

MathUP Student and Sankofa K–3 (Digital)

Frequently Asked Questions

Technical and Onboarding Questions

1. What is Savvas Realize?

- Savvas Realize is the platform where MathUP Student and Sankofa K–3 live. This is the place where teachers and students will be assigning or accessing the content of the resource(s).

2. What is EasyBridge?

- EasyBridge is a central platform where administrators manage registration, users, class rosters, reports, etc. This is also sometimes used by teachers and students to access Savvas Realize (depending on their district/school's rostering choice).

3. What options are available for integration and rostering?

- **Auto-Rostering+Single Sign On:** Class rosters and user data are automatically synced (typically nightly) from an SIS. Auto-rostered teachers and students log in to their district/school's **SSO provider** and authenticate when they click a link/app for **EasyBridge** or **Savvas Realize** without needing to enter additional credentials. Auto-Rostering+Single Sign On are mostly used for large-scale adoptions or district-wide adoptions, for example, Google Classroom, Brightspace, etc.
- **Auto-Rostering:** Class rosters and user data are automatically synced (typically nightly) from an SIS. Auto-rostered teachers and students log in to a unique URL for **EasyBridge** or **Savvas Realize** with credentials that are included in the auto-rostered data. These credentials could differ from the credentials they use for other district/school technology (unlike with SSO, where teachers and students can use existing district credentials), for example, Google Classroom, Brightspace, etc.
- **Manual Rostering:** In this form of rostering, schools and/or districts are heavily involved in and responsible for the creation of administrator accounts, user accounts, class rosters, and product assignments. Manual rostering is mostly used for smaller school-level adoptions, single-licence adoptions, or when IT is unable to be more involved during the initial implementation. Teachers and students both log in to Savvas Realize.
- **Manual Rostering + Google Classroom:** In this form of rostering, schools and/or districts are involved in and responsible for the creation of administrator accounts and then can decide how much support they want

to provide for teachers when it comes to users, students, classes, and product assignments. This option **allows teachers to link their district/school Google account to their Savvas account and import their Google Classroom class(es) into Savvas Realize**. This allows them to assign content from Savvas Realize to their Google Classroom class(es). Students log in through **Google Classroom**, and teachers log in to Savvas Realize.

4. What operating systems do you support?

- Savvas Realize is compatible with a wide range of operating systems. Please visit this [link](#) to view an up-to-date list of system requirements.

5. What happens to student data at the end of a school year?

- Following the New Year Roll Over, classes will be removed along with student progress data and licence subscriptions for teachers only. However, historical student progress data will still be accessible in Realize Reports for administrators.

6. When does the New Year Roll Over occur? Are the dates modifiable?

- New Year rollover dates for all licences can be modified by EasyBridge district administrators to fit the needs of the district following a purchase.

7. Where can I find your privacy statement? How is student data stored?

- Details on how Rubicon protects student data and privacy can be accessed here: <https://www.rubiconpublishing.com/trust-center/>.

8. I am trying to link my Savvas Realize Account with Google Classroom, but I receive the “Uh Oh - We are unable to get your Google Classroom” error message. How do I fix this?

- This message occurs due to a permissions issue on the teacher's side. It is typical that when Google was connected to Realize, the necessary permissions were not selected, and thus the error code occurred.
- To resolve this, please refer to the fixes outlined here: [Realize: Google Classroom - Unable to get your Google Classroom classes](#).

9. If a teacher or admin leaves or a new teacher/admin is assigned to a school/district, how can they be added to the licence?

- Removing a teacher or admin: EasyBridge district administrators can remove teachers or admins as needed by:
 - Signing into EasyBridge admin account at savvaseasybridge.com

- Select “Users”
- Search for the User in the search bar
- Select desired user
- Select “Delete User”
- Adding a teacher or admin: EasyBridge district administrators can add teachers or admins as needed by:
 - Signing into EasyBridge admin account at savvaseasybridge.com
 - Select “Users”
 - Select “Create User”
 - Select either “Teacher” or “Administrator”
 - Fill in onscreen prompts to create an account for the school/district they’d like them assigned to.

10. How can I reset a teacher and or admin password as a district administrator?

- Sign in to savvaseasybridge.com with your district administrator credentials
- Select Users
- Search for the user you would like to reset
- Select the user whose password you’d like to change
- Scroll down and click “Change Password”
- Set the new password and press “Save”

Licence Questions

1. How long is a licence term for MathUP Student?

- MathUP Student is an annual licence, but Rubicon has common end dates for all annual licences. We do this so that your licence will not expire unexpectedly. Annual licences become inactive during two periods during the year. The details for the common end dates are as follows:
 - If a purchase order is received between September and December, the licence will expire on December 31 of the following year.
 - If a purchase order is received between January and August, the licence will expire on July 31 of the following year.

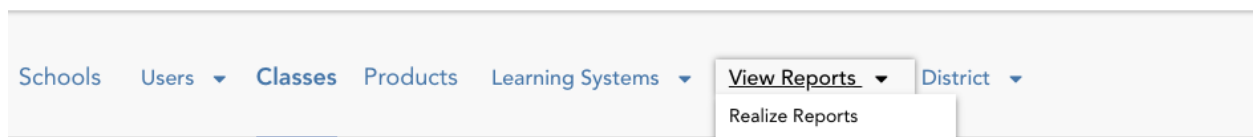
2. Who is considered the “licence holder”?

- While both students and teachers have access to MathUP Student, the teachers are the licence holders.

3. At the end of a school year or term, can a teacher erase and/or replace a student class list?

- Yes, once a school year or term concludes, a teacher can erase or replace a class of up to 28 students using the same active licence (*as long as the license subscription year is still active*).
- 4. What grade levels do educators have access to with a Classroom licence of MathUP Student?**
- A classroom licence of MathUP Student grants access to all Grade levels 1–9 for the educator.
- 5. Who can access data reports on usage? What usage reports are available? How are reports accessed?**
- Administrators can access data reports through their EasyBridge account.
 - Usage Reports include:
 - Logins by students and teachers
 - Teacher usage
 - Student usage by class and program
 - Program usage
 - Content usage
 - Scores and performance data
 - A full list of available reports can be found here: [Realize Reports](#).
 - Usage data and reports are accessed in Realize Reports. They can be accessed by your district/school's EasyBridge administrator by:
 - Signing into savvaseasybridge.com with your administrator credentials
 - Select: View Reports → Realize Reports

SAVVASEasyBridge



Content Questions

- 1. Can I assign just a few of the skill and concept questions?/Do I have to assign all of them at once?**
- At this time, the skill and concept questions must be shared all at once. Teachers may print all questions for students and then direct students to answer only a few each day, just as they would with any student-facing material (e.g., on Monday, we will try questions 1 and 2 because these are

the questions that connect to Lesson 1. On Tuesday, we will try questions 3, 4, and 5 because these are the questions that connect to Lesson 2.

2. Can I assign different tasks to students if I teach a combined grade?

- Teachers can assign any task to individual students, to groups of students, or to the entire class.

3. Can I assign tasks to individual students?

- Teachers can assign any task to individual students, to groups of students, or to the entire class.

4. Can I assign tasks from MathUP Classroom using MathUP Student?

- Yes, content from MathUP Classroom can be easily assigned by importing a link to the library in MathUP Student, the same way In Short Videos can be assigned. [Please see [Question #9](#) below for a walkthrough of how to import a link and assign it.]

5. Is there a way to turn off the “percentage scores” so that students and parents don’t see this?

- Teachers can toggle between points and scores on their data page; however, students and parents will see these presented as a percentage score on the student page.

6. If I integrate Savvas Realize (MathUP Student) with Google Classroom, are scores/grades from the resource automatically passed back to Google Classroom Gradebook?

- Yes, Savvas Realize automatically passes grades/scores back to the Google Classroom Gradebook. A more in-depth overview of this can be found here: <https://www.rubiconpublishing.com/savvas-realize/> -> Scroll down to “Google Classroom Integration” and watch the video.

Pedagogical Questions

1. How do MathUP Classroom and MathUP Student work together?

- Every question in MathUP Student is connected to a corresponding lesson in MathUP Classroom. MathUP Student questions have been intentionally written to align with and support the instruction students receive in MathUP Classroom. For more information, please see the video [Connecting MathUP Classroom & MathUP Student](#)

2. How can I get to MathUP Classroom from MathUP Student?

- There is a dedicated button in MathUP Student that will take teachers directly to their MathUP Classroom account.

3. Are there student support ideas available for each question?

- No, student support is not available for each question at the point of use; however, each question is correlated to a corresponding MathUP Classroom lesson, where there are several ideas for support and differentiation.

4. Do students get a hint if they answer a question incorrectly?

- Students are told if they are correct or incorrect, but no hints are given.

5. Are there more practice questions students can do on their own?

- MathUP Student does not have a bank of auto-scorable questions for students to do on their own; however, teachers can assign digital games from MathUP Classroom through the MathUP Student library.

6. Are the autoscorable questions summative assessments? If not, why does it say “test”?

- MathUP Student is intended to be used as a formative assessment tool. Efforts are being made to remove the word test to avoid confusion.

7. Is there a way to hide the grade level so that students working several grade levels behind do not see the grade they are working on?

- There is no way to remove the grade-level indicator at this time.

8. Can I create a growth report to show student progress?

- At this time, MathUP Student does not provide growth reports over time; however, educators can run the same autoscorable question twice and look at the change in scores between the two.

9. How can I use the translation feature to translate content in MathUP Student to a different language?

- MathUP Student allows for translations into numerous languages. For more information, please see the video: [How to Use the Translate Feature in MathUP Student](#)

10. How do I assign the In Short Videos?

- Currently, the InShortVideos can't be assigned via a "button," but this feature will be *available very soon*. In the meantime, educators can still assign this content for all grades through the library.
- For more information, please see the video: [How to Assign In Short Videos Through The Realize Library](#)

Support Questions

1. Whom do I contact if something goes wrong?

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