

## Switched-On Schoolhouse Frequently Asked Teacher and Student Questions

Q: I don't need my student to do an assignment. How can I remove it?

A: There are several ways to make changes to an assigned course (subject) for a student. You can edit the subject to remove the assignment, which allows you to reschedule the remaining assignments. Another way is just to just remove the single assignment from the student's schoolwork, which does not allow you to reschedule the remaining assignments. To do this:

1. On your Home page, in the Lesson Plan widget, click Assignments.
  2. From the Student list, select the student. This action displays the student's assigned subjects in the Student Schoolwork section.
  3. In the Student Schoolwork section, if the student has multiple terms, from the Term list, select a term.
  4. Click the subject and then click the unit containing the unit with the assignment you want to print. This action displays the assignments for the selected unit in the right panel of the Student Schoolwork section.
  5. In the right panel, right-click the assignment and select Remove Assignment.
  6. Confirm you want to remove the assignment.
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Q: When I try to open an assignment, I get a browse for folder window. How can I fix this?  
When I installed my curriculum, I chose to leave on CD. How do I change this, so I can copy it to the hard drive?

A: There are two solutions available.

Solution 1: Follow these steps to copy the curriculum to the hard drive:

1. Load the subject disc on the computer with the Client Install (if this computer is running SOS Student) or on the computer with the Full Install (if this computer is running both SOS Teacher and SOS Student).
2. Open SOS Student and on the Home page, in the Application widget, click the Copy Curriculum link.
3. An Install [Subject name] window appears showing the location that the curriculum will be copied to. Click OK to copy it to this location, or if you want to copy it to another location, click Browse. **WE RECOMMEND YOU COPY THE CURRICULUM TO THE DEFAULT LOCATION.**
4. If the subject has more than one disc, you are prompted to load the next disc.
5. When the copy process is complete, you see a confirmation. Click OK.

Solution 2: Follow these steps to reinstall the curriculum to the hard drive:

1. Load the subject disc on the computer with the Full Install.
2. Open SOS Teacher and on the Home page, in the Administration widget, click Curriculum Setup.
3. Click the Install button.
4. Browse to the drive containing the subject disc and click Open. Browse to the "contents.sosx" file located within the file folder labeled with the name of the course you wish to install.

- By default, the Copy to Drive option is selected. Click OK. The installation process begins.
  - If the subject has more than one disc, you are prompted to load the next disc.
  - When the installation process is complete, you see a confirmation. Click OK. A Check for Curriculum Updates window may appear. Click Cancel (if you are not connected to the Internet) or click OK if you want to check.
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Q: How do I give my student a different grade if I don't like the grade they were given?

A: In SOS Teacher, all grades (scores) can be changed for an assignment. Follow these steps to do this:

1. Open SOS Teacher and on the Home page, in the Lesson Book widget, click the Assignments link.
2. Select the Student to display their assigned subjects in the Student Schoolwork section of the window.
3. In the Student Schoolwork section, select the subject and unit, and then double-click the assignment you want to change the grade for.
4. Select the problem that you want to change the grade for, and then in the lower-left corner, adjust the points, grade %, or letter grade.
5. Click Save.
6. If you have more problems you want to adjust the grade for, repeat steps 4–5. When finished, click Close Lesson.

The score for the assignment is adjusted based on your changes to one or more problems.

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Q: My student has completed his lesson, but it still appears under today's assignments and he can't access the next lesson. Why is this happening?

A: Two possible situations may cause this:

1. The lesson has not been completed. By default, SOS will ask the student to attempt a question marked incorrect three times before it will grade it as complete. When all questions are answered, the assignment is considered complete by SOS, the Assignment

complete message appears. If your student did not get this message, then the assignment is not complete. In SOS Student, if the assignment does not appear in the Review Completed Assignments section of the Assignments window, then SOS does not consider the assignment complete.

2. There may be duplicate subjects assigned to the student. In SOS Student, click the link to view the student schoolwork. In the bottom left corner of the student schoolwork screen, the student's assigned subjects will be listed. If there is more than one of the same subject listed here, the lesson will appear as many times as there are subjects. In SOS Teacher, use the Edit Subject button to remove any duplicate assignments.
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Q: What does blocking an assignment do?

A: Blocking an assignment stops the student from being able to access that lesson or any lesson past that lesson. Blocking an assignment, typically used for a quiz or test, gives the student a chance to review the prior completed lessons before taking quizzes and tests. In SOS Teacher, you can globally block or unblock all assignments in a subject and just block or unblock a single assignment. For more information, see the SOS Teacher Help or the Lesson Book Functions guide.

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Q: My student is falling behind. How can I get his lesson plan back under control?

A: The easiest way to do this is by rescheduling the due dates. This will take all lessons that have not been completed and change their due dates to fall within a specified date range. To reschedule schoolwork for a student:

1. On your Home page, in the Lesson Book widget, click Lesson Plan.
  2. From the Student list, select the student whose schoolwork you want to reschedule.
  3. Select the Term if necessary.
  4. Click the Reschedule button to open the Reschedule Due Dates window.
  5. Each subject for the student is listed on the left and each one is selected by default. To NOT reschedule a subject, clear the check box. The subject disappears from the grid on the right when you clear it.
  6. To change the Start Date and End Date, click the Start and/or End Date box beside each subject and enter new dates or select dates from the calendar.
  7. In the days of the week grid on the far right, when you originally assigned the subject to the student, the days of the week you assigned coursework are selected. To change the days, click to clear a day or click to select a day. Work will be assigned on all days of the week with a check mark.
  8. When finished, click the Reschedule button
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Q: I want my student to complete the assignment while not on the computer. Can I print the assignment?

A: Yes, you can print the assignments in SOS Teacher for the student to complete. There are several ways to print an assignment. These steps explain one way:

1. On your Home page, in the Lesson Plan widget, click Assignments.
2. From the Student list, select the student. This action displays the student's assigned subjects in the Student Schoolwork section.
3. In the Student Schoolwork section, if the student has multiple terms, from the Term list, select a term.
4. Click the subject and then click the unit containing the unit with the assignment you want to print. This action displays the assignments for the selected unit in the right panel of the Student Schoolwork section.
5. In the right panel, right-click the assignment and select Print Assignment.
6. Select your print options.
7. To see the contents of the assignment based on your print options, click the Preview button. When you are satisfied with the assignment contents, click Print.

Tip: After your student has completed the assignment on paper, you can open SOS Student and enter the answers for the problems, so SOS can grade it. Or, if you have already graded the paper assignment, you can customize the Report Card for the student to enter the subject and grade, so the information is available to SOS.

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Q: What does the red exclamation point/red checkmark/red X mean next to my student's lesson?

A: The red exclamation point indicates that the due date for this lesson has passed. It is only an indicator and will not penalize the grade for the student. The red check mark indicates that there are questions in the lesson that require the teacher to manually grade. The red X means that the teacher has blocked this lesson for a specific reason, and the student will be unable to access this lesson until the teacher unblocks it.

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Q: I want to change the end date for the school year. How should I do that?

A: Two solutions are available to change the end date for the school year:

1. Open SOS Teacher, and on the Home page, in the Administration widget, click the School Setup link.
2. Click the Terms tab.
3. By default, in the Terms field, the term you set up during installation displays. If this is the active school term, click the calendar icon next to the Term field. Otherwise, select the active term and click the calendar icon.

4. The Edit School Calendar window appears. From this window, you have two options to change the end date of the term:

#### Solution 1: Reset the school calendar

1. Click the Reset button and confirm you want to reset the calendar.
2. Select a calendar option: Traditional or Custom.
3. For Custom, enter or select the Start Date and End Date of the term. This option will remove all information previously put in the calendar such as events and days off.
4. Click Save Calendar. If you have advanced lesson planning enabled for any students, then you will be asked if you want to reschedule the courses for each student. To reschedule schoolwork for a student, see the FAQ listed above, "My student is falling behind. How can I get his lesson plan back under control?"

#### Solution 2: Add school days or remove school days from the school calendar

1. Use the small monthly calendars on the left of the Edit School Calendar window to go to the end of the selected term. You know the end date because school days have a yellow background and non-school days have a gray background on the calendar. The month that the term ends in displays in the center of the window.
2. On the calendar, to add days to the term, highlight a block of days by holding the SHIFT key and selecting the days you want to add on to the term to change the end date. Or, just select a single day. Right-click to open a shortcut menu and select Schoolday. This puts a check mark next to the Schoolday function and changes the background color of the days to yellow. Or, to change the end date by removing days, select one or more of the days that are colored yellow at the end of the term, right-click and select Schoolday to remove the check mark and change the background color back to gray.
3. Notice the Number of Schooldays indicator in the lower right of the Edit School Calendar window changes to reflect whether you added days or removed days from the term.
4. Once all changes have been made to the calendar, click Save Calendar. If you have advanced lesson planning enabled for any students, then you will be asked if you want to reschedule the courses for each student. To reschedule schoolwork for a student, see the FAQ listed above, "My student is falling behind. How can I get his lesson plan back under control?"

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Q: My computer crashed and I've reinstalled SOS, but how do I get my student back to the right lesson?

A: Several solutions are available.

### Solution 1: Restore a backup file

If you have been diligent in backing up SOS to a flash or thumb drive at the end of each school day, you can restore the latest backup file using the Restore function in SOS Teacher.

1. Ensure all your students are logged off.
2. Open SOS Teacher, and on your Home page, in the Application widget, click Backup/Restore.
3. Click the Restore tab to highlight it. This means you want to perform a restore of your backed-up SOS data.
4. Click the Restore button.
5. A Replace data warning message appears. Click Yes.
6. In the window that appears, browse to and open the backup SOS database file you want to restore. It is in the new folder you created when you were performing the database backup. Unless you selected a different name, the file is probably called "SOSbackup2016T." If you have been retaining copies of previous backups, you may have an incremental number after the "T."
7. The Backup/Restore window appears, and the restore process starts automatically. A message then appears, telling you that the database restore is in progress.
8. When the process is finished, another message appears telling you that the restore file was successfully created. Click the OK button. You have now restored your entire SOS database. The application closes, and you must restart it.

Solution 2: Assign the subject(s) again and edit the subject to remove units or lessons already completed.

Once a subject is assigned to the student, the course can be edited by removing the units or lessons the student has already completed. One way is to use the Edit Subject button on the Assignments window in SOS Teacher to open the Edit Student Subject window where you can remove units and/or assignments from an assigned subject.

Solution 3: Assign the subject(s) again and enter manual grades for lessons already completed. Once the subject is assigned, you can enter manual grades for the lessons already completed. To do this, you need to change the status of either the unit or assignment to Completed. To do this, you can either:

- Set the unit grade to zero. This gives each assignment in the unit a grade of zero and changes the status of each assignment to Completed. You can now open each assignment in the unit and manually enter the grades for each problem. See the FAQ listed above, "How do I give my student a different grade if I don't like the grade they were given?"
- Set the assignment grade to zero. This changes the status of an assignment to Completed. Then, you can open the assignment and manually enter the grade for each problem.