

SuccessMaker®



FAQ

• How does SuccessMaker work?

SuccessMaker is a learning program that functions much like a personal tutor for students. It has a reading and a math component. Your school could be using reading or math or both.

When students work in the assignments called Reading and/or Math, they are working on content that is at their personal learning level, which was determined by an initial placement diagnostic.

Assignments with names other than Reading or Math are assignments in which the teacher is providing additional practice on a specific skill or state standard. This type of assignment could be at a higher or lower level based on the teacher's discretion.

In both types of assignments, students receive immediate feedback after every question or activity. **When mastery is achieved, students move forward. When they struggle, students automatically receive remediation support in the form of a prerequisite skill, tutorial, or lower-level practice to help fill in that gap in their learning.** This continuously adaptive motion ensures that students get support when they need it.

• Should I help my child during a SuccessMaker session?

SuccessMaker continuously adapts based on each student's performance. **It's important that students work independently in the program.** You may feel the need to help your child in SuccessMaker, but the best way to help is to remind your child that SuccessMaker is a learning program. If your child gets a question wrong, SuccessMaker provides feedback to help get the next question right.

If you notice that your child is struggling with a concept, it would be better to help with the concept outside of a SuccessMaker session, so that the next time your child logs in, he or she can demonstrate what you've taught.

• What if my child doesn't know something or doesn't understand a concept?

Remember that SuccessMaker is a learning program. It monitors every click and swipe that each child makes in the program. With every question and activity, children get immediate auditory feedback. Be sure your child uses earbuds or headphones or has the volume turned up to hear feedback.

When SuccessMaker determines that your child needs further support, it will automatically provide 2-3 types of remediation to support the learning. This remediation could be a related skill or lower-level content skill that is presented in the next reading passage or a prerequisite or tutorial in the next math session. You can expect to see some productive struggle as students work, and in that struggle, you may need to offer encouragement. Here are some things to celebrate:

- What did you learn today?
- Were there any questions that you got wrong, but after you listened to the feedback, you were able to get the next question right?
- What strategies did you use to answer questions?
- Did you feel like you were better today than yesterday? If so, how? (Listen for things like, I read carefully, or I used scratch paper to work the problems.)

Remember, if you notice that your child is struggling with a concept, it would be better to provide help with that concept outside of a SuccessMaker session, so that in the next session, your child can demonstrate his or her new learning.

• How long is a SuccessMaker session?

SuccessMaker sessions are usually 15-20 minutes for reading and 15-20 minutes for math. But this can vary, because teachers set the session lengths to fit classroom scheduling needs. The sessions are timed, not as in a race, but so that students will know when they've completed their session.

- **How many sessions should my child take?**

It is recommended that students use *SuccessMaker* for about 1-1.5 hours per week per subject. The number of sessions will vary depending on the length of your child's sessions. Most sessions are set to 15 minutes for math and 20 minutes for reading, but your child's teacher may have set the session lengths differently to fit classroom schedules.

- **Where do I go for questions about *SuccessMaker*?**

Resources for parents and teachers are located on this site: [SuccessMaker at Home](#). The site can also be accessed by going to <http://myPearsonTraining.com> and selecting the link: *Learn how Pearson K12 is supporting schools facing closure due to COVID-19*.

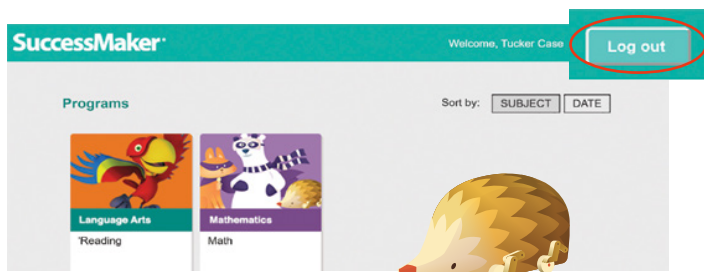
- **What if my device isn't working properly?**

SuccessMaker is a browser-based program. The first troubleshooting step would be to check your machine's browser compatibility. To do this go to <http://browserinfo.smhost.net> and select *SuccessMaker* 12. Follow steps to check to see if your browser needs to be updated.

- **How should my child log in and log out of *SuccessMaker*?**

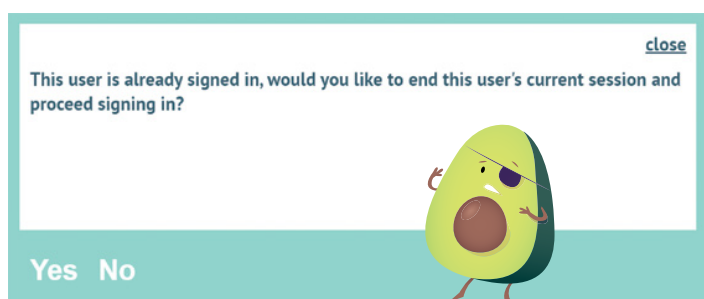
Follow steps provided by your school or district for logging in to *SuccessMaker*. It is very important for children to log out correctly when they have finished a session or sessions in *SuccessMaker* to ensure that all of their work is saved.

To log out correctly so that all work is saved, click the **Log Out** button on the assignments page as seen below.



If your child needs to log out before a session has ended, click **Close** on the active screen, and confirm that session will be ending early. Then when back at the assignments page, click **Log out**.

When logging in, a message stating that the user is already signed in indicates that your child did not log out of the last *SuccessMaker* session correctly. Select **Yes** to go into a new session. See below.



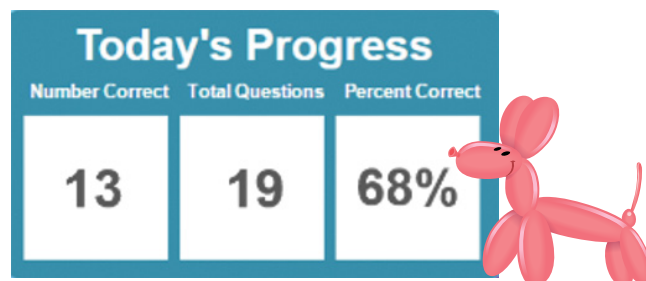
- **What happens if my child gets questions wrong in *SuccessMaker*?**

Remember that *SuccessMaker* is a learning program and it works at a level where the content is not too hard for the child, but it also isn't too easy. If a child scores 100% in every session, that would indicate that the level is too easy.

SuccessMaker monitors every click and swipe that children make in the program to determine when mastery is achieved, so that they can move forward. When a child struggles, and *SuccessMaker* determines the child needs further support, it will automatically provide 2-3 types of remediation to help fill in that gap in the student's learning. This remediation could be a related skill or lower-level content skill that is presented in the next reading passage or a prerequisite or tutorial in the next math session. You can expect to see some productive struggle as students work.

Here are the best ways to support your child:

1. Ensure that your child has a quiet place to work and earbuds, headphones, or proper volume so that he or she can listen and learn independently.
2. Celebrate the number correct at the end of each session. A progress report automatically displays when a session has been completed. It shows the number correct, total questions, and percent correct. When you talk to your child, you can really motivate him or her by celebrating the number correct. We often find that when students are challenged to listen to feedback in *SuccessMaker* and use that information to help get the next question right, their percent correct stays in the 65-80% range which is what we want to see on a daily basis. Celebrating the number correct will help your child understand the concept of listening and learning and putting in his or her best effort.

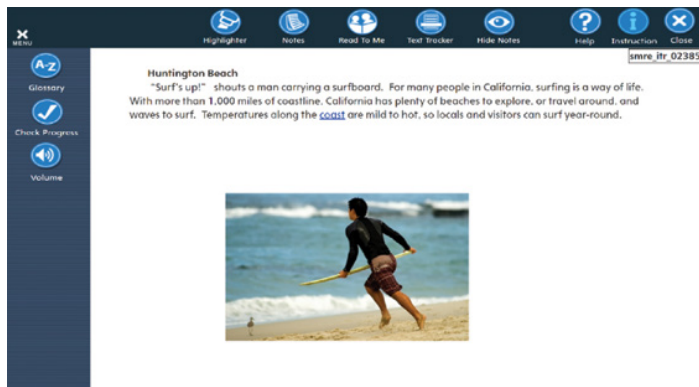


*Note also, that depending on how your child's *SuccessMaker* settings have been set, your child may also have the option to click a progress button to view a progress report during sessions. If the progress report is viewed during a session, when it is closed, the child will be taken back to finish the session. When the session has been completed, the progress report will appear automatically, and when it is closed, the child will be taken back to the assignments page to log out.

READING

- **What are some of the tools in SuccessMaker Reading?**

In SuccessMaker Reading, the menu bar on the left of the screen provides access to the glossary, a progress report, and volume controls. If the Check Progress button is greyed out, the student will see the progress report at the end of the session.



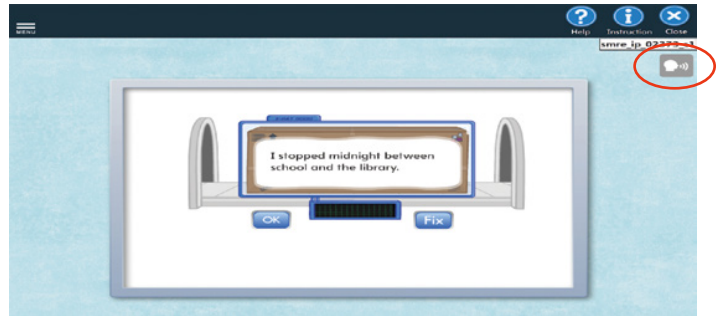
In Interactive Text Readers, additional tools may be available at the top of the screen, as seen above. Click a tool button to toggle to activate and deactivate the tool. These include:

- **Highlighter** – for highlighting key points
- **Notes** – click note button and then click at the desired location in the text to take notes in a sticky note.
- **Read to Me** – this feature is only available if the teacher has activated audio support.
- **Text Tracker** – activates a tracker that the student can slide down the page for visual tracking.
- **Hide Notes** – selecting Hide Notes hides any notes on the page.

- **How are translations activated in SuccessMaker Reading?**

SuccessMaker Reading has Spanish translations for English language learners. Translations are activated by the teacher.

Once translations have been activated, students will see the translate icon in the upper right of their screen.



Click the translate icon to activate Spanish translations for reading. Once activated, right click on the text to see the translation and click the play icon to hear the translations.



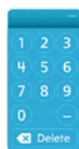
MATH

• What are some of the tools in SuccessMaker Math?

In *SuccessMaker Math*, the student menu gives access to the following:

- **Tools** – protractor, ruler, and digital scratch pad
- **References** – for formulas, measurements, and symbols
- **Glossary** – additionally, words in blue are linked to the glossary
- **Progress Report** – if this report is greyed out, your child will see only when a session is completed.
- **Language** – if the teacher has turned on translations, this option will be active.
- **Show Answer** – this gives students a chance to see the answer to a problem as a strategy to understand the concept. This option may have been turned off by the teacher.
- **Volume** – volume can be adjusted by the student.

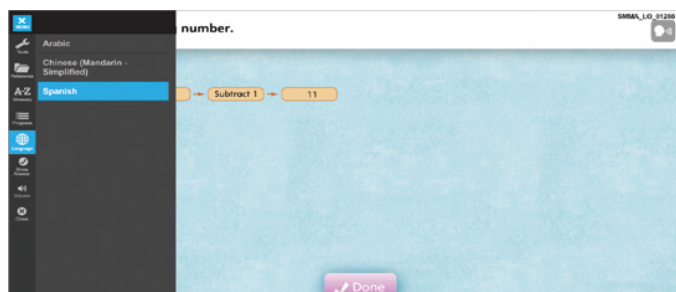
**Note also that there is an on-screen number keypad in SuccessMaker Math. This keypad is one way to enter numerical answers, not a calculator. Device keypads can also be used to enter answers.*



• How are translations for SuccessMaker Math activated?

SuccessMaker Math has translations for 60 languages. Some languages have translations in text only, and others have text and audio translations. Translations are activated by the teacher. Once activated, the student will see the translate icon in the upper right of the screen.

To select a language, click to expand the math menu bar.

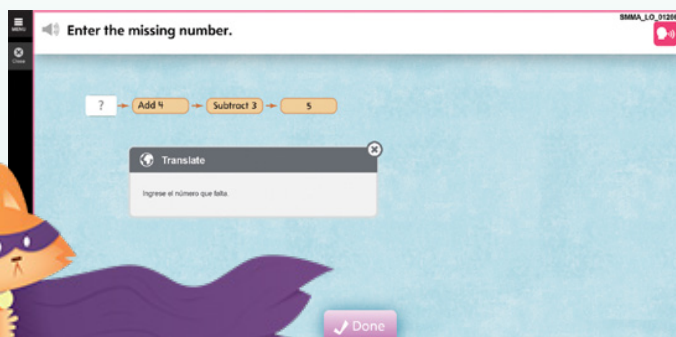


Click on **Language** and select the desired language.

To activate translations for a problem, click the translate icon in the upper right of the screen.



Click on any text to see and/or hear the translations.



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