This comprehensive user guide helps the user navigate ***PEAK Office*** *as an Account Administrator, Institutional Administrator, Mentor, and/or Instructor.*

CONTENTS (*Select to jump to*)

UNDERSTANDING PEAK USER GUIDE

PEAK is a system used by many individuals acting with different roles, responsibilities, and access. To help identify sections pertaining to a user's specific role, use the following role guides visible below each section heading.

Account Admin | Institution Admin | Mentor | Instructor | Guardian

PEAK – BASIC TERMINOLOGY

Account	Any entity that assumes financial responsibility for courses and other services rendered to associated students and Institutions. An account is the highest level view of everything for your **Fuel Education™** (**FuelEd**) program.
Enrollment	Enrollments are a reference to a student placement in an individual subject matter section. One student can have multiple enrollments if taking multiple courses at one time.
Institution	Any entity to which a user may be associated within an account. Examples of institutions include individual schools, school districts, regional education service centers, etc. Account Administrators have access to add additional institutions, if needed.
License	Represents a way to offer a specific grouping of courses to students. It is based on the contract or Purchase Order that has been submitted and factors in the pricing model, start and end date and a maximum student enrollment capacity, if applicable. License # 1 = 1 block of 10 reusable CR seats effective 1/1/14–12/31/14 License #2 = 6 blocks of 10 reusable CR seats effective 4/1/14 – 3/31/15
PEAK Classroom	The Learning Management System (LMS) in which all 6-12 courses are housed and accessed. Only the instructor and student roles have access to the **PEAK Classroom**.
PEAK Dashboard	The **FuelEd** entry portal to all applications and classrooms. The **Dashboard** also provides individual users with progress and overview to academic progress.

PEAK Office	The **FuelEd** enrollment and reporting system that enables partner districts and schools to consolidate all of their online and blended learning programs in a single location.
Student Academic Health Chart	On the home page or landing page after logging in to **PEAK Office**, the chart provides users with key information and alerts as well as summary data and other metrics. (Select *here* to view Student Academic Health Chart)
User	Any record created through **PEAK Office**. Different user roles include: • Account Administrator • Institution Administrator • Mentor • Instructor • Guardian • Student

PEAK ROLES

Account Admin | Institution Admin | Mentor | Instructor | Guardian

There are multiple roles within **PEAK**. User's responsibility and access will vary, based on these role associations. Each role and responsibility is described in the user sections below. The chart below provides a quick summary of user access.

	Account Administrator	Institution Administrator	Mentor	Instructor	Guardian
Create Administrators and Instructor Accounts	◙				
Create Institutions	◙				
Assign Instructor to Course Sections	◙				
Create Mentors	◙	◙			
Approve Pending Enrollments	◙	◙			
Create and Enroll Students	◙	◙	◙		
Create/Manage Guardian Accounts	◙	◙	◙		
Finalize Student Grades				◙	
View Student Progress and Performance Reports	◙	◙	◙	◙	◙

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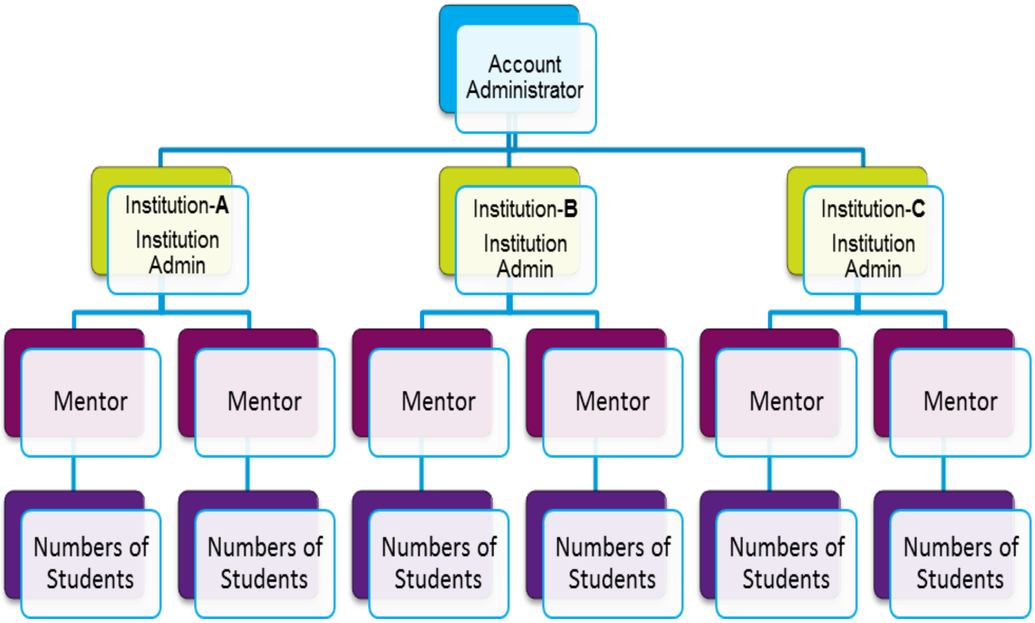
ACCOUNT ORGANIZATION FLOW CHART



ADMINISTRATOR

Account Admin **Institution Admin** **Mentor**

There are two types of administrator user roles within **PEAK**: Account Administrator and Institution Administrator.

ACCOUNT ADMINISTRATORS

An account refers to an entity that assumes financial responsibility for courses and other services rendered to associated students and institutions. An account administrator is the role within **PEAK** that has the highest level of authorizations and approvals. The account administrator sets the parameters of each user under that account and can view the progress and engagement of all students associated with that account, regardless of the institution with which they are associated. The account administrator needs to understand all the various roles within **PEAK** to make informed decisions regarding at which level to place each individual. It is the responsibility of the account administrator to create initial institutional administrator accounts as well as accounts, as needed.

INSTITUTION ADMINISTRATORS

An institution refers to an entity with which a user may be associated. An entity may be a specific program or school association connected to the account. Examples may include, but are not limited to, high school, middle school, alternative school. Institution administrators can view the progress and engagement of all students within that institution, regardless of the mentor association. Users with the institutional administrator role have the ability to create mentor, student, guardian, and additional institutional administrator accounts. These individuals also have the ability to enroll students directly or approve student enrollments created by a mentor. It is the responsibility of the account administrator or the institutional administrator to create mentor accounts, as needed.

MENTOR

Mentors are the individuals that directly oversee the progress and engagement of students. They are the primary contact between school and a **FuelEd** instructor and an integral piece of the program. Mentors, if given approval by administrators, can enroll students into individual courses as well as monitor academic progress and engagement. Mentors can only see student accounts they created or to which they have been assigned. Multiple mentors may be assigned to one student.

UNDERSTANDING THE MENTOR ROLE

A mentor is the person assigned by the account and/or institution administrator at the institution or school who will directly support and monitor a specific set of students. A mentor should be someone able to regularly meet with students, either in person or virtually, to make sure students are successfully progressing through the courses.

The mentor is integral to student success and, as such, great care needs to be taken when deciding whom to designate as a mentor. Within **PEAK Office**, mentors may create student user roles, view student progress and performance reports, create guardian roles, and in approved situations, enroll students in courses.

The mentor is instrumental in helping students stay positive and motivated as they work through online courses. If students are having problems, they need to know they can go to the mentor for help and support. Likewise, the mentor is instrumental in collaborating with course instructors to help contact students, work through special situations, and be the person “on the ground” to help instructors engage students. If instructors have difficulty reaching students, they contact the mentor to request help.

PEAK provides mentors and administrators with many tools to help support and monitor student performance and activity. Mentors should regularly log in to **PEAK** to view student engagement and work with students who are struggling. Student Academic Health Reports, performance data, and activity data can be downloaded and exported for easier manipulation.

ROLES AND RESPONSIBILITIES OF THE MENTOR

Mentors play a critical role in the success of the **FuelEd** program. Mentor roles and responsibilities include:

- Serving as a liaison between school and **FuelEd** Instructors.
- Supporting and motivating students on a direct basis.
- Monitoring progress of students.
- Helping students with time management by assisting them with course schedules.
- Meeting regularly with students to discuss any issues or problems they may be having.
- Relaying any pertinent student issues to **FuelEd** Instructors in a timely fashion.
- Ensuring students have frequent access to computers with reliable internet access.
- Ensuring students have access to necessary tools, such as microphones, for language classes.
- Providing complete student enrollment information.
- Keeping current with student start dates and end dates.
- Approving course extensions as needed.
- Acting as a decision maker regarding academic dishonesty, plagiarism, and Code of Conduct violations. Select *here* to view Student Code of Conduct.
- Transcribing final student grades to school system.

HOW TO BE A SUCCESSFUL MENTOR

Being a successful mentor takes focus and commitment. Below are tips shared by other mentors:

- Make sure students know mentor is available to answer questions and provide support.
- Be a cheerleader! Help students stay motivated.
- Help students become good time managers so they can stay on track with course pacing.
- Keep the door open with students so they can share any issues or problems they may be having.
- Be sure to relay any relevant student issues to **FuelEd** instructors.

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- Make sure students have frequent access to computers with reliable internet connections.
- Stay up to date on the technology and platforms necessary to support students.
- Be aware and support student's access of the *Student Tool Kit* and the *Student Overview*. The overview is available within their account set-up email as well as within the Classroom.

ACCESS AND LOGIN

Account Admin | Institution Admin | Mentor | Instructor | Guardian

Select *here* to view the simulation.

Depending upon a role, user accounts may be created by a variety of individuals. See below for individuals who would have the authority to create a specific user account.

- Account Administrators - accounts created by **FuelEd** staff at request of Client Service Manager (CSM).
- Institutional Administrator, Mentor, Instructor - accounts created by either account or institutional administrator.
- Guardian - accounts created by mentor or administrator.

  NOTE: Student accounts do not have access to **PEAK Office**.

Once accounts are created, an automated email is sent with login information. Emails will appear to come from *peaksupport@getfueled.com*.

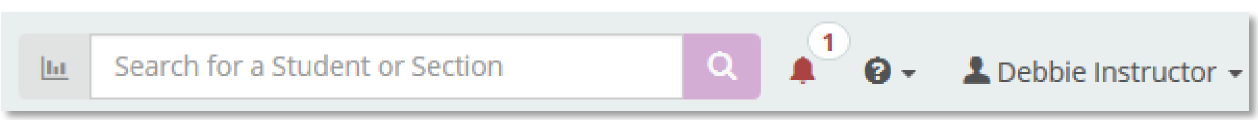
Select *here* to access the dashboard. It is suggested users bookmark this URL for future access.

PEAK DASHBOARD

Account Admin | Institution Admin | Mentor | Instructor | Guardian

Dashboard Basics

The following features are available along the top of all **PEAK Dashboard** views:



Search Box – Users can type the name or partial name of a student to view all associated performance reports for that student.

Alerts - An alert bell and number will be visible if any alert is available. Selecting the bell will allow users to view the alert area in which the action needed can be performed.

Help Menu - Provides single sign on access to our Service Station, Case support, and Chat support for all adult users. A link to the **FuelEd** Training Resource site is also provided to all administrators, mentors and instructors.

Users Menu - The menu is located at the top right-hand corner of the dashboard and allows users to view account settings and change passwords.

- Select the arrow next to the username in upper right corner to review Account Settings and Log Out features.
- Within the Account Settings area, users have the ability to change their password.

  NOTE: Password changes made here will take effect immediately within **PEAK Dashboard** and **PEAK Office** but will take up to four hours to be updated within **PEAK Classroom**.
- The Account Settings page allows users to view their own personal account settings and can change personal account passwords.

CHANGING PERSONAL PASSWORDS VIA DASHBOARD

Users can update passwords at any time through the Account Settings page within **Dashboard**. **NOTE:** All non-student users will be prompted automatically to change passwords every 90 days.

1. Select the username dropdown arrow.
2. Select **Account Settings**.
3. Select **Change Password**.
   a. The following password rules must be followed:
      i. Create a new password with 8 to 20 characters, both uppercase and lowercase letters, and at least one number.
      ii. Passwords cannot contain spaces or the following characters: ` ~! @ # $ % ^ & * ( ) - _ = + [ ] { } \ | ; : ' " < > , . ? /

Password changes made in either **Dashboard** are immediately reflected within the system. Note that instructors or student that try to access **PEAK Classroom** through a direct URL may see up to a 4-hour lag time, however if accessing through the **Dashboard** (users typical access) the change will be recognized immediately.

ACCOUNT ADMINISTRATOR ACCOUNT ACTIONS

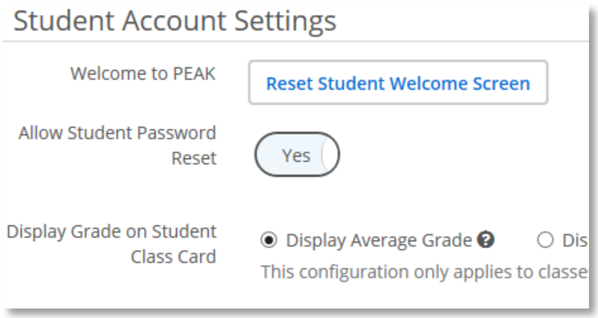
Account Admin

Select *here* to view the simulation.

Account Administrators have additional visibility within the Account Settings region of **PEAK Dashboard**. These setting cannot be changed at the institution or individual student level.

Any change to these settings will affect all students associated with the account.

1. Select the username dropdown arrow.
2. Select **Account Settings**.
3. Scroll to **Student Account Settings** and review the default settings:



Default Settings:

- Students by default will be allowed to change their passwords. To block student from changing their own password, toggle the default setting to **No**.
- Students will view their average grade on course cards by default. To have student view cumulative grade rather than the average grade, select Display Cumulative Grade radio button.

DASHBOARD ALERTS

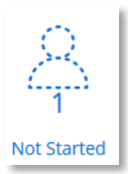
Select *here* to view the simulation.

ALERT CATEGORIES

Account Admin | **Institution Admin** | **Mentor** | **Instructor** | **Guardian**

All currently enrolled students are categorized into three alert categories which are displayed on the landing page. To view the student enrollments within any category, select the category icon.

Alert Category	Title	Description
	**Needs Attention**	Enrollments in this category are Idle, Behind Pace, Speeding, Struggling, or Disengaged and Failing. Special attention may be needed with enrollments in this category.
	**On Target**	Enrollments in this category reflect students who regularly log in and submit work on time or ahead of the schedule. The academic health of students in this category is either High Performing or Performing.
	**All Enrollments**	Provides a direct link to the Student Performance page where users can view all enrollments, complete actions such as sending usernames, passwords and emails, as well as export student data.

	**Not Started**	Enrollments in this category reflect students who have been enrolled for 7 days or more, but have not yet logged in. It is recommended that the students associated with these enrollments attend an orientation session hosted by an Engagement Coach to help them get started.

CREATE PERSONAL ALERTS

Account Admin **Institution Admin** **Mentor** **Instructor**

All non-student users have the ability to create alerts unique to them.

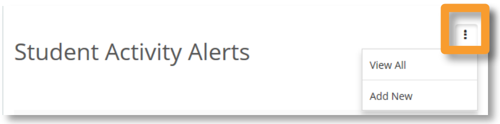
NOTE: All alerts created and visible on account administrators alert page will be visible for all users within the program. Alerts on an account administrator's alert page may not be edited or deleted by other users.

To create a personal alert:

1. Select **Add New**, from the right side of the alert widget.
2. Type in the name of the alert.
3. Select alert parameters by setting at least one of the seven variables. Alerts can be created by combining one or more of the seven variables.

   - Average Grade
   - Students Last Logged In
   - Progress
   - Course End Date
   - Cumulative Grade
   - Last Assignment Submitted
   - Course Start Date

   FOR EXAMPLE: An alert can be created for students that have an average between 50 – 60% and have not submitted an assignment within the past 4 days.
4. Select **Save**.
5. Select the **ellipsis** icon to view or edit all alerts.



OPT-IN AUTOMATED EMAILS

Account Admin

Select *here* to view the simulation.

Some programs may opt in to creating automated alert emails. Please be aware of the following:

- Only account administrators have the ability to create automated email alerts and messaging.

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- Only programs that have opted-in to this service have the privilege to create automated email alerts. If as an account administrator you do not yet have this feature and you are interested in obtaining this feature, please reach out to the program's Client Service Manager (CSM).

To create automated email alert:

1. Select **Add New**, from the right side of the alert widget.
2. Type in the name of the alert.
3. Select alert parameters by setting at least one of the seven variables. Alerts can be created by combining one or more of the seven variables.
4. Enter **Subject** for the email.
5. Write desired email message.
    a. Provide reason for alert email within the message.
    b. Provide actions students should take to correct.
    c. Although students will know these are automated, create an alert that is personable.
6. Select desired **Reply to** email options.
7. Select the day(s) of the week emails will be sent.
8. Select date range and frequency for which the emails will be sent.
9. Select **Save**.

DASHBOARD WIDGETS

ADMINISTRATORS

Account Admin **Institution Admin**

Administrators that hold no additional **PEAK** roles will not see any additional widgets on their dashboard, but can access all student performance by selecting an individual alert/status link or viewing the Performance tab.

MY STUDENT

Mentor **Instructor** **Guardian**

Select *here* to view the simulation.

Mentors, instructors and guardians will see a **My Student** widget below the main alert section. The student widget will contain a list of students for whom the user is a mentor or instructor.

1. Select the student name to view overall progress for all active enrollments associated with this student.
2. Select the individual student **Actions** dropdown menu to perform any desired action on the specific course enrollments (send email, send progress summary, send username and password, download assessments).
3. Select the appropriate link in the breadcrumb trail to return to the desired page.
   a. Dashboard – to return to landing page.
   b. Student Performance - to access all student performance data.

MY SECTIONS

Instructor

Select *here* to view the simulation.

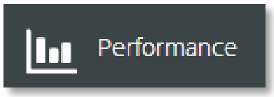
Instructors will see a **My Sections** widget. This widget provides a list of course sections to which the user is assigned. Here, the user will be able to view student performance, send bulk emails or jump directly to a course.

1. Select the number next to the section name to view student performance associated with either the Needs Attention or On Target category.
2. Select the course link to view section alerts, student performance or send email to students within the course.
   a. While viewing the course screen, choose the icon in the upper right corner to access the class directly in a new window.
   b. The **Bulk Actions** dropdown menu allows the user to send usernames and passwords, as well as send bulk emails.
   c. Selecting **Export** provides student performance data in an **Excel** document.

DASHBOARD PERFORMANCE

Account Admin **Institution Admin** **Mentor** **Instructor** **Guardian**

Select *here* to view the simulation.



Student performance can be accessed by selecting the **Performance** tab along the left navigation panel or the **All Enrollments** hyperlink in the center of the alert screen.

This report will display all active enrollments. The report can be sorted by selecting the arrow to the right of the desired column heading.

Heading	Description
Student	Students associated with enrollment.
Section	Course name associated with the enrollment. Students may be enrolled in more than one course section at a time and each course displays individually for easy visibility and sorting.
Academic Health	The Academic Health indicates how students are performing in each of their courses. The academic health categories are based on both course averages and pacing. Select *here* to review the student academic health descriptions.
Progress	The progress area provides a quick and easy graphic view of student pacing in each of their courses. The blue shaded area indicates where the student actually **IS** and the grey line indicates where the student **SHOULD** be. Ahead of Pace:  Behind Pace: 
Average Grade	The average represents the students' grades only on assignments that have been submitted and graded to date. **NOTE:** This grade should not be considered the percentage that will be reflected on the final grade report unless a student has completed 100% of the work.
End Date	Final date all student assignments can be submitted. Students will lose access the day following the end date. Mentors and administrators have the ability to request a final grade for students who complete all coursework early, or extend the end date, based on program policies, through **PEAK Office**.
Action	Through the Action dropdown menu, users have the ability to resend students' usernames and passwords, email a progress summary, send an email, or download assessments. When selecting **Send Progress Summary**, a default email message will appear which the user can customize prior to sending. Zachary is Behind Schedule in Pre-Algebra (Semester 1). Zachary logged in 148 days ago, and spent 35 minutes in class last week! However, Zachary is behind schedule, and not likely to finish by August 1, 2014 at the current pace. Zachary's current grade to date is 80. Zachary is not yet at risk of failing the course, but in order to finish the course on time Zachary must pick up the pace, or the end date must be moved to a later date.

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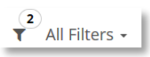
PERFORMANCE FILTERS

To help locate specific student groups, users have the ability to filter the Student Performance report by engagement categories, course section, grade ranges, performance pacing, and date of last login or assignment submission. These filters can be used on their own or in combination with each other.

- **Primary Filters** – There are two filters immediately visible upon landing on the Student Performance page. To filter by desired grouping, select the filter dropdown menu.
    1. All Active Enrollments – Allows users to filter by engagement categories.
    2. All Sections – Allows users to filter by individual course sections.
- **Secondary Filters** – Four additional filters can be located by:
    1. Select **All Filters** link to access additional f 

    2. Select the category dropdown menu for desired filter category.
    3. Select the category dropdown menu again and select the first option to removed 

filter characteristic.

NOTE: A number will appear next to the All Filters link that will indicate the number of secondary filters that have been selected.

Filter	Description
All Grades	Allows users to filter above or below indicated grade thresholds
All Progress	Allows users to filter by pacing achievement ranges
Students Last logged In	Allows users to filter by last login thresholds
Last Assignment Submitted	Allows users to filter by last assignment submission thresholds

BULK ACTIONS

1. Filter to desired student enrollment group.
2. Select **Bulk Actions** dropdown menu and select **Send Usernames and Passwords**.

EXPORT PERFORMANCE REPORT

In addition to being able to filter and view the performance reports, users have the ability to export all records to an Excel document for either a historical record or additional filtering.

NOTE: All active records will be downloaded on the export regardless of the filters used on screen. Additional information is available through the export that is not visible on the performance screen.

1. Select **Export**.
2. Save the **Excel** document with the date of export.

DASHBOARD – STUDENT VIEW

Student also access the **PEAK Dashboard** but have different tools and a different view.

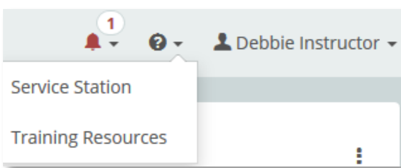
- To view the students access select *here*.
- To view a review of a student's course card select *here.*

FUELED SUPPORT

Select *here* to view the simulation.

Account Admin | Institution Admin | Mentor | Instructor | Guardian

Users have direct access to the **FuelEd Service Station** and Training Resource Site via quick links in both **PEAK Dashboard** and **PEAK Office**.

<table>
<tr><th>PEAK Dashboard</th><th>PEAK Office</th></tr>
<tr><td>
</td><td>
</td></tr>
<tr><td>1. Select the icon.
2. Select desired support resource from the menu options.</td><td>1. Select the icon to access Service Station.
Or
2. Select Training ⇨ Training Resources from PEAK nabvbar.</td></tr>
<tr><td colspan="2">NOTE: If accessing the Service Station single sign on (SSO) access will be available by late Novemeber. Prior to the activation of SSO, select here to use the Service Station guide to login. Only administartors, mentors and instructors need to have logon ability. Guardians and students can access supports without needing to login.</td></tr>
</table>

SERVICE STATION

The **Service Station** provides users the ability to self-serve commonly asked questions as well as access case and chat support. Select *here* for a video on tips using the **Service Station**.

KNOWLEDGE BASE – SELF-SERVE

Benefit:

- Quick, efficient method of finding answers to frequently asked questions and commonly asked support questions.

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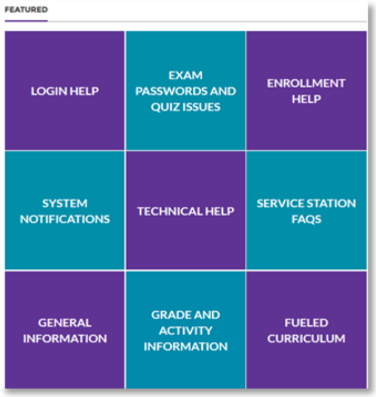
- Users also have the ability to follow knowledge based articles to receive updates, if desired.

To locate desired knowledge base article:

1. Use Search field or featured nine box matrix.



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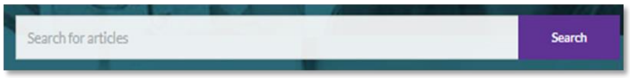


2. Select desired article name from search results.
3. Select **Follow** on the topic or subtopic if updates are desired.

CASE SUBMISSION

Benefit:

- Good solution for more involved requests for which user need supports agents help.
- Pathway for submitting official documents and enrollment requests.
- For those using **FuelEd** instructors, it is the path for requesting exemptions.

To Access:

1. Select **School Help** (students and guardians, will select **Student Help**).
2. Select **Email Case**.
3. Complete dropdown fields, as needed. All fields with an ***** are required.
4. Enter as detailed a description, as possible. Include course section name, ID, and exact examples, whenever appropriate. Examples and details within your request will help resolve all support issues.
5. Complete dropdowns associated with asking for another individual.
6. Attach file of any supporting documentation or images, if needed.
7. Select **Submit**.

NOTE: Case correspondence will be completed via email.

CHAT SUPPORT

Benefit:

- Good option when outside help is needed for a general questions or simple task support.
- Great resource for student academic support.
- Academic support agents are available between 8 a.m. – Midnight Eastern and enrollment specialists are available between 8 a.m. – 8 p.m. Eastern.

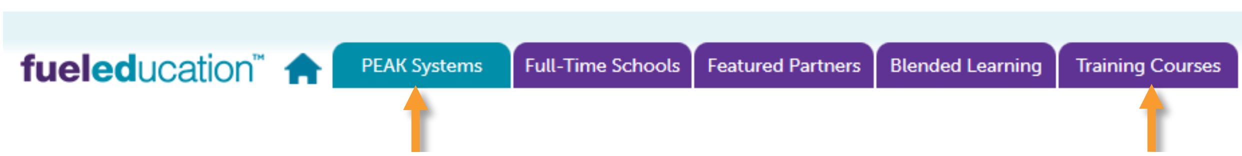
To Access:

1. Select **School Help** (students and guardians, will select **Student Help**).
2. Select **Chat Now**.
3. Complete the pre-chat survey.
4. Select **Chat Now**.

NOTE: When done, chatting users can save a copy of the chat transcript and there will always be a record of the chat within a case.

TRAINING MENU

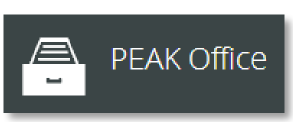
The Training Resource site is accessible through links available within **PEAK Dashboard**, **PEAK Office** and the **Service Station** to all administrators, mentors and instructors. The site contains support documents, featured videos, blended learning supports and is the portal to all on-demand trainings.



Access to user guides and student and parent overviews.

Access to on-demand trainings.

LAUNCHING PEAK OFFICE AND PEAK CLASSROOM



PEAK Office can be accessed by selecting the **PEAK Office** tab along the left navigation panel. Accessing **PEAK Office** will allow users to export grade data, as well as perform all role specific tasks such as; enrollment, account oversight, entering final grades, etc.

PEAK Classroom can be accessed by selecting the **View Classes** tab along the left navigation panel. Selecting this option will take instructors directly to the **PEAK Classroom** Homeroom. Instructors can

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also opt to drill down on the Section name in the My Sections widget and select **Jump To** icon to access a specific course or courses housed in another LMS, such as **LearnBop** or a K-5 course.

Select *here* to view a short video on the **LearnBop** dashboard.

PEAK OFFICE BASICS

Account Admin | Institution Admin | Mentor | Instructor | Guardian

Select *here* to view the simulation.

Across the top of the **PEAK Office** home page, there are several links and menu options designed to provide support. Each is addressed below.

USERNAME

1. Select the user's name (e.g. John Doe) located in the upper left hand corner of any **PEAK Office** web page to add or edit personal contact information. This is helpful with a change in email or phone number.
2. Select the **+ sign** to edit and add appropriate information such as email, phone number and address.
3. Overwrite existing email with new email to update.
4. Select **SAVE** before returning to home page.

MULTIPLE ROLES

Some **PEAK Office** users perform multiple roles within the system. Users with multiple roles have the ability to toggle between their primary role and any secondary role. The default role upon log in will always be the user's primary role. Multiple roles are identified by a circular arrow to the right of the role name.

1. Select **primary role name** to quickly toggle between two account types within the system such as instructor/mentor.
2. Select new role desired.
3. Repeat process to return to primary role.

LOGOUT

The system will time out after 30 minutes. However, users should always use the Log out hyperlink to avoid any browser cache memory issues and inappropriate access. It is the responsibility of all users to protect personal data within the system.

CHANGING PERSONAL PASSWORDS

1. Select **Change Password** in blue page header.
2. Enter current password.
3. Enter new password and confirm by re-typing.
   NOTE: All passwords must be between 8 and 20 characters in length and contain at least one uppercase letter, one lowercase letter, and one number.
4. Select **CHANGE PASSWORD**.
   NOTE: Password changes made in either **Dashboard** or **Office** are immediately reflected within the system. Note that instructors or students that try to access **PEAK Classroom** through a direct URL may see up to a 4-hour lag time, however if accessing through the **Dashboard** (users typical access) the change will be recognized immediately.

USERS

Account Admin | Institution Admin | Mentor

CREATE USERS OVERVIEW

There are many user roles within **PEAK Office**. This section will outline which user roles have the authority to create other user roles.

	Account Administrator	Institution Administrator	Mentor
Create Account Administrators	◙		
Create Instructor Accounts	◙		
Create Institution Administrator	◙		
Create Mentors	◙	◙	
Create Student Accounts	◙	◙	◙
Create Guardian Accounts	◙	◙	◙

DUPLICATE STUDENT (USERS) DETECTION

Select *here* to view the video.

When creating an account, it is important to identify if user already has an account to avoid confusion. Duplicate users in system leads to user being assigned to incorrect mentor, course, or instructor. The Duplicate Student (Users) Detection feature in **PEAK Office** allows the individual creating a user account to identify if an account is already in **PEAK Office**.

When creating an account, the system looks at name, birthdate, or email address that might be identical to information already found in **PEAK Office**. When a user selects **Save**, a pop-up box with possible duplication appears, if system identifies an account with similar information.

- Users need to determine if the duplicate name is indeed the same individual.
- If the new account is determined to be the same as the account already in the system, select **Cancel**.
  - Cancel stops creation of new account to avoid duplication.
  - Once Cancel is selected, on Create User screen, select **Cancel**.
- If the new account is determined not to be a duplicate, select **Create Student** (Users) to continue the account creation process.

NOTE: It is best to use a unique student email address and not a generic email address for all accounts.

CREATE ACCOUNT ADMINISTRATORS

Account Admin

Select *here* to view the simulation.

Only another account administrator can create a new account administrator.
NOTE: A program's initial account administrator account will be created by the **FuelEd** team after that person has been identified.

1. Select **USERS** dropdown menu.
2. Select **CREATE USER**.
3. Select **ACCOUNT ADMINISTRATOR** from pop-up menu.
4. Select **CREATE USER**.
5. Complete requested field information. All fields with an asterisk (*) are required.
   - First Name

- Last Name
- Username
- Password – randomized password can be altered
- Email Address

6. Select **SAVE**.

CREATE INSTITUTIONAL ADMINISTRATORS

Select *here* to view the simulation.

1. Select **USERS** dropdown menu.
2. Select **CREATE USER**.
3. Select **INSTITUTION ADMINISTRATOR** from pop-up menu.
4. Select **CREATE USER**.
5. Complete requested field information. All fields with an asterisk (*) are required.
    - First Name
    - Last Name
    - Username
    - Password – randomized password can be altered
    - Email Address
6. Select **+ sign** to add desired institution.
7. Select **SAVE**.

CREATE MENTORS

Select *here* to view the simulation.

1. Select **Mentor** button located in the Create region of the **PEAK Office** home page.
2. Complete requested field information. All fields with an asterisk (*) are required.
    - First Name
    - Last Name
    - Username
    - Password – randomized password can be altered
    - Email Address
3. Select **+ sign** next to Institutions and a pop-up box will appear.

4. Select appropriate institution from those provided and Select **OK**.
   NOTE: If an appropriate institution is not visible, see account administrator to create institution prior to associating it with any administrator.
5. To grant mentors permission to enroll students:
   - Check **Can Enroll Students**.
   - Check **Requires Approval**, if program wishes to require administrator approval of enrollments entered by mentor prior to enrollment becoming active.

6. Select **SAVE**.

CREATE STUDENTS

Select *here* to view the simulation.

1. Select **student** icon  in upper left of home page. Complete requested field information. All fields with an asterisk (*****) are required.
   - First Name
   - Last Name
   - Username
   - Password – randomized password can be altered
   - Account – if the student is associated with just one account, field auto-populates
   - Institution – select correct institution
   - Mentor – administrator accounts will need to select **+ sign** to assign a student's mentor.
     NOTE: Students can be assigned multiple mentors.
   - Email
   - Graduation Year – not required
   - Demographic Information – provides helpful information on how best to support and motivate students
   - Student Athlete – check box if appropriate
   - Special Programs – not mandatory, checking relevant special needs can provide instructors important insight
   - Guardians – parents or others who request access and visibility into their specific child/student's progress. If the guardian role has been created, it can be assigned to the student on this page by typing in part of the guardian's name and/or using the dropdown function.
2. Select **SAVE**.

CREATE GUARDIANS

1. Select **Guardian** button located in the Create region of the **PEAK Office** home page.
2. Complete requested field information. All fields with an asterisk (*****) are required.
   - First Name
   - Last Name
   - Username
   - Password – randomized password can be altered
   - Email Address
3. Select **+ sign** next to students and select students that should be associated with the guardian account.
4. Select **OK**.
5. Select **SAVE**.

CREATE INSTRUCTORS

Select *here* to view the simulation.

Instructor accounts may be created for programs that have Content + Hosting licenses. These are programs where schools use district instructors rather than **FuelEd** instructors.

1. Select **Instructor** button located in the Create region of the **PEAK Office** home page.
2. Complete requested field information. All fields with an asterisk (*) are required.
   - First Name
   - Last Name
   - Username
   - Password – randomized password can be altered
   - Email Address
3. Select **SAVE**.

ADDING SECONDARY ROLE

Select *here* to view the video.

There are situations in which an individual may need to have multiple roles within **PEAK Office**. To add secondary roles, follow the steps below. The role marked as primary will be the users landing role within **PEAK Office**. A user always has the ability to toggle to their secondary roles.

1. Use Search Users fields on home page to identify individual to assign a secondary role.

2. Choose the hyperlinked user name.
3. Once on individual's detail page, select **EDIT**.
4. Select **New Role** to add from dropdown menu found in the lower right hand corner.
5. Select **ADD ROLE**.
6. Select **SAVE**.
   NOTE: If the newly created role is to become the primary role, check primary role box prior to selecting save.
7. Select **SAVE** on user detail page to make addition permanent.

MERGE USERS

Select *here* to download the video.

Merging duplicate user accounts can be done quickly with the Merge Users feature of **PEAK Office**. Please note that Student Accounts **CANNOT** be merged and Instructor Accounts **SHOULD NOT** be merged, if classrooms have been assigned to both instructor accounts. If trying to merge instructor accounts, move all courses under one account login and then inactivate rather than merge the account that is no longer needed.

1. To begin the process, access the Users dropdown menu located on the horizontal navigation bar.
2. Select **MERGE USERS**.
3. Using the dropdown menu, select the role for the Source User and similarly the role for the Target User. Limit the search by typing a name or partial name.
   NOTE: The Target User will be the account that remains active after the merge is complete.
4. Select the **FILTER** button to narrow the search, or simply leave the name field blank and choose from the list of users that appears.
5. Select the **radio button** to the left of the name in the Source User list that is being merged.
6. Select the **radio button** to the left of the name in the Target User list with the account to be merged.
7. Select **MERGE**.
8. Select **MERGE USERS** to complete the merge or select **CANCEL** to stop the merge from the pop-up window that will appear.

   CAUTION: This process **CANNOT** be undone once the merge is successful.

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INACTIVATING USERS

Best practice dictates that users who are no longer active in the system should be inactivated. To inactivate a user:

1. Search for the user, using the search field.
2. Select the user's name.
3. Select **Edit**.
4. Change the status of the user to inactive.

   WARNING: If you need to inactivate a Mentor, prior to doing so please confirm that all students have been assigned to a new **ACTIVE** mentor. Students left assigned to an inactive Mentor will leave **ACTIVE** students "orphaned" and not adequately supported.

5. Select **Save**.

ENROLLING STUDENTS

Account Admin | Institution Admin | Mentor

ENROLLING STUDENTS

Select *here* to view the simulation.

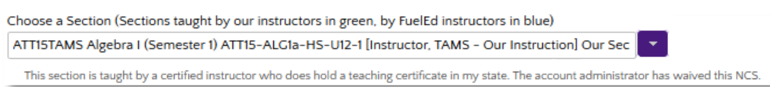
There are two locations that provide entry to the enrollment process. The first location is accessed by selecting **ENROLL A STUDENT** button located near the top of the **PEAK Office** home page. This access only allows the enrollment of one student at a time. After selecting **Enroll** next to the student to be enrolled, *skip to step 7 below* to complete the enrollment of an individual student.

The second option is accessed through the Manage Students options and can be used to enroll a single or multiple students into one course section with the same start and end dates.

1. Select **STUDENTS** under the Manage region at the bottom right of the **PEAK Office** home page.
2. Choose desired filters to limit visible students following the filter process. Select the **+ sign** next to certain filter options to populate.
3. Filter by:
   - Institution
   - Mentor (visible to those with administrator access)
   - Course
   - Section name
   - Section Status
   - Student Name and or Status

   NOTE: To view all students, leave filter criteria blank.

4. Select **FILTER** to display list of students.
5. Check box to select student(s).
    a. To select all students visible, check box above table.
    b. To select individual students place check in box to left of desired student names.
    c. If user wishes to remove a few students from Working List prior to enrollment, check the box to left of student names and select **REMOVE SELECTED FROM WORKING LIST**. Once students are removed, check box above table to enroll all remaining students.
6. Select **STUDENT ACTIONS** after checking the boxes of students to be enrolled.
7. Select **ENROLL**.
   NOTE: If enroll button is grey, the function is unavailable for one or more of the selected students. Return to selected list and verify all students are active.
8. Select desired course filters.
    - Discipline – if enrolling into a district created course (no preloaded **FuelEd** content), select **Elective**.
    - Course Type
    - School Type
    - Instruction – Select **FuelEd** when using **FuelEd** instructors. Select our instructors when using district or program instructors.
    - Publisher – users' choices will vary, based on license association and other filters selected.
        - ELL – select **Middlebury Interactive Languages**.
        - **LearnBop** – select **Unknown**.
9. Select appropriate course choice using dropdown menu under Choose a Course field.
    a. If course is a district created course (no preloaded **FuelEd** content), select **Independent Study**.
    b. Users may locate a course by starting to type the course name to reduce options on the dropdown list, as well.
10. Select appropriate section using dropdown menu under Choose a Section. This field will auto-populate if multiple sections are not available.
    NOTE: FuelEd strives to provide 100% state certified instructors for our complete catalog. When a state certified instructor is not immediately available, some state laws allow for the use of a highly qualified instructor with certification from another state.
    - Account administrators have the ability to waive the state certification for the entire account.
    - If an account administrator *has waived* the state certification at the account level, those enrolling will see a message below the affected section indicating the section is taught by a certified instructor, but from a different state.



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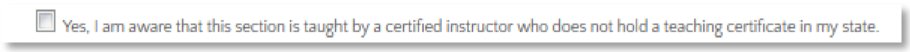
- If account administrator *has not waived* this certification at an account level, the individual completing the enrolling will need to check the box indicating they understand the section is taught by a certified instructor from another state. It is important that the individual only checks this box in accordance with their school and state policies.



11. Select appropriate license using dropdown menu under Choose a License. This field will auto-populate if multiple licenses are not available.
    NOTE: All enrollments are billable transactions. They are either reflected in account's allocated license or charged on a per enrollment basis. Standard refund policy applies, so if student is dropped within first 14 days, 50% refund is applied.
12. Select **Start** and **End Dates**. Note that start and end date must fall within Available Enrollment Dates for the license.
    NOTES:
    - In most cases, using the pre-populated end date (end of license) will **NOT** be appropriate. Select a true end date to ensure engagement and progress categories are accurately reported.
    - Students will not be granted course access until start date arrives and will lose access the day following end date.
    - If a student requires additional time to complete a course, mentors have the ability to extend the end date by selecting **Extend** under Enrollment Actions.
    - If a student completes a course early or prior to end date, mentors have the ability to request a final grade by selecting **Final Grade** under Enrollment Actions.
    - End dates should be at least five days prior to a program needing a grade posted within their own systems.

MANAGING ENROLLMENTS

ENROLLMENT ACTIONS

Once students are enrolled in course administrators and mentors have the ability manage multiple aspects of that enrollment. See table below for available actions.

Enrollment Action	Description	Role Authority
Activate	Activate is available for any enrollment that requires administrator approval.	Account Administrator Institution Administrator
Decline	Decline is available for any enrollment that requires administrator approval.	Account Administrator

		Institution Administrator
Switch License	Switch License is available when multiple licenses are available for an enrollment. This can be especially helpful at the time of license updates.	Account Administrator Institution Administrator Mentor
Hold	Hold is available for any active enrollment. This action is appropriate if a program wishes for a student to temporarily lose access to their course for possible disciplinary or other reasons. Enrollments on hold will still count against license usage.	Account Administrator Institution Administrator Mentor
Transfer	Transfer allows students to be transferred to another section of the course if enrolled for less than 15 days. If transfers require assignment grade transfers, it is best to contact **FuelEd** support team (*http://service.getfueled.com*) prior to using this action.	Account Administrator Institution Administrator Mentor
Drop	Drop or remove a student from a course without having an instructor assign a final percentage.	Account Administrator Institution Administrator Mentor
Complete	Complete - use for students not expected to complete a full course but have completed expected work. This action also automatically happens 31 days after an enrollment end date. No grade finalized.	Account Administrator Institution Administrator Mentor
Resume	Resume will allow a student that has been placed on hold to have their access returned.	Account Administrator Institution Administrator Mentor
Extend	Extend should be used to set a new end date past the present end date.	Account Administrator Institution Administrator Mentor

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Reinstate	Reinstate is used to place a dropped or evaluated student back into the same section. This action is possible as long as the section remains open to enrollments.	Account Administrator Institution Administrator Mentor
Final Grade	Final grade should be used to request a student be graded out of course section prior to original end date.	Account Administrator Institution Administrator Mentor
Resend Email	Resend Email can be used to send initial enrollment email to student if initial email was misplaced.	Account Administrator Institution Administrator Mentor

MANAGING ENROLLMENTS

Select *here* to view the simulation.

The process described below can be used to manage both individual and multiple enrollments.

1. Select **ENROLLMENTS** under Manage region at the bottom right of the **PEAK Office** home page.
2. Choose desired filters to limit visible enrollments following the filter process.
3. Select **+ sign** next to certain filter options to populate.
4. Filter by:
   - Institution
   - License (visible to those with administrator access)
   - Course
   - Section Name
   - Section Status
   - Enrollment Dates and Status
   - Primary Instructor
   - Student Name

   NOTE: To view all enrollments do not select filter criteria.
5. Select **FILTER** to display list of enrollments.
6. Check box to select enrollments.
   a. To select all enrollments visible, check box above table.
   b. To select individual enrollments place check in box to left of desired enrollments.

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   c. If user wishes to remove a few enrollments from Working List prior to enrollment, check box to left of enrollments and select **REMOVE SELECTED FROM WORKING LIST.** Once enrollments are removed, check box above table to enroll all remaining students.
7. Select **ENROLLMENTS ACTIONS** after checking boxes of students to be enrolled.
8. Select desired action (Select *here* to see table of desired actions) to complete enrollments change.

MANAGE ENROLLMENTS THROUGH STUDENT SEARCH

Account Admin **Institution Admin** **Mentor**

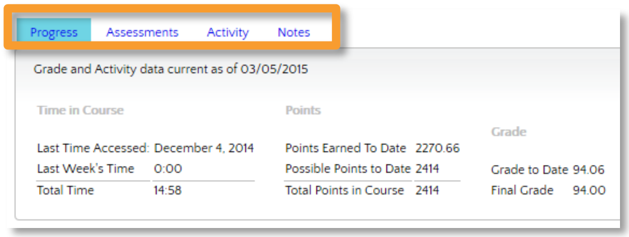
Select *here* to view the simulation.

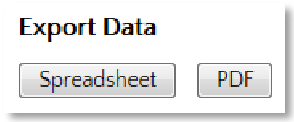
Sometimes an update is needed for just one student enrollment. Although a user may manage individual enrollments using the same process used for multiple enrollments, some users may prefer to use the process described below.

1. Enter search criteria in Search Users region of **PEAK Office** home page.
2. Select **ENTER** or use **Magnifying Glass** to initiate the search.
3. Select **Student Name** to view student detail page.
4. Access student enrollment table located at the bottom of student detail page.
5. Select **Course Name** to view/edit enrollment details for the course. Items visible from Enrollment Details page include:
   - Enrollment Data – displays course ID. Course ID is important when requesting a quiz reset or submitting a report ticket.
   - Passwords – unit and semester exam passwords.
   - Instructors – both phone number and email of course instructor.
   - Progress – detailed view of time within course and academic performance.
   - Assessments – provides assignment-level detail of academic achievement.
   - Activity – provides log of student login time for course.
   - Notes – provides history of enrollment changes and notes associated with course. These notes will include all enrollments actions as well as instructor, mentor and administrator comments. It is important to realize any item added to the note section is visible to all users with accesses to this enrollment including guardians.
6. Select **ENROLLMENT ACTIONS** to adjust enrollment status. Only possible actions appear blue.
7. Select desired action (Select *here* to see table of desired actions) to complete enrollments change.
8. Select **RETURN TO STUDENT** at the bottom of the page to return to student detail page.

EXPORT ENROLLMENT DETAILS

From the Enrollments Details page, users can export Assessments, Activity, and Notes easily to work offline. Follow the directions above to view the Enrollment Details.





1. Select **Assessments**, **Activity**, and **Notes** tab from the bottom of the Enrollment Details page.
2. Scroll to the bottom of the page. Select the appropriate format under Export Data:
   a. **Spreadsheet** – exports tab details in a .csv format that can be accessed through Excel.
   b. **PDF** – exports tab details in a PDF format that can be accessed through Adobe Reader.

MANAGE PENDING ENROLLMENTS

Account Admin **Institution Admin**

Select *here* to view the simulation.

Some programs provide mentors with the authority to enroll students. In some cases, these enrollments are immediately entered into the system, without additional approvals needed. Other programs opt to require administrative approval prior to the enrollment being processed. If a program decides administrator approval is desired, users will see Pending in the status field on the Enrollment Details page following the mentor enrollment. Students in pending status will not have access to the course until approval/activation of enrollment occurs.

ACTIVATE INDIVIDUAL PENDING ENROLLMENTS

Upon logging into **PEAK Office**, administrators will be notified of pending enrollments through the alert located on top of home page.

1. Select **ALERT: # Enrollment(s) require your approval**.
2. Select **PENDING** status within the table.
3. Select **ACTIVATE** to allow student access to course, or **DECLINE** to block enrollment.
4. Confirmation will be provided and status will be updated.

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ACTIVATE MULTIPLE PENDING ENROLLMENTS

If multiple enrollments require administrator approval, administrators have the ability to process multiple enrollments at one time.

1. Select the **ENROLLMENTS** button located under the Manage region in the lower right of the **PEAK Office** home page.
2. Select **Pending** from Enrollment Dates and Status dropdown.
3. Select **FILTER**.
4. Check box to the left of all enrollments for which the same action will apply.
   NOTE: If all visible enrollments have the same action, use check box located above table to select all enrollments at once.
5. Select **ENROLLMENT ACTIONS** located in upper right corner.
6. Select either **ACTIVATE** or **DECLINE**.

LICENSE SPECIFIC ENROLLMENT APPROVAL OVERRIDES

Account Admin

When mentor accounts are created, administrators determine if administrator approval is needed for all enrollments. However situations may occur where the district/program would like a specific license type to be exempt from this general approval need.

SCENARIO: District desires all mentors to get administrator approval; for all enrollments on standard courses but would prefer not to approve Credit Recovery enrollments.
To remove approval requirements from specific enrollment types complete the following:

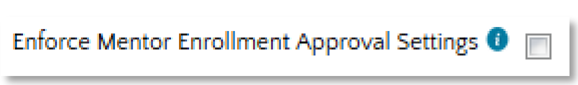
1. Select **View My Account** icon to access all account details.

2. Scroll down to the **Account License** table.
3. Select the license name for the license type for which the administrator approval is not desired.
4. Deselect the following box,

   so the box is unchecked:

5. Select **Save**

The result of the above action will be that all mentors no matter their user account settings will have the ability to enroll students within this license type without administrator approval.

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SWITCH LICENSES

Account Admin | Institution Admin | Mentor

The Switch License feature allows administrators and mentors to switch the enrollment license, so a student can stay enrolled in a course without interruption. This is especially helpful if a student needs to have the end date extended near the end of one license cycle.
A user can switch from one like license to another as long as it is the same license type.

For example, a user can switch from a Reusable Seat: Students (RSS) license to another RSS, or from a Reusable Seat: Enrollment (RSE) to another RSE, but not from a Reusable Seat: Student (RSS) license to a Reusable Seat: Enrollment (RSE).

SWITCH LICENSE FOR INDIVIDUAL STUDENT

Select *here* to view the video.

Switching licenses is simple with the Switch License function. Individual student enrollments can be moved from one like license to another without having to remove the student from his/her course.

1. Select **VIEW ALL STUDENT ENROLLMENTS** button located on **PEAK Office** home page.
2. Search for student by placing name in search field and pressing the enter key.
3. Select **Status Name** (*active*) associated with enrollment to be changed. The enrollment action options will appear above the table.
4. Select **SWITCH LICENSE**. A dialog box will appear.
   NOTE: If Switch License hyperlink is blue, then enrollment can be switched to another license and student can remain enrolled within present course. If under Enrollment Actions Switch License is gray, there is not a similar license available to allow the switch.
5. Choose the license to transfer enrollment using dropdown menu.
6. Select **SWITCH LICENSES** once new license is selected.

SWITCH LICENSE FOR MULTIPLE STUDENTS

Select *here* to view the video.

If multiple licenses require updating, users have the ability to process multiple enrollments at one time.

1. Select **ENROLLMENTS** button located under the Manage region in the lower right of the **PEAK Office** home page.
2. Select desired filters to limit visible enrollments following the filter process.
3. Select **+ sign** next to certain filter options to populate.

4. Filter by:
   - Institution
   - License (visible with administrator approval)
   - Course
   - Section Name
   - Section Status
   - Enrollment Dates and Status
   - Primary Instructor
   - Student Name

   NOTE: To view all enrollments, do not select filter criteria.
5. Select **FILTER**.
6. Check box to the left of all enrollments whose license is to be updated.
7. Select **ENROLLMENT ACTIONS** located in upper right corner.
8. Select **SWITCH LICENSE**.

   NOTE: If Switch License hyperlink is blue, then enrollment can be switched to another license and student can remain enrolled within present course. If under Enrollment Actions Switch License is gray, there is not a similar license available to allow the switch.
9. Choose the license to transfer enrollment using dropdown menu.
10. Select **SWITCH LICENSES** once new license is selected. A confirmation will appear on the working list.

MANAGING STUDENTS

STUDENT ACTIONS

Once students are enrolled in course administrators and mentors have the ability manage multiple aspects of that enrollment. See table below for available actions.

Student Action	Description	Role Authority
Enroll	The Enroll option is available for any active student.	Account Administrator Institution Administrator Mentor
Change Mentor	Change Mentor allows users to add, remove, and replace mentors associated with the student.	Account Administrator Institution Administrator
Activate	Activate allows users to activate any inactive student.	Account Administrator Institution Administrator Mentor

Inactivate	Inactivate allows users to inactivate any active student. Inactivating a student is not the same as dropping a student's enrollment. Inactivating students is most common when students leave a program due to graduation or moving to a new school.	Account Administrator Institution Administrator Mentor
Assign Institution	Assign Institution allows users to assign a student to a specific institution.	Account Administrator Institution Administrator Mentor

MANAGING MULTIPLE AND INDIVIDUAL STUDENTS

Select *here* to view the video.

The process described below can be used to manage both individual and multiple students.

1. Select **STUDENTS** under the Manage region at the bottom right of the **PEAK Office** home page.
2. Select desired filters to limit visible enrollments following the filter process. Select **+ sign** next to certain filter options to populate.
3. Filter by:
   - Institution
   - Mentor (visible with administrator access)
   - Course
   - Section Name
   - Section Status
   - Student Name

   NOTE: To view all enrollments do not select filter criteria.
4. Select **FILTER** to display list of enrollments.
5. Check box to select enrollments.
   a. To select all students visible, check box above table.
   b. To select individual students place check in box to left of desired enrollments.
   c. If user wishes to remove a few students from Working List prior to action, check students are removed, check box above table to enroll all remaining students.
6. Select **STUDENT ACTIONS** after checking boxes of students to be enrolled.
7. Choose desired action (Select *here* to view student actions) to complete student's change.

EDITING STUDENT MENTORS

1. Follow steps 1-6 above.
2. Select **CHANGE MENTORS**.
3. Select **REPLACE, ADD OR REMOVE** from Choose Action dropdown menu.
   NOTE: By selecting replace, a user will remove the original mentor and will add in the new mentor selected in their place.
4. Select mentor to be added or removed.
5. Select **UPDATE MENTORS**.

MANAGE INDIVIDUAL STUDENTS

Account Admin | **Institution Admin** | **Mentor**

Select *here* to download the video.

Sometimes, an update is needed for just one student account. Although a user may manage individual student accounts using the same process used for multiple student accounts, some users may prefer to use the process described below.

1. Enter search criteria in Search Users region of **PEAK Office** home page.
2. Select **ENTER** or use **Magnifying Glass** to initiate the search.
3. Select **Student Name** to view student detail page.
4. Select **EDIT**.
   a. Choose status dropdown menu to adjust active/ inactive status.
   b. Alter username/password as desired.
      NOTE: Altering computer generated username may cause conflicts with other users in the system. Users may alter student passwords at any time but should remember new passwords will take approximately two hours to take effect within the **PEAK Classroom**.
   c. Edit contact information as needed.
   d. Select **EDIT** located below student roll box to edit institution, guardians, mentors and all demographic information.
5. Select **SAVE**.
6. Select **SAVE** on student detail page.
7. Select **ENROLLMENT ACTIONS** to adjust enrollment status. Only possible actions appear blue.
8. Choose desired action (Select *here* to view student actions) to complete enrollments change.
9. Select **BACK TO PREVIOUS PAGE** to return to My Student Enrollments.

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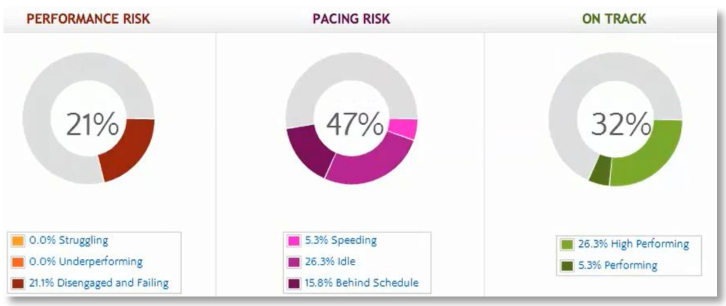
STUDENT ACADEMIC HEALTH & PERFORMANCE REPORTS

Account Admin | Institution Admin | Mentor | Instructor

STUDENT ACADEMIC HEALTH

Select *here* to view the simulation.

Upon logging into **PEAK Office**, the Student Academic Health chart is visible. The health chart is designed to provide users with a quick overview to students overall academic performance. Users should select the *Improve Student Academic Health* link above the chart to gain a better understanding of each category and strategies used to support students.



Below are tips to interpreting the Student Academic Health Chart. Enrollments are placed into one of three categories:

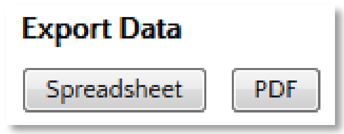
- Hover over each category name (e.g. Performing) to view brief definition.
- Students with enrollments associated with On Track performance have an average grade of 70% or above and are expected to complete the course before or on schedule.
- Students with enrollments associated with Performance Risk have an average grade of below 70% and may also have engagement issues.
- Students with enrollments associated with Pacing Risk may have academic issues caused by moving too quickly or too slowly within their course.
- To access student enrollments associated with each category, select the engagement name.

PERFORMANCE REPORTS

Select *here* to view the simulation.

1. Select **View All Student Enrollments** on the **PEAK Office** home page to access all student enrollment data.
   NOTE: The data table located on My Student Enrollments is searchable and sortable and for many fields, users can drill deeper for additional information.
2. Choose **arrows** to right of column name to sort. Selected column heading will turn blue and order can be reversed by selecting arrow a second time.
3. Type name or use dropdown categories provided to search individual columns.

4. Select the **envelope** to the right of student name to initiate email. Users may also right Select to copy and paste into an open email message.
5. Select desired export format located below the data table to save information from the system.
   a. Export All Data – will export data located on all pages.
   b. Export Page Data – will export only visible data on present page.



NOTE: Users can also export detailed assignment data by selecting one of the three grade fields and can export detailed activity data by selecting the Last Access Date fields. Within the pop-up window select either Spreadsheet or PDF format in the Export Data field.

PERFORMANCE REPORT TABLE

The table below describes data associated with each column as well as information available when users drill down on hyperlinked data.

Column Heading	Column Descriptions	Additional Hyperlinked Data
Student	Student name associated with enrollment	• student username and password • student contact information • student demographic/special needs information • historical and present enrollment information
Section	Course name	• course exam passwords (Select *here*) • instructor name and email access • assessment details • activity details • enrollment notes • resend enrollment email
	NOTE: It is critical that mentors physically type exam passwords into the students' exam access if a program wishes to ensure proctoring and security of all exams. Passwords are also available through **PEAK Mobile**.	
Eng Cat	Present engagement category	none

Status	Shows by default enrollments that are presently in use (active, ready to grade, hold). However, users may search for any status desired.	Drill down to access enrollment actions: activate, reinstate, decline, final grade, switch license, resend email, hold, transfer, drop, resume, extend.
Start	Enrollment start date – students will not have access to course until this date.	none
End	Enrollment end date – students will lose access to course following this date.	none
Last	Date student last accessed the course	Detailed activity log all times are Eastern Standard Time (EST) zone.
Avg	Grade average represents current grade, based on completed assignments (updated each morning).	Detailed grade data – Individual assignment grades and submission dates can be viewed. **NOTE:** The Grd and the Avg columns will display equal percentages once a student has completed all assignments. Once a student has been evaluated (final % entered by instructor) the Grd grade will appear green. **NOTE:** Grd is the percentage that will be reported by **FuelEd** instructors at the close of the course.
%	Percentage of course completed. This is calculated by comparing points attempted to total points within the course.	
Grd	Cumulative grade – represents student's grade, based on total points within the course. (This grade will begin as a zero for all students and will continually climb as students' complete additional work.)	

ACCESSING COURSE PASSWORDS

Account Admin | Institution Admin | Mentor | Instructor

GENERAL INFORMATION

Select *here* to view the simulation.

Courses taught by **FuelEd** instructors will have passwords associated with unit and semester exams.

Back to Top

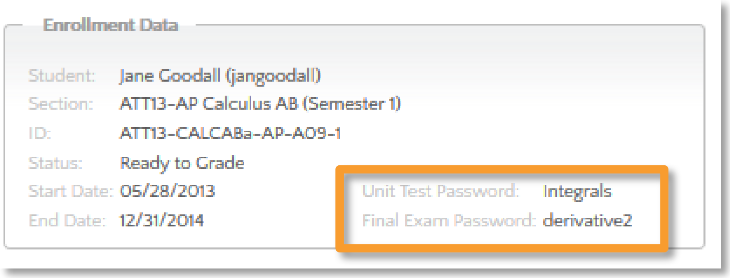
A few items about passwords that all users should keep in mind while working with students:

- Only *mentors* can provide passwords to a student. Instructors are asked not to communicate passwords to students so exams remain secure.
- To keep password secure, the mentor should type the passwords into the system. Programs that opt to provide passwords directly (verbally or in writing) to students must assume all students in the program will have immediate to the exam.
- Programs using district instructors rather than **FuelEd** instructors have the ability to adjust passwords according to their district policies.

  NOTE: If district programs opt to create their own passwords, these will not be visible in **PEAK Office**.

ACCESS PASSWORD VIA MY ENROLLMENTS PAGE

1. Select **VIEW ALL STUDENT ENROLLMENTS** located above the engagement dashboard on **PEAK Office** home page.
2. Locate desired enrollment.
3. Select hyperlinked enrollment section name to access password.
4. Passwords are located within Enrollment Data section, near the top of the Enrollment Details page.



ACCESS PASSWORD VIA STUDENT SEARCH

1. Enter student name in the Search Users region or via the magnifying glass icon located on **PEAK Office** home page.
2. Press **ENTER** on the keyboard.
3. Select hyperlinked student name.
4. Select **course section** name which can be located at the bottom of the student details page.
5. Passwords are located within the Enrollment Data section, near the top of the Enrollment Details page (see image above).

LICENSES

ACCOUNT ADMINISTRATOR ACCESS

Account Admin

ACCESS ACCOUNT INFORMATION

1. Select **View My Account** icon to access all account details.

2. Select **EDIT** to update any account name or contact information.
3. Select **+ sign** to add secondary address, and complete required information.
4. Select **SAVE** at the bottom of page after correcting and updating account information.

ACCOUNT WAIVER

FuelEd strives to provide 100% state certified instructors for our complete catalog. When a state certified instructor is not immediately available, some state laws allow for the use of a highly qualified instructor with certification from another state.

Account administrators have the ability to waive the state certification for the entire account. If an account administrator *has waived* the state certification at the account level, those enrolling students will see a message indicating the affected section is taught by a certified teacher but from a different state.

1. Select **View My Account** icon to access all account details.
2. Check box next to waiver statement only after assuring that the programs policies and state laws allow this to be done (*see waiver statement below*).
   Yes, waive all non-compliant sections disclaimer requests. (By checking this, I accept that some sections might be taught by a certified instructor who does not hold a teaching certificate in my state. When that occurs, a specific notice will be given at the time of the enrollment, and the school represents that the specific enrollment is consistent with state law or that any steps necessary for a waiver of state law have been taken.)
3. Select **SAVE**.

ACCESS AND EDIT INSTITUTION INFORMATION

1. Select **View My Account** icon to access all account details.
2. Select **VIEW INSTITUTIONS** located below account information to view all Institutions associated with account.
   - The primary institution for the account is labeled as Type 1.

- Any additional sub-institutions are labeled as Type 2.

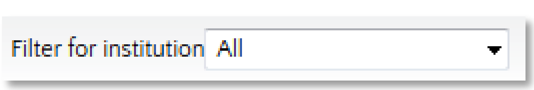
3. Choose hyperlinked name of institution to edit or view institution information.
4. Select **EDIT**.
5. Select **SAVE**.
6. Select **RETURN TO INSTITUTION LIST** or **BACK TO ACCOUNT** once edits are complete.

CREATING NEW INSTITUTION

1. Select **View My Account** icon to access all account details.
2. Select **VIEW INSTITUTIONS,** located below account information, to view all Institutions associated with account.
3. Select **NEW INSTITUTION**.
4. Complete all requested information (Name, Address, Phone Number, Parent Institution, and any special notes required).
5. Select **SAVE**.

ACCESS AND OVERVIEW OF ACCOUNT LICENSES

1. Select **View My Account** icon to access all account details.
2. Scroll to the bottom of the account page. For each license listed, account administrator can quickly and easily view:
   - License Status
   - A brief product description
   - License Model
   - Customer Sections – if true these are licenses in which district instructors teach rather than **FuelEd** instructors. This license allows account administrators to create new sections.
   - Catalogs
   - Start and end dates for each license
   - Maximum number of seats allowed
   - Seats presently in use as well as total. Enrollment seats listed in green represent numbers associated with license cap. Those seats listed in blue are informational.
   - Each enrollment number is a hyperlink. Choose the **number** to view enrollments associated with the category.
3. Select **Filter for institution** menu to view licenses by institution rather than viewing all account licenses if desired.



ALLOCATING LICENSES

Select *here* to view the simulation.

1. Select **View My Account** icon to access all licensing information.
2. Scroll down to view the **Licenses for Account** table.
3. Select the license name to access details.
4. Scroll to the bottom of the license page.
5. Select **Allocate License**.
6. Check or uncheck box to determine which institutions may use seats within the license. Administrators may also adjust the seat cap number of any institution by adjusting the value in the **Seat Cap** column.

   Example Use Case 1: (Default)
   All institutions associated with the license will have equal access to the seat cap.

   License Cap = 10 seats
   Institution A – 10 seats available
   Institution B – 10 seats available
   Result is that both institution A and B have equal access to the 10 seats. Once any combination of enrollments reaches 10 neither institution will be able to enroll another student until a seat becomes available. If Institution A only uses 4 of the enrollment seats all 6 of the remaining seats would be available for use by Institution B.

   Example Use Case 2: (Account Administrator Allocates Seats)
   All institutions associated with the license will have equal access to the seat cap.

   License Cap = 10 seats
   Institution A – 7 seats available
   Institution B – 3 seats available
   Result is that both institution A can use a max of 7 enrollments and institution B can only use a max of 3 enrollments. If institution A only uses 5 of their 7 institution B will not have access to those additional 2 seats.

7. Select **Save**.

INSTITUTION ADMINISTRATOR AND MENTOR ACCESS

Institution Admin **Mentor**

ACCESS ACCOUNT INFORMATION

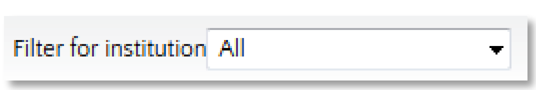
Institution administrators and mentors have the ability to view account information, but only account administrators have the ability to edit.

1. Select **Accounts** menu and select **Search/Manage Accounts** to access all account details.
2. Select **View Institutions** to see all institutions associated with the account.

NOTE: From the account home page users can view, if the account administrator has waived all non-compliant sections at an account level.

ACCESS AND OVERVIEW OF ACCOUNT LICENSES

1. Select **Accounts** menu and select **Search/Manage Accounts** to access all account details.
2. Scroll to the bottom of the account page to view license table. For each license listed, account administrator can quickly and easily view:
   - License Status
   - A brief product description
   - License Model
   - Customer Sections – if true these are licenses in which district instructors teach rather than **FuelEd** instructors. This license allows account administrators to create new sections.
   - Catalogs
   - Start and End dates for each license
   - Maximum number of seats allowed
   - Seats presently in use as well as total. Enrollment seats listed in green represent numbers associated with license cap. Those listed in gray are informational.
3. Select **Filter for institution** menu to view licenses by institution rather than viewing all account licenses if desired.



SECTION CREATION (DISTRICT TAUGHT SECTIONS)

Account Admin

CREATE A SINGLE SECTION

Select *here* to view the simulation.

Account administrators have the ability to create their own course sections if a program is using their own teachers as course instructors. This is not a function available in programs where they are using **FuelEd** instructors.

1. Select **SECTIONS** dropdown menu from **PEAK Office** home page.
2. Select **CREATE CUSTOMER SINGLE SECTION**.
3. Select **+ sign** next to Course Filters and populate filters as needed.
   - If creating a classroom shell in which your instructor will build his/her own course offering, select **Elective** within the Discipline dropdown menu.
4. Select **Choose a Course** dropdown menu and choose course name.
   - Move **cursor** to highlight and select a row.
   - If creating a classroom shell, select **Independent Study**.
   - Do not choose the courses with NCS# after the name.
5. Select a catalog from the Catalog dropdown menu. What is visible within this menu will be based on a programs licensing.
6. Select a state or province from the Instruction State/Province dropdown menu. For program taught sections this will not have great significance.
7. Type the desired Section Name using the naming protocol below.
   - Keep naming conventions consistent.
   - When naming follow the protocol below:
     EXAMPLE: CO14P Health (Semester 1) Section 1 (Pueblo-Doe)
     - CO14 – represents the state and school year created.
     - P – Logical abbreviation for account name. If **FuelEd** courses have already been created, keep the abbreviation protocol the same.
     - Health (Semester 1) – represents course name.
     - Section 1 – if multiple sections of the same course are being created each section should be given a unique section number.
     - (Pueblo-Doe) – represents the account name and instructors last name.
8. Enter a **Section Enrollment Capacity**. The capacity cap is not a hard enrollment ceiling, but can be used to help manage expectations.
9. Enter both the **Instructor** and **Student Start** and **End Dates**.

- Consider allowing a *few days prior* for the instructor to customize the section and add announcements.
- Consider allowing a *few days after* the student end date for the instructor to access the gradebook and provide final grades.

10. Select the **Primary Instructor** and **Assistant Instructors** by selecting the **+ sign**.
    NOTE: LearnBop sections cannot have a secondary instructor assigned.
11. Select **SAVE**.
    - A confirmation will appear that section has been created.
    - Students can now be enrolled into the section, provided the access dates selected are current.

The course content will be auto-loaded that evening and will update to **PEAK Classroom** with content the next day. Access to **PEAK Library** content may take an additional day based on an account's license.

SEARCH SECTIONS

Account administrators have the ability to review section data for sections associated with their account.

1. Select the **SECTIONS** dropdown menu from **PEAK Office** home page.
2. Select **SEARCH SECTIONS**.
   a. From the Search Sections page, users have the ability to search by section name, code or primary instructor as well as view section enrollments.
3. Select course section name to edit or view the following information:
   a. Select **Edit** to:
      i. Edit primary and assistant instructors
      ii. Edit section status
      iii. Edit access dates (must always be within the license dates)
   b. Select **Save** to assure all edits are applied.
   c. View student enrollments and summary data (located at the bottom of the page). Student data is exportable.

MANAGE SECTIONS

Select *here* to view the simulation.

Account administrators have the ability to change/add instructors, change sectional accessible dates, and change section access to multiple sections through the Manage Sections region.
HINT: This is a great place to update section instructors across multiple sections at one time.

1. Select the **SECTIONS** dropdown menu from **PEAK Office** home page.
2. Select **MANAGE SECTIONS**.
3. Choose desired filters to limit visible course sections following the filter process.

4. Select **+ sign** next to certain filter options to populate. Common filters include:
   - Course type and name
   - Section name, code and enrollment status
   - Primary instructors

   NOTE: To view all sections do not select filter criteria.
5. Select **FILTER** to display list of sections.
6. Select box above the table to select all visible sections or select individual sections to which the associated change is needed.
7. Select **SECTION ACTIONS**. Below are actions that are possible from this area:

Instructors	Three options exist. Users can add an instructor, replace the primary instructor (select Change Primary Instructor box) or remove an instructor.
Dates	This option allows users to adjust the access dates for both instructors and students.
Open/Close	The terms open and closed refer to the ability to enroll students into a section. These actions only occur on active courses. Sections can temporarily be closed to any new enrollments or later re-opened to allow new enrollments again.
Inactivate	When a course is being retired and has no enrollments and the teacher has been removed a program may opt to inactivate a section.
Restrict	Waiting on response will send once I receive

8. Check table for confirmation action was completed.

FINALIZING STUDENTS GRADE

Account Admin | Institution Admin | Mentor | Instructor

Select *here* to view the simulation.

An instructor role is the only user that has the ability to enter a final grade and evaluate a student. A student can only have a final grade entered when their status is set as Ready to Grade. This occurs if one of the following happens:

- Student end date passes.
- Mentor changes student status to **Ready to Grade** by editing enrollment and selecting **Final Grade**. Select *Managing Enrollments* to review the editing enrollment process.

Follow the process below to successfully enter a final grade:

1. Enter **PEAK Office**.
2. Select **ALERT**: **# Enrollments(s) are Ready to Grade.** An alert displays on the home page to indicate student(s) are in the **Ready to Grade** status.
3. Select **Ready to Grade** located within the table listing. Page will refresh with new options located at the top.
4. Select **VERIFY GRADE**.
5. Enter student's final grade from **PEAK Classroom** Grade Center.
   NOTE: Instructors should record the cumulative grade column percentage from the **PEAK Classroom** Grade Center and not **PEAK Office** itself. This will assure the most up to date grade is entered.
6. Select **SET GRADE**. Instructors will notice students have been removed from their **PEAK Classroom** grade center in 24-48 hours.

REQUESTING FINAL GRADE - MENTOR

Some programs may have different course completion expectations of students based on student needs and policies. Mentors of students who are with a **FuelEd** instructor should use the guidelines below for actions that should be taken given different expectations.

Completion Expectation	Descriptions	Action Required by Mentor
Full Course Completion	Student is expected to complete all content and assignments within a course.	• No action needed if end date has passed or imminent. • If student completes work early a mentor can request the student be evaluated by managing the enrollment and selecting **Final Grade**.
Partial Course Completion	Based on student's individualized need or school policy, a student may be required to complete only individual lessons or units within the full course.	• **FuelEd** **RECOMMENDS** changing the student's course enrollment status to Complete. This will initiate the student being removed from the course with the understanding the student completed the work expected of them. OR • Before the student's end date, the mentor can submit a support case via the Service Station requesting the instructor use the average grade when evaluating the student at the end of the course.

RECOMMENDED FUEL EDUCATION GRADING SCHEME

FuelEd respects that each school partner has developed their own philosophy to academic grading. However, we suggest programs follow this grading scale:

100-90 = A
89-80 = B
79- 70= C
69 – 60 = D
< 59 = F