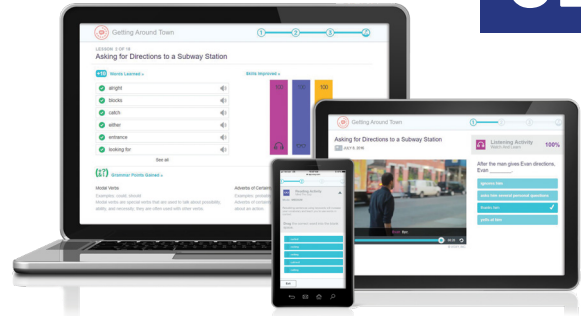




Voxy EnGen User Guide

Managing Learners and Progress Data

v. 03.29.21



Thank you for purchasing Voxy EnGen, a personalized digital English language solution for your learners. This user guide will help you manage learners and generate reports in the Voxy Command Center.

TABLE OF CONTENTS

- ▶ **Voxy EnGen Licenses** 2
- ▶ **Permission Levels** 2
- ▶ **Enrolling Learners using the Voxy Command Center** 2
 - Creating a Single Learner
 - Creating Learners using Bulk Upload
- ▶ **Enrolling Learners using Activation Codes** 4
- ▶ **Adding Additional Classes, Instructors, or Tutors** 4
- ▶ **Managing Existing Learners** 5
 - Modifying a Learner's Profile
 - Moving a Learner from One Class to Another
 - Deactivating a User
 - Moving a Learner from One Organization to Another
- ▶ **Reports** 7
 - Manage Learner Report
 - Overview Report
 - Unit and Course Reports
 - Session Report
 - Live Instruction Group Class Report
 - VPA Report
- ▶ **Lessons Page** 10
- ▶ **Language Translations Available in Voxy** 12
- ▶ **Technical Support** 12

Voxy EnGen Licenses

Depending on the license your organization purchased, your learners will have access to one of the following three options:

- **Curriculum Only:** all general English courses, career-aligned courses, and personalized units.
- **Curriculum Plus Group Classes:** all curriculum noted above plus almost unlimited live virtual group classes with students from all over the world (up to 22 sessions per month).
- **Curriculum Plus Group Classes and 1:1 Private Classes:** all curriculum noted above plus the live virtual group classes and two private virtual classes with live instructor.

Access the learner experience at app.voxy.com.

Permission Levels

With the purchase of student licenses, the administrators, directors, supervisors, and/or instructors in your organization can have access to the **Voxy Command Center** (VCC), the dashboard used for managing learners, accessing progress data, and generating reports. There are three levels of access available:

- **Admin:** User can view reports, create new learners, and modify existing learners.
- **Modify:** Users can view reports and modify existing learners but they cannot create new learners.
- **Read only:** Users can view reports only.

When working with New Readers Press on the onboarding process, you will need to select the level of access appropriate for each administrator, director, instructor, or tutor in your organization.

Enrolling Learners Using the Voxy Command Center

Once New Readers Press has set up your classes, or feature groups, you can enroll learners using the Voxy Command Center or using activation codes. In the Voxy Command Center you can enroll new learners in one of two ways: single learner or through bulk upload of multiple learners. A valid email address is needed to enroll a learner through the Voxy Command Center.

Creating a Single Learner

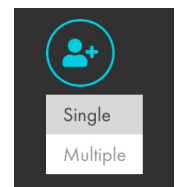
From the Manage Learners page, click on the person icon and select “Single”.

Complete the form with all required fields. You can set the learner level based on benchmark assessment scores. Use the [Voxy EnGen Placement Chart](#) as a guide.

From the Feature Group field, select the correct class name for the learner.

You will receive a notification with confirmation the learner has been added. Newly created learners can be viewed or edited from the notification shown below. Once the notification is closed, the learner profile can only be edited from the Manage Learners page once the learner appears there.

Once the account is created, the learner will receive an auto-generated activation email from the Voxy platform, with instructions to login for the first time. During the first login, the learner will be prompted to set a password.



New User Successfully Created

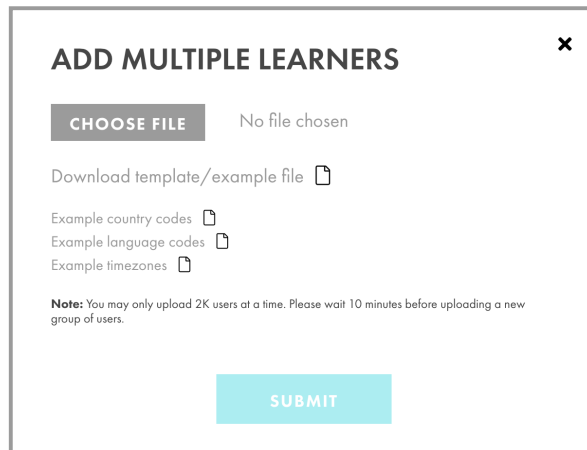
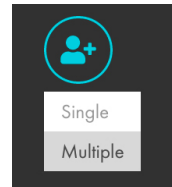
We are in the process of adding your learner to the Manage Learner Report. Please note: it will take a few hours for the user to appear in the report. The activation e-mail has been sent to the user.

You can view your learner here: **Student Name**

Creating Learners Using Bulk Upload

From the Manage Learners page, click on the person icon and select “Multiple.”

Within the Bulk Add Users popup, download the template/example csv file and use that as a template.



Enter the learner information into the template. Complete all required fields in the template. Country codes, native language codes, and time zone codes can be accessed from the popup. Enter the learner’s initial level based on benchmark assessment scores. Use the [Voxy EnGen Placement Chart](#) as a guide. Double check the file for any errors and save the file as a .csv file.

To upload the file, select “choose file” from the popup and select the saved file.

Click on “Submit.”

You will receive a notification within the Command Center detailing any failures with the upload. Examples can include:

- Incorrect formatting of fields
- Learners already exist in another organization
- Incorrect class (feature group) names

If a failure occurs, correct the .csv file, save it again, and re-upload.

Upon successful upload, you will receive an email notification that the learners are syncing to the Manage Learner page. It may take up to 24 hours to complete before the learners appear in the Command Center.

Classes within the Voxy Command Center are considered “feature groups.” You will also have a feature group for Admin accounts and one for Deactivated accounts. All administrators, directors, instructors, or tutors for your organization will be placed in the Admin group. All learners who leave the program or become inactive will be moved to the Deactivated group. Their data remains in the organization but is removed from the class so that you can enroll a new learner.

When you need to add a new class or set of classes, such as at the beginning of a new semester or session, please email New Readers Press at support@proliteracy.org or call 800.448.8878.

Access the Voxy Command Center (VCC) at commandcenter.voxy.com.

Enrolling Learners using Activation Codes

If one or more of your students do not have a valid email address, consider enrolling them using activation codes. To request activation codes, send an email request to support@proliteracy.org.

When using activation codes, it is not necessary for learners to wait for an activation email. You can enter a learner’s name, email, and password to set up their account. The learner can then log in and begin using their account immediately. The email address *does not need to be a valid email address*.

TIP:

Make sure you record each learner’s name, email address, and password in the event a learner forgets their login information.

Follow these steps to enroll learners with activation codes:

Go to the Voxy login page: <https://app.voxy.com/go/>.

1. Enter the learner’s email address (or fake email address if needed) and click the arrow.
2. When prompted for a redemption code, type “yes” and enter a code.
3. Enter the learner’s name and native language and create a password.
4. Keep a record of the learner’s name, email address, and password for future reference.
5. Repeat steps 1–4 for each learner.
6. Share the login page, email address, and password with each learner and help them log in.

Adding Additional Instructors or Admins

You can add additional administrators, instructors, or tutors at any time after the organization and classes have been set up using the following steps:

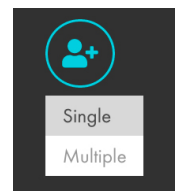
From the Manage Learners page, click on the person icon and select “Single.”

Complete the form with all required fields.

Select the Admin Accounts feature group.

Click “Submit.”

Send an email to support@proliteracy.org or call 800.448.8878 to request the level of access the user needs for the Voxy Command Center. Sample email: “Please give (name and email address) Modify access to Tanya’s Monday night class.” Include the name of your organization in the email.

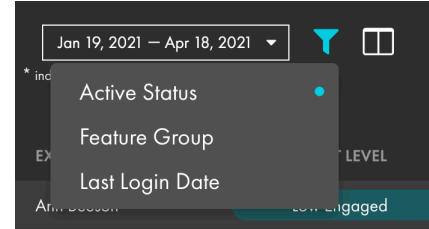


Managing Existing Learners

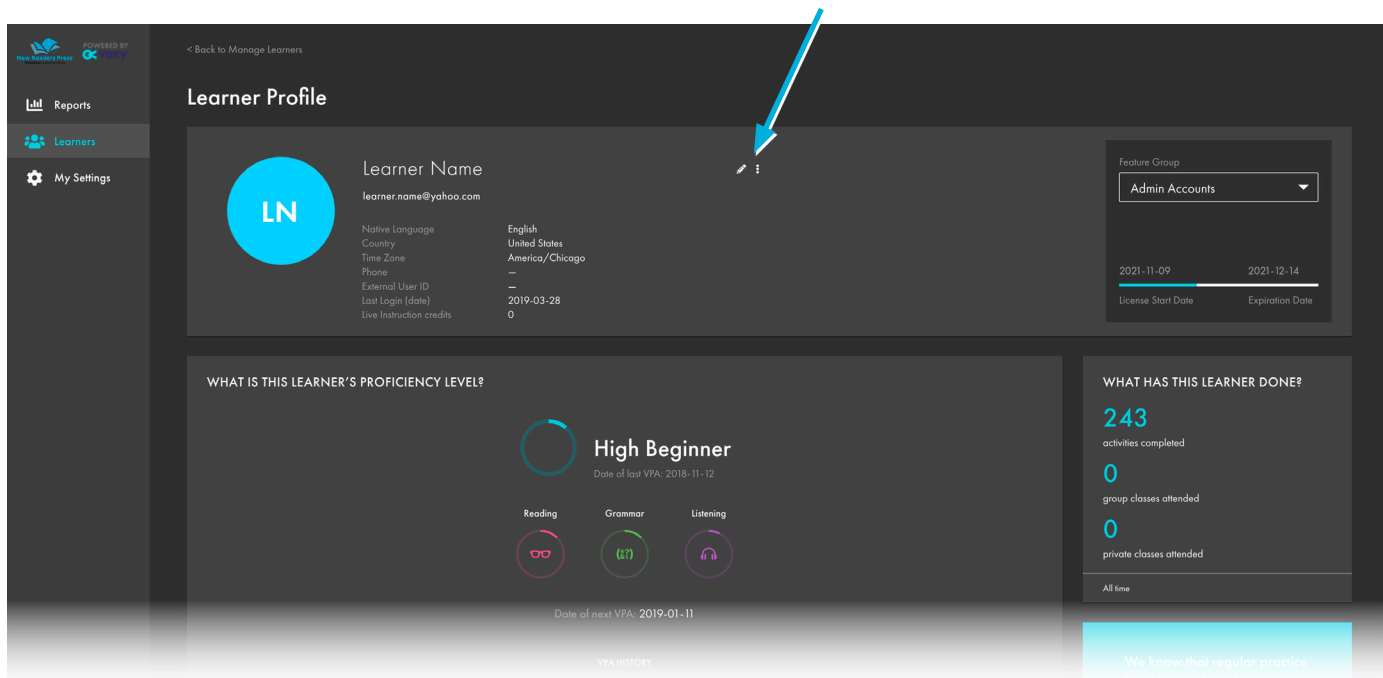
Once your learners are enrolled, you can modify a learner's profile or move learners from one class, or feature group, to another. You can also modify an instructor's or admin's profile. When a learner leaves the program, move the learner to the Deactivated group. This will allow you to enroll a new learner for the duration of the license period. If you are enrolling via activation code, request a new code from New Readers Press.

Modifying a Learner's Profile

From the Manage Learner page, find the learner you need to edit using the search field. You can also filter by class or group by clicking the "funnel" icon and then "Feature Group" and selecting the specific class or group you wish to view.



Click on the learner's email to enter the Learner Profile. Click on the pencil icon to edit the profile.



From the "Edit Learner Profile" pop up, you can edit any and all information.

Once you are finished, click "Submit."

Your changes will be saved. It will take about 2 hours for the updates to appear in the Command Center.

Click "Back to Manage Learners" to exit the Learner Profile.

Use the same steps to modify an instructor or administrator profile.

A screenshot of the "EDIT LEARNER PROFILE" form in a light-themed interface. The form has a title "EDIT LEARNER PROFILE" with a pencil icon and a close button (X). Below the title, there is a note: "* Indicates a required field". The form contains four fields: "First Name*" with the value "Learner", "Last Name*" with the value "Name", "Email*" with the value "learner.name@yahoo.com", and "Level" with a dropdown menu set to "High Beginner".

Moving a Learner from One Class to Another Class

If a learner changes classes, use the following steps to move the learner from one class to another.

From the Manage Learner page, find the learner you need to edit using the search field. You can also filter by class or group by clicking the “funnel” icon and selecting the specific class or group you wish to view.

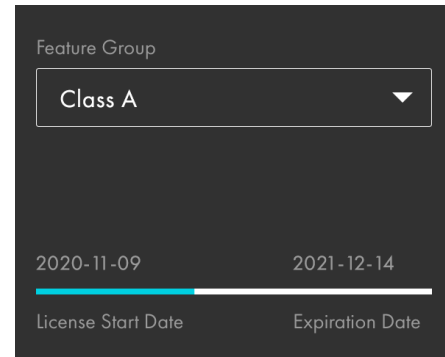
Click on the learner’s email to enter the Learner Profile.

Click on the Feature Group drop-down arrow to access the list of classes and select the new class.

The Change Feature Group message will appear as a warning that the license expiration date may change, or the learner may lose or gain access to features based on this change.

Once you are finished, scroll down using your arrow key and click “Yes.”

Your changes will be saved. It may take up to 24 hours for the Command Center to update and reflect your changes.



Deactivating a Learner or Instructor

If a learner or instructor drops from the program, use the following steps to deactivate the user.

From the Manage Learner page, find the learner or instructor you need to edit using the search field. You can also filter by class or group by clicking the “funnel” icon and selecting the specific class or group you wish to view.

Click on the learner’s or instructor’s email to enter their Profile.

Update the Expiration Date to today’s date or the date the user’s access should expire.

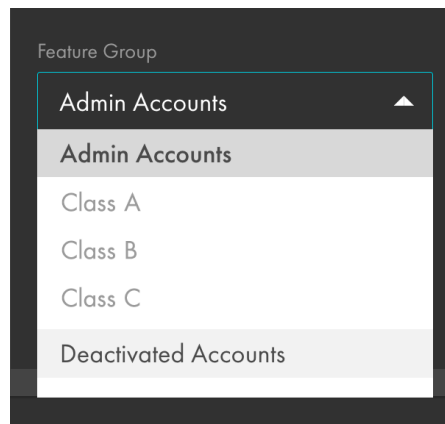
Click on the Feature Group drop-down arrow to access the list of classes and other feature groups. Select the Deactivated group.

The Change Feature Group message will appear as a warning that the license expiration date may change, or the learner may lose or gain access to features based on this change.

Once you are finished, scroll down using your arrow key and click “Yes.”

Your changes will be saved. It may take up to 24 hours for the Command Center to update and reflect your changes.

A new learner can be enrolled for the remainder of the license period. Use the single learner process or request an activation code to enroll a new learner.



Moving a Learner from One Organization to Another

If a learner enrolls in your program and has used Voxy at another organization, email New Readers Press at support@proliteracy.org or call 800.448.8878 to request that the learner be moved from the previous organization to your organization. The learner’s data remains in Voxy and travels with the student to your organization.

Reports

The Voxy Command Center allows you to filter and export data in order to manage learners and measure learner progress and engagement.

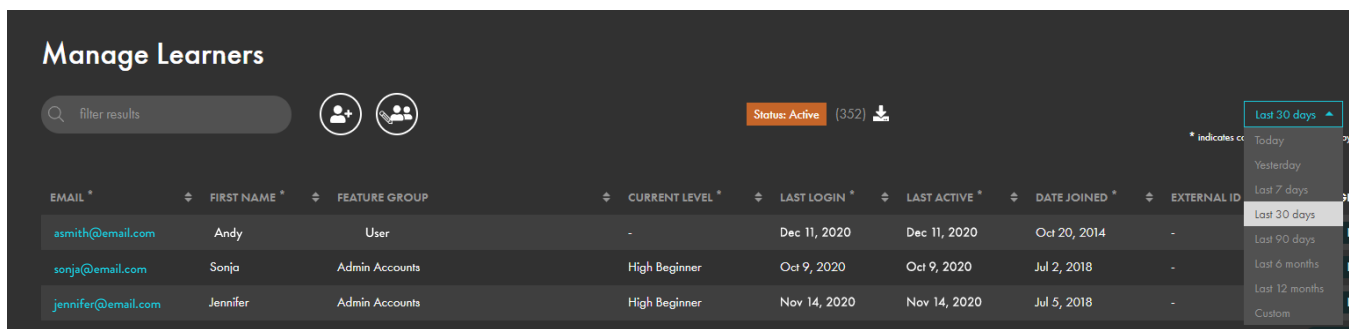
Manage Learner Report

The Manage Learner Report is a configurable dashboard to find and export the data you need to manage your program. The report lists all users in your feature groups, including learners, admins, instructors, or tutors. To search for an individual user, use the Search field to search by email address or name.

Within the Manage Learner Report, you can filter learner data by:

- Date Range
- Feature Group
- Active/Expired Users
- Last Login

Select the date range for your report using the drop-down menu in the date field. By default, the report shows data from the last 90 days.



To apply the additional filters, click on the “funnel” icon. You can combine one or more filters with date ranges. At the top, you will see an icon to display which filters are applied.

The **Feature Group** filter will only display users who belong to the classes or feature group(s) selected.

Active Status allows you to filter by users who have an active license (expires in the future) and/or an expired license (expired in the past). By default, the active filter is applied meaning expired learners will NOT appear in reports. If you wish to see an expired user, click Active Status and select both Active and Expired users.

Last login will enable you to enter what you want to see for last login. You can view last login before a specific date, after a specific date, or no last login.

Data Available

Click on the “column” icon to select the data you would like to see in your report. Select the fields you would like to include in your report. When you deselect a field, the column will automatically disappear from your report. Data available includes the following:

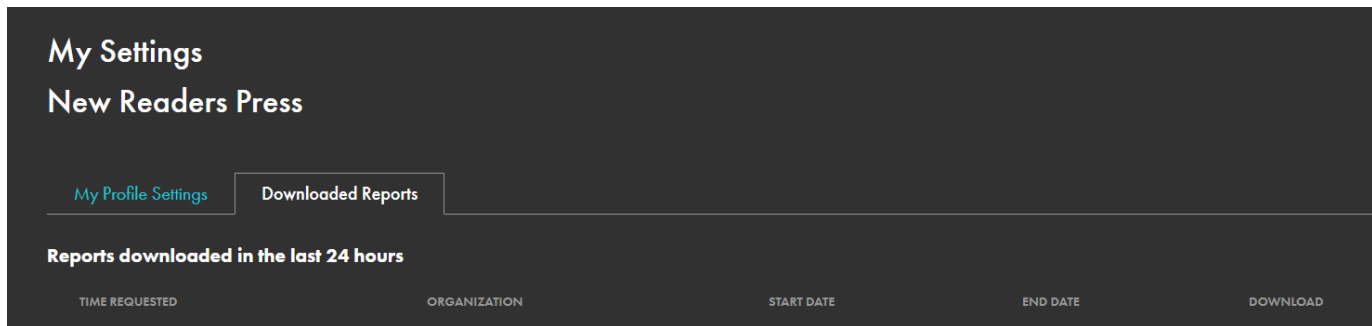
FIELD	DATA
Email	Learner’s email address
First Name	Learner’s first name
Last Name	Learner’s last name
Feature Group	Learner’s current feature group
Current Level	Learner’s current level. This will be blank for learners who have not completed the Needs Analysis and will default to “Beginner” in the Learner Profile
Last Login	Date of learner’s latest session (the last time they input their email and password)

FIELD	DATA
Last Active	Date of learner's last action in the app recorded as time on task
Date Joined	Date the user account was created in the platform
Membership Start Date	Date the user was added to the current group
Membership End Date	Date the user's account expires
External ID	Learner's external user ID
Credits Used	Live instruction credits used within the selected date range
Credits Available	Total private class credits currently available
Purchased Credits Available	Total private class credits currently available
Membership Credits Available	Private class credits currently available that were granted by group membership
Engagement Level	This level is a ratio of the average study time per day over the number of days in the selected date range
	Low – up to 4.7 average minutes per day
	Medium – up to 9.4 average minutes per day
	High – more than 9.4 average minutes per day
Activities Completed	Number of lessons, pronunciation practice, and speaking activities completed within the date range; learners receive credit for 5 speaking activities for each Private Class attended
Total Hours Studied	Number of hours recorded in lessons, group and private classes, VPA, Word Bank, and Grammar Guide within date range
Hours in Group Classes	Number of hours recorded in group classes within date range
Hours in Private Classes	Number of hours recorded in private classes within date range; the duration of the class is added to the learner's record when the teacher submits the feedback form
Hours in Lessons	Number of hours recorded in lessons within date range; the lessons can be completed via Units, Courses, or the Real Media page
Hours in VPA	Number of hours recorded in VPA within date range
Hours in Word Bank	Number of hours recorded in the Word Bank within date range; 15 minutes is the maximum recorded in one session
Hours in Grammar Guide	Number of hours recorded in Grammar Guide within date range
Number of VPAs Completed	Number of VPAs completed within date range
First VPA Level	Level achieved by the learner on the earliest VPA within date range
Last VPA Level	Level achieved by the learner on the latest VPA within date range
First VPA Score	Scaled score of the earliest VPA the learner took within the date range; scaled scores are adjusted to a total point value of 1680 so scores with and without speaking sections can be directly compared
Last VPA Score	Scaled score of the most recent VPA the learner took within the date range, scaled scores are adjusted to a total point value of 1680 so scores with and without speaking sections can be directly compared
Number of Group Classes	Number of group classes taken within date range
Number of Private Classes	Number of private classes taken within date range
Grammar Performance	Average score on lesson grammar activities within date range
Listening Performance	Average score on lesson listening activities within date range
Reading Performance	Average score on lesson reading activities within date range
Vocabulary Performance	Average score on lesson vocabulary activities within date range
Writing Performance	Average score on lesson writing activities within date range

When you are finished creating the report you need, click the “export” icon to download the report as either an Excel file or a csv file.



The report will be emailed to you, or you can access the report by clicking “My Settings” and then the Downloaded Reports tab.



Overview Report

In the Reports tab is the Overview Report, which provides high level data of your program’s performance. The data can be filtered by clicking the “funnel” icon in the right-hand corner. The Overview Report includes the following sections:

Summary of My Voxy English Program

The Summary section is a snapshot of your learners’ performance data from the start date to the current date, including:

- Number of accounts created
- Average learner study time
- Percentage of learners who activated their accounts
- Percentage of learners who took at least one Voxy Proficiency Assessment (VPA)
- Percentage of learners who maintained or improved their English proficiency level between their first and subsequent VPAs

Engagement

The Engagement section contains a graph of learner segmentation by three engagement levels: high, medium, and low. Engagement is based on the last 30 days.

Engagement level is calculated based on study time. Voxy considers high engagement to be 66 or more minutes per week. Medium engagement is between 33 and 65 minutes per week, and low engagement is any time equal to or less than 32 minutes per week.

Study Time

The Study Time section shows the total study time of all learners and the devices they used to study, segmented by web, Android, and iOS application. This data only refers to the last 30 days of usage.

Proficiency

The Proficiency section shows the total VPAs taken across all learners and the breakdown across the different proficiency levels that exist in Voxy. When a warning icon and message appears at the bottom of this window, it means that one or more learners have not taken a VPA to confirm their proficiency level. This data is from the initial Voxy start date.

Unit and Course Reports

In the Reports tab are the Unit and Course reports, which provide detailed information about what your learners are studying and the progress they are making. In both reports, you can use the Search field to filter results by email, name, feature group, or by unit or course name.

Unit Report

The Unit Report lists all learners and any unit that they have in progress. This includes units that were assigned to the learner even if the learner has not made any progress in those units. This report includes the following data:

FIELD	DATA
Unit Status	This column will say "In Progress" until the learner has completed the Achievement Test
Unit Achievement Test Score	Percent score achieved on the test
Unit Achievement Test Status	Pass (70% or better) or Did Not Pass (69% or less)
Lesson Progress	The number of lessons the learner has completed out of the total number of lessons in the unit (e.g. 3 out of 20)
Date Completed	The date and time of unit achievement test completion

Course Report

The Course Report lists all learners and any course that they have in progress or completed. This report includes the following data:

FIELD	DATA
Course	Name of course
Course Status	In progress or complete
Unit Progress	The number of units the learner has completed out of the total number of units in the course (e.g. 2 out of 20)
Date Completed	The time and date when all units in the course were completed

Session Report

The Session Report in the Reports tab provides learner login and logout time per session. The data in this report is in your time zone (the one affiliated with your Voxy EnGen account) and is updated every time the report is opened. Use the date filter to select the date range you need. The data provided in the Session Report includes:

- Learner email
- Feature group name
- Session start time
- Session end time
- Total session time in hours

Live Instruction Group Class Report

If your licenses include access to live virtual group classes provided by Voxy, use the Group Class Report to view data on the classes your learners attend. The Group Class Report is found on the Live Instruction page under the Reports tab. The data in this report is in your time zone (the one affiliated with your Voxy EnGen account) and is updated every time the report is opened.

The Group Class Report provides information about your learners and the classes they reserve, attend, or don't show up for. The report includes the following data:

- Learner email address
- Learner first name
- Learner last name
- Learner feature group name
- Class start time
- Status – Attended, Reserved, or No Show
- Length of class in minutes
- Level of class
- Class name
- Lesson – hyperlink to lesson
- Teacher name

The data in this report automatically populates for the last 30 days. Select the date range you need using the date filter, which uses class start time to filter the results. All reserved classes will appear in the results; however, if you wish to see classes in the future, you must adjust the date filter to include those classes.

VPA Report

The VPA Report in the Reports tab provides the most recent Voxy Proficiency Assessment (VPA) results for each of your learners. Scores will not be reported if a learner did not complete the VPA. The report includes the following data:

- Learner email address
- Learner first name
- Learner last name
- Learner feature group name
- VPA # - the number of VPA assessments the student has taken; results are for the most recent
- Date of test and start time
- Date of test and completion time – if blank the test was not completed
- VPA level determined by assessment results
- VPA overall score
- Reading score
- Reading level
- Grammar score
- Grammar level
- Listening score
- Listening level
- Speaking score (if tested)
- Speaking level (if tested)
- Total time spent on test in minutes

The data in this report is in your time zone (the one affiliated with your Voxy EnGen account) and is updated every time the report is opened. The data in this report automatically populates for the last 30 days. Select the date range you need using the date filter.

Lessons Page

The Lessons Page in the Command Center helps instructors, tutors, or administrators search for and find content to fit their needs by making the breadth and depth of Voxy's ever growing content library of 20,000+ lessons easily available.

Search lessons by:

- Keyword (title or body of text)
- Level
- Media type
- Tag
 - Topic
 - Grammar point
 - Communicative task

From the Lessons page, browse results quickly in a table by easily seeing:

- Date published
- Title
- Description
- Level
- Media type
- Copyright date

Click on a lesson title to review the lesson and determine if it is appropriate for your learners or class. Once you find a lesson that you would like to use, use the lesson link to assign or share the lesson with learners. Whether you are teaching remotely or in person, the Lessons page can be used to supplement or enhance the learning experience.

The screenshot displays the 'Lessons' page interface. At the top, there is a search bar labeled 'Search by keyword'. Below it, there are three filter sections: 'TAG SEARCH' with a 'FILTERS' dropdown, 'MEDIA TYPE' with icons for audio, video, and text, and 'LEVEL' with a slider set to 'Beginning ES'. A table of lesson results is visible, with columns for 'URL/ID', 'PUBLISHED', 'TITLE', 'DESCRIPTION', 'MI', and 'COR'. Three lessons are listed, all published on 2020/12/03. A dropdown menu is open over the table, showing a search bar and four search columns: 'Description', 'Media Type', 'Level', and 'Copyright'.

Language Translations Available in Voxy

Learners using Voxy may find it helpful to have navigational text and directions translated into their native language. The chart below lists the languages and level of support available in the Voxy platform.

Language	Support Center	Web Interface	Mobile Interface	Learner Emails
Portuguese	X	X	X	X
Spanish	X	X	X	X
Haitian Creole		X	X	X
Hebrew		X	X	X
Italian		X	X	X
Japanese		X	X	X
Korean		X	X	X
Russian		X	X	X
Thai		X	X	X
Vietnamese		X	X	X
Arabic		X		X
Chinese (Mandarin)		X		X
French		X		X
German		X		X
Malay		X		X
Turkish		X		X
Czech				X
Polish		Instructions Only		

You can update a learner's native language in the Voxy Command Center by editing the learner's profile.

Technical Support

If learners are having trouble with their Voxy EnGen account, they can get help using the live chat feature within the program or by contacting Voxy Learner Support at support@voxy.com or 888-474-1391.

If you are experiencing issues with your administrator or instructor accounts or with access to the Voxy Command Center, contact New Readers Press at support@proliteracy.org or 800-448-8878.