PRACTICE GUIDE - EVERYONE ELSE

CANVAS

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Groups
How do I find my groups in Practice?

Your Groups page is a list of all the Groups you have access to as an Instructor or Organization Administrator.

Open Groups

When you log in to Practice, you are immediately brought to your Groups page. If you are already logged into the platform and want to return to the Groups page, click the Groups icon on the top of the page.

Filter and Search Groups

To filter groups, click the radio button next to All, Activated, Draft, or Archived [1]. To search for groups, use the Search Groups bar [2].
How do I create a new group in Practice?

To create a new Group you must be on the Groups page.

Open Groups

Welcome Andy!
We're excited you're here, and we hope you enjoy your experience using the Practice platform! If you ever have any issues or feedback to share, please don't hesitate to contact support!
Practice well and practice often!
The Practice Team

<table>
<thead>
<tr>
<th>NAME</th>
<th>ROLE</th>
<th>STATUS</th>
<th>EXERCISES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bridge Group</td>
<td>Admin, Instructor</td>
<td>UNSCHEDULED</td>
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<tr>
<td>Technical Operations Group</td>
<td>Admin, Instructor</td>
<td>UNSCHEDULED</td>
<td>6 Exercises</td>
</tr>
</tbody>
</table>

If the Groups page is not open, click the Groups link [1] in the Global Navigation menu. Click the Create Group button [2].
Name Group

Name your Group.

Create Group

Select the Create button.
Open Exercises

Your Group will remain a Draft until you add at least one Exercise.

To add an Exercise, select Exercises from the left side menu.

Create Exercise
Select the **Create Exercises** button.

### Select Exercise

You can now scroll or use the search bar to find the content module you want to add to the group as an exercise. (Note: if you hover over the competency cell for a content module, the associated competencies will appear.)

Select the box next to the content module name and then select the **Create Exercises** button.
Activate Group

To activate your group, click the **Activate** button. Before Learners can participate in this Group and Exercise, you must first invite Learners and then configure the Exercise.
How do I manage or archive my group in Practice?

Open Group

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Click the Groups link [1] at the top of the page.
Select the Group you want to manage [2].
Manage Group

To manage a group on the Groups page, click the settings icon [1]. You can edit [2], copy [3], or archive the group [4]. Archived groups display in the Archived section of a user's group list [5].

Notes:

- Groups in draft status cannot be archived.
- Archived groups cannot be edited.
- Users cannot participate in exercises that are part of an archived group.
- Archiving a group does not delete exercise submission data.

View Archived Group

In the group navigation bar, archived groups are indicated by a Group Archived label.
To unarchive a group, return to the main groups page and locate the group. Click the **settings** icon [2] and then click the **Unarchive** link [3].

**Unarchive Group**

To unarchive a group, return to the main groups page and locate the group. Click the **settings** icon [1] and then click the **Unarchive** link [2].
Edit Group

There are three Group edit options:

- Basic Info
- Exercises
- Group Membership

Basic Info: Here you can edit the group's name.
Edit Group Membership

Group Membership: Here you can:

- Add people within your organization to the group.
- Invite people who are not in the organization to the group.
- Manage active members (assign a new role or remove members from your group)
- Manage members in need of approval
- Manage deactivated members

Learn more about inviting or adding Learners here or inviting or adding Instructors here.
Edit Exercises

**Exercises:** Here you can:

- Add exercises to your group
- Configure exercises
How do I copy a group in Practice?

There are a few instances where you would want to copy a Group. Copying a Group is an easy way to replicate a group of users without having to rebuild it from scratch.

Copy Group

Go to the Groups page. Select the downward facing arrow associated with the Group you want to replicate. From the drop down, select Copy.

Name Group

Type a name for your new group. You will notice the default title of your new Group includes, “COPY OF.” You can change the title of the Group if you wish but it cannot be the same title as the Group you copied.

Create Group

Click the Create button. You've now created a copy of the existing Group.
How do I invite learners to my group in Practice?

Before learners can participate in an exercise, you must invite or add them to your group. You can invite learners to your group by providing them with a link to the group, by emailing them an invitation to the group, or by uploading their email addresses via CSV file.

**Note:** The group link should only be shared with learners. Reviewers and instructors should be invited to the group via direct email invitation or CSV file.

Edit Group

To invite learners to your group, navigate to the group page and click the **Edit Group** button.
Open Group Membership

Click the Group Membership tab.

Invite Learners via CSV Upload

To invite learners to your group using a CSV upload, click the Invite Group Members button [1] then click the CSV Upload link [2].
Click the **Download Template** button and save the template file to your computer. Open the CSV template file on your computer and populate it with first names, last names, email addresses, and roles for the users you want to invite to the group. Save the populated template as a CSV file.
Upload CSV File

Click the Select File button and select your saved CSV file.
Upload File

Click the Upload File button. You will receive an email confirmation when your group invitations are complete.

Note: If no group role is specified for a user in the CSV file, the user will automatically be assigned the Learner role.

Invite Learners via Link
To invite learners to your group with a link, click the **Invite Group Members** button [1] then click the **Registration Link (Learners Only)** link [2].

**Copy Learner Link**

Click the **Copy** button [1] to copy the link to your clipboard. Then click the **Close** button [2]. Share the link with the learners you would like to invite in your group.

**Note:** New users will automatically be assigned a learner role when creating an account via the learner registration link.

**Invite Learners via Email**

To invite learners to your group via email, click the **Invite Group Members** button [1] then click the **Email** link [2].
Select Learner Role

To invite learners via email, click the Assign a Role menu arrow [1], then click the Learner link [2] from the drop-down menu.
Send Email Invitation

Type the email address and full name of the learner you would like to invite in the Email Address and Full Name fields [1]. Click the Invite button [2] to send the invitation.
View Invitation Email

![Invitation Email Screenshot]

The learner will receive an email with the subject line *Join [GROUP NAME] Group* which contains a link to your group.

Add Learners

![Org Member List]

To invite learners that are already part of your organization to your group, click the **Invite Group Members** button. Click the **Org Member List** link.
Search and Add from Organization

You can search for specific organization members in the search bar [1] or browse the user list results. Click the corresponding checkboxes [2] next to the learners you would like to add to the group. When you click the checkbox, the user is automatically assigned the learner role. Click the Add Members button [3] to add the selected users to your group. Learn how to remove learners from your group.
How do I invite instructors to my group in Practice?

You can invite instructors to your group by emailing them an invitation or by adding them with a CSV file. You can also add instructors that already have a Practice account to your group automatically without sending them an invitation.

**Note:** Do not copy and share the group link with reviewers or instructors in your group. After clicking the group link, users are permanently assigned to the learner role within the group and cannot be promoted to reviewers or instructors. Reviewers and instructors should be invited to the group via email invitation or CSV upload.

### Edit Group

To invite instructors to your group, navigate to the Group details page and click the **Edit Group** button.
Open Group Membership

Click the Group Membership tab.

Invite Instructors via CSV Upload

To invite instructors to your group using a CSV upload, click the Invite Group Members button [1] then click the CSV Upload link [2].
Download CSV Template

Click the **Download Template** button and save the template file to your computer. Open the CSV template file on your computer and populate it with first names, last names, email addresses, and roles for the users you want to invite to the group. Save the populated template as a CSV file.
Upload CSV File

Click the **Select File** button and select your saved CSV file.
Upload File

Click the **Upload File** button. You will receive an email confirmation when your group invitations are complete.

**Note:** If no group role is specified for a user in the CSV file, the user will automatically be assigned the Learner role.
Invite Instructors via Email

Click the Invite Group Members button [1] and click the Email link [2].

Select Instructor Role

In the Assign a Role dropdown list, click the Instructor link.
Send Invitation

Type the email address and full name of the instructor you would like to add in the Email Address and Full Name fields [1]. Click the Invite button [2]. The instructor will receive an email message with the subject Welcome to [GROUP NAME] Group that contains a link to your group.
Add Instructors from Organization

To add instructors that are already members of your organization to your group, click the Invite Group Members button [1] and click the Org Member List link [2].

Search and Add People
You can search for specific organization members in the search bar [1] or browse the user list results. Click the corresponding checkboxes [2] next to the instructors you would like to add to the group. When you click the checkbox, the user is automatically assigned the learner role. Click the role associated with each learner [3] to change their proposed role to Instructor. Click the **Add Members** button [4] to add the selected users to your group.
How do I remove a member from my group in Practice?

Edit Group

To remove a member from your group, navigate to the Group details page and click the Edit Group button.

Edit Group Membership

Click the Group Membership tab.
To remove a member from your group, click the **Actions** icon associated with the member you would like to remove [1]. In the dropdown menu, click the **Deactivate Member** link [2]. The member is removed from your group, but can still be viewed by clicking the **Deactivated** checkbox [3].
How do I delete or deactivate a group in Practice?

There are two instances where you can delete your Group:

- When your Group is in draft mode (i.e., you have not activated your Group by clicking the Activate button); and
- After you de-activated an active Group (Note: You can only deactivate your Group if there are no Submissions in your Group.)

Open Group

Click on the title of a group in draft mode.
Delete Group

Select the More Actions button. Select Delete Group from the drop down menu.

Deactivate Group
To delete your activated Group that has no activity, select the **More Actions** button. Select **Deactivate Group** from the drop down menu.

**View Draft Mode**

Your group is now in draft mode.

**Note:** If your group is in draft mode, the Activate button will be a solid color. If your group is activated, the Activate button will be inactive.

**Delete Deactivated Group**

Click the **More Actions** button. Select **Delete Group** from the drop down menu.

**Note:** Once there is a Submission to an Exercise in your Group, you can no longer delete or deactivate your Group.
Exercise and Content Modules
How do I find my content modules in Practice?

After you create a content module, it lives in the Library. The Library is where every content module created in your Organization lives. In addition to you, Coordinators and Organization Administrators can access these content modules. When a content module is added to a group, it becomes an exercise.

Open Library

Welcome Andy!
We're excited you're here, and we hope you enjoy your experience using the Practice platform! If you ever have any issues or feedback to share, please don't hesitate to contact support.
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To find your content modules, you must select Library at the top of the page.
Search and Filter Content Modules

There are two ways to search for your content module:

1. Via the search bar
2. By filtering the view

Search bar: Use the search bar on the top right of the page to find a specific content module by name. By view: You can filter the library view by All, Published, Draft, or Archived.
How do I create a new content module in Practice?

Every exercise is first created as a content module in the admin library. When a content module is added to a group, it becomes an exercise that learners can interact with. Every exercise can include up to four learning stages: Prompt & Response, Peer Assessment, Reflection, and Results.

- The Prompt & Response stage fosters frequent practice.
- The Peer Assessment stage fosters social learning and timely, specific, actionable feedback.
- The Reflection stage prompts self-reflection.
- Finally, the Results stage facilitates coaching.

While the sequential order of Practice exercises follows: Prompt & Response, Peer Assessment, Reflection, and Results, content module creation follows a different sequence. We have found (and research tells us) that when you design content modules by first thinking through the learning objective and how you are going to assess it, your overall exercise will be more effective and will enable your Learners to attain and retain specific skills. Thus, when creating your content module, you’ll be asked to set up your Overview first. This is not a learning stage, but an introductory section to prime Learners as to what they will be practicing and be assessed upon in the upcoming exercise.

After outlining your learning objective in the Overview, you will be asked to create your Assessment. This Assessment will be used by Learners to self-assess their own Submissions and to be assessed by their peers. This assessment will also be used by Instructors to assess submissions.

Once your learning objective and Assessment are set, you’ll be asked to create a prompt video that will ask your Learners to practice and demonstrate the learning objective you set forth in the Overview. Finally, you’ll be asked to create a Model Response. An ideal Model Response demonstrates specific Assessment criteria.
Open Library

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To create a new content module, visit the Library. To access the Library, select Library at the top of the page.
Create Content Module

After accessing the Library, select the Create Content Module button.

Name Content Module

Type in a title and select the Create button. To learn more about the Overview, go here.
How do I copy my content module in Practice?

There are a few instances where you may want to copy a content module. Once a content module is used in a Group, you are limited in what you can change. Maybe you want to use an existing content module, but with a different Prompt video. Copying a content module is an easy way to replicate your content modules without having to rebuild them from scratch.

Open Library

To copy a content module, go to the Library page.
Expand Content Module Details

Select the caret icon associated with the content module you want to replicate.
Copy Content Module

From the drop down, select Copy.

Create Content Module
You will notice the title of your new content module begins with "COPY OF." You can change the title of the content module if you wish, but it cannot be the exact same title as the content module you copied.

Select the **Create** button to create the copy.
How do I configure my exercise in Practice?

Once you have added an exercise to a group, you can configure the exercise. In the Configure Exercise tool, you can schedule the stages of your exercise and configure the following settings:

- Exercise Name
- Learner Response Type
- Instructor Assessment
- Model Response
- Self Assessment
- Self Reflection
- Peer Assessment
- Leaderboard
- Score Visibility
To configure your Exercise, go to your Groups page by clicking the Groups link [1] from the top navigation bar. Select the Group [2] that has the Exercise you want to configure.

**Edit Group**

On the Group Details page, click the Edit Group button.

**Open Exercises**

Select Exercises from the panel on the left hand side of the page.
Configure Exercise

If you have not scheduled the Exercise before you can find the Exercise you want to configure under Unscheduled Exercises. Select the **Configure Exercise** button.
You can configure the settings for the exercise name [1], learner response type [2], instructor assessment [3], model response [4], self assessment [5], self reflection [6], peer assessment [7], score visibility [8], and leaderboard [9].

If you switch the Peer Assessment option on, you can set how many peer assessments each learner needs to complete in order to unlock the next learning stage. If you switch the Leaderboard option on, you can set the number of top performers the leaderboard displays. The leaderboard is a list of the top performers in the exercise, populated by learners' average peer assessment scores. Unscored exercises do not have leaderboards.
View Exercise Schedule

To schedule each of the three stages, use the Opens and Due date and time fields. Stages can be set to open and close at sequentially or concurrently. Learn more about the different scheduling options.
Set One Date for All Stages

To set one date and time for all three stages, click the Set dates for each stage toggle off [1]. Then add dates and times in the Opens and Due fields [2].
Apply Exercise Configuration

| ENABLE PEER ASSESSMENT | PEER ASSESSMENTS REQUIRED | 3 |
| SHOW SCORES TO LEARNERS | | |
| ENABLE LEADERBOARDS | MAX NUMBER OF TOP PERFORMERS TO DISPLAY | 3 |

<table>
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<tr>
<th>Stage</th>
<th>Date</th>
<th>Time</th>
<th>Due</th>
<th>Time</th>
</tr>
</thead>
<tbody>
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<td>May 30, 2019</td>
<td>12:00 PM</td>
<td></td>
<td>June 8, 2019</td>
</tr>
</tbody>
</table>

After you are satisfied with the configuration and schedule of your exercise, select the **Apply** button to save your exercise.
View Configured Exercise

Once you configure your Exercise it is automatically made visible to Learners [1]. To see the configuration and schedule you just set, select the arrow [2].
To edit the configuration of an Exercise, select the **Edit Configuration** button.
How do I delete my content module in Practice?

You can only delete your content module when there is no submission data associated with it (no Learner has started an exercise created from your content module) or when it is not being used as an active or upcoming exercise in an existing Group.

Expand Content Module Details

Go to the Library page. Select the downward facing arrow associated with the content module you would like to delete.
Delete Content Module

From the drop down, select **Delete** on the bottom left-hand side.

**Confirm Deletion**

This action will not be able to be undone. Are you sure you want to delete?

To confirm module deletion, click the **Delete** button.
How do I archive my content module in Practice?

Archiving content modules is a great way to clean up your published Library.

You can only archive your content module when there is submission data associated with it (a Learner has interacted with the content module as an exercise). You cannot delete a content module that has submission data.

Open Library

To archive your content module, go to the Library page.
Select the downward facing arrow associated with the content module you would like to archive.

Archive Content Module
From the drop down menu, select Archive.

View Archived Content Module

Your content module is now archived. You can now find it in the Archived section of the Library.
How do I create an overview in Practice?

Every content module begins with an overview. The Overview is not a specific learning stage, but rather sets the stage for the exercise’s learning stages. It sets forth the specific learning objective Learners will be practicing and be assessed upon in the relevant exercise.

Content modules become exercises when they are added to a group. An overview is automatically created when you create a content module. There are two sections that will be blank: the description and supplemental content. You can choose to draft a description or add supplemental content or leave either blank. The following article outlines details on each section of the Overview.

Add Title

Your title will be automatically populated from the text you previously entered. If you want to edit your title, please note that your content module title cannot exceed 500 characters. Upon completing your edits, select the Save Changes button.
If you choose to draft a description for your content module, then it is important to note Learners appreciate clear directions on what they will be practicing and be assessed upon. There is no character limit for the content module description.

Select the **Save Changes** button when completing your description.
Supplemental content is any additional resources you would like to provide for your Learners. If you choose to add supplemental content, there are two options: uploading content and linking to content. Uploading content allows you to upload files in the following format: Word (.doc, .dox), Excel (.xls, .xlsx), PDF, and .mp4. It’s important to note that what your file is named on your computer will be the displayed name on the Overview page.
Linking to content allows you to add a URL to any website you would like to include. In order to add a link you must include *https://* in the link address.
Save Changes

Select the **Save Changes** button after uploading any supplemental content. [Learn more about creating the Assessment Form here.](#)
How do I create an assessment in Practice?

The Assessment is what Learners will use to score their peers and themselves. There are two parts to building the Assessment:

1. Assessment criteria
2. Structured feedback

Create Assessment Question

To build the assessment criteria, select an assessment type from the Assessment Type drop-down list [1]. Assessments can be scored or unscored. Then click the Create a Question button [2].

Note: Once you have created an assessment question, you cannot change it to a differently-scored assessment type. To create a differently-scored assessment after creating assessment questions, your current questions will be deleted and you will need to start over.
Add Details

Enter the title of your question in the title field [1]. You can add a description of the question [2] if you want to dive deeper. Next, you can assign a competency [3]. When you choose a competency here, it automatically appears to learners in the Overview stage. Click the Competency drop down and choose which competency is related to the criterion. Competencies must be created by an organization administrator. Once a competency is created it will appear in this dropdown menu.
Add Horizontal Choices

To format your choices horizontally or vertically, click the radio button next to your preferred choice [1]. The default layout is horizontal. Every horizontal choice list can have two to five answer choices. For scored exercises, each choice has a point value and a descriptor. You can add a descriptor in the Choice Description field [2] and set the value of each descriptor using the Point Value drop-down list [3]. The assessment criteria can be independently weighted to reflect emphasis. To add a new choice, click the Add Choice button [4]. When you are finished creating your question, click the Done button [5].

**Note:** Unscored assessment questions do not have point values associated with answer choices.
Add Vertical Choices

To format your choices vertically, click the Vertical layout radio button [1]. Vertical assessments can contain up to ten assessment choices. Learners select their answers from vertical choice lists by clicking radio buttons [2].
Edit Criterion

When you add more than one criterion, you can switch the order around by clicking and dragging the **Criterion Order** slider [1]. You can edit the criterion by clicking the **Pencil** icon [2]. You can make a copy of a criterion by clicking the **Duplicate** icon [3]. You can delete a criterion by clicking the **Trash** icon [4].
Enable Feedback

You can toggle structured feedback on and off here.
Create Feedback Prompt

If you want structured feedback, fill in the field with your feedback prompt [1]. You can delete a feedback prompt by selecting the trash icon [2]. You can add another feedback prompt by selecting the Add Another button [3]. When you are finished creating your Assessment Form, select the Save Changes button [4].
Finish Assessment Stage

Select Next to move onto to creating a Prompt & Response. Learn more about creating a Prompt & Response here.
How do I create a prompt and response in Practice?

The Prompt & Response stage is the first stage learners participate in. You can upload or record a video or audio file as a prompt. Learners practice their skills by watching or listening to the prompt, reading any provided instructions, and recording or uploading their response to the prompt.

Open Library

To create a prompt and response, in the Global Navigation Menu, click the Library link.
Open Module

To add a new content module, click the Create Content Module button [1]. To edit an existing content module, click the Edit icon [2].

Open Prompt Stage
Click the **Prompt** tab.

**Add Prompt**

Add a [video](#), [audio](#), or [screen capture](#) prompt.
This section is optional. If you have instructions for learners, write them in the Instructions text box. We encourage you to be as explicit as possible and reiterate any instructions you provide in the prompt media itself. You can also add links to external resources.
Require Additional File Attachments

To require learners to attach additional files to their responses, click the **Require Additional File Attachments** toggle button [1]. Click the **Number of Attachments Required** list [2] to choose the number of file attachments to require from learners.
Click the **Save Changes** button [1]. Click the **Next** button [2] to begin creating a Model Response.
If you don't want to include a Model Response, click the Publish button. Learn more about creating a Model Response here.
How do I create a model response and reflection in Practice?

You can upload or record a video or audio file as a model response. Practice includes the model response stage after the prompt & response and peer assessment stages by design. If learners practice a skill on their own and critique others before viewing or listening to a model response, then they are primed to fully engage with the expert content. Learners' interest and ability to absorb the expert’s demonstration is heightened by stages one and two of a Practice exercise.

Open Library

To create a model response, in the Global Navigation Menu, click the Library link.
Open Module

To add a new content module, click the **Create Content Module** button [1]. To edit an existing content module, click the **Edit** icon [2].
Open Model and Reflection

Click the Model & Reflection link.
Add a video, audio, or screen capture model response.
Add additional details about the model response in the About This Model Response text box if desired. We encourage you to use the details option as a opportunity to reiterate the actions you demonstrated and explain why you chose to demonstrate them.
Add Self Reflection Prompt

Here you can edit the self reflection prompt [1]. If you do not want to include a self reflection in your content module, you can turn it off when you configure your content module as an exercise. When you are finished building your content module, click the Save Changes button [2].
Click the Publish button.
How do I record or upload a video prompt or model response in Practice?

You can record a video prompt or model response in Practice using a webcam. You can also upload a prerecorded video file from your computer and add a VTT caption file to your video. Once uploaded, the caption file will display a transcript of the video's dialogue in the learner's video player.

Notes:

- If you need help creating a VTT caption file, you can use a captioning site such as Amara to create captions for your video files.
- Before recording a video with your webcam, check your web browser permissions to ensure audio recording with your microphone is permitted. You can view help documents on how to adjust your microphone settings in Safari, Chrome, Firefox, and Microsoft Edge. Additionally, check your PC or Mac's audio input settings to ensure your computer's microphone is selected.

Open Library

To record a video prompt or model response, in the Global Navigation Menu, click the Library link.
Open Module

To add a new content module, click the Create Content Module button [1]. To edit an existing content module, click the Edit icon [2].

Record Video Prompt
To record a video prompt with your webcam, click the **Prompt** tab [1]. Then, click the **File Type** list and click the **Video** option [2]. Click the **Record** button [3].

### Record a Video Model Response

To record a video model response with your webcam, click the **Model & Reflection** tab [1]. Then, click the **File Type** list and click the **Video** option [2]. Click the **Record** button [3].
Begin Video Recording

You will see yourself onscreen in the Record Your Prompt (or Response) tool. If you select the gear [1] icon you can switch recording from your computer to your phone if it is connected to your computer. The microphone [2] and video camera [3] icons indicate audio and lighting quality. If either icon is red, it means that either audio or the lighting quality is not good enough to record. If both icons are green then you are in the right conditions to record your video file.

Click the Record [4] button to start recording your video file.
Stop Video Recording

When finished recording, click the Stop button to stop recording and upload the video. Click Cancel to exit the webcam.
Save Video File

Once your video has uploaded and processed, click **Keep For Now** [1] to use the video for your prompt or model response. If you would like to discard it and record a new video, select the **Try Again** [2] button.
Upload Video File

To upload a prerecorded video file, click the File Type list and click the Video option [1]. Click the Upload button [2]. In the file browser, choose a video file from your computer. Practice accepts MOV, MP4, WEBM, FLV, AVI, MPG, and MPEG video files up to 1 GB (gigabyte) in size.
Confirm Video Upload

Click the **Upload File** button.
Select Caption File

To add a VTT caption file to a video, click the Select button. In the file browser, choose a VTT caption file for your video.

**Note:** You can create a caption file using a captioning site such as [Amara](https://www.amara.org).
Upload Caption File

Click the **Upload File** button.

*Complete the Prompt and Response stage* or *Model Response.*
How do I record or upload an audio prompt or model response in Practice?

You can record an audio prompt or model response in Practice using a mobile device. You can also upload a prerecorded audio file from your computer.

Open Library

Welcome Andy!

We're excited you're here, and we hope you enjoy your experience using the Practice platform! If you ever have any issues or feedback to share, please don't hesitate to contact support!

Practice well and practice often!
The Practice Team

To record an audio prompt or model response, in the Global Navigation Menu, click the Library link.
Open Module

To add a new content module, click the **Create Content Module** button [1]. To edit an existing content module, click the **Edit** icon [2].
To record an audio prompt with your phone, click the Prompt tab, then click the File Type list and click the Audio option [1]. Click the Record button [2].
Record Audio Model Response

To record an audio model response with your phone, click the **Model & Reflection** tab, then click the **File Type** list and click the **Audio** option [1]. Click the **Record** button [2].
Begin Audio Recording

You can record your audio prompt or model response by calling Practice or by letting Practice call you. To let Practice call you, enter your phone number in the Enter Your Phone Number field [1] and click the Call Me button [2]. You must enter a full ten-digit phone number that includes an area code. To call Practice, dial the phone number displayed in the Practice interface [3] and enter the verification code when prompted [4].

**Note:** If you click the Call Me button and do not receive a call from Practice, do the following:

1. Ensure your phone’s settings do not block incoming calls from unknown numbers.
2. Ensure your voicemail system is activated.
3. Restart your phone.

After completing those steps, click the Call Me button.
Record and Save Audio File

To start recording your audio file, press the 1 button on your phone's keypad. To stop recording, press the # button. After pressing the # button, press the 1 button to review your file, the 2 button to delete and re-record your file, or the 3 button to save your file.

**Note:** These directions will also appear in a message window in the Practice interface.
Preview Audio File

[Image of a user interface for editing prompts and audio files]

After saving your audio file, end the call. Your audio file automatically uploads to the Edit Prompt or Model Response pages in the Practice interface. You can preview your audio file by clicking the Play button in the Preview File player.
Upload Audio File

To upload a prerecorded audio prompt or model response, click the File Type list and click the Audio option [1]. Click the Upload button [2]. In the file browser, choose an audio file from your computer. Practice accepts MP3, AAC, WMA, & AIFF audio files up to 1 GB in size.
Confirm Audio Upload

Click the **Upload File** button.

Complete the Prompt and Response stage or Model Response.
How do I record a screen capture prompt or model response in Practice?

You can record a screen capture prompt or model response in Practice using a screen recording application.

Note: To use the Practice screen capture application, add the following URL to your network whitelist: https://public-static-assets.practice.xyz/

Open Library

To record a screen capture prompt or model response, in the Global Navigation Menu, click the Library link.
Open Module

To add a new content module, click the Create Content Module button [1]. To edit an existing content module, click the Edit icon [2].
Record Screen Capture Prompt

To record a screen capture prompt, click the **Prompt** tab [1]. Click the **File Type** list and click the **Screen Capture** option [2]. Click the **Record** button [3].

**INSTRUCTIONS**

In this exercise, you’ll be assessed on your active listening and assertive communication skills. Listen to the story related in the prompt, and then summarize the story in your response. Suggest a solution to the central problem in the story.

Remember to keep your response under two minutes in length, record in a well-lit space, and speak at a clear, even pace. You’ll be judged on the following:

- How well did the learner display active listening skills?
- Did the learner use the principles of assertive communication?
- Was the video less than two minutes long?
- How well could you see the learner’s face?
To record a screen capture model response, click the Model & Reflection tab [1]. Click the File Type list and click the Screen Capture option [2]. Click the Record button [3].
Launch Screen Capture Application

Click the Launch button.
To record the screen, you will need to download and install the screen capture application. To download the application, click the Download Screen Recorder button [1].

Once you have installed the screen capture application, click the Launch Again button [2].
Record Screen Capture

To manage recording settings, click the Settings icon [1]. You can also choose the type of recording [2], screen size [3], and narration volume [4].

To start the screen capture, click the Rec button [5]

Pause Screen Capture

When the screen capture is done, click the Pause button.
Finish Screen Capture

To preview the screen capture, click the Play button [1]. To delete the screen capture and start over, click the Delete button [2]. To upload the screen capture, click the Done button [3].

Save Screen Capture

Click the Save Recording button [1]. You can also edit the capture [2], redo the capture [3], or cancel the capture [4].
Return to Practice

Click the Continue button.
In the Prompt or Model & Reflection page, view the screen capture file [1]. Click the Save Changes button [2].

Complete the Prompt and Response stage or Model Response.
How do I add an exercise to my group in Practice?

Before adding an exercise to a group, you must first add a content module to the group. Once a content module is added to the group, it automatically becomes an exercise.

**Note:** In order for group members to view and complete an exercise, it must first be configured and published.

**Open Group**

To add an exercise to a Group, you must be on the Groups page. To access your Groups, click the Groups link [1] on the top of the page. Then, click the Group you would like to add an exercise to [2].
Edit Group

Click the Edit Group button.

Open Exercises

From the menu on the left, click the Exercises tab.
Create Exercise

Click the **Create Exercises** button.
Select Content Module

You can now scroll or use the search bar to find the content module(s) you want to add to the group as exercises.

Select the box next to the content module name and then select the Create Exercises button. Content modules become exercises once they are added to a group. Now that the Exercise has been added to the Group, you are ready to configure the Exercise.

Learn how to configure an Exercise here.
What is the Exercise Dashboard in Practice?

The Exercise Dashboard is the best way to check in on the progression of an Exercise as well as the performance of Learners.

From the Exercise Dashboard you can:

- View the progression of an Exercise
- View average Assessment scores
- View the progress of individual Learners
- View a Learner’s Submission page
- Assess Learner Responses
- Deliver Learner Assessments
- Access the Exercise Participation Report
- Email a Learner
- Download a CSV containing user scores
- Download a CSV containing user feedback

Note: Scoring data is not available for unscored exercises.
Open Group

Welcome Andy!

We're excited you're here, and we hope you enjoy your experience using the Practice platform! If you ever have any issues or feedback to share, please don't hesitate to contact support.

Practice well and practice often!

The Practice Team

From your Groups page, select the appropriate Group.
Open Exercise

Select the appropriate Exercise to be brought to the Exercise Dashboard.
View Exercise Details

This section of the Exercise Dashboard will tell you the open and close dates of the Exercise as well as the exercise response type [1]. In this section, you can also click the Prompt, Model Response, and Assessment Form previews to open and view each item [2]. You can see how many Learners have completed each exercise stage [3]. To view CSV download options, click the Downloads button [4]. To download the exercise scores as a CSV file, click the Scores .CSV option [5]. To download learner exercise feedback as a CSV file, click the Feedback .CSV option [6].

Note: Scoring data is not available for unscored exercises.
View Assessment Scores

Look to these three tiles for the average Instructor, Peer, and Self Assessment scores for your Group.

View Assessment Results

The Exercise Dashboard for an unscored exercise will display a button that links to assessment results in place of scoring data.
View Exercise Reports

Select View Exercise Reports. Learn more about the Exercise Participation Report here. Learn more about the Leaderboard here.

View Learner Progress

Within the Stage Progress column, the progress of an individual learner will be indicated by progress indicator bars. The bar that indicates a completed stage is solid and contains a checkmark icon [1]. The bar that indicates an exercise stage that has not
been started displays as an unfilled outline [2]. The bar that indicates a late unsubmitted stage is solid and contains an exclamation mark icon [3]. The bar that indicates a late submitted stage is unfilled and contains a checkmark icon [4].

Assess Learner Response

<table>
<thead>
<tr>
<th>NAME</th>
<th>Stage Progress</th>
<th>Self</th>
<th>AWS Instr.</th>
<th>AWS Peer</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>AC</td>
<td>❓ 1 1 1</td>
<td>15/15</td>
<td>N/A</td>
<td>15/15</td>
<td>TO ASSESS</td>
</tr>
<tr>
<td>CD</td>
<td>❓ 1 1 1</td>
<td>15/15</td>
<td>N/A</td>
<td>14/15</td>
<td>TO ASSESS</td>
</tr>
<tr>
<td>ED</td>
<td>❓ 1 1 1</td>
<td>15/15</td>
<td>15/15</td>
<td>15/15</td>
<td>DELIVERED</td>
</tr>
<tr>
<td>JB</td>
<td>❓ 1 1 1</td>
<td>13/15</td>
<td>13/15</td>
<td>13/15</td>
<td>DELIVERED: 13/15</td>
</tr>
</tbody>
</table>

There are two ways to assess learner responses. Within the Learner Submission table, click the thumbnail icon associated with the response you wish to assess [1]. You can also assess a learner response by clicking the Gear icon within the specific learner’s row [2]. Select the Assess Response option [3] from the menu. Learn more about how to Assess Learner Submissions and Deliver Learner Assessments here.
View Submission Page

Select the Gear icon [1] within a specific Learner’s row. Select View Submission Page from the menu [2]. Learn more about a Learner's Submission Page here.

Request New Response
To request that a learner submit a new response, click the Gear icon within a specific learner’s row [1]. Click the Request New Response option from the menu [2].

Email Learner

Select the Gear icon within the specific Learner’s row [1]. Select Email Learner from the menu [2]. From there, an external window for your email client will appear in which you can compose and send your email.
How do I edit a content module in Practice?

Content modules can be edited while they are a draft and even after they have been published. However, you should be selective about editing content modules that Learners have interacted with, as any changes that are made will impact Groups currently using the content module as an exercise.

Open Library

To view your content modules, click the Library link.
Open Content Module Editor

To edit a content module, click the Edit icon [1] or click the Expand Details arrow [2] and click the Edit button [3].
Edit Content Module

An alert message will display if you try to make changes to a content module that Learners have interacted with. If this message is displayed, you will not be able to:

- Add or remove assessment criterion
- Make changes to the scale of assessment criterion
- Add or remove “structured feedback” questions
- Add, remove or change any competencies that have been associated with the assessment criterion

You are still able to edit the text of all aspects of the content module at any point.
Select **Overview** [1] from the left side navigation. From here, you can make changes to both the title and the content module description. You can also download previously-uploaded supplemental content by clicking the file name [2].

Once you have made your edits, select the **Save Changes** button [3].
Edit Assessment

Select **Assessment** from the left side navigation [1]. From here, you can make changes to Assessment Criterion (including competencies, scale descriptors, and scale values) by selecting the **Pencil** icon [2]. You can also make changes to the Structured Feedback Prompts. Once you have made your edits, select the **Save Changes** button [3].
Edit Prompt

Click the **Prompt** tab [1]. From here, you can make changes to the prompt file [2], instructions [3], and caption file [4] (if your prompt file is a video). To require learners to attach additional files to their responses, click the **Require Additional File Attachments** toggle button [5]. You can also download a previously-uploaded prompt file by clicking the file name [2].

Once you have made your edits, click the **Save Changes** button [6].
Click the Model & Reflection tab [1]. From here, you can make changes to the model response file [2], About This Model Response text [3], caption file [4] (if your model response is a video), and self reflection text [5]. You can also download a previously-uploaded model response file by clicking the file name [2].

Once you have made your edits, click the Save Changes button [6].
What is the Learner’s Submission page in Practice?

A Learner’s Submission refers to the complete set of work associated with a Learner’s participation in an Exercise. A Submission is not simply a Learner’s response to the Prompt & Response stage. Rather, a Submission is a compilation of a Learner’s response, a Learner’s Self Assessment, peer assessment(s) (both given and received), and Self Reflection, if applicable.

On the Learner’s Submission Page you can:

• View Stage Completion Status
• Play a Learner’s Response
• View a Learner’s file attachments
• Download a Learner’s Response
• View a Score Comparison (for exercises that have scoring activated)
• View Assessments a Learner Received
• View a Learner’s Self Reflection
• View Assessments a Learner Gave

To access a Learner’s Submission page and learn more about each of these options, follow the steps below:
Open Group

From your Groups page, select the appropriate Group.
Open Exercise

Select the appropriate Exercise to be brought to the Exercise Dashboard.
Within the Learner Submissions table, click the Gear icon [1] and then select View Submission Page [2] to be brought to a particular Learner’s Submission page.
Click the Play button to play the file.

**Close Response**

![Your Response]

When the file has finished playing, click the Done button to close the player window.
Download Learner Files

To download a learner’s supplemental file attachment, click the file thumbnail.

Download Learner Response

Click the Download Response link.
In exercises that have scoring activated, scroll down to view the Score Comparison table. In the Score Comparison table, you can view the average instructor score, average peer score, and the self assessment score. You will also see the totaled scores at the end of each row.

<table>
<thead>
<tr>
<th></th>
<th>QUESTION 1 (5 PTS)</th>
<th>QUESTION 2 (5 PTS)</th>
<th>QUESTION 3 (5 PTS)</th>
<th>TOTAL SCORE (15 PTS)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>AVG. INSTRUCTOR SCORE</strong></td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>AVG. PEER SCORE</strong></td>
<td>5</td>
<td>5</td>
<td>5</td>
<td>15/15</td>
</tr>
<tr>
<td><strong>SELF ASSESSMENT SCORE</strong></td>
<td>5</td>
<td>5</td>
<td>5</td>
<td>15/15</td>
</tr>
</tbody>
</table>
In exercises that do not have scoring activated, scroll down to view the question results for each question in the learner's assessment. You can view the frequency of each answer choice in a learner’s self assessment, peer assessment, and instructor assessment results.
View Received Assessments

Scroll down to view the Assessments Received section. Click the View Assessment button next to the assessment you want to view.
Close Assessment

To return to the Submission page, click the **Close** button.

View Self Reflection

Consider what you’ve learned during this exercise. What will you stop, start, and continue doing going forward?

I will keep making eye contact and start speaking up.
From the Submission page, scroll down to the Self Reflection section. The learner's Self Reflection will appear in the box to the right of the Model Response.

View Assessments Given

From the Submission page, scroll down to the Assessments Given section. Select the View Assessment button next to the Assessment you wish to view.
Close Assessment

To return to the Submission page, select the **Close** button.
Open Exercise Dashboard

To return to the Exercise Dashboard, select the Exercise Title in the navigation bar. Learn how to Assess Learner Submissions and Deliver Learner Assessments here.
How do I schedule my exercise in Practice?

With our flexible scheduling, you are able to schedule Exercise stages to open and close concurrently and/or sequentially. Exercise stages scheduled to run concurrently will allow Learners to complete the Exercise at their own pace.

Schedule Stages

To schedule exercise stages, type dates in the **Date** fields [1] and times in the **Time** fields [2]. You can also click the **Calendar** icon [3] and the **Time** menu arrow [4] to choose open and due dates and times.

To set identical open and due dates for all exercise stages, click the **Set dates for each stage** toggle button to the **Off** position [5]. When all exercise stages have identical open and due dates, learners are able to move through the exercise stages at their own pace as long as they complete the entire exercise before the due date.

**Note:**
- Exercise stages are locked to ensure learners complete the current stage before moving onto the next stage.
- Learners that complete an exercise stage after the scheduled due date will have their stage submission marked late.
Exercise stages that you schedule to run sequentially will move all learners through the exercise on the same schedule. All learners must complete each stage between the open date and due date and cannot move on until the next stage opens.
View Combination Exercises

Exercises can also be scheduled with a combination of sequential and concurrent stages. Here, all Learners must submit to the Prompt & Response stage by the same due date but are then able to submit to the Peer Assessment and Reflection stages at their own pace before the final due date. Learn more about configuring your Exercise here.
Assessments and Reports
How do I assess learner responses in Practice?

Instructors are able to assess Learner responses as soon as a Learner has submitted to the Prompt & Response stage. In order for the Learner to access the Instructor’s assessment at the Results stage, the Instructor must:

1. Assess the Response.
2. Deliver that Assessment.

Before delivering the Assessment, the Instructor will have the opportunity to edit that Learner’s Assessment.

Open Group

Welcome Andy!
We’re excited you’re here, and we hope you enjoy your experience using the Practice platform! If you ever have any issues or feedback to share, please don’t hesitate to contact support!

Practice well and practice often!
The Practice Team

Select the appropriate Group.
Open Exercise

Select the appropriate Exercise to be taken to the Exercise's Dashboard.
Open Response Player

Within the Learner Submissions table, select the thumbnail icon associated to the Response you wish to assess.
Play Learner Response

Here, you will click the Play button to play the learner’s response.
Answer Assessment Questions

Assess the learner response by filling out the assessment form. Scroll down the assessment form to respond to written feedback prompts.
Leave Timestamped Comments

You are also able to leave both timestamped and general comments on the submission. Both timestamped and general comments are optional. To leave a timestamped comment, click Timestamped and start typing your comment [1]. When finished with your timestamped comment, click the Post button [2].
Leave General Comments

To leave a general comment, click the General button and type your comment [1]. When finished with your general comment, click the Post button [2].
Download Files

To download a learner's supplemental file attachment, click the file thumbnail.
Choose Delivery Option

Once you have completed the Assessment, Written Feedback Prompt, and left any timestamped or written comments, click the **Deliver Now** button to send your feedback to the learner immediately or the **Deliver Later** button to save the Assessment and return to the Exercise Dashboard.
Edit Assessment

From the Exercise Dashboard, click the Gear icon associated to the response you wish to Edit [1]. Click **Edit Assessment** [2].
Deliver Assessment Later

Make your edits and select the **Deliver Later** button.
Deliver Assessment

From the Exercise Dashboard, click the Gear icon associated with the response you wish to deliver [1]. Click Deliver Assessment [2].
What is the Exercise Participation Report in Practice?

The Exercise Participation Report allows Instructors to not only see an individual Exercise's overall participation rate, but also see the participation rate for each Exercise stage and how many times a learner recorded themselves. To view the Exercise Participation Report, follow the steps below.

View Exercise Reports

From the Exercise Dashboard, click View Exercise Reports.

View Overall Participation Rate
This tile displays the overall rate of participation for all stages of the Exercise.

**View Stage Participation Rates**

![Overall Learner Participation Report](image)

These tiles display the Exercise stage participation rates.

**View Learner Participation Table**

![Participation Report by Learner](image)
The Learner Participation table breaks down the stage participation and practice attempts by individual learner. In the Practice Attempts column [1], you will find the number of times the individual learner recorded themselves with the web recorder or the mobile app [2]. If the learner used the file upload option, N/A will display [3].

The Checkmark icon indicates a learner completed a stage on time [4]. If a learner submits to a stage after the stage due date, their stage status will be Submitted Late [5]. If a learner has not submitted to a stage and the due date is in the past, the stage status will be Incomplete [6]. If an exercise stage is still open and the learner has not submitted to it, the stage status box will be empty [7].

Download CSV

To download this report, select the Download .CSV button.

View Exercise Participation Report CSV

<table>
<thead>
<tr>
<th></th>
<th>A</th>
<th></th>
<th>B</th>
<th></th>
<th>C</th>
<th></th>
<th>D</th>
<th></th>
<th>E</th>
<th></th>
<th>F</th>
<th></th>
<th>G</th>
<th>H</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Name</td>
<td></td>
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<td></td>
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<td></td>
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<tr>
<td>2</td>
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<td></td>
<td></td>
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<tr>
<td>3</td>
<td>Alejandro Dela Cruz</td>
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<td>NOT_SUBMITTED</td>
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<td>4</td>
<td>Charlie Daniels</td>
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<td>SUBMITTED</td>
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<td>NOT_SUBMITTED</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Jessica Brown</td>
<td></td>
<td>N/A</td>
<td></td>
<td>SUBMITTED</td>
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<td>SUBMITTED</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The Exercise Participation Report CSV includes:

- Learner Name
- Practice Attempts
Exercise Stage Participation
Learner Email Address

The Exercise Participation Report CSV also displays a participation status for each exercise stage:

- **NOT_STARTED** (Learner did not take any action on the stage)
- **STEPS_NOT_COMPLETED** (Learner opened the stage but did not complete the stage requirements)
- **STEPS_COMPLETED** (Learner completed the stage requirements but did not click the Submit button)
- **BLOCKED** (Learner did not complete the previous stage)
- **SUBMITTED** (Learner completed and submitted all stage requirements)
- **NOT_SUBMITTED** (The exercise is closed and the learner did not submit anything to the stage)

Notes:

- If a stage has the NOT_STARTED status, all other stages for that learner will also have the NOT_STARTED status.
- The NOT_STARTED status can display for a stage that is open or closed.
- A stage that displays the BLOCKED status will be preceded by stages that display the STEPS_NOT_COMPLETED or BLOCKED status.
- The STEPS_COMPLETED and STEPS_NOT_COMPLETED statuses will become the NOT_SUBMITTED status once the exercise deadline has passed.
What is the Group Completion Report in Practice?

The Group Completion Report allows Instructors to analyze participation across all scheduled Exercises in a Group. To view the Group Completion Report, follow the steps below.

### View Group Report

- Introductions Video Response: CLOSED 04/22/2019 05/06/2019 4 out of 4 Received
- App Review Process Video Response: ACTIVE 04/26/2019 05/22/2019 4 out of 4 Received
- Bi-Weekly Review Audio Response: CLOSED 04/29/2019 05/06/2019 0 out of 4 Received

From the Group page, select View Group Report.
The first section is the Overall Learner Completion Report. In this graph, each bar [1] represents an Exercise in the Group. The legend beneath the graph [2] indicates what each color represents in the bar graph.
View Exercise Details

Hovering over a column will display a pop-up that provides the details of the Exercise (i.e. exercise title, exercise open and close dates, number of Learners who are complete and number of Learners who are incomplete).
Download Graph Report

To download this report, select the blue Download .CSV button.

View Completion Table

<table>
<thead>
<tr>
<th>Name</th>
<th>Incomplete</th>
<th>Exercises completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>RT</td>
<td>INCOMPLETE</td>
<td>2/6 (view)</td>
</tr>
<tr>
<td>AC</td>
<td>INCOMPLETE</td>
<td>2/6 (view)</td>
</tr>
<tr>
<td>JB</td>
<td>INCOMPLETE</td>
<td>1/6 (view)</td>
</tr>
<tr>
<td>DT</td>
<td>INCOMPLETE</td>
<td>1/6 (view)</td>
</tr>
</tbody>
</table>
Scroll down to view the Completion Report by Learner section. This table breaks down group exercise completion by learner. In the Incomplete column [1], the Incomplete status indicates that the learner did not complete every exercise in the group. If there is no icon in the Incomplete column, the learner completed every exercise in the group. To the right of the Incomplete column is the Exercises Completed column [2]. Here you can see how many exercises a learner has completed in the group. Click the Envelope icon [3] to email a learner individually. Click the View link [4] to see the completion details for a particular learner.

**View Learner Details**

![Completion Details: Jessica Brown](image)

In the Completion Details window, the left hand column tells you the exercise title [1] and the right hand column identifies the learner’s status in the Exercise [2].
Download Table Report

<table>
<thead>
<tr>
<th>Name</th>
<th>Incomplete</th>
<th>Exercises completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rachel Thomas</td>
<td>INCOMPLETE</td>
<td>2/6 (view)</td>
</tr>
<tr>
<td>Alejandro Dela Cruz</td>
<td>INCOMPLETE</td>
<td>2/6 (view)</td>
</tr>
<tr>
<td>Jessica Brown</td>
<td>INCOMPLETE</td>
<td>1/6 (view)</td>
</tr>
<tr>
<td>Dan Thomas</td>
<td>INCOMPLETE</td>
<td>1/6 (view)</td>
</tr>
</tbody>
</table>

To download this report, select the blue Download .CSV button.
What is the Leaderboard Report in Practice?

The Leaderboard Report is a list of the top performers in the Exercise generated by Learners' average peer assessment scores. You can only see this report if you have configured your exercise to have a leaderboard and scored assessments. Exercises with unscored assessments will display a Question Results Report instead.

View Exercise Reports

To view the Leaderboard Report, open the Exercise Dashboard and click the View Exercise Reports button.
Open Leaderboard

Select **Leaderboard** from the menu on the left hand side.
View Top Performers

You can view the top performers in the exercise. The top performers are generated according to the learners' average peer assessment scores. Click a submission thumbnail to play a learner's response.
What is the Question Results Report in Practice?

The Question Results Report is an aggregated list of the questions and answers submitted for exercise assessments. This report is only available for unscored exercises and contains information on how often certain assessment answers were chosen for an exercise.

Open Group Page

In the Groups page, click the name of a group.
Open Exercise Dashboard

To open the Exercise Dashboard, click the name of an exercise.

Open Assessment Results

To view the Question Results Report, click the View Assessment Reports button.

Note: This button will only display in the Exercise Dashboard for unscored exercises.
View Question Results

<table>
<thead>
<tr>
<th>Did the employee have a list of criteria?</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHOICES</td>
</tr>
<tr>
<td>---------------</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>Yes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Timeliness</th>
</tr>
</thead>
<tbody>
<tr>
<td>Was the audio response less than two minutes long?</td>
</tr>
<tr>
<td>CHOICES</td>
</tr>
<tr>
<td>---------------</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>Yes</td>
</tr>
</tbody>
</table>

View the results for each assessment question. You can view the total times each answer was chosen per question, and the percentage of reviewers that chose each answer.
### Download Results CSV

To download a CSV file containing assessment question results, click the **Download Results CSV** button.

#### Did the employee have a list of criteria?

<table>
<thead>
<tr>
<th>Choices</th>
<th>Self</th>
<th>Peer</th>
<th>Inst</th>
<th>Total</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Yes</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>

#### Timeliness

Was the audio response less than two minutes long?

<table>
<thead>
<tr>
<th>Choices</th>
<th>Self</th>
<th>Peer</th>
<th>Inst</th>
<th>Total</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Yes</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>
Organization Management
How do I create and edit competencies in Practice?

Only Organization Administrators can create and edit competencies. The following article outlines how you can access your competency page, create competencies, and edit competencies.

Open Org Admin Page

Welcome Andy!

We're excited you're here, and we hope you enjoy your experience using the Practice platform! If you ever have any issues or feedback to share, please don't hesitate to contact support!

Practice well and practice often!
The Practice Team

Click the Org Admin link.
Open Competencies

Select Competencies from the panel on the left hand side of the page.
Create Competency

<table>
<thead>
<tr>
<th>COMPETENCY NAME</th>
<th>DESCRIPTION</th>
<th>ACTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication</td>
<td>The exchange of information, ideas, and messages</td>
<td></td>
</tr>
<tr>
<td>Confidence</td>
<td>Demonstrated by speaking clearly and with conviction, avoiding hesitation and verbal fillers</td>
<td></td>
</tr>
<tr>
<td>Customer Service</td>
<td>How well we meet our customers’ needs before, during, and after a purchase</td>
<td></td>
</tr>
<tr>
<td>Leadership</td>
<td>The capacity to direct and guide others on a course of action towards success</td>
<td></td>
</tr>
<tr>
<td>Presence</td>
<td>Showing poise and professionalism through body language and verbal communication (posture, eye contact, tone of voice, pace, volume)</td>
<td></td>
</tr>
</tbody>
</table>

Select the **Create** button.
Name Competency

Type the name of the competency in the Competency Name field.
Add Description

Type in the description of the competency in the Competency Description field.
Save Competency

When you are done creating your competency select the **Create** button.
### Edit Competency

Select the pencil icon associated with the competency you want to edit.

<table>
<thead>
<tr>
<th>Competency Name</th>
<th>Description</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication</td>
<td>The exchange of information, ideas, and messages</td>
<td>![Actions Icon]</td>
</tr>
<tr>
<td>Confidence</td>
<td>Demonstrated by speaking clearly and with conviction, avoiding hesitation and verbal fillers</td>
<td>![Actions Icon]</td>
</tr>
<tr>
<td>Customer Service</td>
<td>How well we meet our customers' needs before, during, and after a purchase</td>
<td>![Actions Icon]</td>
</tr>
<tr>
<td>Leadership</td>
<td>The capacity to direct and guide others on a course of action towards success</td>
<td>![Actions Icon]</td>
</tr>
<tr>
<td>Presence</td>
<td>Showing poise and professionalism through body language and verbal communication (posture, eye contact, tone of voice, pace, volume)</td>
<td>![Actions Icon]</td>
</tr>
</tbody>
</table>
Save Edits

Make your edits. When you are done, select the **Save** button. It is important to note that once a Competency has been employed in an Active Exercise and Learners have been assessed on that competency it can be edited but not deleted.
What are the technical requirements for Practice?

Before you get started with Practice, have your IT team review these requirements to ensure a seamless experience.

Equipment

All Users must have access to one of the following to participate in Practice exercises:

A Personal Computer (Windows or Mac) with the following capabilities:

- At least 4GB of RAM and a 2Ghz CPU
- A modern operating system (Windows 7 or greater, Mac OS X 10.9 or greater)
- A modern web browser: One of the two most recent versions of Chrome, Firefox, and Safari - or Internet Explorer 11 / Edge.
- An integrated webcam
- An integrated microphone

An iOS tablet or smartphone (iOS or Android) with the following capabilities:

- iOS 9+ or Android 6+
- An integrated camera
- A public workstation that satisfies all of the PC requirements (and allows Learners to quickly and easily login to their email)

Network Requirements

Any device that uses Practice must have access to high speed internet (i.e. at least 2 Mbps download and 3 Mbps upload speed). Check your speed here.

- If you are planning on using Practice during a group training session, the speed requirements must be scaled for the number of users that will be interacting with Practice concurrently. For example, if you plan to hold a session where 10 people will be recording videos at the same time, you should ensure that internet speeds are at least 20 Mbps down and 30 Mbps up.

To use the Practice web application, the following domains must be added to your network whitelist:

- *.practice.xyz
- *ziggeo.com
- https://*.zendesk.com

To use the Practice screen capture application, add the following URL to your network whitelist:

- https://public-static-assets.practice.xyz/

Email Requirements

To receive emails from the Practice web application, the domain practice.instructure.com should be added to your email whitelist.
What are my organization's member approval settings in Practice?

As an Organization Administrator you have the ability to manage how new members join your Organization.

Open Org Admin Page

Welcome Andy!
We're excited you're here, and we hope you enjoy your experience using the Practice platform! If you ever have any issues or feedback to share, please don't hesitate to contact support!

Practice well and practice often!
The Practice Team

<table>
<thead>
<tr>
<th>NAME</th>
<th>ROLE</th>
<th>STATUS</th>
<th>EXERCISES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bridge Group</td>
<td>Admin, Instructor</td>
<td>UPCOMING</td>
<td>3 Exercises</td>
</tr>
<tr>
<td>Technical Operations Group</td>
<td>Admin, Instructor</td>
<td>UNSCHEDULED</td>
<td>6 Exercises</td>
</tr>
<tr>
<td>Customer Service</td>
<td>Admin, Instructor</td>
<td>IN PROGRESS</td>
<td>7 Exercises</td>
</tr>
</tbody>
</table>

To get to your Approval settings, select the Org Admin icon at the top of the page.
View Membership Approval Settings

There are two ways to allow a new member to join your Organization:

- Partially Open [1]
- Fully Open [2]
Select Partially Open Approval

Partially Open: Approval is only required for new accounts when an account is created via group link with an email domain that is not a part of your whitelist. When you select Partially Open, type the email domain that you want whitelisted here [1]. To add another email to your whitelist select Add New Domain [2].
Select Fully Open Approval

Fully Open: There is no approval needed when someone creates an account via group link in your Organization. Learn how to invite a member to via Group Link here.
Membership Management
How do I approve a pending member in Practice?

If your org membership approval settings are set to Partially Open, there may be members you need to approve to allow access to the platform.

Open Org Membership

To approve a new membership in your organization, click the Org Membership tab.
Show Pending Memberships

The Active and Invited org membership checkboxes will be selected by default. To hide active memberships and invited memberships from the Org Membership results, click the **Active** and **Invited** checkboxes [1]. To show pending memberships, click the **Needs Approval** checkbox [2].

View Pending Memberships

View all members that require your approval to join the organization.
Approve Pending Memberships

To approve a member, click the More Options icon [1]. Click the Approve link [2].
How do I invite coordinators in Practice?

As an organization administrator, you can invite others to your organization. There are four roles you can assign someone in an organization:

- Organization Administrator (Admin)
- Author
- Coordinator
- Member

This article focuses on inviting and assigning a coordinator to your organization.

Open Org Admin Page

To add someone as a coordinator, select the Org Admin icon on the top of the screen.
Open Org Membership

Click the Org Membership tab.
Invite New Member

Click the Invite Via Email button.
Select Coordinator Role

In the Assign A Role drop-down list, click the Coordinator link.
Enter Full Name and Email Address

Enter the full name and email address of the person you want to add to your organization as a coordinator.
Invite Member

Click the Send Invite button. The person you invited to join as an coordinator will receive an email notifying them they have been added to your organization. The notification will include a link to the Organization. Learn more about inviting Members here.
How do I invite organization administrators in Practice?

As an Organization Administrator you can invite others to your Organization. There are four roles you can assign someone in an Organization:

- Organization Administrator (Admin)
- Author
- Coordinator
- Member

Open Org Admin Page

To add an Organization Administrator to your Organization, select the **Org Admin** icon on the top of the screen.
Open Org Membership

Click the Org Membership tab.

Invite New Member
Click the Invite Via Email button.

Select Administrator Role

In the Assign A Role drop-down list, click the Admin link.
Enter the full name and email address of the person you want to add to your organization as an administrator.
Invite Member

Click the Invite button. The person you invited to join as an organization administrator will receive an email notifying them they have been added to your organization. The notification will include a link to the organization.
How do I invite Authors in Practice?

As an Organization Administrator, you can invite others to your Organization (Org). There are four roles you can assign someone in an Org:

- Organization Administrator (Admin)
- Author
- Coordinator
- Member

This article focuses on inviting and assigning an Author to your Organization.

Open Org Admin Page

Click the Org Admin icon on the top of the screen.
Open Org Membership

Click the **Org Membership** tab.

<table>
<thead>
<tr>
<th>Name</th>
<th>Email</th>
<th>Role</th>
<th>Status</th>
<th>Date</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alejandro Dela Cruz</td>
<td><a href="mailto:docbridgeuser+19@instructure.com">docbridgeuser+19@instructure.com</a></td>
<td>Member</td>
<td>ACTIVE</td>
<td>joined on 03/22/2019</td>
<td></td>
</tr>
<tr>
<td>Alexandra Penn</td>
<td><a href="mailto:docbridgeuser+22@instructure.com">docbridgeuser+22@instructure.com</a></td>
<td>Author</td>
<td>ACTIVE</td>
<td>joined on 03/29/2019</td>
<td></td>
</tr>
<tr>
<td>Amanda Lawrence</td>
<td><a href="mailto:docbridgeuser+8@instructure.com">docbridgeuser+8@instructure.com</a></td>
<td>Coordinator</td>
<td>ACTIVE</td>
<td>joined on 03/29/2019</td>
<td></td>
</tr>
<tr>
<td>Andy Admin</td>
<td><a href="mailto:docbridgeuser@instructure.com">docbridgeuser@instructure.com</a></td>
<td>Admin</td>
<td>ACTIVE</td>
<td>joined on 03/29/2019</td>
<td></td>
</tr>
</tbody>
</table>
Invite New Member

Click the Invite Via Email button.
Select Author Role

In the Assign A Role drop-down menu [1], select the Author option [2].
Enter Full Name and Email Address

In the **Full Name** and **Email Address** fields, enter the information of the person you want to add as an author.
Invite Member

Click the Invite button. The person you invited to join as an author will receive an email notifying them they have been added to your organization. The notification will include a link to the organization.
How do I change a user role in Practice?

There are four organization-level user roles within Practice: organization admin, author, coordinator, and member. This article gives an overview of the permissions of each user level and role.

Notes:
- Only admins can change the role a user has been assigned at the organization level.
- Admins cannot change their own role.
- Authors, coordinators, and members can all be promoted or demoted to different roles by the admin.

Open Org Admin Page

To change a user’s role, select the Org Admin icon on the top of the page.
Open Org Membership

Click the Org Membership tab.

Edit Role
Find the user whose role you would like to change and click the **Edit** icon.

### Select Role

Select the radio button beside the role you would like to assign to the user [1]. Click the **Update** button [2].

**Notes:**

- If you select the admin role, the interface will display a warning message that explains the changes that will occur when a user is promoted to an admin.
- When a user is promoted to an admin, they have access to view and edit the Org Admin page.
- When a user is promoted to an admin, all their previous submission data will be removed and their submission data will no longer appear in reports.
What are user roles and permissions in Practice?

Users are assigned roles at two different levels: the group level and the organization level. Each role has its own set of permissions that govern what the user role can and cannot do. With the exception of the organization admin (admin), a user can assume different roles in different groups. For example, a learner in one group can be an instructor in a separate group.

The organization-level roles are member, coordinator, author, and admin. The group-level roles are learner, reviewer, and instructor. Admins can change the group- and organization-level role of all users in an organization.

Note: Admins cannot change their own role.

Organization Level

Admins

- Set the organization's membership approval settings
- Access all exercises, content modules, and groups within an organization
- Create groups
- Create and edit content modules
- Create and edit competencies
- Invite users at all levels
- Change the group- and organization-level role of all users in an organization
- Request new exercise responses from learners

Authors

- Access all content modules within an organization
- Create, edit, archive, delete, or copy groups of their own
- Create and edit all content modules in an organization

Coordinators

- Create content modules in the library
- Edit content modules that they created
- Create and edit groups
Members

- Can be added to a group
- Cannot access the library

Group Level

Instructors

- Create (if they are also an organization-level coordinator) and edit groups
- View and assess learner submissions
- Assign and configure exercises
- Email a learner
- Request new exercise responses from learners

Reviewers

- View and assess learner submissions within groups they belong to
- Email a learner
- Request new exercise responses from learners

Learners

- Participate in exercises
How do I invite members to my organization in Practice?

As an Organization Administrator you can invite others to your Organization. There are four roles you can assign someone in an Organization:

- Organization Administrator (Admin)
- Author
- Coordinator
- Member

To add a Member to your Organization, select the Organization Admin icon on the top of the screen.
Open Memberships

Click the Org Membership tab.
Invite New Member

Click the Invite Via Email button.

<table>
<thead>
<tr>
<th>Name</th>
<th>Email</th>
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<td>Admin</td>
<td>ACTIVE</td>
<td>joined on 03/29/2019</td>
<td></td>
</tr>
</tbody>
</table>
Select Member Role

Under Assign A Role, select Member from the drop down menu.
Enter the email address and full name of the person you want to add to your organization as an member.
Send Invite

Click the **Invite** button. The person you invited to join as a member will receive an email notifying them they have been added to your organization. The notification will include a link to the organization. Learn how to deactivate a member from your organization here.
How do I deactivate a member from my organization in Practice?

You can not delete a Member from your Organization. You can only deactivate a Member. Deactivating a Member means they will no longer have access to your Organization.

Open Org Admin Page

Welcome Andy!

We're excited you're here, and we hope you enjoy your experience using the Practice platform! If you ever have any issues or feedback to share, please don't hesitate to contact support!

Practice well and practice often!

The Practice Team

To deactivate a Member from your Organization, select the Organization Administration icon from the top of the page.
Open Org Membership

Click the Org Membership tab.

Deactivate Member
Click the **More Actions** icon [1], then click the **Deactivate Member** link [2].
How do I reactivate a member from my organization in Practice?

If you deactivate a member’s account, you have the ability to reactivate it. Reactivating a user’s account allows them back into the platform and any Groups they were still an active member in.

Open Org Admin Page

To reactivate a Member from your Organization, select the **Organization Administration** icon from the top of the page.
Open Org Membership

Click the Org Membership tab.
Show Deactivated Members

To only show deactivated users, select the **Deactivated** checkbox [1]. Deselect the **Active** and **Pending** checkboxes if they are selected [2].

Reactivate Member
Click the **More Actions** icon [1], then click the **Reactivate** link [2].
Account Management
What email notifications will I receive as any user in Practice?

Practice sends you a few different kinds of email notifications. All notifications are on by default. Scroll to the end of this article to learn how to manage your notifications.

The email notifications you receive are:

- Invitation to an Organization or Group
- Welcome Message
- Reset Password
- New Response Submission

Note: Accounts that are created through LTI only receive the Reset Password email.

Invitations to Organization and Group

When you are invited to an Organization or Group you will receive an email "Join [ORGANIZATION]" or "Join [GROUP]". Select the Let's Get Started button to create an account and join the Organization/Group. Once you complete these steps you will receive a welcome email.
Welcome Emails

Hi Jessica Brown,
You have been added to the group Technical Operations Group. The schedule for the exercises in this group is as follows:

- App Review Process
  - Opens: Unscheduled
  - Closes: Unscheduled

- Handling a Customer Complaint
  - Opens: Unscheduled
  - Closes: Unscheduled

- Manager Training
  - Opens: Unscheduled
  - Closes: Unscheduled

- Managing Conflict
  - Opens: Unscheduled
  - Closes: Unscheduled

- Practice your Pitch
  - Opens: Unscheduled
  - Closes: Unscheduled

- Product Testing
  - Opens: Unscheduled
  - Closes: Unscheduled

For more information and to participate in your group's exercises, click the link below.

LET'S GO

There are two instances where you will receive a welcome email, after you join your Group and/or Organization or you already belong to the Organization and you are added to a Group. If you have been added to a Group the welcome email will include the Exercise schedule to all Exercises in the Group. Select the Let's Go button to be brought to the Group page.
Reset Password

Hi Andy Admin,

Someone (probably you) requested a password reset for your Practice account. Click the link below to create a new password:

[RESET PASSWORD]

If you didn't request a password reset, you can safely ignore this email. Your password won't change unless you access the link above and create a new one.

---

Want to complete your exercises on your iOS or Android mobile device? Get the Practice Learner App!

[Download on the App Store]  [Get it on Google Play]

---

After selecting Forgot Your Password? on the login page and typing in your email address you will receive an email titled "Practice password reset instructions" with a link to reset your password.
New Response Submission

Hi Andy Admin,

Charlie Daniels has completed their new response for Product Testing. Click below to review and assess their new response.

LET'S GO

Want to complete your exercises on your iOS or Android mobile device? Get the Practice Learner App!

[Download on the AppStore] [Get it on Google Play]

Admins, instructors, and reviewers receive an email notification when a learner completes a request for a new exercise response.
Instructor Daily Digest

Instructors and reviewers that use Practice as a standalone product will receive daily digest email messages. These messages contain links to all exercises in the reviewers' and instructors' groups that have had new responses submitted in the previous 24 hours.

Managing Notifications

To turn notifications off, please follow the steps below.
Welcome Andy!

We're excited you're here, and we hope you enjoy your experience using the Practice platform! If you ever have any issues or feedback to share, please don't hesitate to contact support.

Practice well and practice often!

The Practice Team

Select your name in the top right corner.

Select **Account Settings** from the drop down menu.
At the bottom of the page under Notifications, click the **Enable Email Notifications** toggle off [1]. Click the **Save Changes** button [2].

**Note:** Even with email notifications turned off you will still receive an email notification for Organization or Group invites, as well as, the reset password email notification.
What notifications will my learners receive in Practice?

Practice sends manually created learners a few different types of email notifications. All notifications are defaulted to on. All email notifications will come from notifications@practice.instructure.com.

The email notifications your learners receive are:

- Invitations to Organization/Group
- Welcome emails
- Reset Password
- Daily Digest
- Exercise Open
- Stage Closing
- New Response Request

Note: Learner accounts that are created through LTI only receive the Reset Password email.

Invitations to Organization and Group

Hi,
Instructure Documentation Staging invites you to join the group Bridge Group. Click below to get started!

LET’S GO

Want to complete your exercises on your iOS or Android mobile device? Get the Practice Learner App!

[Download on the App Store] [Get it on Google Play]
When Learners are invited to an Organization or Group they receive an email that says, "Join [ORGANIZATION]" or "Join [GROUP]". When they select the Let's Get Started button they will be prompted to create an account. After they create their accounts they will automatically join the Organization/Group. Once they complete these steps they will receive a welcome email.

Welcome Emails

Hi Jessica Brown,

You have been added to the group Technical Operations Group. The schedule for the exercises in this group is as follows:

- Add Review Process
  - Opens: Unscheduled
  - Closes: Unscheduled
- Handling a Customer Complaint
  - Opens: Unscheduled
  - Closes: Unscheduled
- Manager Training
  - Opens: Unscheduled
  - Closes: Unscheduled
- Managing Conflict
  - Opens: Unscheduled
  - Closes: Unscheduled
- Practice your Pitch
  - Opens: Unscheduled
  - Closes: Unscheduled
- Product Testing
  - Opens: Unscheduled
  - Closes: Unscheduled

For more information and to participate in your group's exercises, click the link below.

LET'S GO

There are two instances where Learners will receive a welcome email, after they join your Group and/or Organization or they already belong to the Organization and they are added to a Group. If a Learner has been added to a Group the welcome email will include the Exercise schedule to all Exercises in the Group. Selecting the Let's Go button will bring them to the Group page.
Reset Password

Hi Andy Admin,

Someone (probably you) requested a password reset for your Practice account. Click the link below to create a new password:

RESET PASSWORD

If you didn't request a password reset, you can safely ignore this email. Your password won't change unless you access the link above and create a new one.

Want to complete your exercises on your iOS or Android mobile device? Get the Practice Learner App!

After selecting **Forgot Your Password?** on the login page and typing in their email address they will receive an email titled "Practice password reset instructions" with a link to reset their password.
Daily Digest

The Daily Digest is a notification only for Learners sent around 10 am everyday in the Learner’s preferred timezone (defaulted to EST). In the digest, Learners may receive the following alerts:

- You have received a peer assessment for your response to [Exercise Title] = A Learner has feedback and scores from a peer that are ready for viewing.
- You have received an instructor assessment for your response to [Exercise Title] = A Learner has feedback and scores from an Instructor that are ready for viewing.
- A new submission is available for assessment in [Exercise Title] = There is a submission available for a Learner to complete peer assessment. They will only receive this notification if they have submitted to the Prompt & Response stage and have not submitted to Peer Assessment(s).
Exercise Open

Learners receive an email notification when an Exercise opens. The email includes the Exercise title, the opening date & time of the Prompt & Response stage and the closing date & time for the final learning stage of the Exercise. Selecting the Let's Go button will bring the Learners to the Exercise's Overview stage.

Learners receive an email notification when an Exercise opens. The email includes the Exercise title, the opening date & time of the Prompt & Response stage and the closing date & time for the final learning stage of the Exercise. Selecting the Let's Go button will bring the Learners to the Exercise's Overview stage.
Stage Closing

These emails are sent to Learners 6 hours prior to stage closing. If a Learner has 2 or more incomplete stages set to close at the same time, they will only receive one email for the stage that is to be first completed. (i.e. If I'm a Learner who needs to complete both Peer Assessment and the Reflection stage, I'll only get an email alerting me to complete Peer Assessment.)

**Note:** Even with email notifications turned off learners will still receive an email notification for Organization or Group invites, as well as, the reset password email notification.

Learn about the [notifications you receive as an Instructor](#).
When an instructor requests a new exercise response from a learner, the learner will receive an email notification. The notification contains a message from the instructor with directions on what the learner needs to change in their resubmission.
How do I edit my account settings as any user in Practice?

In the Account Settings page, you can edit your name, time zone, language, password, and email notification preferences.

**Note:** Practice supports the following languages:

- Armenian
- Czech
- Dutch
- English (Australia)
- English (UK)
- English (US)
- Estonian
- French
- French Canadian
- German
- Italian
- Japanese
- Korean
- Latvian
- Lithuanian
- Mandarin Chinese
- Polish
- Portuguese (Brazil)
- Russian
- Spanish
- Swedish
- Thai
- Turkish
In the Global Navigation menu, open the Account menu by clicking your name.

**Open Account Settings**

Click the **Account Settings** link.
Edit Account Settings

To edit your name, enter text in the Name field [1]. To edit your time zone, click the Time Zone field and select a time zone from the list [2]. To edit your interface language, click the Language field and select a language from the list [3]. To reset your password, enter a new password in the New Password field [4] and enter your current password in the Current Password field [5]. To enable or disable email notifications in your account, click the Enable Email Notifications toggle on or off [6]. To save your changes, click the Save Changes button [7].

Notes:

- You cannot edit your email address in the Account Settings page in Practice. If you need to edit your email address, contact the Practice support team.
- Your password must be at least 10 characters long and contain 3 of the following: an uppercase letter, lowercase letter, number, and special character.
- Setting your interface language preference only localizes the default text in Practice. User-created content, like exercise descriptions, will not be localized.
Edit Account Settings on Mobile Device

In the Practice mobile app, tap the **Menu** icon.
Open Mobile Account Settings

Tap the **Account Settings** link.
### Edit Mobile Account Settings

To edit your name, enter text in the **Name** field [1]. To edit your time zone, tap the **Time Zone** field and select a time zone from the list [2]. To edit your interface language, click the **Language** field and select a language from the list [3]. To reset your password, enter a new password in the **New Password** field [4] and enter your current password in the **Current Password** field [5].
Edit Email Notifications and Save Changes

To enable or disable email notifications in your account, click the **Enable Email Notifications** toggle on or off [1]. To save your changes, tap the **Update** button [2].

**Note:** If you disable email notifications, you will still receive email notifications for organization invitations, group invitations, and resetting your password.
Troubleshooting
How do I optimize the upload and processing speed of my submission as any user in Practice?

To optimize the upload and processing speed of your submission files, you should be able to answer yes to the following questions:

- Does Practice support my video file? Supported video file types include MOV, MP4, WEBM, FLV, AVI, MPG, or MPEG.
- Does Practice support my audio file? Supported audio file types include MP3, AAC, WMA, and AIFF.
- Is my internet connection fast enough? An upload speed of 2 Mbps or more is optimal. To test the speed of your internet connection, use Speedtest.
- Is my file under 1 GB (gigabyte)? 1 GB is the maximum file size supported for both audio and video files. If you have the option, do not record your video in high definition format. Choose a medium video export resolution setting, such as 640 by 360 pixels. If your video file is larger than 1 GB, you should compress your video file.
- Am I using a supported browser? For the best experience, we suggest using Google Chrome. However, we also support the two most recent versions of the following browsers: Firefox, Safari, Internet Explorer, and Edge.
What is the optimal internet speed for uploading my video response as any user in Practice?

An upload speed of about 2 Mbps or more should be normal. To test the speed of your internet connection, use **Speedtest**.

If your speed is normal, check the size of your video file. The maximum allowable file size is 1GB. (If your file is larger than 1GB, [learn how to compress your video file](#)).

Learn more on tips for a [speedy internet connection](#).
What type of media files does Practice support for all user roles?

In Practice, you can upload pre-recorded video or audio files as exercise prompts, model responses, or learner exercise submissions. These files can be up to 1 GB (gigabyte) in size. Practice accepts MOV, MP4, WebM, FLV, AVI, MPG, or MPEG video files and MP3, AAC, WMA, and AIFF audio files.

Errors

If you upload a video file and run into a processing error, it's likely that the video file you uploaded was invalid. To determine if this is the issue, first check to see if you are able to watch your video file on your computer. If you are able to watch your video, then there may have been an error with the upload. In this case, delete your Submission, and re-submit your video.
Why is it taking so long for my video to upload as any user in Practice?

The upload and subsequent processing of your video may take awhile depending on:

- Your internet connection
- Size of your video file
- Which browser you are using

Check Your Internet Speed

If you are using a supported browser (two most recent versions of Chrome, Firefox, and Safari - or Internet Explorer 11 / Edge), check your internet connection speed.

Use Speedtest to check your speed. An uploading speed of 2 Mbps is normal.

File Size

If you need to upload a video file, 1 GB is the maximum allowable file size. General rule of thumb is the bigger the file, the longer it may take to upload. If your video file is larger than 1GB, you should compress your video file.

Change Your Browser

While we support the two most recent versions of Chrome, Firefox, and Safari - or Internet Explorer 11 / Edge, some browsers work better than others. If you are having trouble viewing a video while using Internet Explorer or Edge, switch your browser to Chrome. We find that Chrome works best with the Practice platform.
Which browsers does Practice support for all users?

For the best experience, we suggest using Google Chrome.

However, we also support the following browsers (noted in order of best user experience): One of the two most recent versions of Chrome, Firefox, and Safari - or Internet Explorer 11 / Edge.
What are a few tips for a speedy internet connection for all users in Practice?

If you’re experiencing a slow internet connection, you may wish to try the following:

- Move closer to your WiFi router
- Use an ethernet connection instead of a WiFi connection
- Restart your router
- Contact your Internet Service Provider (ISP)

Additionally, be aware that your internet speed may not be the same every time you perform a check at the same location. Just like sometimes Netflix will get stuck buffering and sometimes show up in HD, your internet connection can vary significantly by the time of day. If you’re having trouble connecting, sometimes waiting a couple of hours and trying again is your best bet!

Learn about the [optimal internet speed](#) for uploading your Video Response.
How do I compress my video as any user in Practice?

There are numerous free tools for compressing video files. Two such resources are Clipchamp and Handbrake. Recommended steps for each are outlined below. Please note that 1 GB is the maximum allowable file size for video upload on Practice. Acceptable video file types include: .mov, .mp4, .WebM, .FLV, .avi, .mpg, or .mpeg.

**Clipchamp**

- Visit [https://clipchamp.com/](https://clipchamp.com/)
- Select Convert Video File
- Select the plan you prefer
- Select or drag-and-drop your video file
- Select Optimize for Web
- Select Keep Resolution
- Select Format.MP4
- Select Medium Quality
- Select the Get Started button at the bottom right

**Handbrake**

- Select download on the left side of the homepage
- If you are not using a Mac OS device then select Other Platforms below the Download button
- After download, select the handbrake icon that appears on your screen
- Open the application
- Select Source found in the top left corner of the Handbrake tool
- Select the video you would like to compress
- Select Start (top left corner) to compress your video

Once you have a video file of the appropriate size and format, you can learn how to upload a prompt video here and a model video here.
What are a few recording tips and FAQs for all users in Practice?

Video Recording Tips

• Record in a quiet location free of any distractions
• Be mindful of your lighting--make sure we can see you!
• If recording on a mobile device, record in landscape mode (horizontally)
• If recording on a mobile device, use a tripod or place it somewhere it can be stationary
• Watch your video with the sound on before submitting it

Audio Recording Tips

• You don’t need to yell, but be sure to project while speaking
• If using a headset, make sure you are completely plugged into your computer or mobile device

FAQs

When I record a video, what happens when I select “Try Again”? Who will see these Practice Attempts?

Once you select “Try Again”, your video will be discarded. Nobody will be able to see the contents of that video (even yourself). Only once you are satisfied with your recording and submit to the Prompt & Response Stage, will it be available for review by your Peers and/or Instructor/Manager.

Why is my video taking so long to upload?

Depending on your internet speed and the size of your video, you might find that it takes a while to upload. To help ensure that this process is as fast as possible, we recommend:

• Connecting to high-speed internet. Test your speed at Speedtest. Upload speeds of at least 2 Mbps are required. However, the higher the speed, the faster the upload.
• Compressing very large files. Learn how to compress a video.

When I record a video, why am I getting an upload error (on mobile)?

When uploading your video via the Practice App, please be sure to keep your device “awake” during the entire uploading process. Allowing the device to “sleep” can disrupt the uploading and cause an upload error.

Why am I not receiving any emails?

Be sure to check your SPAM/Junk/Clutter folder and add the domain practice.instructure.com to your safe-sender list.
How do I contact Technical Support?

If you run into any issues while completing the Exercise, please reach out to the Practice Support team. They can be reached from within the platform using the Help icon as well as via email at support@practice.xyz. Additionally, self-help articles can be found within the Practice Knowledge Base.
What is Practice (for all users)?

What is Practice?

Practice is a media-based, applied microlearning solution that helps organizations build cultures of continuous learning that increase employee competence and confidence and fuel innovation. Practice is a scalable means for teams to practice job-relevant skills and receive meaningful, timely feedback through the power of structured peer assessment and manager coaching. Learners use Practice anywhere, anytime with Practice's fully native mobile app.

Who uses Practice?

Practice is used by Fortune 50 companies, higher education institutions, and healthcare systems to improve management, customer service, sales training, leadership development, and more. Clients include GP Strategies, Comcast, NBCUniversal, Grant Thornton, Cox Automotive, Domino’s Pizza, Microsoft, University of Pennsylvania Health System, Drexel University, and UCSF Medical School.

How does Practice work?

The heart of the Practice platform is its four-stage learning exercises. Each exercise takes the key components of the most successful live trainings and brings them online without degrading the efficacy of the training. First, Learners play a media prompt and then practice a skill by recording themselves responding to that prompt. Second, Learners watch or listen to their peers responding to the same prompt and give and get peer feedback based on customizable criteria questions. Third, Learners play a best practice example and self-reflect on their own performance. Finally, Learners receive individualized coaching based on their performance. See Practice in action.

Why Peer Assessment?

Even though frequent practice and thoughtful feedback are critical to our professional growth and development, we hear time and again that managers don’t have time to give specific, individualized feedback to each and every direct report. A culture of growth and learning benefits from scalable practice opportunities and feedback. The Practice platform makes this possible via peer assessment. Employees give guided, structured, specific feedback to colleagues. Peer feedback is not only fun, relevant and reliable; but it works. Research shows* that when assessment criteria questions are clear and specific, peer assessment scores mirror expert or manager scores.

*Study by Pennsylvania State University

Learn about recording tips and other FAQs.
Integrations
What is SAML single sign-on in Practice?

SAML-based single sign-on (SSO) gives users access to Practice through an identity provider (IDP) of your choice. This will allow users to have a seamless experience, and gain access to Practice without needing to enter a username and password.

To set up the SAML configuration in your environment you will need to complete our SAML 2.0 Questionnaire. You can receive access to this document by reaching out to your Client Success Manager at Practice.
What are webhooks in Practice?

Using webhooks allows you to push notifications from the Practice system to your platform or LMS. You can use webhooks to enable notifications when certain events happen within the Practice platform. When one of these events occur, they trigger a "webhook" that is sent from Practice servers to a URL of your choice.

Practice supports webhooks for the following events.

Exercise Stage Completed

When a learner completes any stage in an Exercise (Prompt & Response, Peer Assessment, or Model & Reflection), a webhook can be sent from the Practice servers.

Potential Use Cases

- Unlock an action in another system when a Learner completes the prompt and response stage (e.g. provide access to a new piece of content)
- Notify someone when a learner submits their response
- Calculate completion of an exercise, or series of exercises, and display the results to a learner/reviewer/manager

Assessment Delivered

When a learner or instructor submits an assessment, whether it be a peer assessment or instructor assessment, this webhook can be sent from the Practice servers.

Potential Use Cases

- Calculate a running average of peer or instructor scores.
- Send a notification with the score received each time a learner receives an assessment from a peer or instructor
- Build a weighted single score for each student for an exercise, taking into account all assessments received and other factors like completion
- Display an assessment average score for a learner for each question
- Display all assessment comments received by a learner
What is LTI in Practice?

LTI is an open standard created and maintained by the IMS Global Learning Consortium. LTI allows Administrators to add a special Web link inside a learning management system (LMS) such as Canvas that launches an external tool. This connection provides contextual information for the external tool including information about the User who selected the link, the course in which the link is posted, the specific exercise the link refers to, the User’s role in the course, and other useful data. LTI links make it easier for Instructors and Learners to use tools outside the learning management system environment and make them feel more "integrated" into the system.

Notes:

- Users that access Practice through an LTI integration will not receive email notifications from Practice.
- Canvas admins cannot access their Practice account through a Canvas LTI link unless they are assigned the Canvas teacher role in addition to their Canvas admin role. If Canvas admins are not assigned any additional Canvas roles, they can still log in to their Practice account from the Practice Login page.

Practice's LTI Integration

Practice’s LTI integration automatically creates accounts and signs in Users, launching them directly to their designated exercise. Practice supports the LTI 1.1.1 specifications.

See our additional articles for more information on setting up your LTI integration:

- LTI Integration Set Up
- Canvas
How do I set up LTI integration in Practice?

Practice integrates with Learning Management Systems (LMS) using the LTI (Learning Tools Interoperability) Standard. LTI is an open standard to help external apps (tool providers) exchange data with learning management systems (tool consumers). This document outlines how to set up the LTI integration between Practice and your LMS.

Note: Users that access Practice through an LTI integration will not receive email notifications from Practice.

To set up your LMS to integrate with Practice using LTI, you’ll need the following information:

- Your unique Organization Key
- Your unique Organization Secret
- Practice Launch URL: http://app.practice.xyz/lti/launch

You can obtain your Key and Secret from your Practice Client Success Manager. Practice supports the LTI 1.1.1 specification.

You can see the set up for specific LMSs below:

- Canvas

When you create an LTI integration, Practice can automatically send back a score to the gradebook for your LMS. Admins can choose what kind of score to send back to the LMS. Practice can send back an instructor score, a completion score, or a peer score.

The instructor score is the score an instructor gives a learner’s submission assessment. The peer score is the average of all the peer assessment scores that have been given to the learner’s submission. The completion score is calculated by measuring the number of stages that have been completed out of the number of stages an exercise has been configured to have.
How do I set up a Practice LTI integration in my Canvas environment?

Practice can be integrated into your Canvas environment using LTI. You can integrate Practice at the content module level and create individual integrations. Before you go through the steps to add Practice as an external tool, make sure you reach out to your Practice Client Success Manager to obtain your key and secret. You need these to complete the steps below.

Notes:
- Your browser must accept third-party cookies for LTI to work. You can usually change this setting in your browser's security options.
- Users that access Practice through an LTI integration will not receive email notifications from Practice.

Creating your Practice App with a Manual Configuration

1. Log into your Canvas course and select Settings in the left sidebar menu. In the Settings window, select the Apps tab.
2. Select the "View App Configurations" button.
3. Select "+App"

To set up the Practice app, use the following information:
- Configuration Type: Manual Entry
- Name: Practice
- Consumer Key: Specific to your Org
- Consumer Secret: Specific to your Org
- Privacy: Public

It is very important that the Privacy setting is designated as Public, or the LTI integration will not work.

Once the above information is added and the Practice app is created, you are now ready to add the Practice app as an external tool to your Canvas Module.

Adding a Practice Link as an Assignment in a Canvas Course

After adding Practice as an external tool in Canvas, you can link a Practice exercise to a Canvas assignment.

1. Click the Assignments tab.
2. Click the Add Assignment button.
3. Enter the details of the assignment.
4. In the Submission Type drop-down menu, click the External Tool option.
5. In the Submission Type box, click the **Find** button.

6. In the External Tool window, click the **Practice** option and then click the **Select** button.

7. Scroll to the bottom of the Create New Assignment page and click the **Save** or **Save & Publish** button.

8. After creating the Practice link in Canvas, use the **LTI Linker** to direct this link to a specific Practice exercise.

After you save your new Canvas assignment, a link to Practice will display in the Assignment Preview page. Canvas teachers and students can use this link to access Practice. Clicking this link will generate different Practice pages depending on a user's role in the Canvas course.

When a Canvas student clicks this link, they will be prompted to log into or sign up for Practice. Once the student is logged in to Practice, they will automatically inherit the Practice member role. The student will also be redirected to the specific Practice exercise you linked to the Canvas assignment.

When a Canvas teacher clicks this link, they will also be prompted to log into or sign up for Practice. Once the teacher is logged in to Practice, they will automatically inherit the Practice coordinator role. The teacher will also be redirected to the specific Practice exercise you linked to the Canvas assignment.

**Note:** Canvas admins cannot access their Practice account through a Canvas LTI link unless they are assigned the Canvas teacher role in addition to their Canvas admin role. If Canvas admins are not assigned any additional Canvas roles, they can still log into their Practice account from the Practice Login page.
How do I link a Practice exercise with an LTI integration?

After setting up a Practice LTI integration with an LMS (learning management system), you can link a Practice exercise to an LMS content module. Learn how to link Practice exercises in Canvas.

Notes:
- You need to create Groups and Exercises in Practice before you can link them to LMS content modules. Each LMS content module can be linked to only one Practice exercise.
- Users that access Practice through an LTI integration will not receive email notifications from Practice.

Open LMS Content Module

In your LMS, click the content module with which you want to link a Practice exercise. For example, in Canvas you would select the assignment you want to link with a Practice exercise.
View Practice LTI Linker

After clicking the LMS content module link, the Practice LTI Linker frame opens in your LMS.
Select Practice Group

Click the Practice group that contains the exercise you would like to link to.

Note: Only unarchived groups will display in the LTI linker.
Create LTI Link

Click the name of the Practice exercise you would like to link with your LMS content module [1]. If your LMS is Canvas or Blackboard, click the **Score Type** dropdown link and select a score type to pass back to your gradebook [2].

The completion score is calculated by measuring the number of stages that have been completed out of the number of stages an exercise has been configured to have [4]. The instructor score is the score an instructor gives a learner's submission assessment [5]. The peer score is the average of all the peer assessment scores that have been given to the learner's submission [6].
Save Program Object

Click the Create LTI Link button. Your Practice exercise is now linked to your LMS content module.
How do I create an LTI exercise template in Practice?

Practice accounts that use LTI integrations in a learning management system (LMS) can create Practice exercise templates. Practice LTI exercise templates enable authors and admins to create an exercise and add it to multiple courses within their LMS.

When a learner in an LMS course clicks a Practice exercise template link, Practice automatically creates a Practice group for that learner's exercise. If a learner from a different LMS course clicks the same Practice exercise template link, a separate group is created in which the second user’s exercise is filed. An LMS instructor does not need to create multiple Practice groups in order to deliver a single Practice exercise to multiple LMS courses.

Notes:
- The LTI exercise template creation feature must be activated by a Practice customer success manager in order to be visible to authors and admins.
- Users that access Practice through an LTI integration will not receive email notifications from Practice.

Open Templates

Click the Templates link in the Global Navigation menu [1]. Click the Create Exercise Templates button [2].
Select Content Module

In the Exercise Template Creation tool, browse or search for a content module [1]. Select the checkbox next to the content module on which you’d like to base your exercise template [2]. Click the Create Exercise Templates button [3].

Open Exercise Template Configuration

Click the Configure Exercise Template button.

In the Exercise Template Creation tool, browse or search for a content module [1]. Select the checkbox next to the content module on which you’d like to base your exercise template [2]. Click the Create Exercise Templates button [3].

Open Exercise Template Configuration

Click the Configure Exercise Template button.
**Configure Exercise Template**

<table>
<thead>
<tr>
<th>Settings</th>
<th>Name</th>
<th>Learner Response Type</th>
<th>Enable Instructor Assessment</th>
<th>Enable Model Response</th>
<th>Enable Self-Assessment</th>
<th>Enable Self-Reflection</th>
<th>Enable Peer Assessment</th>
<th>Peer Assessments Required</th>
<th>Show Scores To Learners</th>
<th>Enable Leaderboards</th>
<th>Max Number of Top Performers to Display</th>
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<td><strong>ENABLE PEER ASSESSMENT</strong></td>
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<td><strong>PEER ASSESSMENTS REQUIRED</strong></td>
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<td><strong>ENABLE LEADERBOARDS</strong></td>
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</table>

Configure and schedule your exercise template and click the Apply button.
View Exercise Template Details

View your scheduled exercise template details by clicking the Expand arrow icon [1]. To copy the exercise template's custom parameters, click the Copy button [2]. Contact your Practice customer success manager for directions on how to incorporate the custom parameters into your LMS LTI integration.
Delete Exercise Template

To delete an exercise template, click the Delete icon.

Confirm Deletion

ARE YOU SURE?

Heads up! Make sure this exercise template is not currently in use. Deleting an active exercise template could cause users to experience errors.
Click the Confirm button to finalize the deletion.

Notes:

- Deleting an exercise template will not affect existing exercises or groups that were automatically created from the exercise template.
- Deleting an exercise template may cause users to experience errors if they click the exercise template's former link in an LTI-linked LMS course.