Results Manager

User Guide

Clarity

www.clarity.com.hk

Contents

Introduction

Unlike Clarity's other programs, Results Manager is exclusively for teachers. Results Manager integrates with Clarity's content programs to provide a comprehensive overview of learner activity. It does this by enabling a manager and teachers to:

- **Organise learner records.** The Management Centre enables you to create groups and subgroups for your institution and to allocate learners to those groups.
- **Generate reports.** You can generate reports on the performance of a particular learner; the performance of a group; and the performance of all learners using a particular course, unit or exercise.
- **Manage access to Clarity content programs.** Using Results Manager you can define which learners are allowed access to which parts of the programs, and whether teachers are allowed to edit those programs.

Results Manager comes in Windows and Online versions.

Results Manager: the hierarchy

To use Results Manager effectively, you first have to understand the simple three-level hierarchy.

Manager

There is one manager who can perform all the functions in Results Manager. The manager can:

- view and generate reports from all the groups
- add and delete groups at all levels
- add and delete teacher accounts
- add and delete learner accounts
- allow teachers to make MyGroup changes

Teacher

There can be an unlimited number of teachers, each with their own login and password. Teachers can:

- see their own group
- add and delete subgroups
- add and delete learner accounts
- generate reports on their own group
- change their own password
- (where allowed by the manager) make MyGroup changes to content

Learner

Provided learners are required to log in, Results Manager will record their activity on the Clarity content programs including scores, start times and time spent. Learners should not be given access to Results Manager.

Accessing Results Manager

The first person to access Results Manager should be the manager. Start the program by double-clicking on the icon from the desktop or Start menu (for the network version) or the browser (for the online version).

The default login is:	
User name:	**Manager**
Password:	**ClarityRM**

Once in the program, the manager can change the password by clicking on Manager, then Details. The manager can then set up teacher accounts so that each teacher has their own login and password.

The Management Centre

The Management Centre is Results Manager's main screen. It is from here that you manage learners and groups, and initiate reports.

Courses

When you log in, the first screen you come to is the Management Centre. This screen is divided into two sections. The left-hand section shows the programs that your learners have access to (eg Author Plus, Tense Buster, Business Writing, Reactions!). The programs are displayed as a collapsible tree, with courses, units and exercises, just like the Windows Explorer hierarchy. To see the units and exercises included in a course, click on the + beside the course name.

Groups, teachers and learners

This section, on the right-hand side of the Management Centre, enables you to perform the functions listed below:

- set up the structure of your institution, for example by adding year groups or departments
- add and delete teachers
- add and delete learners
- view and change learner details
- generate a range of reports
- apply MyGroup settings

Setting up your institution's structure

1. Click on Institution at the top of the tree. A menu will appear. Click on Details at the bottom of the menu. In the screen that appears, enter the name of your institution. Then click on Update. (Note that you may have to wait a few moments for the name to be generated and to appear on the screen.)
2. Click your institution name. When the menu appears, click on Add a group. In the screen that appears, type the group name You might, for example, type Year 1. Click Add. You can then add a second layer of groups by repeating the process above but clicking on the group name rather than the institution name. So, below Year 1, you could add Class 1A.

Adding and deleting teachers

1. When you have set up your structure, you can start adding teachers. In the example above, if Mrs Adams is the Year Group Leader for Year 1, you click on Year 1, then Add a teacher, then input Mrs Adams's details. (A password is compulsory.) If Mr Barnet is the Class 1A teacher you would repeat the process for him by clicking on Class 1A, then Add a teacher, then input his data. Mrs Adams can now see all data connected with Year 1; Mr Barnet can only see data connected with Class 1A. In other words, teachers can only view data directly relevant to them.
2. To delete a teacher, click on the name and choose Delete.
3. If you wish to move a teacher from one group to another, simply click on the teacher's name and drag it to the new group.

Adding and deleting learners

1. Adding learners is a similar process to adding teachers. There are, however, more ways of doing it (see Adding learners, page 11). To add them one by one, click on the name of the group to which you wish to add the learner. When the menu appears, click on Add a learner. Then, in the screen that appears, fill in the details. It is not necessary to fill in all the information suggested but you must put in a name, and, if the login options are set to require a password, you must assign a password to the learner. When you have finished, click Add.
2. To delete a learner, click on the name and choose Delete.
3. If you wish to move a learner from one group to another, click on the learner's name and drag it to the new group.

Viewing and changing learner details

To see the details of a learner, click on that learner's name and, when the menu appears, click on Details at the bottom. The screen that appears will show you the learner's name, ID, email and password. If you want to change any of these, make the changes in this screen, and click Update.

Organising groups and learners

You may want to put a learner who is in the top level group into a subgroup (eg their class). Or you might want to move one or more learners from one group to another.

1. Locate the learner's name in the Groups and Learners section. Left click on it, and holding the mouse down drag it to the new location. This action will move the learner to the new location.
2. Similarly you can move groups from one location to another. When you move a group you will also move all subgroups and learners in that group.

Report types

Learner

A Learner Report enables you to see the individual activities of a particular learner and how he or she performed in each one.

1. Click on the learner's name and a menu will appear. Click on Generate report at the top. The next screen will show the course you are working on (eg Tense Buster Elementary). You can expand the course to show units and exercises by clicking on the + on the left.
2. If you want to generate a report on the whole course, click on the radio button next to the course name to select it and then click OK. If you want to generate a report at the unit or exercise level, select the radio button next to the unit or exercise, and click OK.
3. On the next screen, choose your settings (for example, dates) and click on OK. The report will show:
   - each exercise the learner has done, grouped into units;
   - the score for each exercise, and the learner's average score for each unit;
   - the time spent for each exercise and when each exercise was started;
   - the average time for each exercise, and the total time spent on each unit.

Report types

Group

A Group Report gives you a summary of the performance of learners within a group without listing each exercise. You can generate this report at the course level, the unit level or the exercise level.

1. Generate a group-based report by clicking on the name of the institution or any subgroup (for example year group or class). When you click on the group name, a menu will appear. Click on Generate report at the top. The next screen will show the course you are working on (for example Tense Buster Elementary). You can expand the course to show units and exercises by clicking on the + on the left.
2. If you want to generate a report on the whole course, click on the radio button next to the course name to select it and then click OK. If you want to generate a report at the unit or exercise level, select the radio button next to the unit or exercise, and click OK.
3. On the next screen, choose your settings (eg dates) and click OK. The report will show:

   - all the learners in the selected group;
   - the average score for each learner, and the overall average score;
   - the number of exercises each learner has complated, and the overall average per learner;
   - the average time each learner spent on each exercise, and the overall average for the group;
   - the total time spent by each learner on the content selected, and the average total time for the group.

Report types

Content

A Content Report enables you to judge how suitable particular items of content are for your learners. If the report shows that all the learners are scoring 100%, the content is probably too easy.

1. Click on a course, unit or exercise in the left-hand section in the Management Centre. A menu will appear. Click on Generate report. On the next screen, choose your settings (eg dates) and click OK. The report will show:

- the content you have selected;
- a list of the learners who have completed at least one of the exercises in the content you have chosen;
- for each learner: the average score; the number of exercises they have completed; the average time per exercise; and the total time.

Report settings

There may be many reasons why you wish to restrict the scope of your reports.

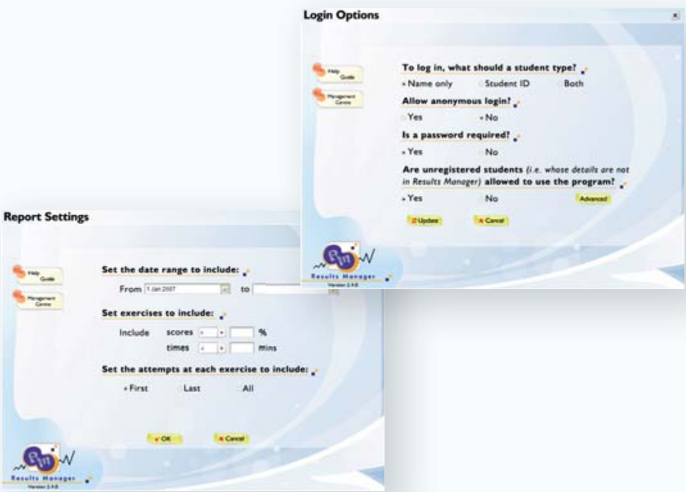
- **Dates.** You might want to focus only on work done in the last week, month or term. This is the first setting.
- **Exclusions.** You might decide that learners who have not been working seriously distort the overall picture of usage. You can therefore exclude scores lower than a certain level (for example 20%), or times less than, say, a minute or more than, say, an hour.
- **Attempts.** Learners can attempt exercises more than once. Obviously you would expect them to get a better score the second time around! The third setting therefore enables you to choose whether to include just the first attempt, just the last attempt, or all attempts.

Login options

Results Manager enables you to decide how your learners have to log in to your Clarity programs. You can make the following choices.

- **Decide what a learner types to log in.** This can be either name or learner ID or both.
- **Decide whether anonymous access is allowed.** This lets learners use the program with no tracking.
- **Decide whether a learner has to type in a password to enter the programs.** This helps ensure that users really are who they say they are.
- **Decide whether to allow unregistered learners to use the programs.** If you only have a limited number of licences you might decide to restrict access to particular learners, ie those whose details you have entered into Results Manager. Choosing No on this setting excludes learners whose details are not in Results Manager.

Clicking Update will change the login settings in all your Clarity programs.

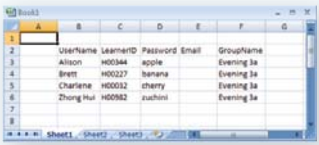


Adding learners

Importing

If you have a lot of learners you will find it easier to import them in a batch rather than adding them one by one.

1. From the Management Centre, click on Import Learners.
2. The best way of doing this is to create a spreadsheet with the learner details. In the spreadsheet make a table as follows.



UserName	LearnerID	Password	Email	GroupName
Alison	H00344	apple		Evening 3a
Brett	H00227	banana		Evening 3a
Charlene	H00032	cherry		Evening 3a
Zhong Hui	H00982	zuchini		Evening 3a

   Then copy and paste this into the box on the Import Learner Records screen. Once you have done this, the program will show you the records as it understands them. If this does not look correct, go back to your spreadsheet and make sure that it is set out correctly. When you are happy with the way the records are laid out, click Import.

3. Alternatively, import a text file (a .txt file type). If you are running through a browser, this must be located on the webserver. Within the file, each item must be separated by Tab characters as follows:

```
UserName<Tab>LearnerID<Tab>Password<Tab>GroupName
Tony Fernandez<Tab>Q2008<Tab>smudger08<Tab>Class 1A
```

(<Tab>, of course, is not written; it represents the Tab character.)

4. Once you have created this file, type its location into the box on the screen (and again, please note that if you are running through a browser the file must be on the webserver), and click Import. This will bring the records into Results Manager.

Notes:

- You do not have to complete all the fields. If you do not require a Learner ID, for example, leave this cell or space between the first and second Tabs empty. It is acceptable to have a file looking like this.

```
UserName<Tab>LearnerID<Tab>Password<Tab>GroupName
Tony Fernandez<Tab><Tab>smudger08<Tab>Class 1A
Hector Gomes<Tab>U3546<Tab>ssd34<Tab>Class 1B
```

- The group name does not have to be pre-entered into Results Manager. If a group name in an import file does not exist, Results Manager will create it automatically.

Allowing learners to self-register

1. In the Login Options screen, allow unregistered learners to use the program by clicking on Yes.
2. As learners use the program, their names will appear in Results Manager. All you have to do is to create the group names and move the learners into the correct group. Note that when learners register their own names, the names will not appear in Results Manager ‘in real time’. They will appear the next time you start up Results Manager.

Clearing out old records

From time to time you may wish to tidy up Results Manager. You might, for example, want to clear out the records of learners who have left the institution, or to reset Results Manager at the beginning of each new course. To do this go to the Management Centre, and to the Groups and Learners window. Click on the level below which you wish to clear the records. For example, if you wish to clear all the records, click on the institution name and then Clear records. If you wish to clear records only from Class 1A, click only on Class 1A and then Clear records.

Note that this action will not affect learner or teacher details, it will only delete records of learner and teacher activity.

You can also follow the same procedure on the left-hand side of the screen to clear records associated with content.

This screen shot shows how to use the date range to remove all records up to and including 31st Dec 2006

MyGroup functions

What is MyGroup?

MyGroup is a function controlled by Results Manager which enables teachers to: (a) decide which content their learners should have access to; and (b) amend content and make the changed versions available only to their learners while other learners in the institution continue to see the original content.

The MyGroup setting

The default setting is to have MyGroup switched off. Only the manager can decide which teachers are able to use the MyGroup function. To do this, the manager must take the following steps:

- Click on the group to which you wish to apply MyGroup, eg Class 1A.
- Click on details, then click on the radio button next to Use MyGroup. Then click on Update. The MyGroup setting is now applied to Class 1A. This will allow all teachers within the group to manage access to content.
- Then optionally choose one or more teachers within the group who will use the editing function, eg Mrs Adams. It need not be all the teachers in the group.
- Click on Mrs Adams, then Details, then click on the radio button next to Edit content in MyGroup. Then click on Update. The MyGroup editing setting is now applied to this teacher. This means that Mrs Adams is allowed to use Author Plus to amend the learning content material from other Clarity programs.

Managing access to Clarity programs

When Mrs Adams logs in, she will see Class 1A and the list of learners in the class. She will also see the available content in the Courses section on the left. Next to each content item is a radio button. By clicking these radio buttons on and off, Mrs Adams can decide which items of content will be available to her learners. For example, if her class is using Tense Buster, she might decide that she only wants them to use Tense Buster Lower Intermediate, Comparisons. She clicks all other content off and clicks on Update. When her learners log in to Tense Buster, they will see only the designated unit, and will not be able to access any other content.

Using MyGroup to edit content

The MyGroup setting enables teachers to decide which content to make available to their learners; it also enables them to edit that content using Clarity's authoring program, Author Plus. If, in the example above, Mrs Adams is allowed to edit content using MyGroup, she can do so as follows.

- Log into Author Plus using the name and password specified in Results Manager.
- Click on the program she wishes to edit.
- She can then use Author Plus to add, amend or delete exercises.

Only Mrs Adams's learners will be able to see the changes she has made. Learners in other groups will continue to see the original version – or any changes that their own teachers have made.

Note that not all the Clarity content programs allow you to edit all the exercises.

MyGroup: Advanced notes

Hierarchy

You have set up a group called Year 1 and four subgroups, Class 1A, 1B, 1C and 1D. When you apply MyGroup to Year 1, all four classes beneath it will automatically be included in the Year 1 MyGroup.

If, however, you wish to remove or exclude Class 1A, or to give Class 1A its own MyGroup, click on Class 1A, then Details and click on the radio button next to Use My Group. Class 1A is now in a separate MyGroup.

Removing the MyGroup setting

To remove the MyGroup setting, simply click the Use MyGroup radio button off. When you do this, the content viewed by learners will revert to the original default content. However, any changes you have made will not be lost. Click MyGroup on again and they will be restored.

MyGroup and Author Plus

If a school has Author Plus, every teacher in Results Manager will be able to use Author Plus to create content. The MyGroup setting will determine which learners see that content.

- If the teacher is in MyGroup, the content they create will only been seen by learners within the MyGroup.
- If the teacher is not in MyGroup, then their content will be seen by all learners.

Note: The "Allow to edit content" setting applies only to content programs such as Tense Buster, and not to Author Plus.

Snapshot

When you create MyGroup you take a snapshot of the content in the shared space. If changes are later made to the shared space content, they will not be accessible to the learners in the MyGroup you have created.

Frequently asked questions

1. **My learners' names are very long and it is very difficult to use them to log in. Can I use their learner IDs?**

   Yes. Click on Login Options and you will see that you can change the information used for learners to log in. Switch the top option from name to ID and learners will see this when they start the programs. This setting applies to all programs and all learners controlled by Results Manager, so only the manager can change it.

2. **I have added some new exercises in Author Plus, but I don't see them listed in Results Manager. Why not?**

   Results Manager does not automatically pick up new exercises. Above the list of learners and groups there is a Refresh button. Use this to request Results Manager to check for any new material.

3. **Why can't the manager see the new exercises a teacher created in Author Plus?**

   If you create material in MyGroup, the index that lists the names of the exercises is hidden if you are outside MyGroup. So the manager will need to log in to Results Manager using the account of a teacher in MyGroup. However, if the manager generates a content report, this will include MyGroup exercises.

4. **How do I link Results Manager to my other Clarity programs?**

   When you install Results Manager it assumes that it will find your other Clarity programs in the same folder as itself. However, the details of where to find the other programs are listed in a file called location.ini in the /Clarity/ResultsManager folder - you can edit this if you have installed the programs somewhere else.

For more help on Results Manager, please visit
www.ClaritySupport.com

Tutorial 1: Adding groups, teachers and learners

1. Log in as manager
   Login: Manager
   Password: ClarityRM
2. Put in your own institution name. Do this by clicking on Institution and then changing the name in the Details box. (At this stage do NOT change the setting for Use MyGroup – it should be off.)
3. Now set up three year groups. Do this by clicking on the school name and then Add a group:
   Year 1
   Year 2
   Year 3
4. Then create two classes under each of the groups. Do this by clicking on Year 1 and then Add a group.
   Class 1A
   Class 1B
5. In Class 1A create a Teacher (Mrs Adams) and in Class 1B create a Teacher (Mr Bono). You must give each a password. Now add two learners to each class. In Class 1A add Andy and Ada, in Class 1B add Bertie and Belinda.
6. Log in as Mrs Adams. You will only see your own class and learners.

You now have two groups, each with a teacher and two learners. You can proceed to set up your entire institutional structure in the same way.

Tutorial 2: MyGroup functions

Applying MyGroup

1. Make sure you are logged in as manager and that you have set up the groups, teachers and learners in Tutorial 1. Click on Class 1A and then Details. You will see the words Use MyGroup. Click this ON. This means that the MyGroup function will apply to Class 1A. Do the same with Class 1B and leave it OFF. This will allow you to compare the two.
2. The manager also needs to decide which teachers are allowed to change the resource. For example, there may be two teachers in one group, and only the team leader is allowed to edit content. Mrs Adams is a team leader. Click on Mrs Adams, and click Edit in MyGroup ON. Now exit as manager by closing down Results Manager.
3. Restart the program and login as Mrs Adams. When you log in, you will see only Class 1A. You cannot see the Class 1B or Year 2 - you can only see your own learners.

Selection of content

1. The first thing you can do is to decide which exercises your learners can work on. On the left you will see the content programs that are available to your learners. Next to each level there is a radio button. Select one level or one unit and ensure that the others are clicked off (ie there is no dot in the radio button). Click on Update at the bottom of this panel. (You must do this for the changes to take effect.) This means that Andy and Ada in Class 1A will only be able to see the content you have designated.
2. Now test this by opening up the content program and logging in as Ada or Andy.

Rearranging, deleting and amending content

1. Mrs Adams can also change the content for her learners provided she also has Author Plus.

   - Open Author Plus and log in as Mrs Adams. Click on the course or unit you gave the learners access to when you selected content. Drag the exercise at the bottom to the top.
   - Now log in to the content program as one of the learners in Class 1A. You will see that the exercise has changed position.
   - To test that this applies only to Mrs Adams's group, exit and log in as Belinda from Class 1B. For Belinda, the position of the exercise will not have changed.

2. In exactly the same way you can delete exercises or add new ones. You can also edit some of the Clarity content exercises.

Contact details for technical support

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