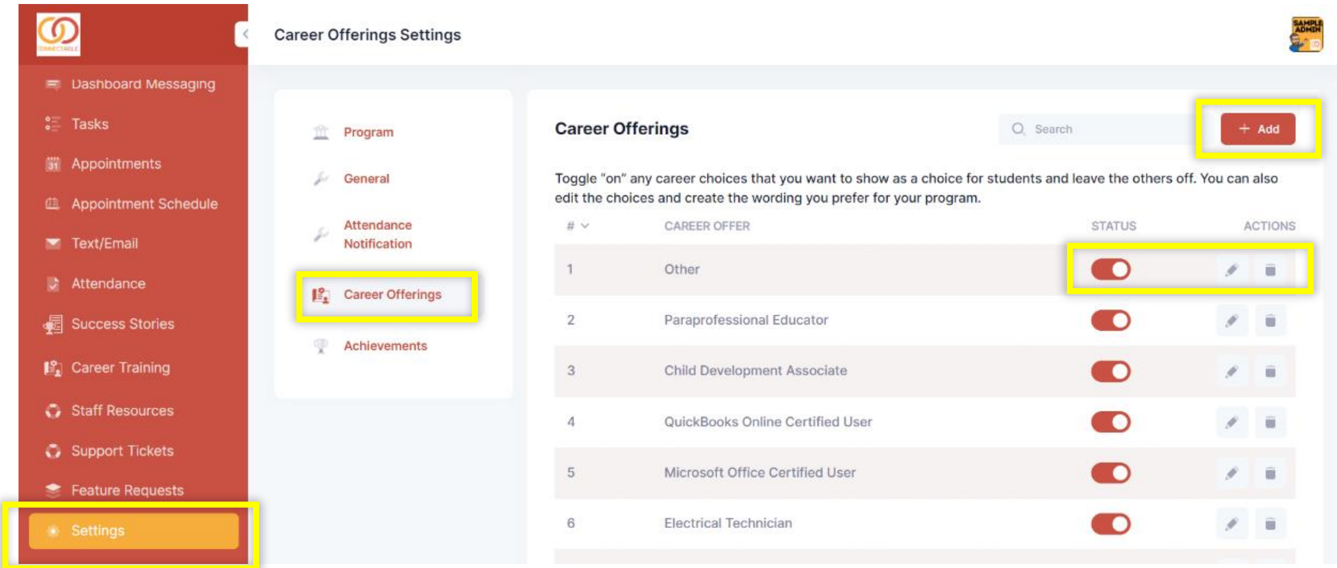


OTHER SETTINGS: Make programmatic decisions, then adjust your settings accordingly:

- Do you want current students to have a button on the dashboard to apply for career training?
- Do you want your staff members to be notified when students are assigned to their courses?
- Do you want staff members to see ALL students in the program, or do you want them only to see the students who are assigned to their courses?
- Do you want staff members to have the ability to edit student information?
- Do you want staff members to see sensitive student information (social security number, etc)?
- Which tests do you give students that you want to integrate into the

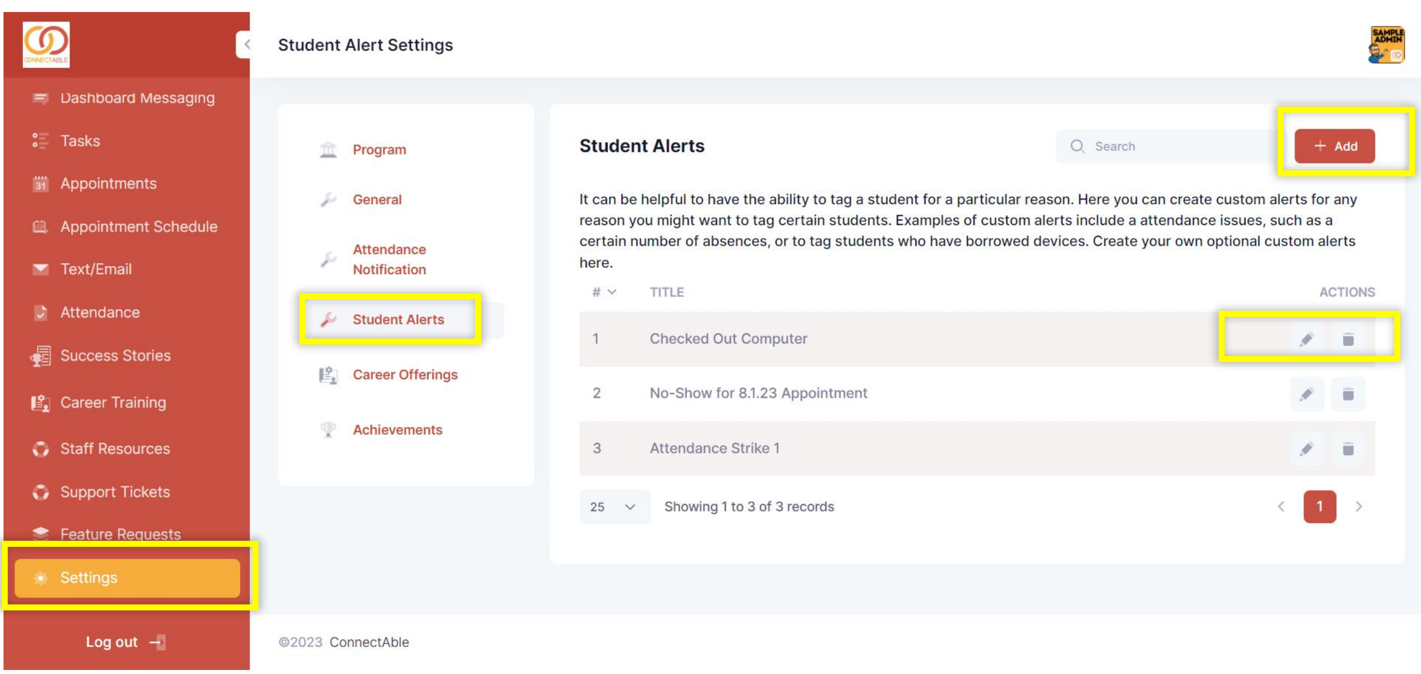
CAREER OFFERINGS

Click ***Career Offerings*** from the Settings menu to select which career offerings you want to show for the students when they select the career option for programming choice. Toggle "on" for the career selections you want to show and "off" for the options you do not want to show for students. You can edit the wording for any of the choices or select "ADD" to add a new career offering not in the list.



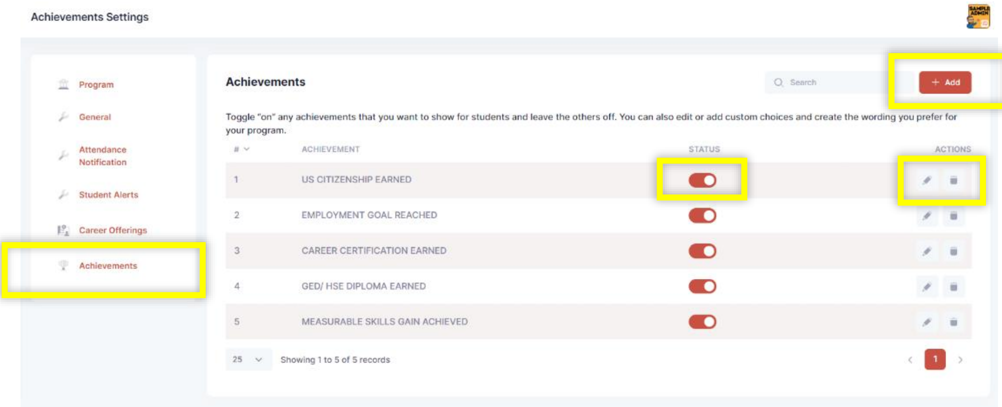
STUDENT ALERTS

Click ***Student Alerts*** from the ***Settings*** menu. If you would like to be able to tag students who need a certain designation so that you can easily filter for that tag and send messages later, you can set up custom student alerts to accomplish that. You can ***edit***, ***delete***, or ***add*** a new student alert. The alerts you set will then show as options for your staff members to tag students. Some examples include students with excessive absences, students who have borrowed a device, students who are no-shows for appointments, etc. Your alerts can be set to reflect your school's unique needs.



ADDING YOUR ACHIEVEMENT CHOICES FOR YOUR SCHOOL

Click ***Achievements*** from the ***Settings*** tab. These represent the achievements your staff can award for your students. There are basic achievements already there, but you can ***edit***, *delete*, or ***add*** new achievements to make them uniquely reflect your school. If you decide that you don't want an achievement to show as an option for staff to award students, you can just click the toggle to OFF instead of deleting it. Then it will be available to toggle ON when you want to use it later.



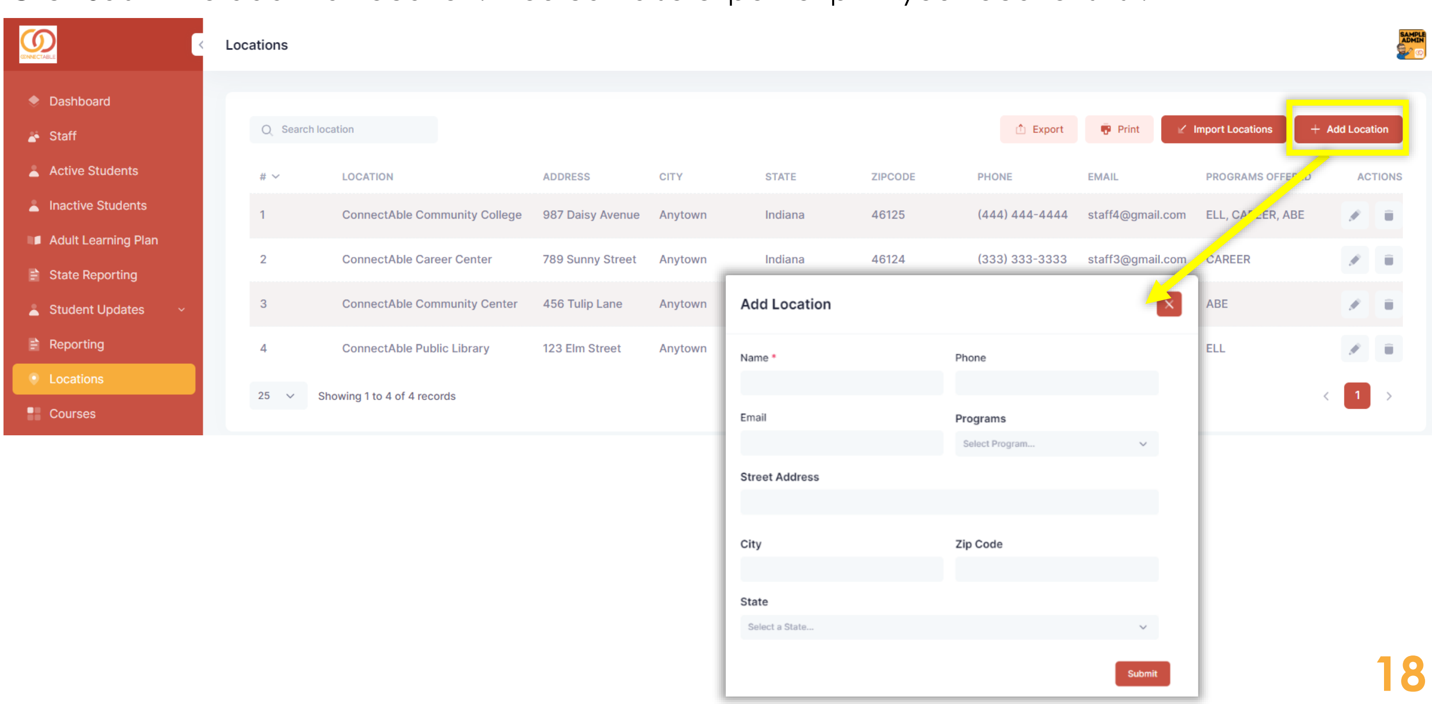
ADDING YOUR LOCATIONS:

ADDING LOCATIONS ONE AT A TIME

Click ***Locations*** from the side menu. Add a class location *manually* by clicking ***Add Location***.

Complete the fields for the location, including the type of programming offered there (ELL, ABE, Career). Remember that you can select more than one type of programming for a given location, so make sure to list ALL programming available for each location.

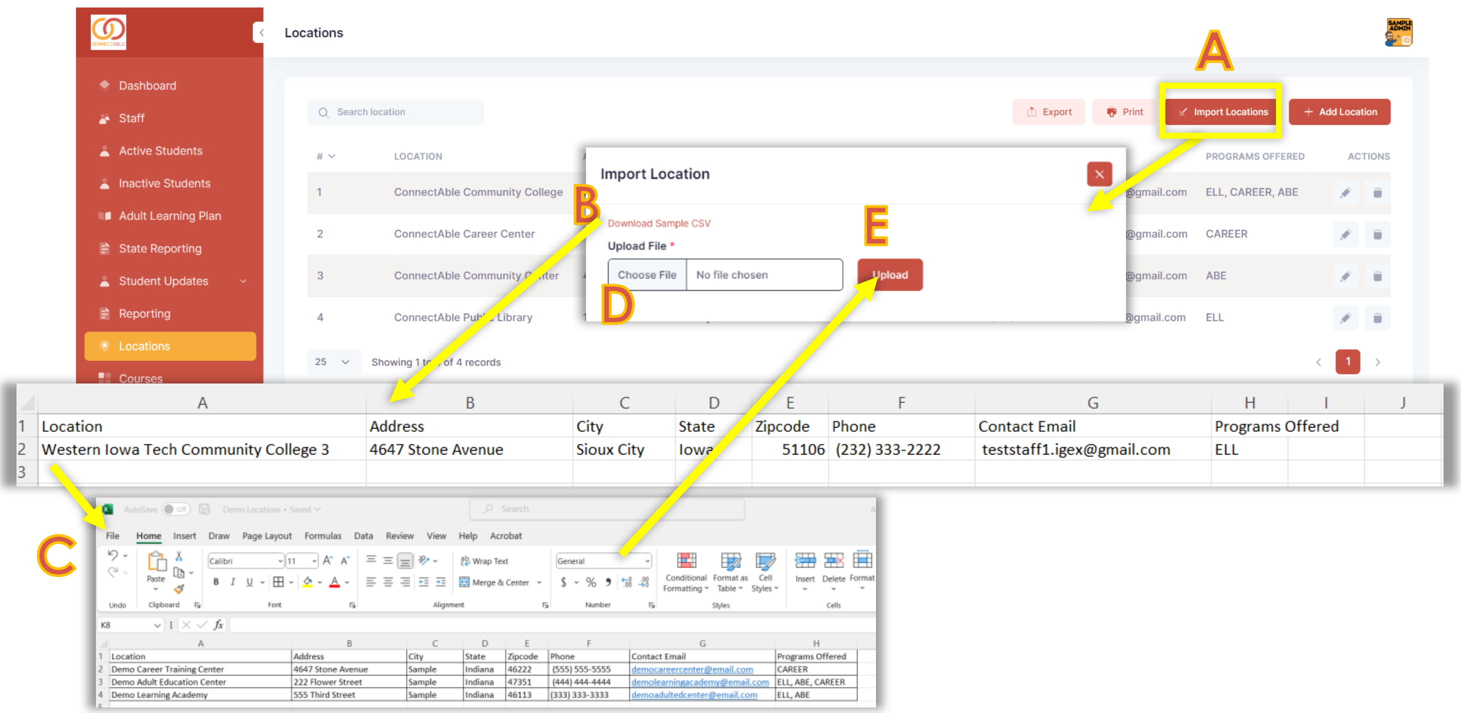
Click ***Submit*** to add that location. You can also export or print your locations list.



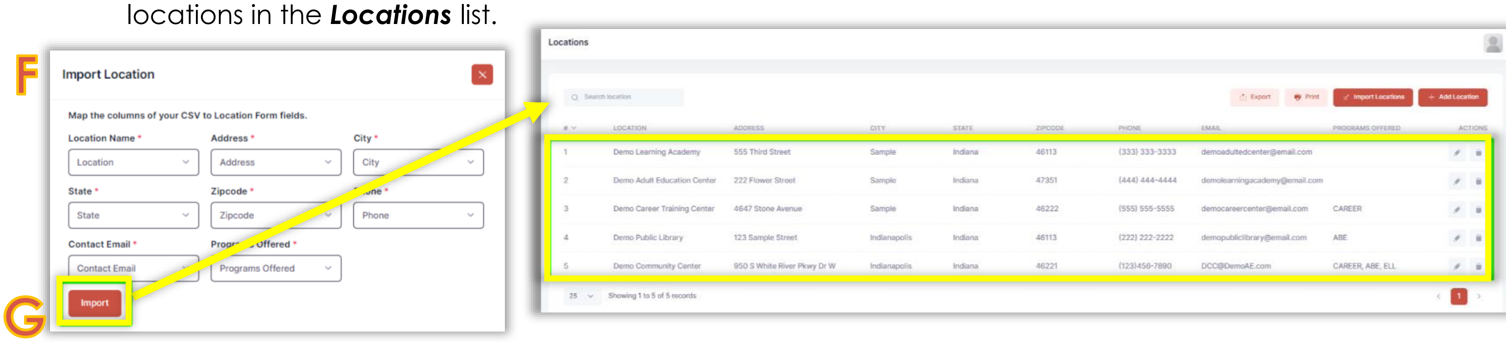
UPLOADING MULTIPLE LOCATIONS AT ONCE

You can also upload a spreadsheet to add multiple locations at once instead of one at a time. To do so, see the instructions below and note where they correspond to the screenshots:

A. Click ***Import Locations***.
B. Click ***Download Sample CSV*** to download a sample spreadsheet that contains the needed column headings for your locations. The spreadsheet won't have borders, and the columns may need to be resized to see all the info, so add borders and resize the columns if you would like.
C. Replace the sample information on that spreadsheet with the information for each of your locations, making sure to add each location on a new row, then ***save your spreadsheet with a new name***. *Make sure to* ***save it in the CSV format that the spreadsheet is already in*** *and that you don't change the format.*
D. Click ***Choose File***, and select your newly saved spreadsheet with your locations.
E. Click ***Upload*** to upload your locations spreadsheet.



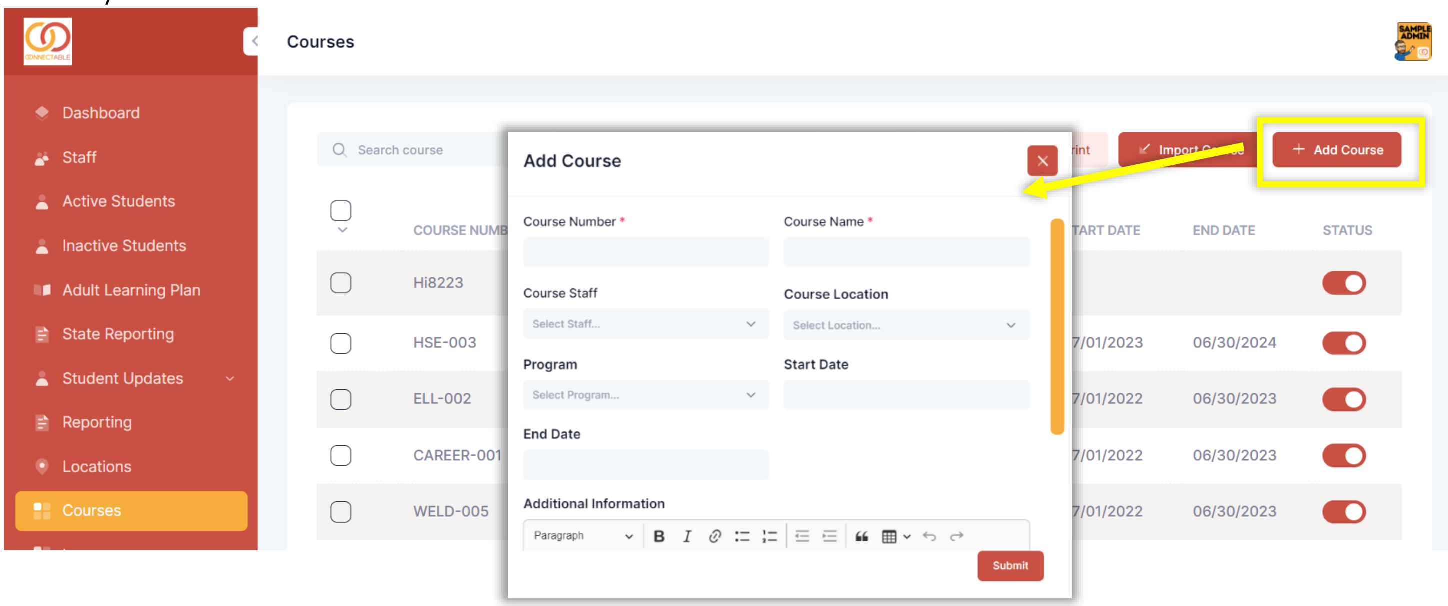
F. As soon as you click upload, an ***Import Location*** box will appear. Use the dropdowns in the box to make sure each column from your spreadsheet matches up to you location fields, as shown in the screenshot below.
G. Click ***Import***. You will get an on-screen confirmation message, and you will now be able to see those locations in the ***Locations*** list.



ADDING YOUR COURSES:

ADDING COURSES ONE AT A TIME

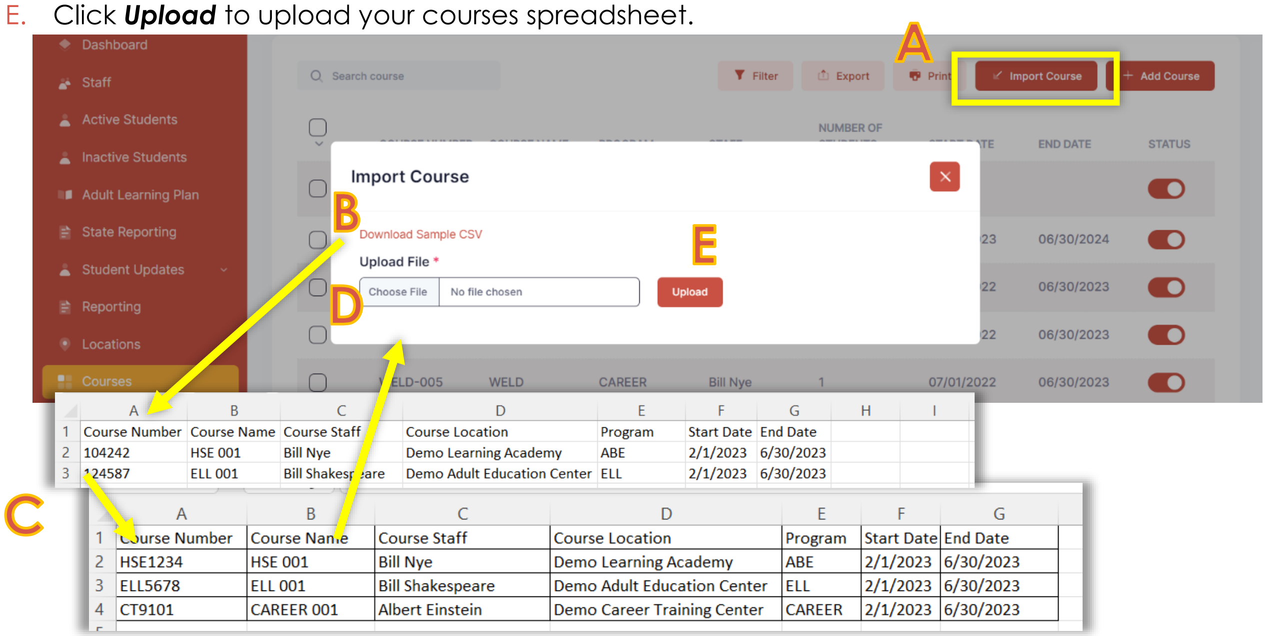
Click ***Courses*** from the side menu. Add a course *manually* by clicking ***Add Course***. Complete the fields for the course, including the type of programming each course corresponds to (ELL, ABE, or Career). Click ***Submit*** to add the course.



UPLOADING MULTIPLE COURSES AT ONCE

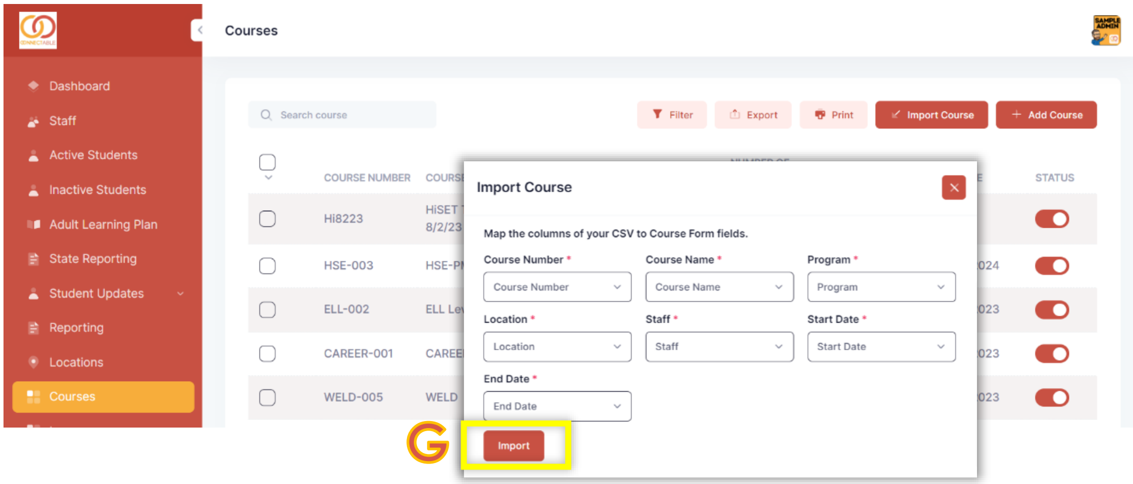
You can also upload a spreadsheet to add multiple courses at once instead of one at a time. To do so, see the instructions below and where they correspond to the screenshots:

A. Click ***Import Courses***.
B. Click ***Download Sample CSV*** to download a sample spreadsheet that contains the needed column headings for your courses. The spreadsheet won't have borders, and the columns may need to be resized to see all the info, so add borders and resize the columns if you would like.
C. Replace the sample information on that spreadsheet with the information for each of your courses, making sure to add each course on a new row, then ***save your spreadsheet with a new name***. *Make sure to **save it in the CSV format that the spreadsheet is already in** and that you don't change the format.*
D. Click ***Choose File***, and select your newly saved spreadsheet with your courses.
E. Click ***Upload*** to upload your courses spreadsheet.



F. As soon as you click upload, an ***Import Course*** box will appear. Use the dropdowns in the box to make sure each column from your spreadsheet matches up to your course fields, as shown in the screenshot below.

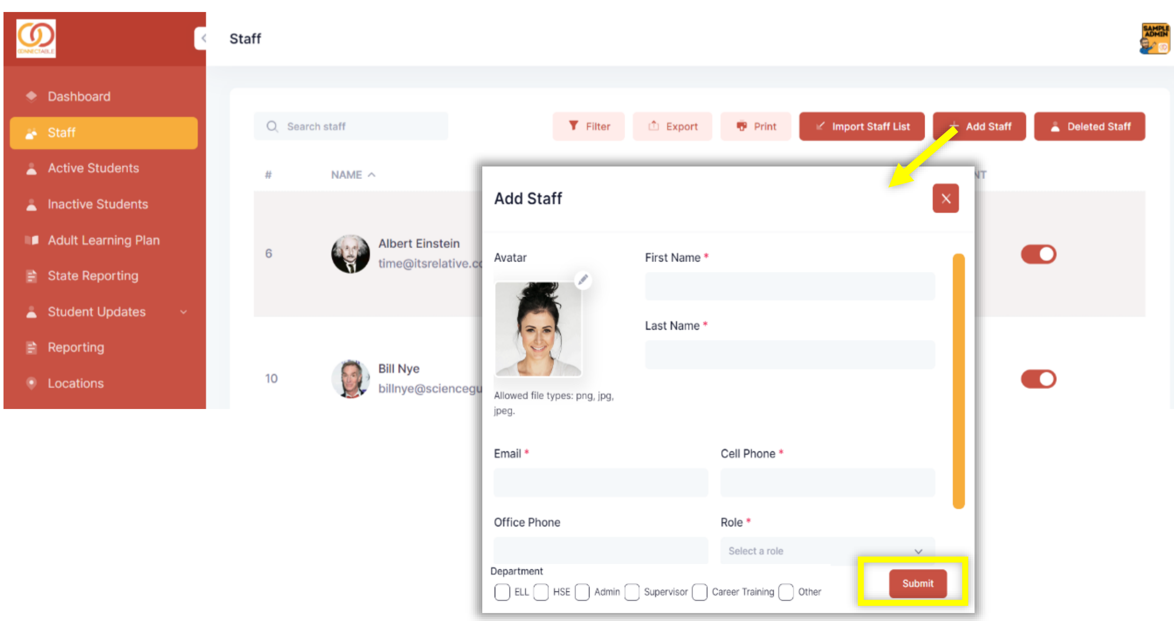
G. Click ***Import***. You will get an on-screen confirmation message, and you will now be able to see those courses in the ***Courses*** list.



ADDING STAFF MEMBERS:

ADDING STAFF MEMBERS ONE AT A TIME

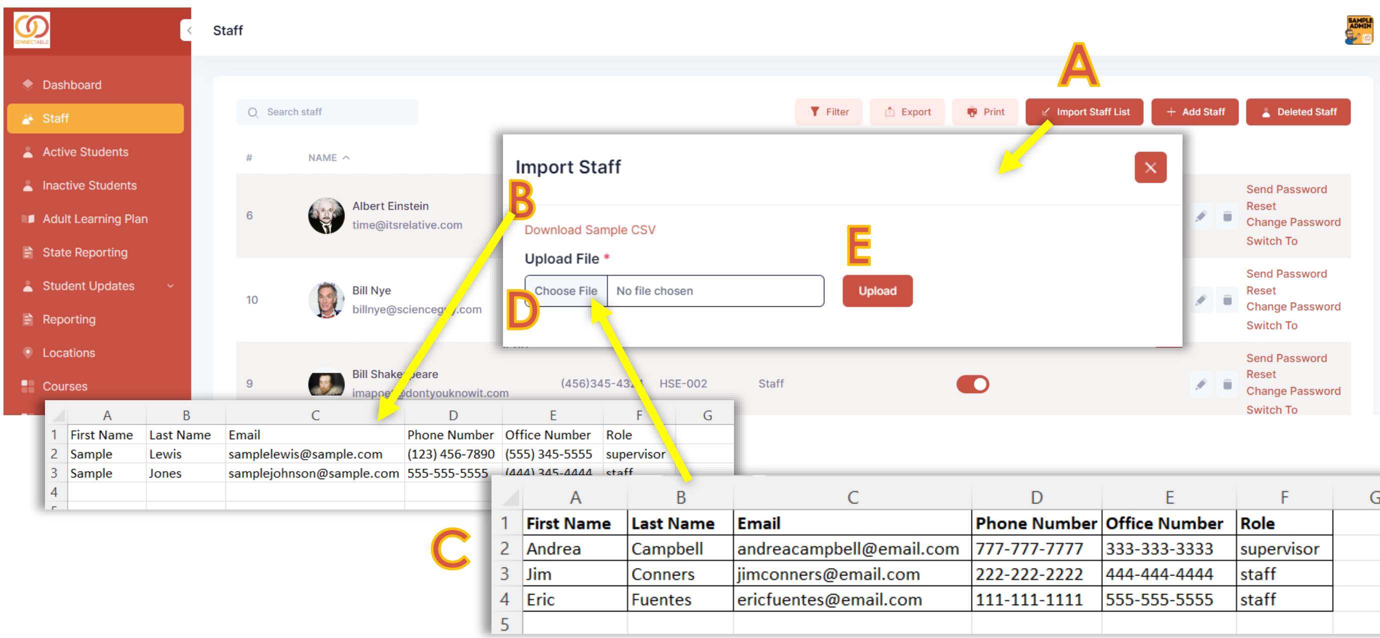
Click ***Staff*** from the side menu. Add a staff member *manually* by clicking ***Add Staff***. Complete the fields for that staff member, including ***First Name***, ***Last Name***, ***Email***, ***Cell Phone***, and ***Office Phone*** (optional), as well as his/her ***Role***. The role you choose will determine the capabilities a staff member will have. Check the boxes that correspond to the Department(s) that apply to the staff member. This is important for filtering by department for messaging, etc. You can also upload a profile picture for your staff if you have one, or the staff member can upload it when he/she logs in. Click ***Submit*** to save the staff member's information. *This information is only accessible to staff members, not students.*



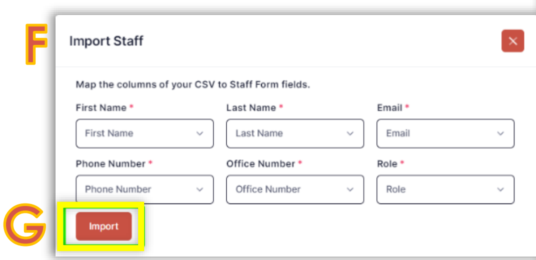
UPLOADING MULTIPLE STAFF MEMBERS AT ONCE

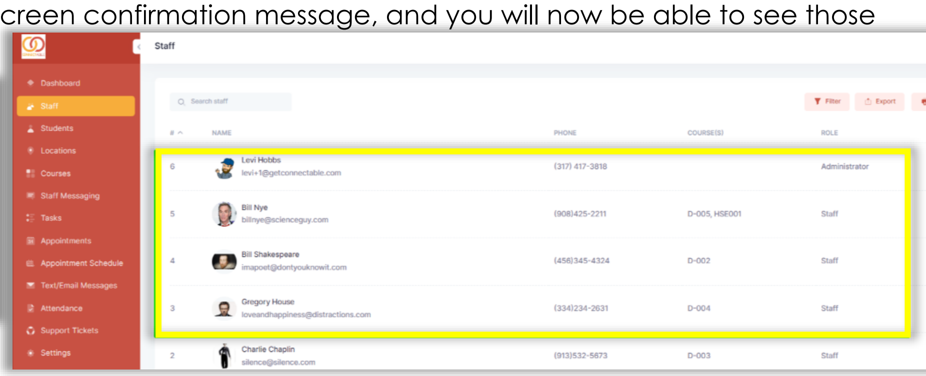
You can also upload a spreadsheet to add multiple staff members at once instead of one at a time. To do so, see the instructions below and where they correspond to the screenshots:

A. Click ***Import Staff List***.
B. Click ***Download Sample CSV*** to download a sample spreadsheet that contains the needed column headings for your staff. The spreadsheet won't have borders, and the columns may need to be resized to see all the info, so add borders and resize the columns if you would like.
C. Replace the sample information on that spreadsheet with the information for your staff, making sure to add each staff member on a new row, then ***save your spreadsheet with a new name***. *Make sure to* ***save it in the CSV format*** *and that you don't change the format.*
D. Click ***Choose File***, and select your newly saved spreadsheet with your staff added to it.
E. Click ***Upload*** to upload your staff spreadsheet.



F. As soon as you click upload, an ***Import Staff*** box will appear. Use the dropdowns in the box to make sure each column from your spreadsheet matches up to your staff fields, as shown in the screenshot below.
G. Click ***Import***. You will get an on-screen confirmation message, and you will now be able to see those courses in the ***Courses*** list.

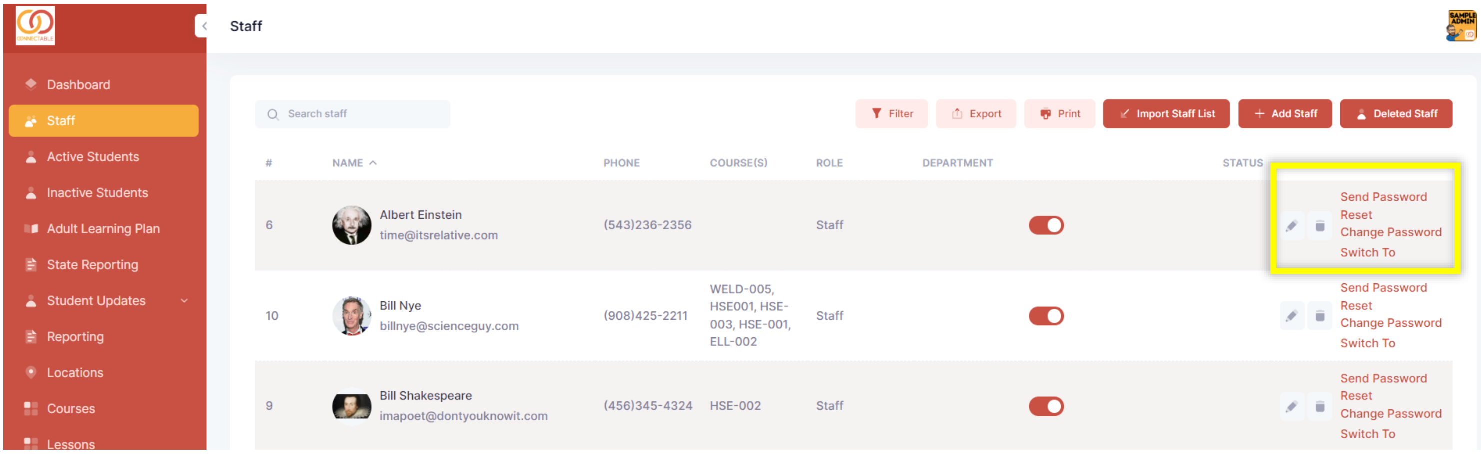




STAFF LIST DASHBOARD TOOLS:

QUICK TOOLS TO MANAGE STAFF

Use the onscreen tools to ***edit*** or ***delete*** a staff member, ***Send Password Reset***, or ***Change Password***. Select ***Switch To*** to see the chosen staff member's view. To switch back to your own view, click your profile in the upper right corner, then select ***Switch Back***.

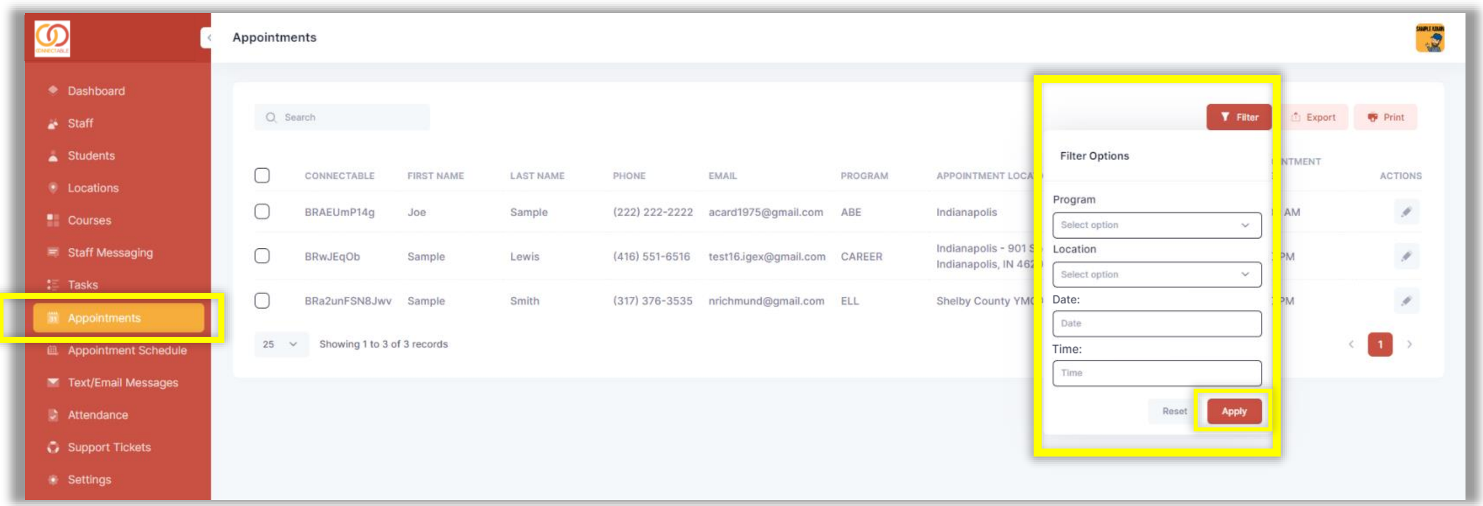


PREPARING FOR THE STUDENT APPOINTMENTS

FILTERING APPOINTMENT GROUPS

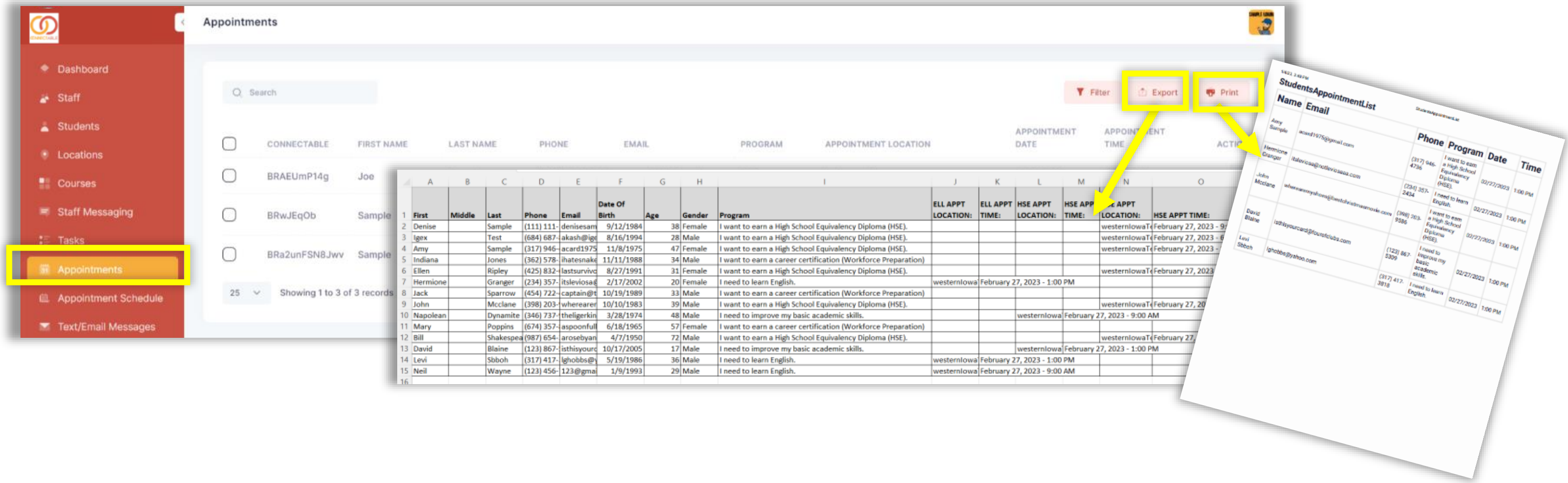
To view a student roster for a given appointment, click the ***Appointments*** tab from your dashboard and filter by a given ***Program (ELL, ABE, or Career)***, ***Location***, ***Date***, or ***Time***. Choose your desired filter from the dropdowns then click ***Apply*** to see the filtered list of students. Click ***Reset*** to reset the filters.

NOTE: This is different from the **Appointment Schedule tab, which is discussed in the **Setting Up Your Appointment Schedule** section of this guide.*



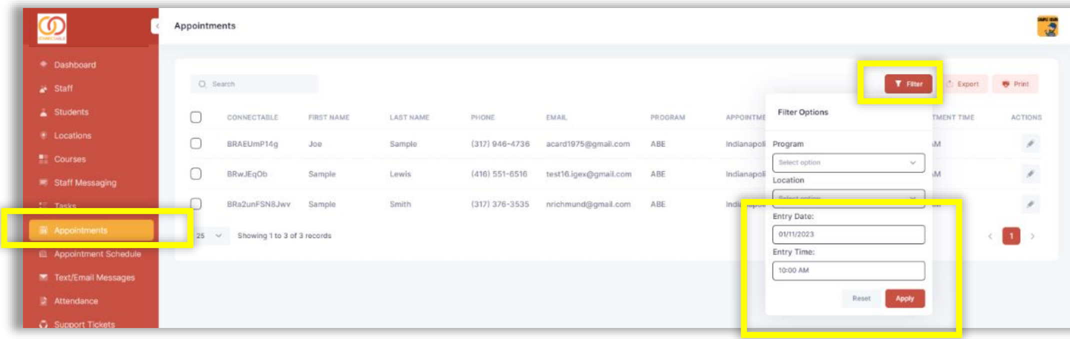
EXPORTING AND PRINTING APPOINTMENT ROSTERS

To print or export a student roster for a given appointment, use the buttons at the top. Click ***Print*** to print the appointments or ***Export*** to download a spreadsheet of the appointments.

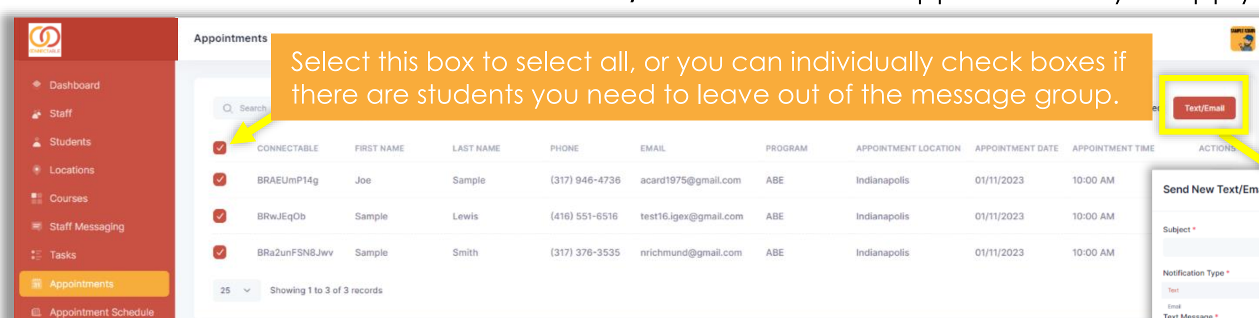


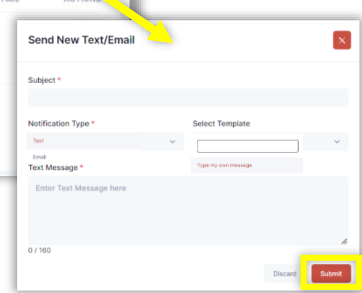
SENDING A TEXT REMINDER TO AN APPOINTMENT GROUP

To send a text reminder to a group of students expected to attend a given appointment, click ***Appointments*** from the side menu, then ***Filter*** by that appointment.



Click ***Apply*** to see the filtered group, then use the checkboxes to select the students you would like to receive the text reminder. Click the ***Text/Email*** button that appears when you apply checkmarks.

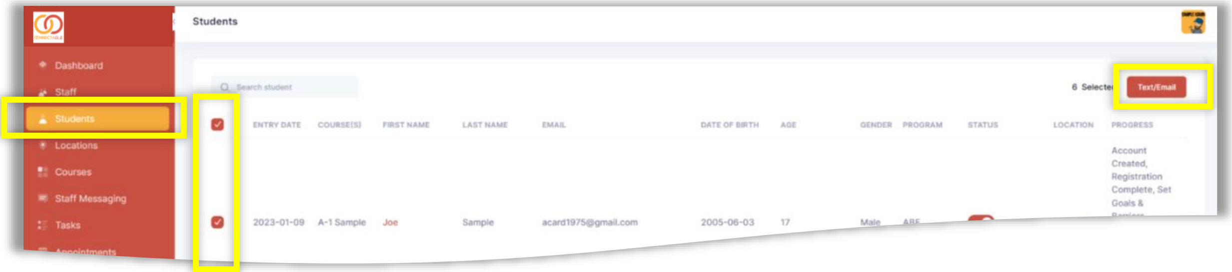




A message box will pop up when you click ***Text/Email***. Type the ***Subject*** of your message, select the ***Notification Type (Text/Email)***, and choose to use a saved ***template*** or ***type your own message***. Then type the message and click ***Submit***.

*Text messages will have a 160-character limit.

NOTE: You can also use this same process to filter and message directly from the ***Students*** tab.

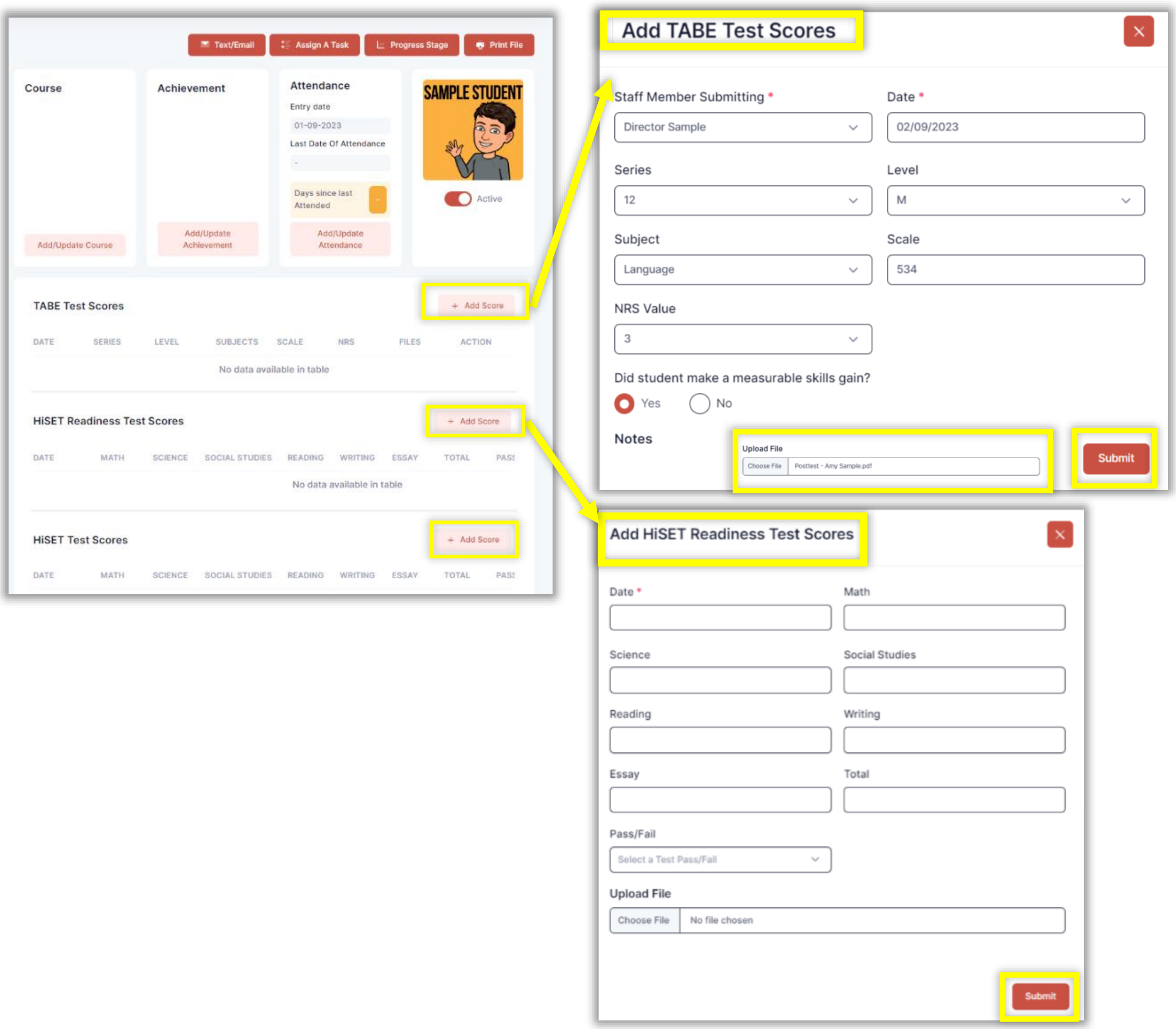


RECORDING TEST SCORES: TABE TESTING

When a student is finished testing, you can record his/her test scores in one of two ways, depending on your needs. If you test students *one at a time* and prefer *to manually enter their scores*, follow the directions below for ***Manual Test Entry***. If you test students *in a group* and would like to import *several scores at once*, follow the directions below for ***Multi-Student Score Import***.

MANUAL ENTRY (ONE STUDENT AT A TIME)

Record the student's score in the ***Student Details*** screen by clicking ***Add Score*** for the test the student took. You can complete the fields, upload the PDF of the score report, or both!

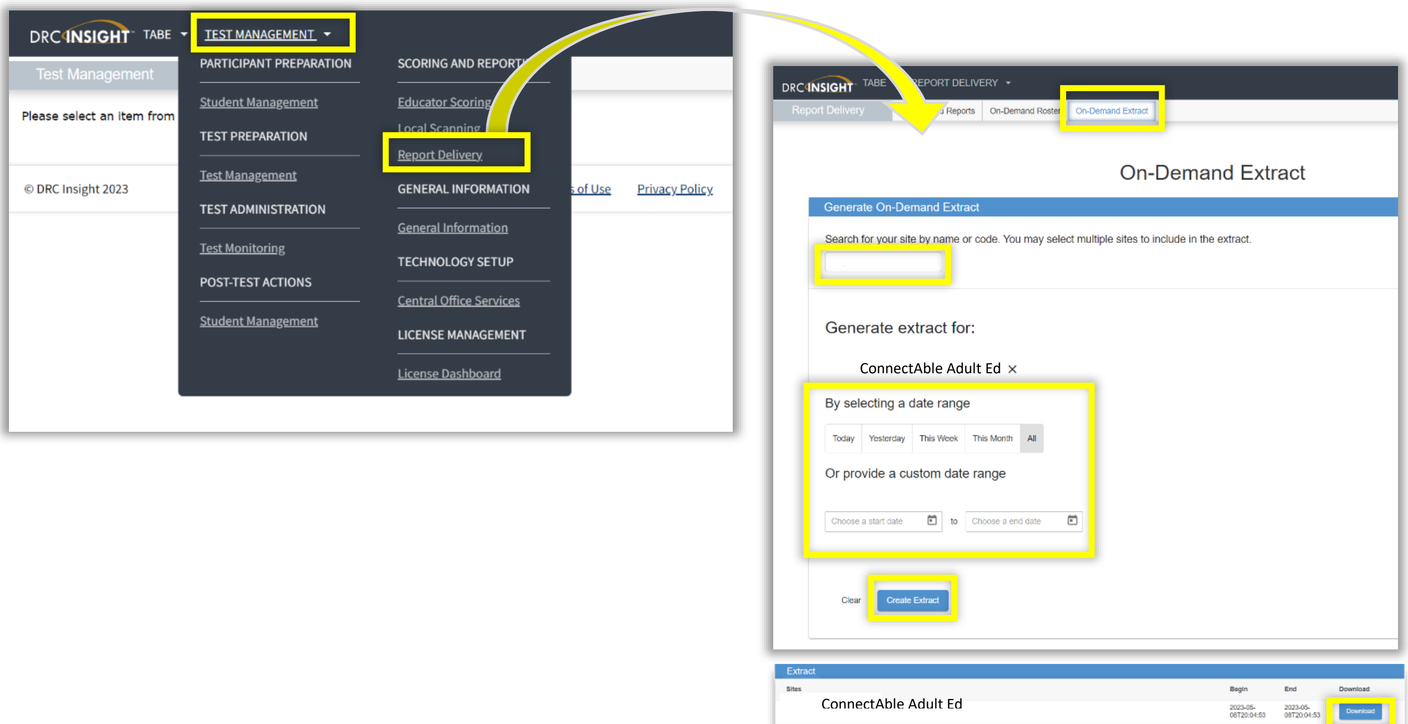


MULTI-STUDENT SCORE IMPORT FOR TABE AND TABE CLAS-E:

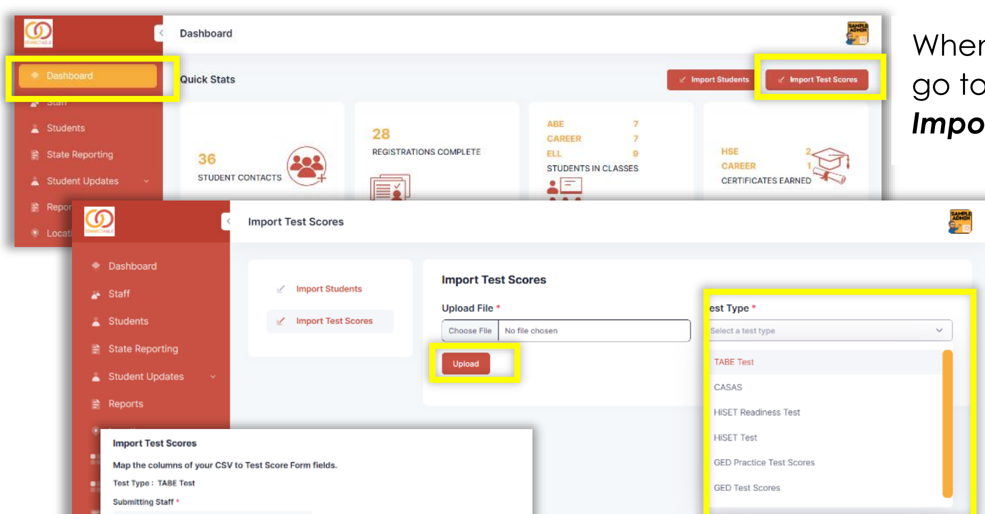
RECORDING SEVERAL STUDENTS' SCORES AT A TIME

When you want to save time and increase accuracy, you can import a group of students' scores all at once. First, when you create the student test ticket, it is important that you put the ***ConnectAble Student ID*** in the field labeled ***Student ID***. (We suggest copying and pasting it to avoid typos.) The ***ConnectAble Student ID*** can be found on the student list in the ***Students*** tab, or on an individual student's ***Student Details*** screen.

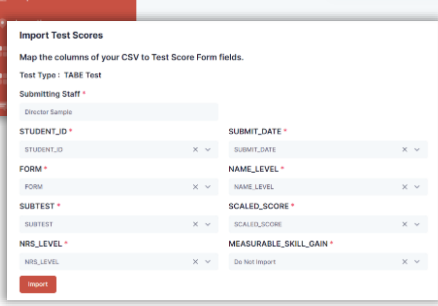
You can request to be emailed a score extract spreadsheet daily directly from DRC containing all student scores for that day, or you can download the ***TABE extract spreadsheet from DRC*** yourself for the date(s) that the student took the TABE or TABE Clas-E test. To download the TABE extract, a quick reference is provided below, but for greater detail you can refer to your DRC user guide.



When you retrieve the spreadsheet, go to the ***Dashboard*** tab and click ***Import Test Scores***.



Select TABE Test as the test type from the dropdown menu, then click Choose File. Select the spreadsheet, then click ***Upload***.



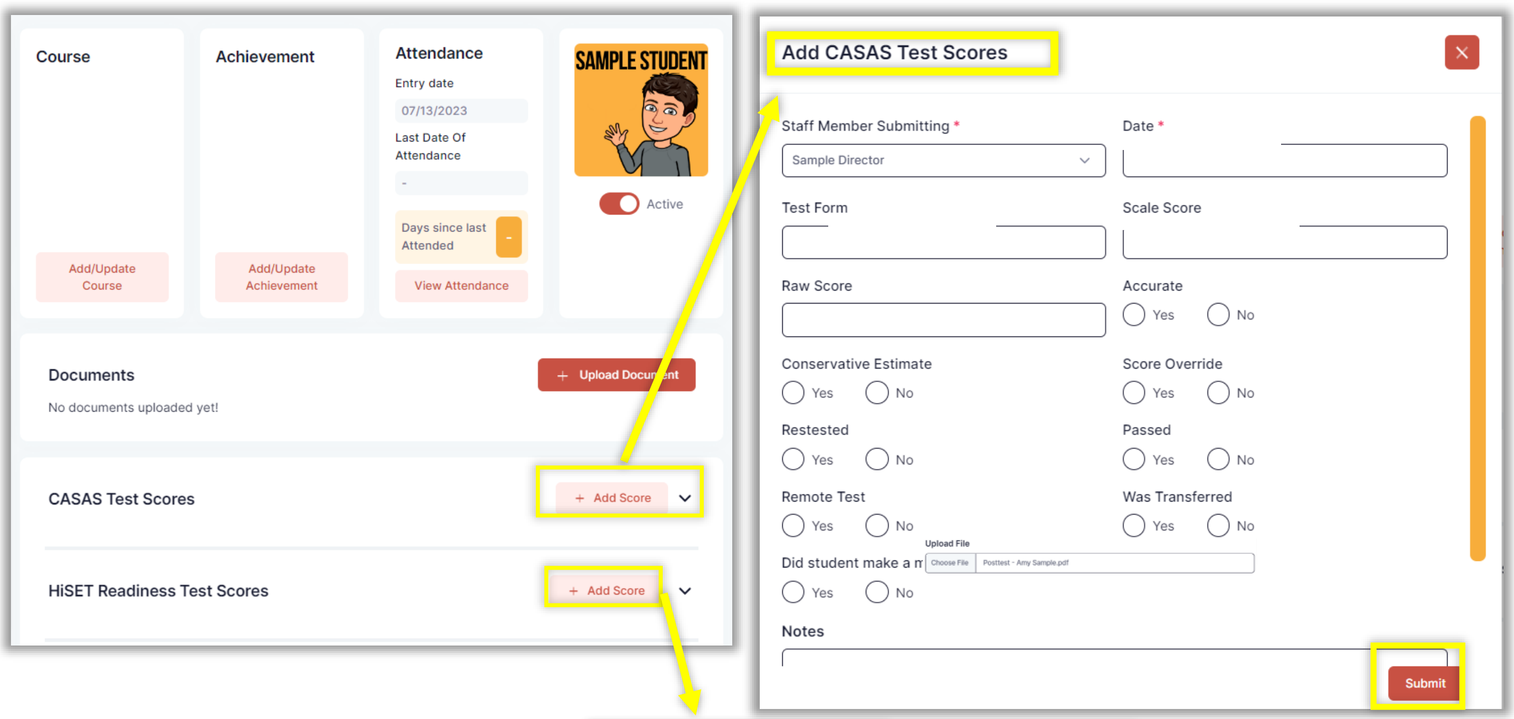
A window will pop up to show the fields that will be imported. Click ***Import*** to import all the scores at once. Now the scores will appear in each student's ***Student Details*** screen under ***Test Scores***.

RECORDING TEST SCORES: CASAS TESTING

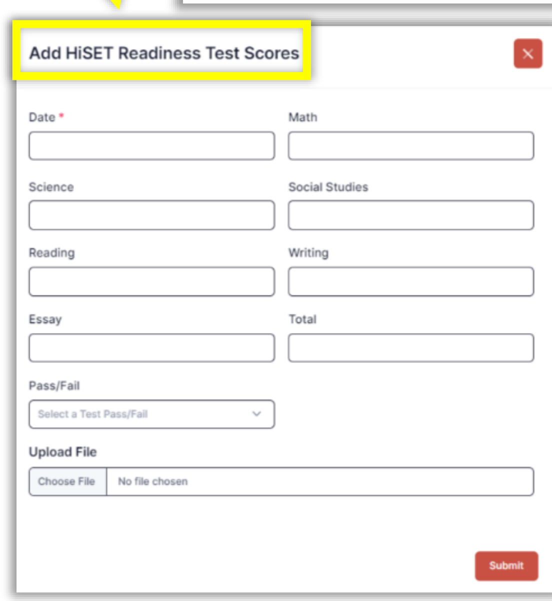
When a student is finished testing, you can record his/her test scores in one of two ways, depending on your needs. If you test students *one at a time* and prefer *to manually enter their scores*, follow the directions below for ***Manual Test Entry***. If you test students *in a group* and would like to import *several scores at once*, follow the directions below for ***Multi-Student Score Import***.

MANUAL ENTRY (ONE STUDENT AT A TIME)

Record the student's score in the ***Student Details*** screen by clicking ***Add Score*** for the test the student took. You can complete the fields, upload the PDF of the score report, or both!



Note that the test types that appear on the dashboard are the tests that your state/program uses, and those are selected in the ***Settings*** tab.



MULTI-STUDENT SCORE IMPORT FOR CASAS: RECORDING SEVERAL STUDENTS' SCORES AT A TIME

When you want to save time and increase accuracy, you can import a group of students' scores all at once. Just remember to put the ***ConnectAble Student ID*** in the test record. (We suggest copying and pasting it to avoid typos.) The ***ConnectAble Student ID*** can be found on the student list in the ***Students*** tab, or on an individual student's ***Student Details*** screen.

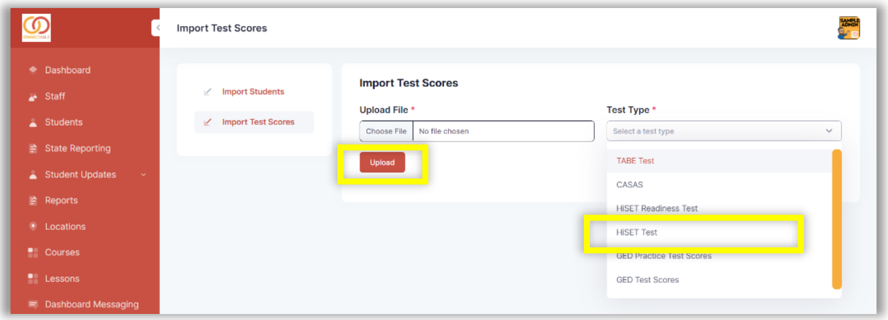
Follow the instructions below to retrieve a group of test scores for a specified date range.

Step	Screen	Description
1.		• From the Menu bar at left, o Click Test Results.

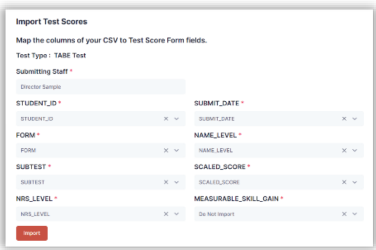
2.		• Click the Filter down-arrow to expand filtering options.
		• For results from all testing in the previous month, enter Test Date Between –
		  o The <u>first day</u> of the previous month.
		  o <u>One day after</u> the last day of the previous month.

3.		• To retrieve results, o Click Refresh at top right.
4.		• Use Column Filters to refine filtered results.
5.		• Click Export to CSV at top right to save results to a spreadsheet.

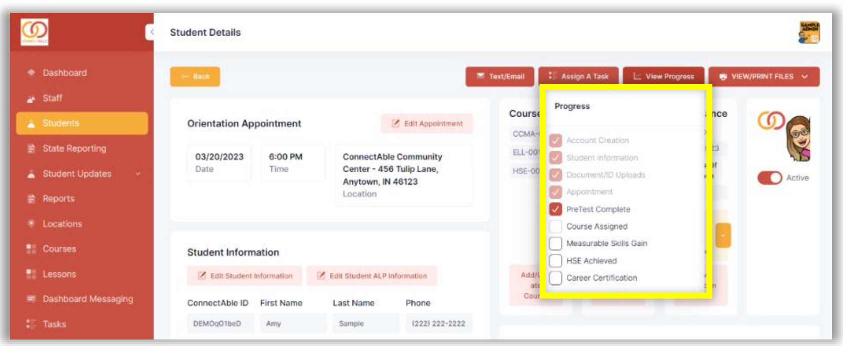
When you save the spreadsheet, go to the ***Dashboard*** tab and click ***Import Test Scores***.



Select ***CASAS*** as the test type from the dropdown menu, then click Choose File. Select the spreadsheet, then click ***Upload***.



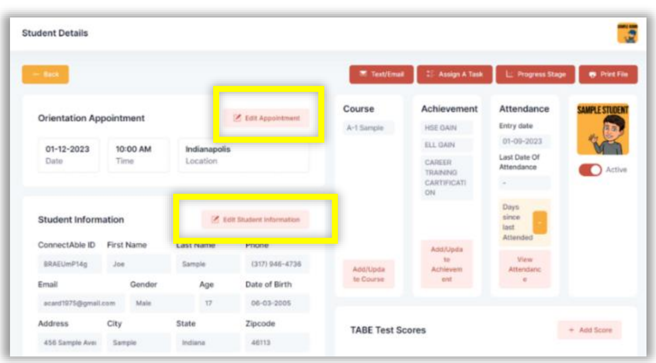
A window will pop up to show the fields that will be imported. Click ***Import*** to import all the scores at once. Now the scores will appear in each student's ***Student Details*** screen under ***Test Scores***.



When you have imported a student's scores, make sure to check the ***PreTest Complete*** box in the ***Progress*** section, as shown here.

NOTE: Sometimes test results show us that we need to change programming. For example, sometimes a student signs up to study for the HSE diploma, but upon testing, you learn that he/she needs to increase English language proficiency first. If this happens, remember you can edit the student information to make an adjustment by following the instructions below.

Click ***Edit Student Information*** from the left side of the ***Student Details*** screen and change the program (ABE, ELL, or Career) accordingly. If that will require another test appointment, you can also click ***Edit Appointment*** from the same screen to reschedule a test appointment.

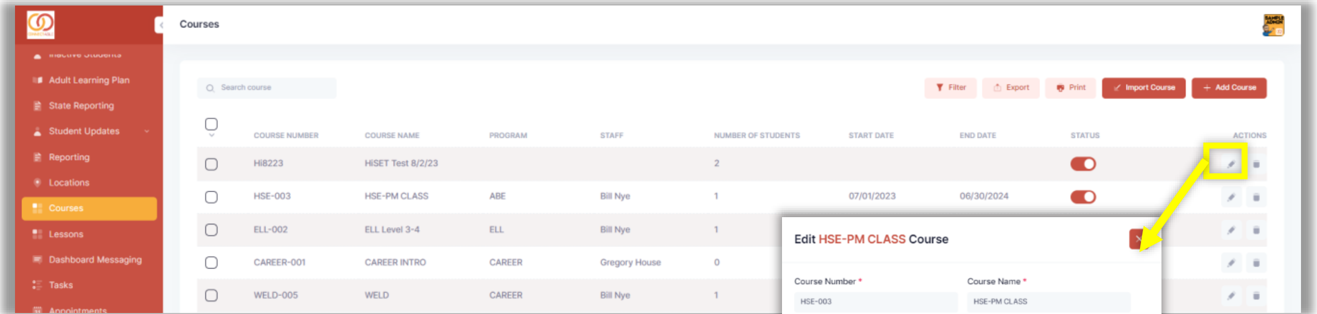


OTHER ADMINISTRATIVE TASKS

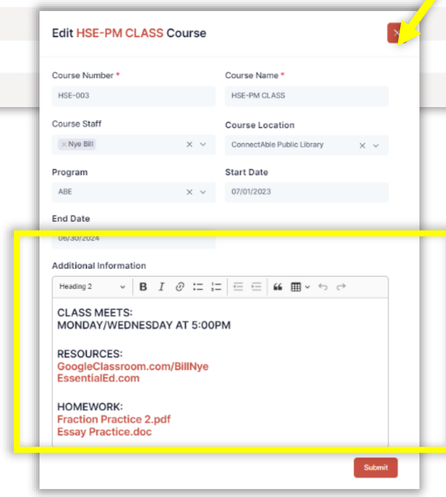
ADDING COURSE INFORMATION FOR STUDENTS TO SEE

You can add course information that will show in the student dashboard for students who are assigned to that course. To accomplish this, follow the instructions below.

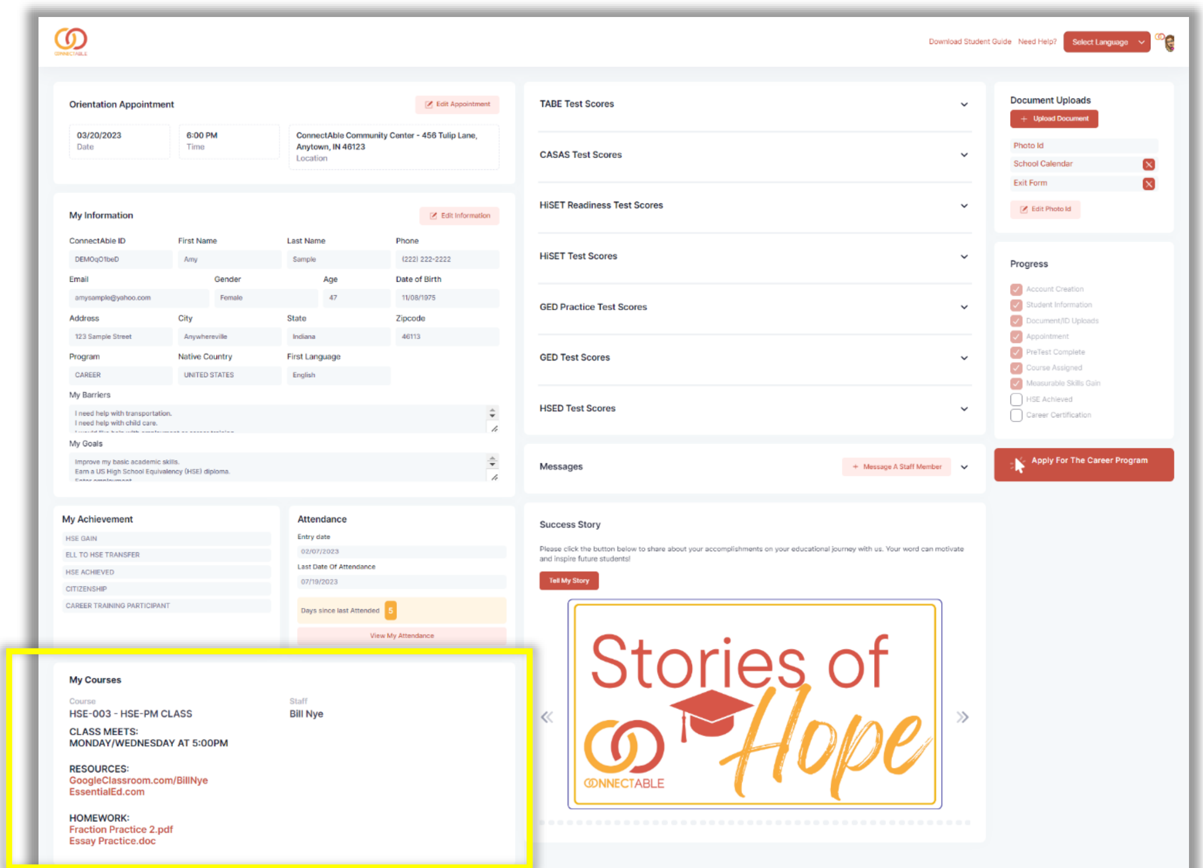
1. From the **Courses** tab, click the pencil next to the desired course to edit it.



2. Add the information about the course under **Additional Information**. Include basic course information, such as the location and time, as well as any links, such as links to online resources or PDFs, then click **Submit**.

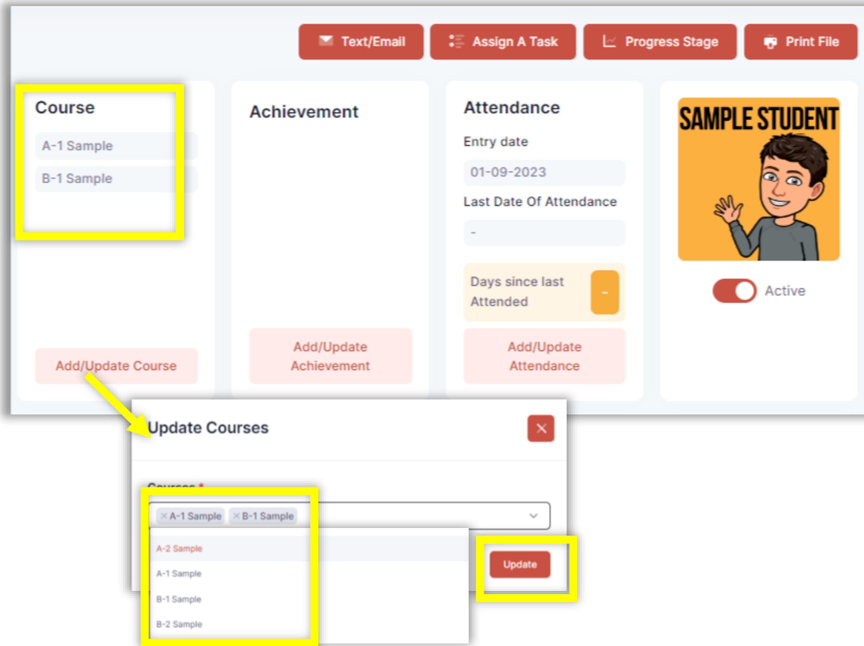


3. The course information and links are now accessible to the student on the Student Dashboard, as shown in the sample student dashboard below.



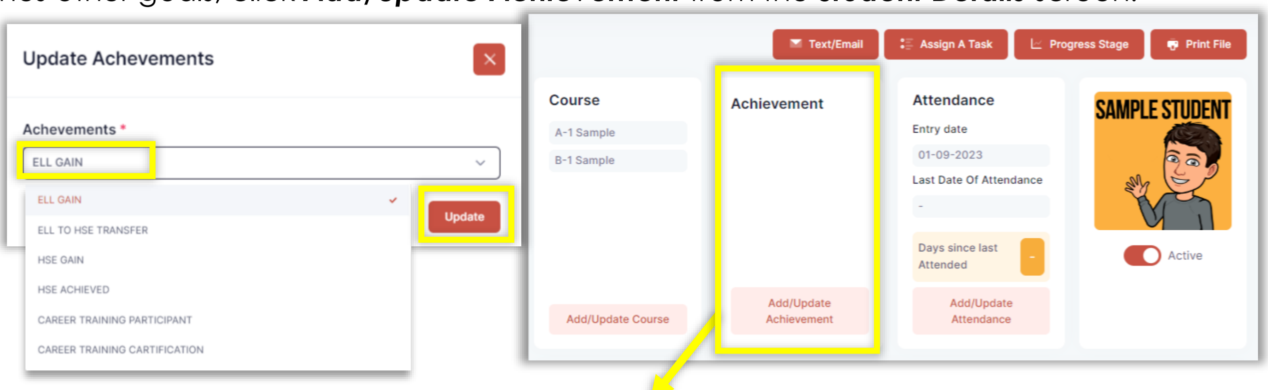
ASSIGNING OR CHANGING A STUDENT'S COURSES:

To assign or change a course for a student, click ***Add/Update Course*** under the ***Course*** section of the ***Student Details*** screen. Select the desired course from the dropdown options. Courses can also be removed by clicking the X next to the course you'd like to remove. Click the ***Update*** button to save changes. The course will then appear in the ***Course*** section of the ***Student Details*** screen. In the ***Progress*** section, make sure to check the ***PreTest Complete*** box.



RECORDING STUDENT ACHIEVEMENTS:

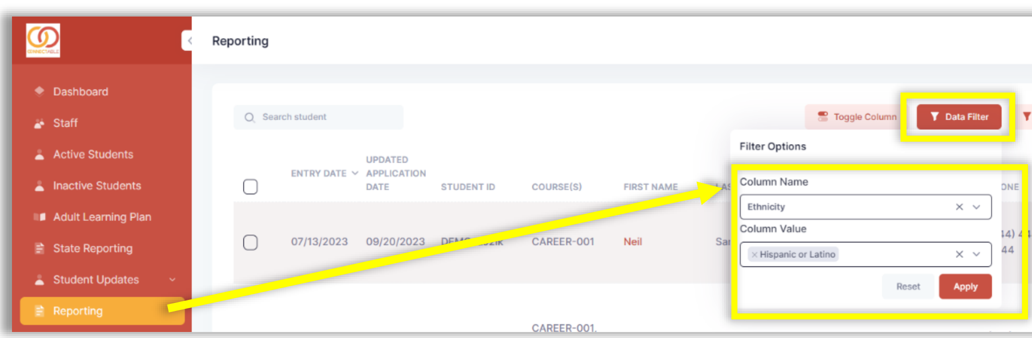
To record achievements when a student takes a posttest and achieves a measurable skills gain or accomplishes other goals, click ***Add/Update Achievement*** from the ***Student Details*** screen.



Use the dropdowns to select the achievement, then click ***Update***. A confirmation box will appear to let you know that the achievement is saved, and the saved achievements will collect in the ***Achievements*** section of the ***Student Details*** screen. Achievements added in error can be removed in the same process by clicking the X next to the achievement you want to remove.

PULLING ANALYTICS ABOUT YOUR SCHOOL:

From the ***Reporting*** tab, you can select ***Data Filter*** and filter by any student information item you desire. For example, if you wanted to know the percentage of students in your school who are



Hispanic, select ***Ethnicity*** as the column name and select the value of ***Hispanic***, then click ***Apply*** to show all students whose ethnicity is Hispanic.

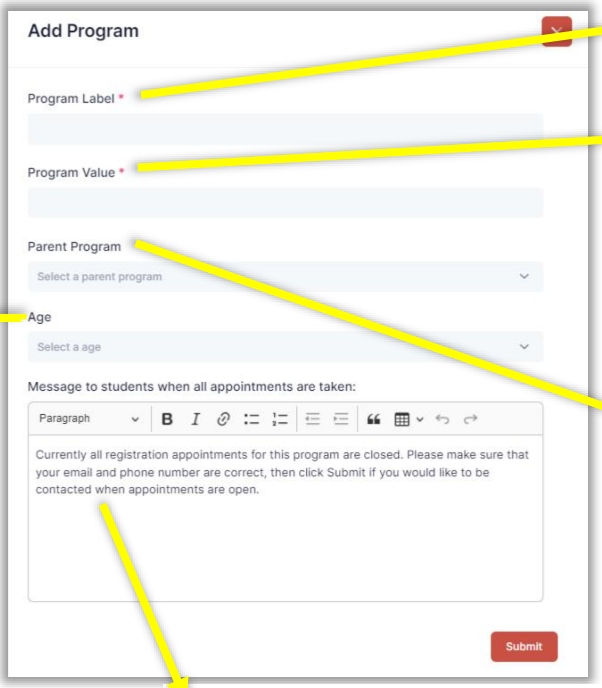
SETTING UP YOUR APPOINTMENT SCHEDULE

**Note: This task/section should be limited to only one or a few staff members to avoid confusion.*

1. PROGRAMS

Think first about what your offerings are. For example, most programs offer **ELL**, **HSE**, and **CAREER TRAINING**. Others offer only a few of those options. These will be referred to as your main "parent programs" for your appointments. Add those programs by clicking ***ADD PROGRAM*** and completing the fields. What you have as Programs are the first choicces for students that will show on the start/contact quick form when they click Start from your website.

REMEMBER THESE TIPS AS YOU COMPLETE THE FIELDS FOR PROGRAMMING



Program Label: What verbiage do you want potential students who are searching online for you to see as your choices?

Program Value: This is the abbreviated version (your own terms) for each of your programming options, as indicated in the example below.

PROGRAM LABEL:	PROGRAM VALUE:
I want to learn English.	ELL
I want to earn a GED.	ABE
I want to earn a career certification.	CAREER

For differentiated appointments for under different program offerings:

If you plan on having separate appointments for different program offerings like ***HSE Fast Track classes*** or ***HSE Boot Camps*** for ABE classes, or individual appointments for different CAREER programming **(*Welding, Medical Assisting, CDL, QuickBooks, etc*.**), you need to specify the corresponding ***PARENT PROGRAM*** for each of those.

For your basic programming, ***ELL***, ***HSE***, and ***CAREER*** actually are the parent programs themselves, so for those appointments, leave the ***Parent Program*** field blank, but for program offerings under the Parent Program, indicate what the program is, as in the samples below:

SUB PROGRAM	PARENT PROGRAM:
I want to earn my GED in a fast- paced, short term class.	ABE
I want to earn WELDING certification.	CAREER
I want to earn MEDICAL ASSISTING CERTIFICATION.	CAREER
I want to learn ENGLISH.	LEAVE BLANK

MESSAGE TO STUDENTS WHEN ALL APPOINTMENTS ARE TAKEN: Decide what verbiage you want to appear onscreen when there are no more appointments available. You still want students to click SUBMIT even when appointments are not available so that you will be able to identify those students and reach out to them again later when appointments open again, or for any other messaging you might want to send those students. A completely editable sample message is provided there for you.

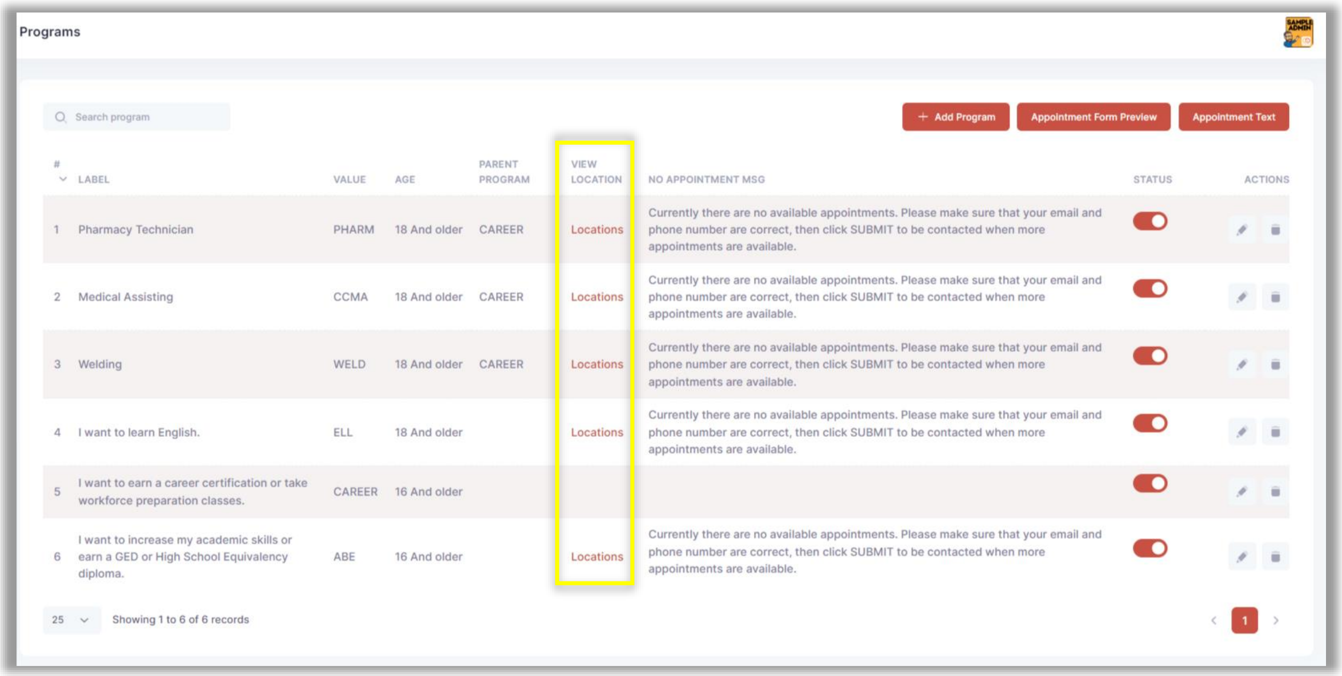
AGE
Remember if there are **age parameters for program options** to include those as well. (16 and 17-year-olds, over 18, etc.)

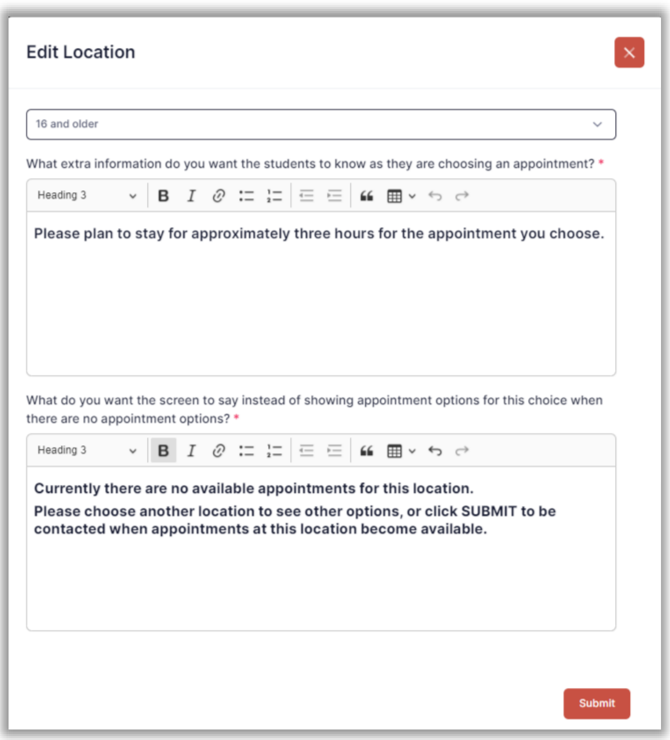
Add all your program options using this strategy, clicking ADD PROGRAM again for each new option.

2. LOCATIONS

Now you will see your list of all programming locations for which students will be making appointments, as shown in the sample below. You will see the fields you completed on-screen, including any age parameters, parent programming, and wording for when there are no available appointments. You can see that at any point, if you have programming changes that cause you to want an option to no longer show for students, you can click the toggle in the STATUS column to OFF and it will no longer show. If that programming returns, you can toggle it back to ON.

Click Locations for each program option to list all the locations where students can come for each programming option.





Add the location options, including the address (and door number, if applicable) in the ***Location*** field, so that students will see the address (and door number, if applicable) when they are making an appointment choice.

**NOTE: Each location will only need to be typed out once; after that, it will come a dropdown option for future appointments.*

Also enter the age parameters for that location in the ***Age*** field.

You can also enter any extra information that you would like students to know (that they need to plan on staying for X hours, what to bring, etc.) in the field provided.

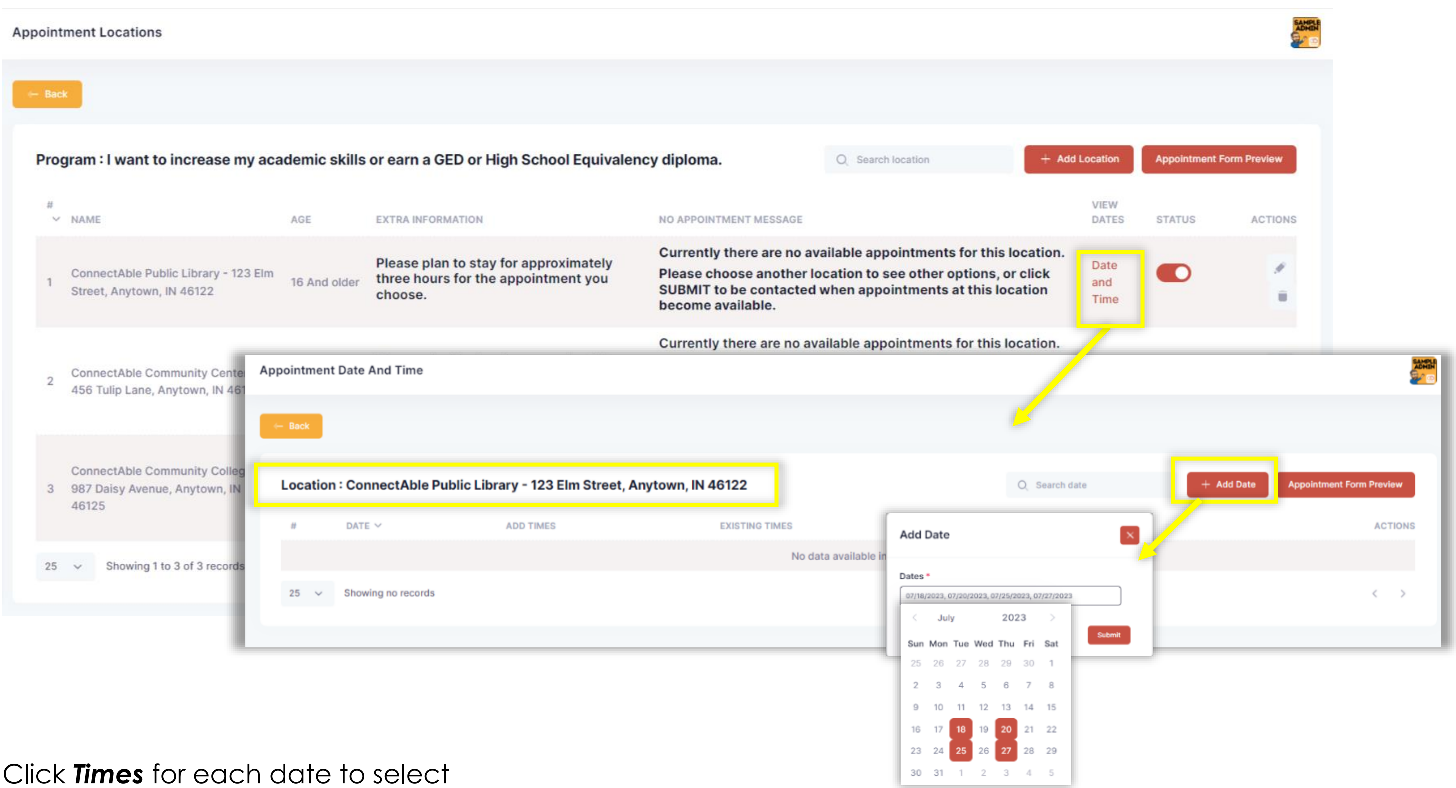
Even when programming is open, we often need to limit the number of appointments available due to limited space in a given location. Because of that, a field is provided for you to enter the verbiage you want students to see when all appointments ***at a given location*** are taken. Sample wording is provided in the example above.

3. DATES AND TIMES

Now you will see your list of all location options for which students will be making appointments, as shown in the sample below. You will see the fields you completed on-screen, including any age parameters, the extra information you provided to show on screen for students making appointments, and the verbiage that will show when there are no available appointments for each given location.

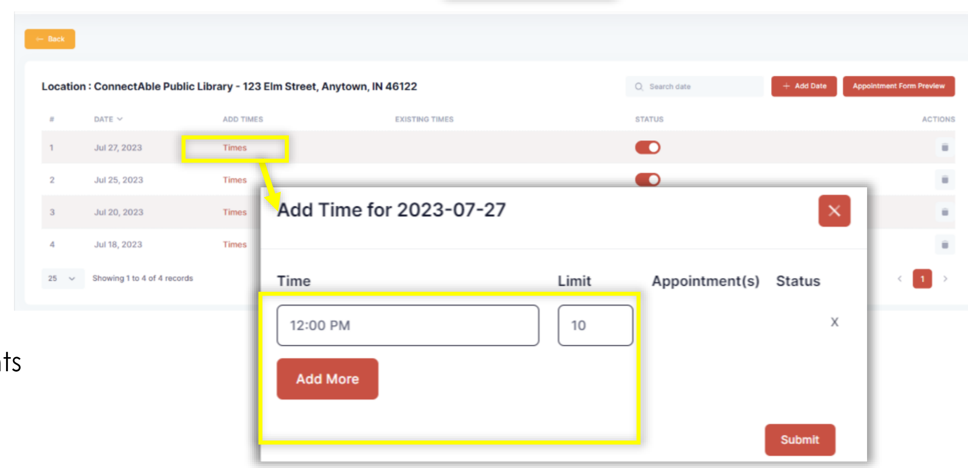
You can see that at any point, if you have programming changes that cause you to want a location to no longer show for students, you can click the toggle in the STATUS column to OFF and that location will no longer show as an option. If that location opens again, you can toggle it back to ON.

Click ***Date and Time*** for each location to select the dates and times for appointments for each location. When the pop-up window opens, click ***Add Date*** for each location. You can select multiple dates at a time. When you have selected all the dates you need for a given location, click ***Submit*** to add those dates.



Click ***Times*** for each date to select the times for your appointments for each date. When the pop-up window opens, click ***Add More*** under the Time column. When you do, *select the time as well as any seating limit* you have so that the given time slot won't show for students when it has reached capacity.

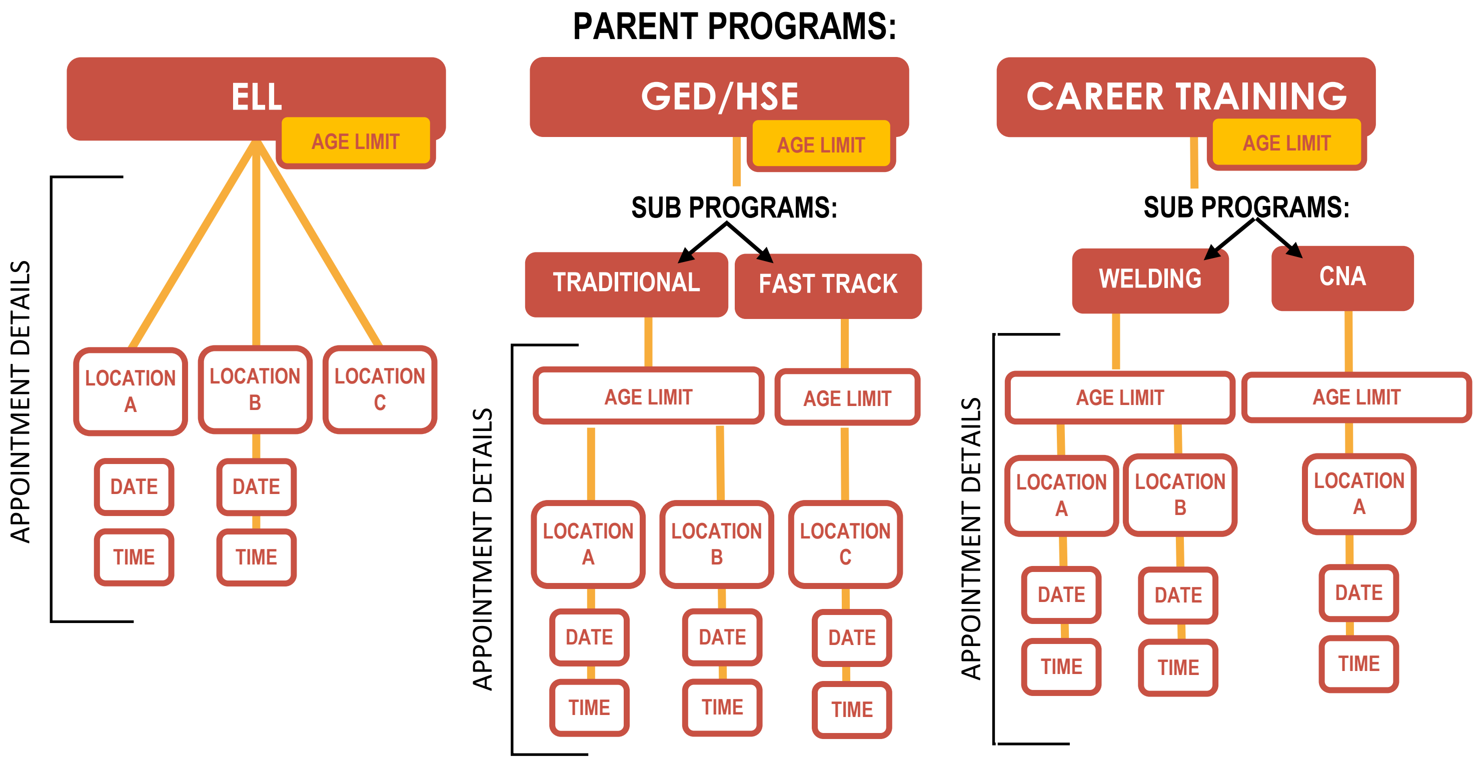
NOTE: *All past dates will automatically fall* off so that students cannot choose past dates.



REPEAT THIS PROCESS FOR ALL PROGRAMS, LOCATIONS, DATES, and TIMES. Once you have all the appointment structure added, adding appointments in the future will be much easier and quicker.

Here is an overview of how you can plan your appointments before you use the system.

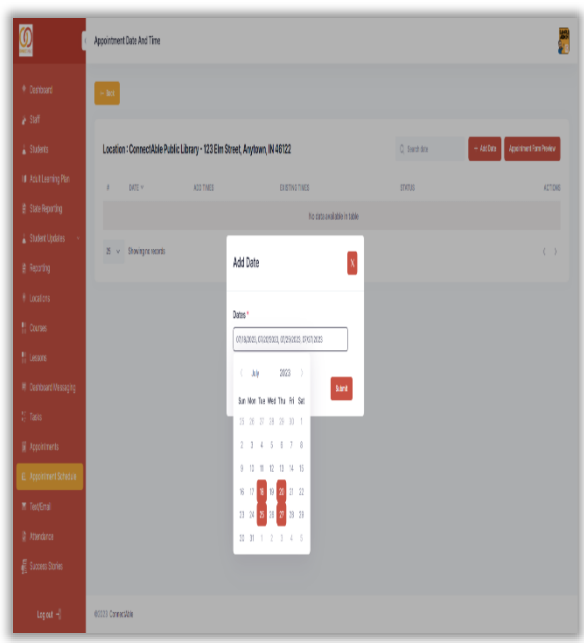
SAMPLE APPOINTMENT SETUP:



4. You will have to think about your capacity for orientation/pretesting. If you need to put a limit on the number of appointments you can take for each option, you can choose to set that number as well.

5. Lastly, you will need to think about the wording details you want to include for your students.
   a. What extra information do you need to let students know as they are making an appointment? (For example, you could give them this extra information at the top of the page as they are making their appointment: ***"Plan to stay for approximately 3 hours for your appointment."***

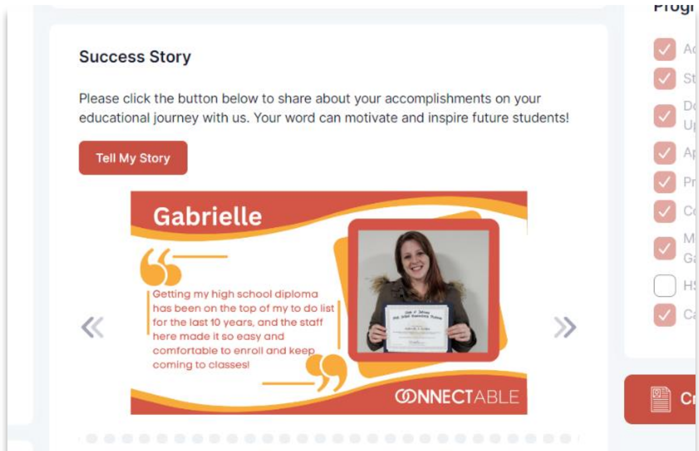
   b. What message do you want to show when all your appointments are full? (For example, when you run out of appointment dates, instead of dates showing, you can have this message show instead: ***"At this time there are no available appointments. Please click SUBMIT to complete your pre-registration, then we will contact you when more appointments are available."***



SUCCESS STORIES / GRADUATION MANAGEMENT

HOW STUDENT SUBMIT SUCCESS STORIES

Recall from previous instructions that students can submit a success story at any time they feel inspired. Here is how to manage those stories. Recall that students access this directly from the dashboard and can click **TELL MY STORY** at any time. (See page 18)



Click the **Success Stories** tab to view the list of all success stories that have been submitted. You can sort any column by clicking the heading, but you can also manage the success stories by using any of the buttons above the list. Below is a description of the function of those buttons.

TOGGLE COLUMN:
Select which columns you want to be visible to you and which ones you don't by selecting toggle ***on*** or ***off*** for each one.

VIEW FORM:
Click the ***View Form*** button to see the form as a student would see it.

FILTER:
Select ***Filter*** to see a dropdown list of factors by which you can group students to see the success stories or graduation data you need.

EXPORT:
Click ***Export*** to generate and save a spreadsheet of your success stories or graduation information.

PRINT:
Click ***Print*** to print your success stories or graduation information.

HOW IT WORKS FOR MANAGING GRADUATION:

Many programs use ConnectAble to manage graduation. There are customization features available to help you do that. Below are the customizable factors to consider for your school.

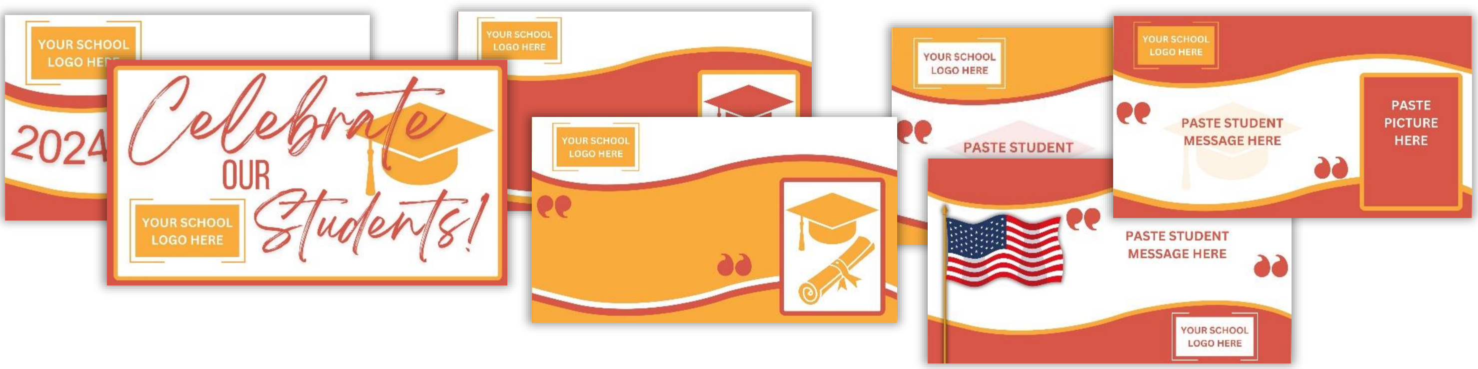
- Many achievements are great to celebrate and share with students, but they are achievements that ***DO NOT lead to an invitation to graduation*** (measurable skills gains, employment, etc.). For those achievements, students will not see the graduation questions when they share their stories. Those students can share a message and a picture, but they won't see the graduation questions to avoid any confusion.
- For those achievements that ***DO lead to an invitation to graduation***, the graduation questions will appear. (RSVP, guests, cap and gown information, etc)

NOTE: Because graduation is done differently in every program, make sure that you have provided the information necessary to make your form customized to reflect your unique graduation setup. These are the factors you will need to provide:

- What is the date, time, and location of your graduation ceremony?
- What time do students need to arrive?
- For which achievements do students get invited to graduation? For example, some schools invite only HSE or GED graduates to the graduation ceremony, but other schools also invite students who have achieved career certifications and students who have become US citizens.
- Will students wear caps and gowns for your ceremony? If so, we collect that information, but if not, those questions won't appear.

SHARING YOUR SUCCESS STORIES:

You can use the information provided to in a slide template that we provide you for sharing publicly, allowing for you to fully edit and/or approve what gets shared publicly. The template will be branded in your colors and school logo to put the spotlight on your school and the great service your provide for the community! Here is a sample of what the provided slide template will look like, as it is formatted to easily fit in Google Slides or PowerPoint to display as a scrolling slideshow!



FREQUENTLY ASKED QUESTIONS

Practice using your ConnectAble tools and review the common questions and tasks below.

How can I view or print a PDF of a student's files?

1) Click ***Active Students***.
2) ***Search for your student*** by typing part of the student's first or last name.
3) Click the student to open the Student Details screen.
4) Click ***View/Print Files***. Choose to print the ***registration file***, the ***photo ID***, the ***Adult Learning Plan (ALP)***.

My student cannot log in. How do I help?

1) Click ***Active Students***.
2) ***Search for your student*** by typing part of the student's first or last name I the search bar.
3) Scroll all the way to the right and click ***Change Password*** or ***Change Email*** to set up the login for the student. Encourage the student to change the password to something secret after they log in.

I want to encourage students to let me know if they will miss class. What should I tell them?

1) Tell the student to go to their ***Student Dashboard*** and click ***Message a Staff Member***. Then find your name from the staff list and send the message. You will be able to directly reply and even attach an assignment.

Class is canceled. What is the quickest way to message all my students?

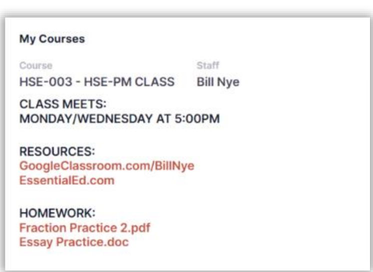
1) Click ***Active Students***.
2) ***Filter*** by your ***Course***.
3) Select all students, then click ***Text/Email***. (We recommend choosing the ***Text*** option.)
4) Additionally, you could send a dashboard message with unlimited characters and an attachment by clicking ***Dashboard Messaging*** from the side menu and multi-selecting all your students from the dropdown student list. You will also have a record of your messaging for future reference.

My student's phone number changed. How can that be recorded?

1) Click ***Active Students***.
2) ***Search for your student*** by typing part of the student's first or last name I the search bar.
3) Click the student's name from the student list.
4) Click ***Edit Student Information*** and make the change. Click ***Submit*** to save the change. The data team will be alerted of student updates for any changed made to student information.
5) You could also decide to let the student to make his/her own change by instructing him/her to go to the student dashboard and click ***Edit Information*** from the student side of the dashboard. Again, the data team will be alerted of student updates for any changed made to student information.

How can I provide information and resources to the students about my class?

1) From the ***Courses tab***, an administrator can ***add the information about your class*** that you would like to be shown on the **Student Dashboard**. An example of common course information is shown below:



How would I print or save a list of the students in my class?

1) Click ***Active Students***.
2) ***Filter*** by your ***Course***.
3) Select ***Export*** to download a spreadsheet of your students, or select ***Print*** to print the list.

What do I do with students who exit?

1. Mark the student as ***Inactive*** by using the toggle in that student's row on the ***Active Students*** screen, or
2. From the Student Details screen, under the student's profile picture, switch the toggle to ***Inactive***.
3. If you ever need to bring a student back, go to the ***Inactive Students*** tab and search for the student. Then switch his/her toggle to ***Active*** again.

Class is canceled. What is the quickest way to message all my students?

1) Click ***Active Students***.
2) ***Filter*** by your ***Course***.
3) Select all students, then click ***Text/Email*** to message them all at once.

How do I set up email notifications for staff when students complete registration or make appointments?

1) Click ***Settings***, then ***General.***.
2) Under ***Email Notifications***, under ***Registrations Complete***, enter the email of the person who should receive the notification when registrations are complete. This can also be left blank if you do not wish to receive notifications.
3) For appointment notifications, enter the email address(es) that should receive the notification when an appoitnment is made. You can choose between ***General*** notifications, or notifications separated by ***Location*** or by ***Program.*** This can also be left blank if you do not wish to receive notifications.

How do I get help when I have a technical issue or question?

1) Click ***Support Tickets*** from the side menu. Click ***Submit Your Support Ticket***, then the ***Create New Support Ticket*** window will appear.
2) Complete the required fields for your help ticket, then click ***Submit***. You will receive a status email shortly after submission.

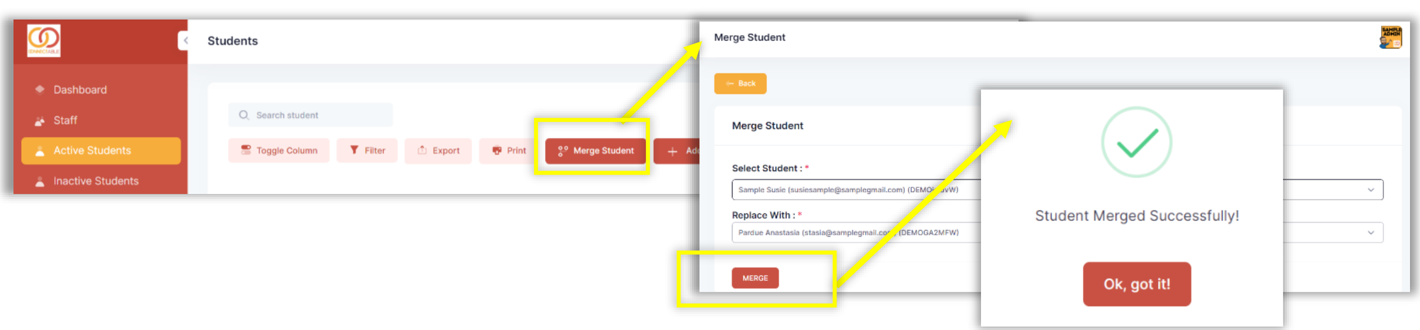
*You can also download the complete user guide (this document) by clicking ***Download the User Guide*** at the top of this page.

How do I submit ideas for future development for ConnectAble?

1. Click ***Feature Requests*** from side menu.
2. Click the ***Submit Your Feature Request*** button and complete the fields to describe the feature request. We will review those and implement as many of the requested features as possible in the next update!

How do I merge students who are duplicates?

1. Click ***Active Students*** from side menu.
2. Click the Merge Students button.
3. Select the original student and the student file with which you will replace the original file, then click Merge. The files will then be merged into one file!



APPENDIX

The following pages can help you with specialized offerings.

STATE REPORTING

INTERS INTEGRATION (INDIANA ONLY)

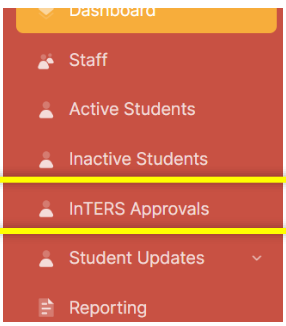
PRIOR TO STARTING:

You will need to perform the following tasks to prepare for your inTERS integration:

1) Let Neil from ConnectAble know the ***designated staff who will need access to the integration***. This is the staff member(s) who normally enter the registration information for inTERS.
2) Create a course in inTERS called "***Pre-registration Contact***" as the place to hold students who have not yet been assigned to one of your classes.

After the above preparations are done, follow the instructions below to add student registration information into inTERS with just a few clicks!

IN CONNECTABLE:

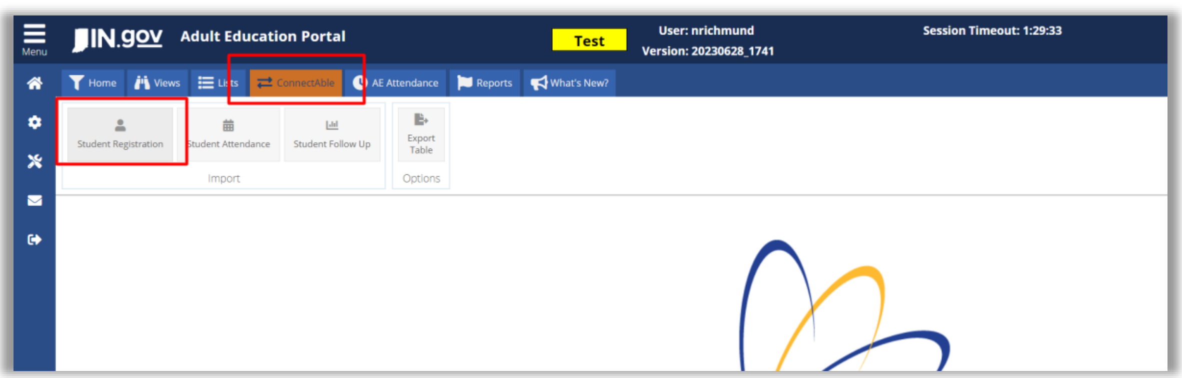


You will need to approve the students before they will show up in your inTERS ConnectAble tab. We suggest that you approve only the students who actually attend your orientation/testing, as we know sometimes students intend to come to school but do not actually follow through. To do that, follow these steps:

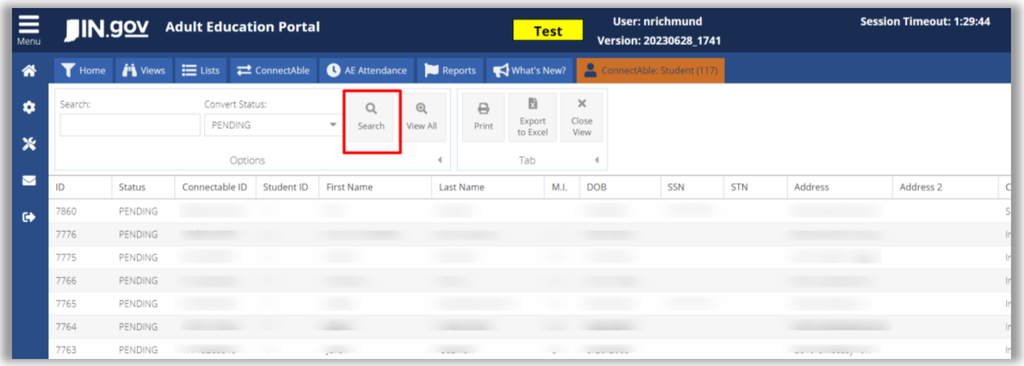
1. Click ***inTERS Approvals*** from the side menu.
2. ***Check the boxes*** of the students you would like to add to inTERS. You can also search for a given student or check the top box to select all.
3. Click the ***Add to inTERS*** button.

IN INTERS:

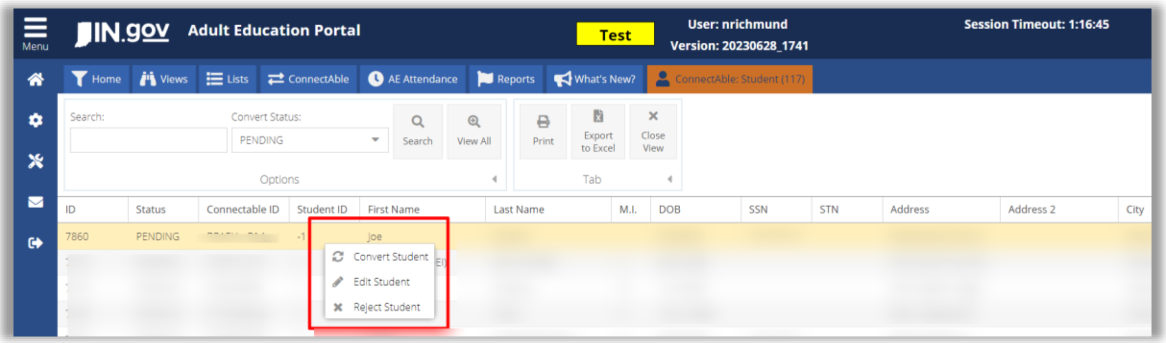
Click the Connectable tab, then Student Registration.



Click Search to see all the students who are ready to be approved to go into inTERS.



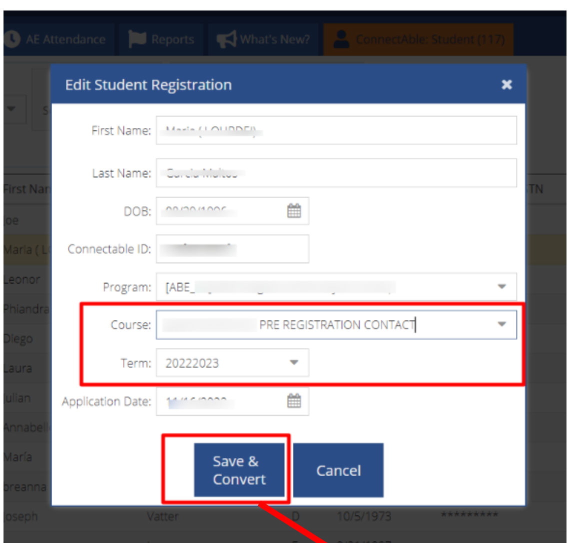
Right click on a desired student to open up the choices. Choose **Convert Student** (to add the student to inTERS), **Edit Student** (to make any changes before you add the student to inTERS), or **Reject Student** (if the student will not ever be added to inTERS).



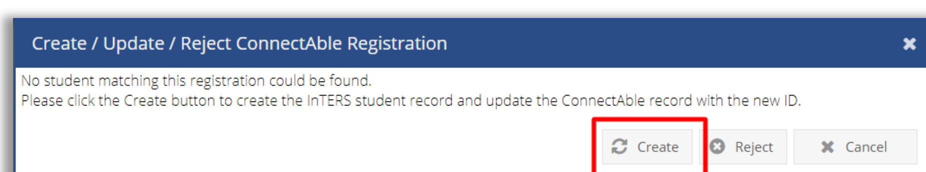
When you select ***Convert Student***, a pop-up window will appear. Make sure all the information in the fields is correct, as well as *make sure to select a course from the drop-down in the Course field and that the term is set to the current year*.

***Please note that if the course is not selected, the student will not be added to inTERS.) For new students who aren't yet ready to be assigned to a class, choose the Pre-Registration Contact course from the dropdown list of courses for the student.**

If all the fields are correct and you have chosen a course for the student, click ***Save and Convert.***



When you click ***Save and Convert***, inTERS will look for other students with that name. If a student with that name does not already exist in inTERS, you will get this message to confirm.

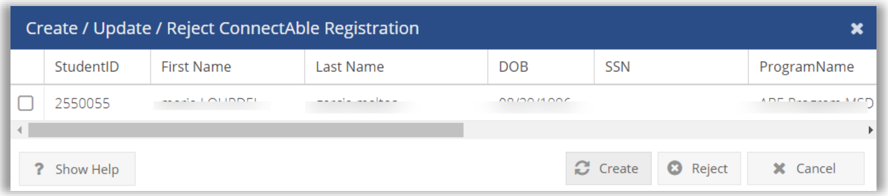


Click ***Create*** to add that student to inTERS.

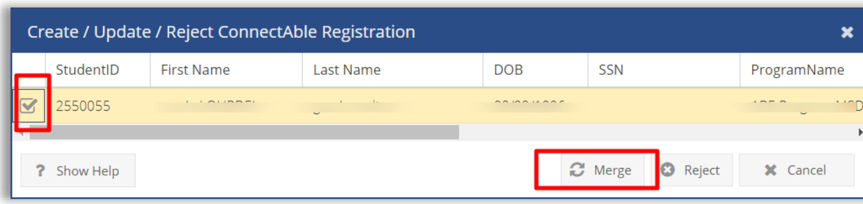
B

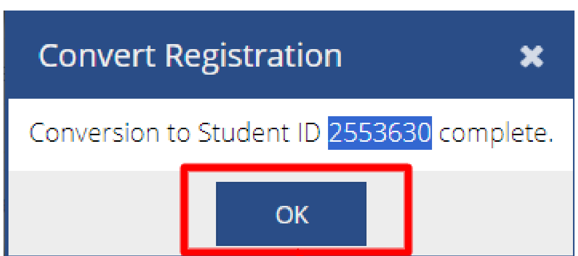
If a student with the same name already exists in inTERS, a window like this will pop up. You will need to check the demographic information in the row of information to determine if it is truly the same student (a duplicate), or if it is actually NOT a duplicate and is a different student with the same name.

STUDENTS WHO ARE NOT DUPLICATES IN INTERS:
If you find that ***it is NOT the same student***, you want to add that student as a new student record in inTERS, so click ***Create*** to create the inTERS student record for this student.



STUDENTS WHO ARE DUPLICATES IN INTERS:
If you inspect the demographic information and find that ***it actually is the same duplicate student*** that already exists in inTERS, you will merge that student with the existing record by ***checking the box next to his/her name*** then clicking ***Merge***. That student's current information will replace any old information in inTERS.





After you have either merged files or created a new inTERS record, a confirmation pop up window will appear. To verify that you will see that student with all that student's information in inTERS, copy the student ID number, and then click OK.

Click ***Views***, then ***Students***, then paste the copied student ID in the search bar to confirm that the student is in inTERS. When you see the student, you can right click and select ***View/Edit Student*** to see that student's complete file and all the associated registration information.