MindTap Instructor FAQ's

MindTap - How do my students access technical support? What do I do if I need help?

Cengage Learning offers support for students and instructors as follows:

1. Students can go to www.support.cengage.com and browse the FAQs, or create a case with support. They can expect to receive help within one business day of the date we receive the e-mail.

2. A link to the product support page displays within MindTap. Students and instructors can click the Customer Support in the upper right by their name.

3. We offer instructors dedicated phone support in addition to the e-mail support form.

MindTap - How do I monitor student participation?

Analytics is a function in MindTap that tracks student engagement. Click the Progress App in the App dock and click the Analytics tab. Analytics tracks student engagement through an algorithm that includes the number of times a student logs in to MindTap, the number of activities accessed and the time spent in MindTap. Students can have low, medium or high engagement levels. Instructors can also see class averages. Analytics has three tabs: Engagement Level, Time in MindTap and % Activities Accessed in MindTap.

MindTap - How does MindTap grade assignments?

MindTap grades assignments automatically. Examples of these types of assignments are fill in the blank and multiple choice questions.

Some assignments are manually graded and require subjective assessment. Instructors manually grade these assignments by locating the assignment in the Progress App and editing the score for each individual student. Examples of these types of assignments are discussion board posts, short answers and essay questions.

MindTap - How do my students and I download Adobe Flash Player?

Flash is required to see many of the images in your MindTap course and other websites. Specific instructions to download the free Adobe Flash Player plug-in for your browser follow:

*   Go to the Adobe website: http://get.adobe.com/flashplayer/?no_ab=1
*   To download the installation file, select the version of Flash Player appropriate for your operating system and web browser.
*   Follow the installation instructions Adobe provides.

NOTE: If you require further assistance, contact Technical Support. Describe the steps you have taken to correct your problem and explain the trouble you are experiencing

MindTap - Can I see a student's activity in a MindTap course? How do I know that a student has completed an assignment?

In the Learning Path Navigator, instructors can view the number of students who have submitted an assignment vs. the number of students in the course, along with the class average score.

By clicking the blue number in the *Submitted:* field, the Progress App launches from the App dock to a summary page for that assignment. This summary page lists all of the students in the course, allowing an instructor to see how many times each student has submitted the assignment and each student's score for the assignment.

Once in the Progress App, instructors can also click on the score to launch a Review Mode of the assignment submission, showing the individual questions and answers from that student.

Instructors can also click the Analytics tab in the Progress App. Analytics tracks student engagement with an algorithm that includes the amount of time spent in MindTap, the number of activities accessed and the number of times students log into MindTap. Students will either have low, medium or high engagement.

MindTap - How do my students and I highlight text and add notes to a reading?

You can add annotations, including highlights and Quick Notes, to the text in reading activities. To do so, select a range of text with the cursor. A contextual menu displays, offering options to create a highlight in one of four colors (yellow, green, blue and pink) or add a Quick Note. Selecting one of the color choices creates a highlight. If you click Add Note, a note will appear that you can type in. Click Save and the text highlights and the note will be in a yellow square on the side of the screen. Highlights and Quick Notes display on the page of the reading activity and in the list of annotations in the My Notes app.

MindTap - Can students see my highlights in the text?

Instructors can't share highlights and notes with students.

MindTap - How do I extend a due date for a student's assignment?

1. Click the **Progress App**.
2. Click the assignment within the Progress App.
3. Click the name of the student who you want to change the due date and time for.
4. Click the due date and time.
5. Click the **Change Due Date** field to edit the date and time for the assignment.
6. Click **Save**.

The student's submission for the assignment displays. The new due date displays and a system generated comment notes the change.