Signing Naturally Interactive Online Student Materials
<u>Frequently Asked Questions</u>

PRICING

For more information about bulk orders or high school pricing, call (858) 625-0600 or email ContactUs@dawnsign.com.

TEACHER FAQ:

What's the difference between a physical workbook and the *Signing Naturally Interactive Online Student Materials*?

To watch the answer in ASL, click here:

▶ Physical Workbook vs. Signing Naturally Interactive Online Student Materials

Mainly, the content is the same from the physical workbook to the *Signing Naturally Interactive Online Student Materials*.

There was minor editing in a few instances, so they would not be exactly the same. Also, some instructions were changed to reflect online interactive activities. When we made "long form" questions into multiple choice, some sections of the answers were shortened, or some parts left out of the possible answer in the book.

The *Signing Naturally Interactive Online Student Materials* will contain everything needed for the student to complete your course. They will not need the physical workbook. All videos/assignments are included in the *Signing Naturally Interactive Online Student Materials*, adapted from the physical workbooks.

Teachers need to set up the assignments for the students in the school LMS; we will provide how-to instructions.

Within your school's LMS, grading will be automatic for assignments. The grades will sync every hour and will not show up in the gradebook immediately.

Should I require both the physical *Signing Naturally Student Workbook* and the *Signing Naturally Interactive Online Student Materials* in one course?

To watch the answer in ASL, click here:

▶ Using Signing Naturally Student Workbook & the Interactive Online Student Ma...

You should not mix both physical student workbooks and the *Signing Naturally Interactive Online Student Materials* within a single course because students with the physical student workbook will not be able to access any assignments on the school LMS, which would require you to create two different setups for students.

Can I view or have access to the *Signing Naturally Interactive Online Student Materials* before we jump on board?

To watch the answer in ASL, click here:

▶ Can I view the Signing Naturally Interactive Online Student Materials before we ...

The first step would be to sign up with our onboarding team, **fill out this form**. Within two days, our staff will contact you. We can set up a meeting with a screen-sharing feature with as many participants as you like to demo the *Signing Naturally Interactive Online Student Materials*. If you would like to review the *Signing Naturally Interactive Online Student Materials* yourself, inform your onboarding contact person that you would like to access our Canvas "sandbox."

You will receive a link to join a "course" as a "student." Take your time and review as many homework assignments as you like!

If you'd rather have access and hands-on experience, we will need to establish a handshake/connection with your school. We would need your IT/LMS specialist information to complete that step. After connection, you would be able to add the materials to a course and see how it works within your school LMS. We will provide How-To instruction guides for you.

There is no cost to your school or yourself as a teacher for this LTI integration to occur.

Do we have to do this entire procedure with IT again when we are ready to use Units 7–12?

To watch the answer in ASL, click here:

▶ Do we have to do this entire procedure with IT again for more SN Units?

No, it will be automatically included in the existing DawnSignDigital connection you have with us. Using the same process for Units 1–6, you can find Units 7–12 in the directory when selecting assignments.

Do I need a code for the online video library too?

To watch the answer in ASL, click here:

▶ Do I need a code for the online video library too?

You do not need the online video library because all the necessary student materials are available in the course that you set up with the *Signing Naturally Interactive Online Student Materials*.

We do provide free access to the online video library for teachers upon request if you would like to continue using it.

The complete student materials, including the video library, is available inside the *Signing Naturally Interactive Online Student Materials*; the online video library is only for access to the student videos and is meant to be used only with the physical workbook.

Can I add multiple homework assignments at the same time instead of adding individual homework assignments one by one?

To watch the answer in ASL, click here:

▶ Can I add multiple homework assignments at the same time?

As of right now, LTI 1.3 only allows us to add assignments one at a time.

Do I have to add assignments all over again for every course I teach?

To watch the answer in ASL, click here:

▶ Do I have to add assignments all over again for every course I teach?

Assignments can be copied over from previous courses. We do advise setting up a shell course of some kind that you can simply copy from each time you need to set   up a new course. You will need to revisit the course to update due dates accordingly.

Will DawnSignPress make changes in the future to allow students to view which questions they answered incorrectly?

To watch the answer in ASL, click here:

▶ Can students review incorrect answers?

Upon the completion of the integration of the DawnSignDigital LTI with your LMS, your DawnSignPress contact will provide you with "Answer Key" documents for the *Signing Naturally Interactive Online Student Materials*. The documents are stored in Dropbox and are only viewable with the passwords we will provide for you. If students want to know the right answer, they need to make a note of the assignment and slide number and check with the teacher. The teacher can then refer to the documents and inform the student.

The current version of the *Signing Naturally Interactive Online Student Materials* does not allow for students to see the correct answer if they get the wrong answer.

Are there questions on the homework assignments related to the reading? If so, are questions multiple choice or short answer - if short answer, how does the auto grading work?

To watch the answer in ASL, click here:

▶ How does the grading work for multiple choice or short answer?

Short answers are graded the same way as multiple-choice answers. The answer will either be correct or incorrect. Answers in the interactive materials are never long format answers that require a teacher to read and grade. At the end of a Homework, the student will receive a percentage grade based upon the total number of questions they answered correctly out of the total number of questions.

We included multiple 'right' answers for the write-in short answers that can be subjective.

Here's an example for money:

If the answer is $5.00, a student can type in 5, 5.00, $5 or $5.00.

Here's an example for words:

If the answer is band-aid, a student can type in bandaid, bandaids, band-aids

I teach more than one course but as the same teacher. Can I use the same code for both courses (for example, ASL 1 and ASL 2?)
To watch the answer in ASL, click here:

▶ I teach more than one course but as the same teacher. Can I use the same code f…
Yes, your access code will work in both courses as long as it's being used in the same LMS.

I split the Signing Naturally Units 1–6 into two classes. I teach Units 1–3 for ASL 1, and then I use Units 4–6 for ASL 2. Would my students be able to use their *Signing Naturally Interactive Online Student Materials* code in a different course (after the students are done with ASL 1 and are ready to start ASL 2)?
To watch the answer in ASL, click here:

▶ Would my students be able to reuse their IOSM code if I split Units 1-6, or 7-12, into two…
The student will be able to use the same code for your ASL 1 and ASL 2 classes   even if Units 1–6 are split across two courses. The *Signing Naturally Interactive Online Student Materials* code is good for 12 months upon redemption.

I teach at two or more colleges. Can I use the same code to access the student materials for all schools?
To watch the answer in ASL, click here:

▶ Can I use the same code to access the materials if I teach at multiple colleges?
No, we can provide you with a code for each school for which you are using the *Signing Naturally Interactive Online Student Materials.*

If you are teaching both Units 1–6 and Units 7–12, you will need a code for each set of units for each school in which you are using the *Signing Naturally Interactive Online Student Materials.* There is no cost for these codes for teachers.

I saw the teacher/student materials through an online page/PDF, but now I can't find it. Can I have that to use?

To watch the answer in ASL, click here:

▶ Are the Signing Naturally materials available as a PDF?

There are no Signing Naturally materials available as PDFs. If your students mention having this, it was sold illegally.

Is the Tic-Tac-Toe assignment (2.3) screen flipped? My students had a problem with that. Is it an error?

To watch the answer in ASL, click here:

▶ Is the Tic-Tac-Toe assignment (2.3) screen flipped?

The Tic-Tac-Toe is based on the signer's perspective, not the viewer's perspective.

Why are my students' grades not showing up right?

To watch the answer in ASL, click here:

▶ Why are my students' grades not showing up correctly?

The error is occurring because the assignments in your course are set to one attempt.

Our LTI transfers (syncs) grades with your LMS every hour. Because the assignments in your course are set to 1 attempt, the first time a grade is transferred, your LMS considers that attempt complete and locks that grade into your grade book.

Unfortunately, if a student is only midway through an assignment, whatever their grade is during a transfer will lock in as their grade.

The good news is that if you change the number of attempts to unlimited for the assignments your students have completed, the grades that are currently incorrect in your grade book will be replaced with the student's actual, final grade that they achieved on the assignments.

We are aware that students can take an assignment repeatedly until they achieve 100% but we don't see that occurring with most students using the materials. When a student gets to the end of a Homework, scores over 80%, and clicks Continue, that will become their final grade. If they click Retry, they can change their grade by answering all the questions again.

This is covered in more detail in the 'Frequently Asked Questions' section of the Teacher How-To we will send you after the integration is complete.

Where can I find the student's Signing Naturally introduction section? It is not on *Signing Naturally Interactive Online Student Materials*?
It is in the Teacher Resources shared document, and you can view it here: http://bit.ly/SNTeacherResources

My student previously took an ASL course that used the Interactive Online Student Materials and is now retaking the class for the same set of units. The grades from previously completed Signing Naturally homework will not sync to the gradebook; what can they do to fix this issue?
To watch the answer in ASL, click here:
▶ Students Retaking a Signing Naturally Class

If a student is re-taking an ASL course, their grades will not sync and show in the gradebook accurately. They will need to email support@dawnsign.com with the following:

My name is 'First' 'Last' and I give DawnSignPress permission to delete my profile from the Signing Naturally platform. The email for my account is name@xxx.com

As a reminder, access is good for one year from the date of redemption.

Does LTI have a design for tests and final exams?
To watch the answer in ASL, click here:
▶ Does LTI have a design for tests and final exams?

The Signing Naturally series does not have tests and final exams. It is purposely done to leave the evaluation decisions to the teachers. After all, you know your students the best!

LMS (LEARNING MANAGEMENT SYSTEM)

Compatible LMS platforms and the updates for the other platforms

APPROVED LMS for LTI 1.3	NOT APPROVED
CANVAS	GOOGLE CLASSROOM
BLACKBOARD ULTRA	BLACKBOARD 9.1 (old version)
MOODLE (version 3.7-3.9, and 3.10)	
D2L (Desire to Learn) BRIGHTSPACE	
SCHOOLOGY	

Privacy/Data Questions:

Does the vendor collect any student data? If so, what information is collected, how is it used, and how is it safeguarded?
We collect First/Last names and email addresses. The email address is used in conjunction with an access code to gain access to the digital materials delivered via Learning Tools Interoperability (LTI).

Servers are in a Virtual Private Cloud (VPC) on Amazon Web Services (AWS). They are only accessible via 2FA and SSH key.

In case you want to view our FERPA statement:
https://www.dawnsign.com/privacy-policy-1

Do we store student scores/achievements?
We do store student scores. Student information can be removed upon request.

BOOKSTORE FAQ:

What is the ISBN for *Signing Naturally Interactive Online Student Materials*?

Please refer to the item number and the title.

Signing Naturally Units 1–6 *Signing Naturally Interactive Online Student Materials:* Item Number 1816ED; ISBN 978-1-58121-273-0

Signing Naturally Units 7–12 *Signing Naturally Interactive Online Student Materials:* Item Number 1816ED; ISBN 978-1-58121-274-7

We strive to share this information with teachers as much as possible so they can request the appropriate title. You may need to check with them if not sure.

What's the cost and are there any discounts available?

Codes are $69.95 each, and any order above 5 will receive 20 percent off.

What's the return policy?

Codes are nonrefundable but any unused codes can be carried over to the next term. Unused codes do not expire.

How do I get the codes?

After placing your order, you will receive a CSV file sent via email with the codes requested.

Does my order process change?

No, continue to send your Purchase Orders to **orders@dawnsign.com** .

What should we do if a student drops the class within seven to ten days of the start of class?

The *Signing Naturally Interactive Online Student Materials* are non-refundable. The *Signing Naturally Interactive Online Student Materials* codes are still valid if it has not been redeemed. Unused codes do not expire.

We can only buy digital access codes through VitalSource/Redshelf, and I don't see you listed there.

We do not offer DawnSignDigital products on VitalSource. We are not offering the *Signing Naturally Interactive Online Student Materials* through a third-party seller platform. We are reviewing all third-party for future considerations, please share information with us.

ACCESS CODE PREFIX

16D prefix- Purchased from DSP website. Ex. 16D147HZUG

F prefix- Functioning code is given to college or high school at no cost. Ex. F16D382GKN

FB prefix- Functioning BULK code purchased by the college or high school to be re-sold to students. Ex. FB16D460ZC

KEYWORDS

Signing Naturally Interactive Online Student Materials **(Internal use only):** For the public, it is Title**,** *Signing Naturally Interactive Online Student Materials*, i.e.: Signing Naturally Units 1–6 *Signing Naturally Interactive Online Student Materials.*

LTI (Learning Tools Interoperability): An education technology specification developed by the IMS Global Learning Consortium. It specifies a method for a learning system to invoke and to communicate with external systems.

LMS (Learning Management System): A software application for the administration, documentation, tracking, reporting, automation, and delivery of educational courses, training programs, or learning and development programs. (Canvas, Blackboard, Moodle, Schoology, D2L (Desire to Learn)/Brightspace).

Integration: the process of establishing a connection between our LTI and the school LMS.

CSV (Comma-Separated Values) file: A text file that has a specific format that allows data to be saved in a structured table format.

IT–Information Technology): A department that handles anything related to computing technology.

System Administrator: A person who manages the operation of the LMS program.

E-book: An electronic version of a printed book that can be read on a computer or handheld device designed specifically for this purpose. Our *Signing Naturally Interactive Online Student Materials* are NOT eBooks!

VPAT (A Voluntary Product Accessibility Template) : A document that explains how information and communication technology (ICT) products such as software, hardware, electronic content, and support documentation meet (conform to) the [Revised 508](#) [Standards](#) for IT accessibility. VPATs™ help Federal agency contracting officials and government buyers to assess ICT for accessibility when doing market research and evaluating proposals.