fueleducation™
the new power of learning

User Guide

PEAK Office

This comprehensive user guide helps the user navigate **PEAK Office** as an Account Administrator, Institutional Administrator, Mentor, and/or Instructor.

CONTENTS *(click to jump to)*

Back to Top

UNDERSTANDING PEAK OFFICE USER GUIDE

PEAK Office is a system used by many individuals acting with different roles, responsibilities, and access. To help identify sections pertaining to a user's specific role, use the following role guides visible below each section heading.

Account Admin | **Institution Admin** | **Mentor** | **Instructor** | **Guardian**

PEAK (PERSONALIZE, ENGAGE, ACHIEVE WITH FUELED)

PEAK Office is Fuel Education's Student Information System (SIS). This system is used to track student data including:

- Student Progress (summarized and detailed): Grade and course completion information
- Student Activity: Metrics related to online activities of students
- Student Engagement Status

LOGIN AND SUPPORT

Account Admin | **Institution Admin** | **Mentor** | **Instructor** | **Guardian**

Click *here* to download the video.

GETTING STARTED

Depending upon a role, user accounts may be created by a variety of individuals. See below for individuals who would have the authority to create a specific user account.

- **Account Administrators** - accounts created by FuelEd staff at request of Client Service Manager (CSM).
- **Institutional Administrator, Mentor, Instructor** - accounts created by either account or institutional administrator.
- **Guardian -** accounts created by mentor or administrator.
  NOTE: Student accounts do not have access to **PEAK Office**.

Once accounts are created, an automated email is sent with login information. Emails will appear to come from *peaksupport@getfueled.com*.

1. Access **PEAK Office** at *https://peak.k12.com*
2. Enter username and password to access **PEAK Office**. Passwords are case sensitive. If experiencing login difficulties, copy and paste the username/password from system email into login field.

PEAK OFFICE BASICS

Across the top of the **PEAK Office** page, there are several links and menu options designed to provide support. Each is addressed below.

USERNAME

1. Select the user's name (e.g. John Doe) located in the upper left hand corner of any **PEAK Office** web page to add or edit personal contact information. This is helpful with a change in email or phone number.
2. Select the **+ sign** to edit and add appropriate information such as email, phone number and address.
3. Overwrite existing email with new email to update.
4. Select **SAVE** before returning to home page.

MULTIPLE ROLES

Some **PEAK Office** users perform multiple roles within the system. Users with multiple roles have the ability to toggle between their primary role and any secondary role. The default role upon log in will always be the user's primary role.

Multiple roles are identified by a circular arrow to the right of the role name.

1. Select **primary role name** to quickly toggle between two account types within the system such as instructor/mentor.
2. Select new role desired.
3. Repeat process to return to primary role.

CHANGING PERSONAL PASSWORDS

1. Select **Change Password** in blue page header.
2. Enter new password and confirm by re-typing.

NOTE: All passwords must be between 8 and 20 characters in length and contain at least one uppercase letter, one lowercase letter, and one number.

Back to Top

3. Select **CHANGE PASSWORD**.

NOTE: All password changes will take effect immediately within **PEAK Office**. However, for instructors it is important to remember that it will take up to two hours for the new password to take effect in the **PEAK Classroom**. For this reason, it is suggested that instructors change their password at the end of the day.

LOGGING OUT OF PEAK OFFICE

Select **Log out** located in the page header.

NOTE: The system will time out after 30 minutes. However, users should always use the **Log out** hyperlink to avoid any browser cache memory issues and inappropriate access. It is the responsibility of all users to protect personal data within the system.

PEAK SUPPORT

Click *here* to download the video.

At the top of every **PEAK Office** page, there are direct links to support options. When selected, these icons automatically pass users through FuelEd's portal without needing to login again.

KNOWLEDGE BASE

1. Select the icon to access the FuelEd **Knowledge Base** appropriate for the specified role within the system.
2. Close the **Knowledge Base** tab to return to **PEAK Office** system.

NOTE: Use of this icon will pass users through the users FuelEd portal without needing to log in a second time.

TICKET SYSTEM

1. Select the icon to access the FuelEd ticketing system.
2. Select appropriate **Product Line** under **Ticket Description**.
3. Complete **Request Detail**.
   - Provide as many details as possible in this region.
   - Provide specific student name, unit name and assignment name where appropriate. (This is important even if the issue is wide spread).
   - If appropriate, please include browser, operating system and browser versions being used.
4. Select **User Type**.
5. Select **Category** that best fits the issue.
6. Select **Subject**.
7. Enter **Course Name or Section ID**.
8. Enter any known browser information.
9. Enter the **Activity Name, Type, Section** and **URL**.

10. Attach any supporting images or documentation, as necessary.
11. Select **Finish**.
12. Close the **Ticketing** tab to return to **PEAK Office** system.

NOTE: Use of this icon will pass users through the users FuelEd portal without needing to log in a second time.

CHAT SUPPORT

1. Select the icon to access the FuelEd chat support system.
2. Enter any needed information in the dialog box under **How can we help you today?**
3. Select **Submit**.
   - Chat sessions are recorded as transcripts and saved to the requestors account.
   - Academic and training follow-up chat services are available 24/7 with holiday hours posted in the **Service Station**.
   - Chat support is an efficient way to request unintended self-submitted assignments to be cleared.
   - Enrollment and Licensing specialists are available during posted times located on the **Service Station**.
4. Select **End Chat** when finished.
5. Close the **Chat Support** tab to return to **PEAK Office** system.

EDULINK COMMUNITY

1. Select the icon to access the FuelEd online community known as **Edulink**.
   a. Enter email address and select **Confirm address**, if the first time logging in.
   b. Enter username and password and select **Log in**, if logged in previously.
2. Close the **Edulink** tab to return to **PEAK Office** system.

TRAINING MENU

1. Select the training dropdown menu located in the upper right corner of the **PEAK Office** web page.

2. Select **Training Resources** to access **PEAK Office** training videos and additional resources.
3. Select **Training Schedule** to access upcoming training sessions, such as initial administrator and mentor training.

WEEKLY PROGRESS REPORTS

In addition to supports found directly within **PEAK Office**, a few additional supports are also provided. Weekly progress reports are distributed via email each Monday to both mentors and guardians within the system. Administrators will not automatically receive these reports and should reach out to their CSM, if reports are desired.

The following items are included in all progress reports:

Contact Information	Enrollment Information	Grade Information
Teacher Name	Section Name	Point to Date
Teacher Email	Start Date	Possible Points
	End Date	Grade to Date (average)
	Last Weeks' Time (min)	Total Points
	Total Time (min)	% Complete
	Last Access	Cumulative Grade

We recommend mentors save weekly progress reports with a date reference in the file for easy access to historical student data. Mentors should keep a close eye on student progress by regularly meeting with students and discussing upcoming deadlines.

SERVICE STATION AND KNOWLEDGE BASE

The **Service Station** can be accessed through the quick links located at the top of the **PEAK Office** home page and may also access the site directly at *http://service.getfueled.com.* Users will login using their mentor or administrator username and password. Phone assistance is also available via telephone at **1-84GoFuelEd (1-844-638-3533)**.

Once logged in, mentors have access from the **Home** tab to support documents through the **Knowledge Base**, such as access to ticketing and chat support. Ticket support includes, but is not limited to the following:

- Requesting exemptions/modifications for individual enrollments; please do this early.
- Technical support
- Student issues

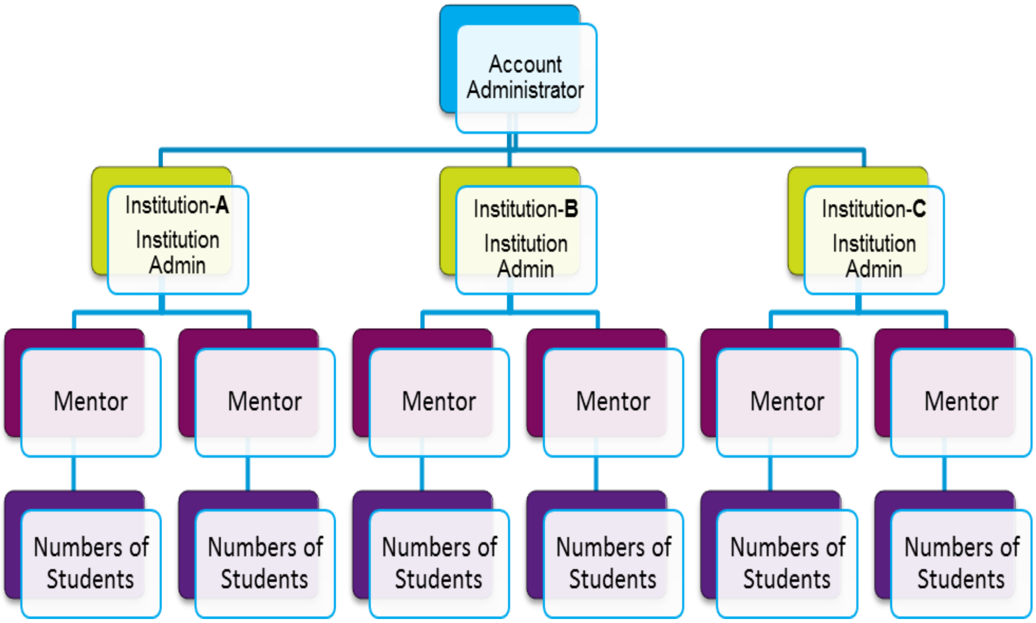
PEAK OFFICE ROLES

Account Admin | Institution Admin | Mentor | Instructor | Guardian

There are multiple roles within **PEAK Office**. User's responsibility and access will vary, based on these role associations. Each role and responsibility is described in the user sections below. The chart below provides a quick summary of user access.

	Account Administrator	Institution Administrator	Mentor	Instructor	Guardian
Create Account Administrators	◉				
Create Institutions	◉				
Create Instructor Accounts	◉				
Assign Instructor to Course Sections	◉				
Create Institution Administrators	◉	◉			
Create Mentors	◉	◉			
Approve Pending Enrollments	◉	◉			
Create Student Accounts	◉	◉	◉		
Enroll Students	◉	◉	◉		
Create/Manage Guardian Accounts	◉	◉	◉		
Finalize Student Grades				◉	
View Student Progress and Performance Reports	◉	◉	◉	◉	◉

ACCOUNT ORGANIZATION FLOW CHART



ADMINISTRATOR

Account Admin **Institution Admin** **Mentor**

There are two types of administrator user roles within **PEAK Office**: Account Administrator and Institution Administrator.

ACCOUNT ADMINISTRATORS

An account refers to an entity that assumes financial responsibility for courses and other services rendered to associated students and institutions.

An account administrator is the role within **PEAK Office** that has the highest level of authorizations and approvals. The account administrator sets the parameters of each user under that account and can view the progress and engagement of all students associated with that account, regardless of the institution with which they are associated. The account administrator needs to understand all the various roles within **PEAK Office** to make informed decisions regarding at which level to place each individual.

It is the responsibility of the account administrator to create initial institutional administrator accounts as well as accounts, as needed.

INSTITUTION ADMINISTRATORS

An institution refers to an entity with which a user may be associated. An entity may be a specific program or school association connected to the account. Examples may include, but are not limited to, high school, middle school, alternative school.

Institution administrators can view the progress and engagement of all students within that institution, regardless of the mentor association. Users with the institutional administrator role have the ability to create mentor, student, guardian and additional institutional administrator accounts. These individuals also have the ability to enroll students directly or approve student enrollments created by a mentor.

It is the responsibility of the account administrator or the institutional administrator to create mentor accounts, as needed.

MENTOR

Mentors are the individuals that directly oversee the progress and engagement of students. They are the primary contact between school and a FuelEd instructor and an integral piece of the program. Mentors, if given approval by administrators, can enroll students into individual courses as well as monitor academic progress and engagement. Mentors can only see student accounts they created or to which they have been assigned. Multiple mentors may be assigned to one student.

UNDERSTANDING THE MENTOR ROLE

A mentor is the person assigned by the account and/or institution administrator at the institution or school who will directly support and monitor a specific set of students. A mentor should be someone able to regularly meet with students, either in person or virtually, to make sure students are successfully progressing through the courses.

The mentor is integral to student success and, as such, great care needs to be taken when deciding whom to designate as a mentor. Within **PEAK Office**, mentors may create student user roles, view student progress and performance reports, create guardian roles and, in approved situations, enroll students in courses.

The mentor is instrumental in helping students stay positive and motivated as they work through online courses. If students are having problems, they need to know they can go to the mentor for help and support. Likewise, the mentor is instrumental in collaborating with course instructors to help contact students, work through special situations, and be the person “on the ground” to help instructors engage students. If instructors have difficulty reaching students, they contact the mentor to request help.

PEAK Office provides mentors and administrators with many tools to help support and monitor student performance and activity. Mentors should regularly log in to **PEAK Office** to view student engagement and work with students who are struggling. Student Academic Health Reports, performance data, and activity data can be downloaded and exported for easier manipulation.

Back to Top

ROLES AND RESPONSIBILITIES OF THE MENTOR

Mentors play a critical role in the success of the FuelEd program. Mentor roles and responsibilities include:

- Serving as a liaison between school and FuelEd Instructors.
- Supporting and motivating students on a direct basis.
- Monitoring progress of students.
- Helping students with time management by assisting them with course schedules.
- Meeting regularly with students to discuss any issues or problems they may be having.
- Relaying any pertinent student issues to FuelEd Instructors in a timely fashion.
- Ensuring students have frequent access to computers with reliable internet access.
- Ensuring students have access to necessary tools, such as microphones, for language classes.
- Providing complete student enrollment information.
- Keeping current with student start dates and end dates.
- Approving course extensions as needed.
- Acting as decision maker regarding academic dishonesty, plagiarism, and Code of Conduct violations (click *here* to view **Student Code of Conduct**).
- Transcribing final student grades to school system.

HOW TO BE A SUCCESSFUL MENTOR

Being a successful mentor takes focus and commitment. Below are tips shared by other mentors:

- Make sure students know mentor is available to answer questions and provide support.
- Be a cheerleader! Help students stay motivated.
- Help students become good time managers so they can stay on track with course pacing.
- Keep the door open with students so they can share any issues or problems they may be having.
- Be sure to relay any relevant student issues to FuelEd instructors.
- Make sure students have frequent access to computers with reliable internet connections.
- Stay up to date on the technology and platforms necessary to support students.

USERS

Account Admin | Institution Admin | Mentor

CREATE USERS OVERVIEW

There are many user roles within **PEAK Office**. This section will outline which user roles have the authority to create other user roles.

	Account Administrator	Institution Administrator	Mentor
Create Account Administrators	●		
Create Instructor Accounts	●		
Create Institution Administrator	●	●	
Create Mentors	●	●	
Create Student Accounts	●	●	●
Create Guardian Accounts	●	●	●

DUPLICATE STUDENT (USERS) DETECTION

Click *here* to download the video.

When creating an account, it is important to identify if user already has an account to avoid confusion. Duplicate users in system leads to user being assigned to incorrect mentor, course, or instructor.

The **Duplicate Student (Users) Detection** feature in **PEAK Office** allows the individual creating a user account to identify if an account is already in **PEAK Office**.

When creating an account, the system looks at name, birthdate, or email address that might be identical to information already found in **PEAK Office**. When a user clicks save, a pop-up box with possible duplication appears, if system identifies an account with similar information.

- Users need to determine if the duplicate name is indeed the same individual.
- If the new account is determined to be the same as the account already in the system, select **Cancel**.
  - Cancel stops creation of new account to avoid duplication.
  - Once **Cancel** is selected, on **Create User** screen, select **Cancel**.
- If the new account is determined not to be a duplicate, select **Create Student (Users)** to continue the account creation process.

NOTE: It is best to use a unique student email address and not a generic email address for all accounts.

CREATE ACCOUNT ADMINISTRATORS

Account Admin

Click *here* to download the video.

Only another account administrator can create a new account administrator.

NOTE: A program's initial account administrator account will be created by the FuelEd team after that person has been identified.

1. Select **USERS** dropdown menu.
2. Select **CREATE USER**.
3. Select **ACCOUNT ADMINISTRATOR** from pop-up menu.
4. Select **CREATE USER**.
5. Complete requested field information. All fields with an asterisk (*) are required.
   - First Name
   - Last Name
   - Username
   - Password – randomized password can be altered
   - Email Address
6. Select **SAVE**.

CREATE INSTITUTIONAL ADMINISTRATORS

1. Select **USERS** dropdown menu.
2. Select **CREATE USER**.
3. Select **INSTITUTION ADMINISTRATOR** from pop-up menu.
4. Select **CREATE USER**.
5. Complete requested field information. All fields with an asterisk (*) are required.
   - First Name
   - Last Name
   - Username
   - Password – randomized password can be altered
   - Email Address
6. Select **+sign** to add desired institution.
7. Select **SAVE**.

CREATE MENTORS

Click *here* to download the video.

1. Select **Mentor** button located in the create region of the **PEAK Office** home page.
2. Complete requested field information. All fields with an asterisk (*) are required.
   - First Name
   - Last Name
   - Username
   - Password – randomized password can be altered
   - Email Address
3. Select **+ sign** next to **Institutions** and a pop-up box will appear.

Back to Top

4. Select appropriate institution from those provided and Select **OK**.
   NOTE: If an appropriate institution is not visible, see account administrator to create institution prior to associating it with any administrator.
5. To grant mentors permission to enroll students:
   - Check **Can Enroll Students**.
   - Check **Requires Approval**, if program wishes to require administrator approval of enrollments entered by mentor prior to enrollment becoming active.

6. Select **SAVE**.

CREATE STUDENTS

Click *here* to download the video on creating students and guardians.

1. Select **student icon**  in upper left of home page.
2. Complete requested field information. All fields with an asterisk (*) are required.
   - First Name
   - Last Name
   - Username
   - Password – randomized password can be altered
   - Account – if the student is associated with just one account, field auto-populates
   - Institution – select correct institution
   - Mentor – administrator accounts will need to select **+ sign** to assign a student's mentor.
     NOTE: Students can be assigned multiple mentors.
   - Email
   - Graduation Year – not required
   - Demographic Information – provides helpful information on how best to support and motivate students
   - Student Athlete – check box if appropriate
   - Special Programs – not mandatory, checking relevant special needs can provide instructors important insight
   - Guardians – parents or others who request access and visibility into their specific child/student's progress. If the guardian role has been created, it can be assigned to the student on this page by typing in part of the guardian's name and/or using the dropdown function.
3. Select **SAVE**.

CREATE GUARDIANS

1. Select **Guardian** button located in the **Create** region of the **PEAK Office** home page.
2. Complete requested field information. All fields with an asterisk (*) are required.
   - First Name
   - Last Name
   - Username
   - Password – randomized password can be altered
   - Email Address

3. Select **+ sign** next to students and select students that should be associated with the guardian account.
4. Select **OK**.
5. Select **SAVE**.

CREATE INSTRUCTORS

Click *here* to download the video.

Instructor accounts may be created for programs that have **Content + Hosting** licenses. These are programs where schools use district instructors rather than FuelEd instructors.

1. Select **Instructor** button located in the **Create** region of the **PEAK Office** home page.
2. Complete requested field information. All fields with an asterisk (*****) are required.
   - First Name
   - Last Name
   - Username
   - Password – randomized password can be altered
   - Email Address
3. Select **SAVE**.

ADDING SECONDARY ROLE

Click *here* to download the video.

There are situations in which an individual may need to have multiple roles within **PEAK Office**. To add secondary roles, follow the steps below. The role marked as primary will be the users landing role within **PEAK Office**. A user always has the ability to toggle to their secondary roles.

1. Use **Search Users** fields on home page to identify individual to assign a secondary role.
2. Choose the hyperlinked user **name**.
3. Once on individual's detail page, select **EDIT**.
4. Select **New Role** to add from dropdown menu found in the lower right hand corner.
5. Select **ADD ROLE**.
6. Select **SAVE**.
   NOTE: If the newly created role is to become the primary role, check primary role box prior to selecting save.
7. Select **SAVE** on user detail page to make addition permanent.

MERGE USERS

Click *here* to download the video.

Merging duplicate user accounts can be done quickly with the **Merge Users** feature of **PEAK Office**. Please note that merges apply to all users, *except student accounts*.

1. To begin the process, access the **Users** dropdown menu located on the horizontal navigation bar.
2. Select **MERGE USERS**.

3. Using the dropdown menu, select the role for the **Source User** and similarly the role for the **Target User.** Limit the search by typing a name or partial name.
   NOTE: The **Target User** will be the account that remains active after the merge is complete.
4. Select the **FILTER** button to narrow the search, or simply leave the name field blank and choose from the list of users that appears.
5. Select the **radio button** to the left of the name in the **Source User** list that is being merged.
6. Select the **radio button** to the left of the name in the **Target User** list with which that account will be merged.
7. Select **MERGE**.
8. Select **MERGE USERS** to complete the merge or select **CANCEL** to stop the merge from the pop-up window that will appear.

   CAUTION: *This process cannot be undone once the merge is successful.*

ENROLLING STUDENTS

Account Admin | **Institution Admin** | **Mentor**

ENROLLING MULTIPLE OR INDIVIDUAL STUDENTS

Click *here* to download the video.

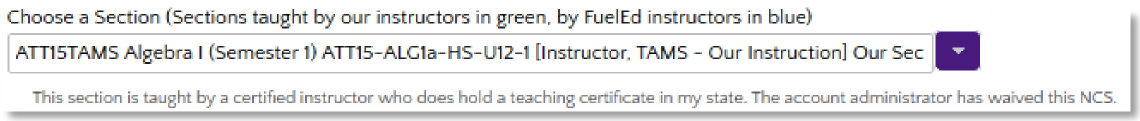
The process described below can be used to enroll individual or multiple students into an individual section.

1. Select **STUDENTS** under **Manage** region at the bottom right of the **PEAK Office** home page.
2. Choose desired filters to limit visible students following the filter process. Select the **+ sign** next to certain filter options to populate. Filter by:
   - Institution
   - Mentor (visible to those with administrator access)
   - Course
   - Section name
   - Section Status
   - Student Name and or Status

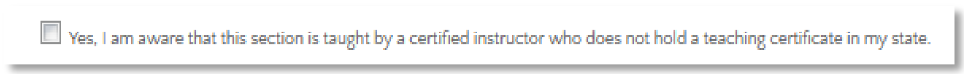
   NOTE: To view all students, leave filter criteria blank.
3. Select **FILTER** to display list of students.
4. Check box to select student(s).
   a. To select all students visible, check box above table.
   b. To select individual students place check in box to left of desired student names.
   c. If user wishes to remove a few students from **WORKING LIST** prior to enrollment, check the box to left of student names and select **REMOVE SELECTED FROM WORKING LIST**. Once students are removed, check box above table to enroll all remaining students.
5. Select **STUDENT ACTIONS** after checking the boxes of students to be enrolled.
6. Select **ENROLL**.

   NOTE: If enroll button is grey, the function is unavailable for one or more of the selected students. Return to selected list and verify all students are active.

7. Select desired course filters.
   - Discipline – If searching for the **PEAK Office** shell (no preloaded content), select **Elective**
   - Course Type
   - School Type
   - Instruction – it is imperative, if using FuelEd instructors to select **K^{12}** and if using district instructors, select **customer**.
8. Select appropriate **course choice** using dropdown menu under **Choose a Course** field.
9. Select appropriate **section** using dropdown menu under **Choose a Section**. If multiple sections are not available, this field will auto-populate.
   NOTE: FuelEd strives to provide 100% state certified instructors for our complete catalog. When a state certified instructor is not immediately available, some state laws allow for the use of a highly qualified instructor with certification from another state.
   - Account administrators have the ability to waive the state certification for the entire account.
   - If an account administrator *has waived* the state certification at the account level, those enrolling will see a message below the affected section indicating the section is taught by a certified instructor, but from a different state.



   - If account administrator *has not waived* this certification at an account level, the individual completing the enrolling will need to check the box indicating they understand the section is taught by a certified instructor from another state. It is important that the individual only checks this box in accordance with their school and state policies.



10. Select appropriate **license** using dropdown menu under **Choose a License**. If multiple licenses are not available, this field will auto-populate.
    NOTE: All enrollments are billable transactions. They are either reflected in account's allocated license/solution or charged on a per enrollment basis. Standard refund policy applies, so if student is dropped within first 14 days, 50% refund is applied.
11. Select **Start** and **End Dates**. Note that start and end date must fall within **Available Enrollment Dates** for the license.
    NOTES:
    - Students will not be granted course access until start date arrives and will lose access the day following end date.
    - If a student requires additional time to complete a course, mentors have the ability to extend the end date by selecting **Extend** under **Enrollment Actions**.
    - If a student completes a course early or prior to end date, mentors have the ability to request a final grade by selecting **Final Grade** under **Enrollment Actions**.

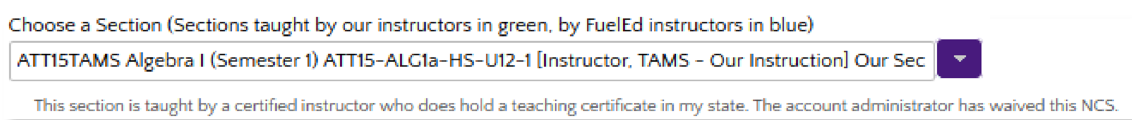
ENROLL INDIVIDUAL STUDENTS

Click *here* to download the video.

These directions assume the student user account already exists in **PEAK Office**. If student user account does not exist in system, refer to **Create Student** section of this user guide (click *here* to view **Create** Student section above).

1. Select **ENROLL A STUDENT** button located near the top of the **PEAK Office** home page.
2. Search for student to be enrolled.
3. Select **ENROLL**.
4. Select desired filters to limit visible students following the filter process. Select **+ sign** next to certain filter options to populate. Filter by:
   - Institution
   - Mentor (available to those with administrator access)
   - Course
   - Section name
   - Section Status
   - Student Name and or Status

   NOTE: To view all students do not select filter criteria.
5. Select **FILTER** to display list of students.
6. Check box to select student(s).
   a. To select all students visible, check box above table.
   b. To select individual students place check in box to left of desired student name.
   c. If user wishes to remove a few students from working list prior to enrollment, check box to left of student names and select **REMOVE SELECTED FROM WORKING LIST**. Once students are removed, check box above table to enroll all remaining students.
7. Select **STUDENT ACTIONS** after checking boxes of students to be enrolled.
8. Select **ENROLL**.
   NOTE: If enroll button is grey, the function is unavailable for one or more of the selected students. Return to selected list and verify all students are active.
9. Select desired course filters.
   - Discipline – if searching for PEAK shell (no preloaded content), select **Elective**.
   - Course Type
   - School Type
   - Instruction – it is imperative if using FuelEd instructors to select K[12] and if using district instructors, select customer.
10. Select appropriate **course choice** using dropdown menu under **Choose a Course** field.
11. Select appropriate **section** using dropdown menu under **Choose a Section**. If multiple sections are not available, this field will auto-populate.
   NOTE: FuelEd strives to provide 100% state certified instructors for our complete catalog. When a state certified instructor is not immediately available, some state laws allow for the use of a highly qualified instructor with certification from another state.
   - Account administrators have the ability to waive the state certification for the entire account. If an Account Administrator *has waived* the state certification at the account level, those enrolling will see a message below the affected section indicating the section is taught by a certified instructor, but from a different state.



- If Account administrator *has not waived* this certification at an account level, the individual completing the enrolling will need to check the box indicating they understand the section is taught by a certified instructor from another state. It is important that the individual only checks this box in accordance with their school and state policies.

☐ Yes, I am aware that this section is taught by a certified instructor who does not hold a teaching certificate in my state.

12. Select appropriate **license** using dropdown menu under **Choose a License**. If multiple licenses are not available, this field will auto-populate.
    NOTE: All enrollments are billable transactions. They are either reflected in account's allocated license/solution or charged on a per enrollment basis. Standard refund policy applies, so if student is dropped within first 14 days, 50% refund is applied.

13. Select **Start** and **End Dates**. Note that start and end date must fall within **Available Enrollment Dates** for the license.
    NOTES:
    - Students will not be granted course access until start date arrives and will lose access the day following end date.
    - If a student requires additional time to complete a course, mentors have the ability to extend the end date by selecting **Extend** under **Enrollment Actions.**
    - If a student completes a course early or prior to end date, mentors have the ability to request a final grade by selecting **Final Grade** under **Enrollment Actions.**

MANAGING ENROLLMENTS

Account Admin | Institution Admin | Mentor

ENROLLMENT ACTIONS

Once students are enrolled in course administrators and mentors have the ability manage multiple aspects of that enrollment. See table below for available actions.

Enrollment Action	Description	Role Authority
Activate	Activate is available for any enrollment that requires administrator approval.	Account Administrator Institution Administrator
Decline	Decline is available for any enrollment that requires administrator approval.	Account Administrator Institution Administrator
Switch License	Switch License is available when multiple licenses are available for an enrollment. This can be especially helpful at the time of license updates.	Account Administrator Institution Administrator Mentor

Back to Top

Hold	Hold is available for any active enrollment. This action is appropriate if a program wishes for a student to temporarily lose access to their course for possible disciplinary or other reasons. Enrollments on hold will still count against license usage.	Account Administrator Institution Administrator Mentor
Transfer	Transfer allows students to be transferred to another section of the course if enrolled for less than 15 days. If transfers require assignment grade transfers, it is best to contact FuelEd support team (*http://service.getfueled.com*) prior to using this action.	Account Administrator Institution Administrator Mentor
Drop	Drop or remove a student from a course without having an instructor assign a final percentage.	Account Administrator Institution Administrator Mentor
Complete	Students have completed work expected and no final grade information will be sent to mentors or students. This action automatically happens 31 days after an enrollment end date.	Account Administrator Institution Administrator Mentor
Resume	Resume will allow a student that has been placed on hold to have their access returned.	Account Administrator Institution Administrator Mentor
Extend	Extend should be used to set a new end date past the present end date.	Account Administrator Institution Administrator Mentor
Reinstate	Reinstate is used to place a dropped or evaluated student back into the same section. This action is possible as long as the section remains open to enrollments.	Account Administrator Institution Administrator Mentor
Final Grade	Final grade should be used to request a student be graded out of course section prior to original end date.	Account Administrator Institution Administrator Mentor
Resend Email	Resend Email can be used to send initial enrollment email to student if initial email was misplaced.	Account Administrator Institution Administrator Mentor

MANAGING MULTIPLE AND INDIVIDUAL ENROLLMENTS

The process described below can be used to manage both individual and multiple enrollments.

1. Select **ENROLLMENTS** under **Manage** region at the bottom right of the **PEAK Office** home page.
2. Choose desired filters to limit visible enrollments following the filter process.
3. Select **+ sign** next to certain filter options to populate. Filter by:
    - Institution
    - License (visible to those with administrator access)
    - Course
    - Section Name
    - Section Status
    - Enrollment Dates and Status
    - Primary Instructor
    - Student Name

   NOTE: To view all enrollments do not select filter criteria.
4. Select **FILTER** to display list of enrollments.
5. Check box to select enrollments.
    a. To select all enrollments visible, check box above table.
    b. To select individual enrollments place check in box to left of desired enrollments.
    c. If user wishes to remove a few enrollments from **WORKING LIST** prior to enrollment, check box to left of enrollments and select **REMOVE SELECTED FROM WORKING LIST.** Once enrollments are removed, check box above table to enroll all remaining students.
6. Select **ENROLLMENTS ACTIONS** after checking boxes of students to be enrolled.
7. Select desired action (click *here* to see table of desired actions) to complete enrollments change.

MANAGE INDIVIDUAL ENROLLMENTS

Account Admin **Institution Admin** **Mentor**

Click *here* to download the video.

Sometimes an update is needed for just one student enrollment. Although a user may manage individual enrollments using the same process used for multiple enrollments, some users may prefer to use the process described below.

1. Enter search criteria in **Search Users** region of **PEAK Office** home page.
2. Select **ENTER** or use **Magnifying Glass** to initiate the search.
3. Select **Student Name** to view student detail page.
4. Access student enrollment table located at the bottom of student detail page.
5. Select **Course Name** to view/edit enrollment details for the course. Items visible from **Enrollment Details** page include:
    - Enrollment Data – displays course ID. Course ID is important when requesting a quiz reset or submitting a report ticket.
    - Passwords – unit and semester exam passwords.
    - Instructors – both phone number and email of course instructor.
    - Progress – detailed view of time within course and academic performance.
    - Assessments – provides assignment-level detail of academic achievement.
    - Activity – provides log of student login time for course.

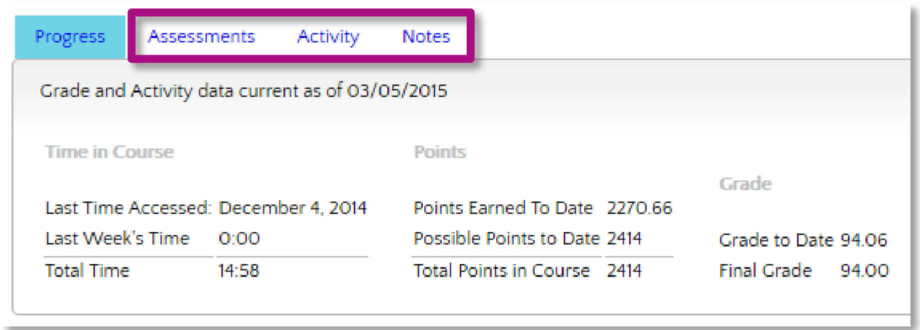
Back to Top

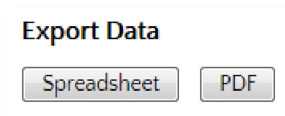
- Notes – provides history of enrollment changes and notes associated with course. These notes will include all enrollments actions as well as instructor, mentor and administrator comments. It is important to realize any item added to the note section is visible to all users with accesses to this enrollment including guardians.

6. Select **ENROLLMENT ACTIONS** to adjust enrollment status. Only possible actions appear blue.
7. Select desired action (click *here* to see table of desired actions) to complete enrollments change.
8. Select **RETURN TO STUDENT** at the bottom of the page to return to student detail page.

EXPORT ENROLLMENT DETAILS

From the **Enrollments Details** page, users can export **Assessments**, **Activity**, and **Notes** easily to work offline. Follow the directions above to view the **Enrollment Details**.





1. Select **Assessments**, **Activity**, and **Notes** tab from the bottom of the **Enrollment Details** page.
2. Scroll to the bottom of the page. Select the appropriate format under **Export Data**:
   a. **Spreadsheet** – exports tab details in a .csv format that can be accessed through **Microsoft Excel**.
   b. **PDF** – exports tab details in a PDF format that can be accessed through **Adobe Reader**.

MANAGE PENDING ENROLLMENTS

Account Admin **Institution Admin**

Click *here* to download the video.

Some programs provide mentors with the authority to enroll students. In some cases, these enrollments are immediately entered into the system, without additional approvals needed. Other programs opt to require administrative approval prior to the enrollment being processed.

If a program decides administrator approval is desired, users will see **Pending** in the status field on the **Enrollment Details** page following the mentor enrollment. Students in pending status will not have access to the course until approval/activation of enrollment occurs.

Back to Top

ACTIVATE INDIVIDUAL PENDING ENROLLMENTS

Upon logging into **PEAK Office**, administrators will be notified of pending enrollments through the alert located on top of home page.

1. Select **ALERT: # Enrollment(s) require your approval**.
2. Select **PENDING** status within the table.
3. Select **ACTIVATE** to allow student access to course, or **DECLINE** to block enrollment.
4. Confirmation will be provided and status will be updated.

ACTIVATE MULTIPLE PENDING ENROLLMENTS

If multiple enrollments require administrator approval, administrators have the ability to process multiple enrollments at one time.

1. Select the **ENROLLMENTS** button located under the **Manage** region in the lower right of the **PEAK Office** home page.
2. Select **Pending** from **Enrollment Dates and Status** dropdown.
3. Select **FILTER**.
4. Check box to the left of all enrollments for which the same action will apply.
   NOTE: If all visible enrollments have the same action, use check box located above table to select all enrollments at once.
5. Select **ENROLLMENT ACTIONS** located in upper right corner.
6. Select either **ACTIVATE** or **DECLINE**.

SWITCH LICENSES

Account Admin | **Institution Admin** | **Mentor**

The **Switch License** feature allows administrators and mentors to switch the enrollment license, so a student can stay enrolled in a course without interruption. This is especially helpful if a student needs to have the end date extended near the end of one license cycle.

A user can switch from one like license to another as long as it is the same license type. For example, a user can switch from a **Reusable Seat: Students (RSS)** license to another **RSS,** or from a **Reusable Seat: Enrollment (RSE)** to another **RSE**, but not from a **Reusable Seat: Student (RSS)** license to a **Reusable Seat: Enrollment (RSE)**.

SWITCH LICENSE FOR INDIVIDUAL STUDENT

Click *here* to download the video.

Switching licenses is simple with the **Switch License** function. Individual student enrollments can be moved from one like license to another without having to remove the student from his/her course.

1. Select **VIEW ALL STUDENT ENROLLMENTS** button located on **PEAK Office** home page.
2. Search for student by placing name in search field and pressing the enter key.
3. Select **Status Name** (*active*) associated with enrollment to be changed. The enrollment action options will appear above the table.
4. Select **SWITCH LICENSE**. A dialog box will appear.

NOTE: If **SWITCH LICENSE** hyperlink is blue, then enrollment can be switched to another license and student can remain enrolled within present course. If under **Enrollment Actions SWITCH LICENSE** is gray, there is not a similar license available to allow the switch.

5. Choose the license to transfer enrollment using dropdown menu.
6. Select **SWITCH LICENSES** once new license is selected.

SWITCH LICENSE FOR MULTIPLE STUDENTS

Click *here* to download the video.

If multiple licenses require updating, users have the ability to process multiple enrollments at one time.

1. Select **ENROLLMENTS** button located under the **Manage** region in the lower right of the **PEAK Office** home page.
2. Select desired filters to limit visible enrollments following the filter process.
3. Select **+ sign** next to certain filter options to populate. Filter by:
   - Institution
   - License (visible with administrator approval)
   - Course
   - Section Name
   - Section Status
   - Enrollment Dates and Status
   - Primary Instructor
   - Student Name

   NOTE: To view all enrollments, do not select filter criteria.
4. Select **FILTER**.
5. Check box to the left of all enrollments whose license is to be updated.
6. Select **ENROLLMENT ACTIONS** located in upper right corner.
7. Select **SWITCH LICENSE**.

   NOTE: If **SWITCH LICENSE** hyperlink is blue, then enrollment can be switched to another license and student can remain enrolled within present course. If under **Enrollment Actions SWITCH LICENSE** is gray, there is not a similar license available to allow the switch.
8. Choose the license to transfer enrollment using dropdown menu.
9. Select **SWITCH LICENSES** once new license is selected. A confirmation will appear on the working list.

MANAGING STUDENTS

STUDENT ACTIONS

Once students are enrolled in course administrators and mentors have the ability manage multiple aspects of that enrollment. See table below for available actions.

Student Action	Description	Role Authority
Enroll	The Enroll option is available for any active student.	Account Administrator Institution Administrator Mentor
Change Mentor	Change Mentor allows users to add, remove, and replace mentors associated with the student.	Account Administrator Institution Administrator
Activate	Activate allows users to activate any inactive student.	Account Administrator Institution Administrator Mentor
Inactivate	Inactivate allows users to inactivate any active student. Inactivating a student is not the same as dropping a student's enrollment. Inactivating students is most common when students leave a program due to graduation or moving to a new school.	Account Administrator Institution Administrator Mentor
Assign Institution	Assign Institution allows users to assign a student to a specific institution.	Account Administrator Institution Administrator Mentor

MANAGING MULTIPLE AND INDIVIDUAL STUDENTS

Click *here* to download the video.

The process described below can be used to manage both individual and multiple students.

1. Select **STUDENTS** under the **Manage** region at the bottom right of the **PEAK Office** home page.
2. Select desired filters to limit visible enrollments following the filter process. Select **+ sign** next to certain filter options to populate. Filter by:
   - Institution
   - Mentor (visible with administrator access)
   - Course
   - Section Name
   - Section Status
   - Student Name

   NOTE: To view all enrollments do not select filter criteria.
3. Select **FILTER** to display list of enrollments.
4. Check box to select enrollments.

Back to Top

   a. To select all students visible, check box above table.
   b. To select individual students place check in box to left of desired enrollments.
   c. If user wishes to remove a few students from **WORKING LIST** prior to action, check students are removed, check box above table to enroll all remaining students.
5. Select **STUDENT ACTIONS** after checking boxes of students to be enrolled.
6. Choose desired action (click *here* to view student actions) to complete student's change.

EDITING STUDENT MENTORS

1. Follow steps 1-6 above.
2. Select **CHANGE MENTORS**.
3. Select **REPLACE, ADD OR REMOVE** from **Choose Action** dropdown menu.

   NOTE: By selecting replace, a user will remove the original mentor and will add in the new mentor selected in their place.
4. Select mentor to be added or removed.
5. Select **UPDATE MENTORS**.

MANAGE INDIVIDUAL STUDENTS

Account Admin **Institution Admin** **Mentor**

Click *here* to download the video.

Sometimes, an update is needed for just one student account. Although a user may manage individual student accounts using the same process used for multiple student accounts, some users may prefer to use the process described below.

1. Enter search criteria in **Search Users** region of **PEAK Office** home page.
2. Select **ENTER** or use **Magnifying Glass** to initiate the search.
3. Select **Student Name** to view student detail page.
4. Select **EDIT**.
   a. Choose status dropdown menu to adjust active/ inactive status.
   b. Alter username/password as desired.
   NOTE: Altering computer generated username may cause conflicts with other users in the system. Users may alter student passwords at any time but should remember new passwords will take approximately two hours to take effect within the **PEAK Classroom**.
   c. Edit contact information as needed.
   d. Select **EDIT** located below student roll box to edit institution, guardians, mentors and all demographic information.
5. Select **SAVE**.
6. Select **SAVE** on student detail page.
7. Select **ENROLLMENT ACTIONS** to adjust enrollment status. Only possible actions appear blue
8. Choose desired action (click *here* to view student actions) to complete enrollments change.
9. Select **BACK TO PREVIOUS PAGE** to return to **My Student Enrollments**.

Back to Top

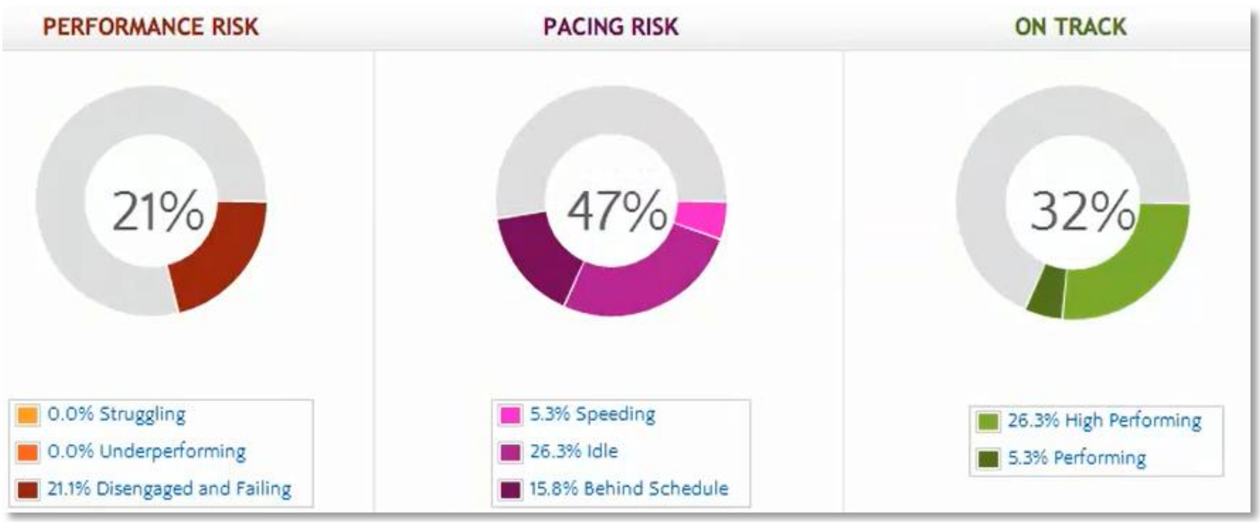
STUDENT ACADEMIC HEALTH & PERFORMANCE REPORTS

Account Admin **Institution Admin** **Mentor** **Instructor**

STUDENT ACADEMIC HEALTH

Click *here* to download the video.

Upon logging into **PEAK Office**, the **Student Academic Health** chart is visible. The health chart is designed to provide users with a quick overview to students overall academic performance. Users should select *Improve Student Academic Health* to gain a better understanding of each category and strategies used to support students.



Below are tips to interpreting the **Student Academic Health Chart**. Enrollments are placed into one of three categories:

- Hover over each category name (e.g. **Performing**) to view brief definition.
- Students with enrollments associated with **On Track** performance have an average grade of 70% or above and are expected to complete the course before or on schedule.
- Students with enrollments associated with **Performance Risk** have an average grade of below 70% and may also have engagement issues.
- Students with enrollments associated with **Pacing Risk** may have academic issues caused by moving too quickly or too slowly within their course.
- To access student enrollments associated with each category, select the engagement name.

PERFORMANCE REPORTS

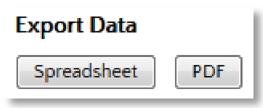
Click *here* to download the video.

1. Select **View All Student Enrollments** on the **PEAK Office** home page to access all student enrollment data.
   NOTE: The data table located on **My Student Enrollments** is searchable and sortable and for many fields, users can drill deeper for additional information.

2. Choose **arrows** to right of column name to sort. Selected column heading will turn blue and order can be reversed by selecting arrow a second time.
3. Type name or use dropdown categories provided to search individual columns.

4. Select the **envelope** to the right of student name to initiate email. Users may also right click to copy and paste into an open email message.
5. Select desired export format located below the data table to save information from the system.
   a. **Export All Data** – will export data located on all pages.
   b. **Export Page Data** – will export only visible data on present page.

NOTE: Users can also export detailed assignment data by selecting one of the three grade fields and can export detailed activity data by selecting the **Last Access Date** fields. Within the pop-up window select either **Spreadsheet** or **PDF** format in the **Export Data** field.



PERFORMANCE REPORT TABLE

The table below describes data associated with each column as well as information available when users drill down on hyperlinked data.

Column Heading	Column Descriptions	Additional Hyperlinked Data
Student	Student name associated with enrollment	• student username and password • student contact information • student demographic/special needs information • historical and present enrollment information
Section	Course name	• course exam passwords (click *here*) • instructor name and email access • assessment details • activity details • enrollment notes • resend enrollment email
	NOTE: It is critical that mentors physically type exam passwords into the students' exam access if a program wishes to ensure proctoring and security of all exams. Passwords are also available through **PEAK Mobile**.	
Eng Cat	Present engagement category	none
Status	Shows by default enrollments that are presently in use (active, ready to grade, hold). However, users may search for any status desired.	Drill down to access enrollment actions: activate, reinstate, decline, final grade, switch license, resend email, hold, transfer, drop, resume, extend.
Start	Enrollment start date – students will not have access to course until this date.	none

<table>
<tr><td>End</td><td>Enrollment end date – students will lose access to course following this date.</td><td>none</td></tr>
<tr><td>Last</td><td>Date student last accessed the course</td><td>Detailed activity log all times are Eastern Standard Time (EST) zone.</td></tr>
<tr><td>Avg</td><td>Grade average represents current grade, based on completed assignments (updated each morning).</td><td rowspan="3">Detailed grade data – Individual assignment grades and submission dates can be viewed.

NOTE: The Grd and the Avg columns will display equal percentages once a student has completed all assignments.

Once a student has been evaluated (final % entered by instructor) the Grd grade will appear green.</td></tr>
<tr><td>%</td><td>Percentage of course completed. This is calculated by comparing points attempted to total points within the course.</td></tr>
<tr><td>Grd</td><td>Cumulative grade – represents student's grade, based on total points within the course. (This grade will begin as a zero for all students and will continually climb as students complete additional work.)

NOTE: This grade is the percentage that will be reported by FuelEd instructors at the close of the course.</td></tr>
</table>

ACCESSING COURSE PASSWORDS

Account Admin **Institution Admin** **Mentor** **Instructor**

GENERAL INFORMATION

Click *here* to download the video.

Courses taught by FuelEd instructors will have passwords associated with unit and semester exams.

A few items about passwords that all users should keep in mind while working with students:

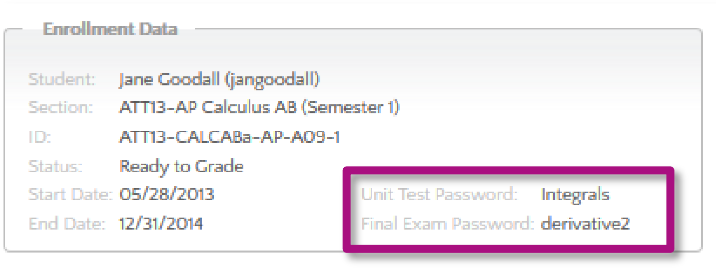
- Only *mentors* can provide passwords to a student. Instructors are asked not to communicate passwords to students so exams remain secure.
- To keep password secure, the mentor should type the passwords into the system. Programs that opt to provide passwords directly (verbally or in writing) to students must assume all students in the program will have immediate to the exam.

  NOTE: New passwords are created yearly per subject matter, but once a section is created passwords will remain constant. Passwords are also accessible through **PEAK Mobile**.
- Programs using district instructors rather than FuelEd instructors have the ability to adjust passwords according to their district policies.

  NOTE: If district programs opt to create their own passwords, these will not be visible in **PEAK Office** or **PEAK Mobile**.

ACCESS PASSWORD VIA MY ENROLLMENTS PAGE

1. Select **VIEW ALL STUDENT ENROLLMENTS** located above the engagement dashboard on **PEAK Office** home page.
2. Locate desired enrollment.
3. Select hyperlinked enrollment **section name** to access password.
4. Passwords are located within **Enrollment Data** section, near the top of the **Enrollment Details** page.

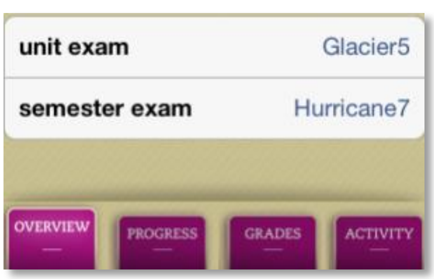


ACCESS PASSWORD VIA STUDENT SEARCH

1. Enter student name in the **Search Users** region or via the **magnifying glass** icon located on **PEAK Office** home page.
2. Press **ENTER** on the keyboard.
3. Select hyperlinked student name.
4. Select **course section** name which can be located at the bottom of the student details page.
5. Passwords are located within the **Enrollment Data** section, near the top of the **Enrollment Details** page (see image above).

ACCESS PASSWORD VIA PEAK MOBILE

1. Log into **PEAK Mobile** application.
2. Select **student search icon**.
3. Select **student name**.
4. Select desired course.
5. Scroll to bottom of overview screen to view passwords.



LICENSES AND SOLUTIONS

ACCOUNT ADMINISTRATOR ACCESS

Account Admin

Click *here* to download the video on viewing accounts as an account administrator.

MONITOR AND MANAGE LICENSE SOLUTIONS

Solutions are a high-level description of the combination of products and services that an account has purchased. Examples of solutions might include but are not limited to:

- Credit Recovery solution (Credit Recovery courses with instruction)
- Annual User Seat solution (content and hosting only)
- Advanced Placement courses (with instruction)
- World Language courses (without instruction)
- Enterprise License

ACCESS ACCOUNT INFORMATION

1. Select **View My Account** icon to access all account details.

2. Select **EDIT** to update any account name or contact information.
3. Select **+ sign** to add secondary address, and complete required information.
4. Select **SAVE** at the bottom of page after correcting and updating account information.

ACCOUNT WAIVER

FuelEd strives to provide 100% state certified instructors for our complete catalog. When a state certified instructor is not immediately available, some state laws allow for the use of a highly qualified instructor with certification from another state.

Account administrators have the ability to waive the state certification for the entire account. If an account administrator *has waived* the state certification at the account level, those enrolling students will see a message indicating the affected section is taught by a certified teacher but from a different state.

1. Select **View My Account** icon to access all account details.
2. Check box next to waiver statement only after assuring that the programs policies and state laws allow this to be done (*see waiver statement below*).
   Yes, waive all non-compliant sections disclaimer requests. (By checking this, I accept that some sections might be taught by a certified instructor who does not hold a teaching certificate in my state. When that occurs, a specific notice will be given at the time of the enrollment, and the school represents that the specific enrollment is consistent with state law or that any steps necessary for a waiver of state law have been taken.)
3. Select **SAVE**.

ACCESS AND EDIT INSTITUTION INFORMATION

Click *here* to view the video.

1. Select **View My Account** icon to access all account details.
2. Select **VIEW INSTITUTIONS** located below account information to view all Institutions associated with account.
   - The primary institution for the account is labeled as **Type 1**.
   - Any additional sub-institutions are labeled as **Type 2**.
3. Choose hyperlinked name of institution to edit or view institution information.
4. Select **EDIT**.
5. Select **SAVE**.
6. Select **RETURN TO INSTITUTION LIST** or **BACK TO ACCOUNT** once edits are complete.

CREATING NEW INSTITUTION

1. Select **View My Account** icon to access all account details.
2. Select **VIEW INSTITUTIONS,** located below account information, to view all Institutions associated with account.
3. Select **NEW INSTITUTION**.
4. Complete all requested information (Name, Address, Phone Number, Parent Institution, and any special notes required).
5. Select **SAVE**.

ACCESS AND OVERVIEW OF ACCOUNT SOLUTIONS

1. Select **View My Account** icon to access all account details.
2. Select **+ sign** to right of institution/account name. Solutions are located at the bottom of the account information page. For each license listed, account administrator can quickly and easily view:
   - License Status
   - A brief product description
   - License Model
   - Customer Sections – if true these are licenses in which district instructors teach rather than FuelEd instructors. This license allows account administrators to create new sections.
   - Catalogs
   - Start and end dates for each license
   - Maximum number of seats allowed
   - Seats presently in use as well as total. Enrollment seats listed in green represent numbers associated with license cap. Those seats listed in blue are informational.
   - Each enrollment number is a hyperlink. Choose the **number** to view enrollments associated with the category.

Back to Top

EDIT SOLUTION

1. Select **View My Account** icon to access all account details.
2. Select **+ sign** to right of institution/account name. Solutions are located at the bottom of the account information page.
3. Select **EDIT SOLUTION** to remove or add solution to an institution.
   - To add solution to institution select **ASSOCIATE INSTITUTION** and then choose the institution to which it should be associated. Select **ASSIGN SELECTED**.
   - To remove an institution from a solution, select **REMOVE**.
4. Select **SAVE SOLUTION** to finalize any changes.

   NOTE: All enrollments are billable transactions. They are either reflected in account's allocated license/solution or charged on a per enrollment basis. This means FuelEd's standard refund policy applies, so if a student is dropped within the first 14 days, a 50% refund is applied.

INSTITUTION ADMINISTRATOR AND MENTOR ACCESS

Institution Admin **Mentor**

Click *here* to download the video on viewing accounts as a mentor or institutional administrator.

MONITOR AND MANAGE LICENSE SOLUTIONS

Solutions are a high-level description of the combination of products and services that an account has purchased. Examples of solutions might include but are not limited to:

- Credit Recovery solution (Credit Recovery courses with instruction)
- Annual User Seat solution (content and hosting only)
- Advanced Placement courses (with instruction)
- World Language courses (without instruction)
- Enterprise License

ACCESS ACCOUNT INFORMATION

Institution administrators and mentors have the ability to view account and solution information, but only account administrators have the ability to edit.

1. Select **Accounts** menu and select **Search/Manage Accounts** to access all account details.
2. Select **View Institutions** to see all institutions associated with the account.

   NOTE: From the account home page users can view, if the account administrator has waived all non-compliant sections at an account level.

Back to Top

ACCESS AND OVERVIEW OF ACCOUNT SOLUTIONS

1. Select **Accounts** menu and select **Search/Manage Accounts** to access all account details.
2. Select **+ sign** to right of institution/account name. Solutions are located at the bottom of the account information page. For each license listed, account administrator can quickly and easily view:
   - License Status
   - A brief product description
   - License Model
   - Customer Sections – if true these are licenses in which district instructors teach rather than FuelEd instructors. This license allows account administrators to create new sections.
   - Catalogs
   - Start and End dates for each license
   - Maximum number of seats allowed
   - Seats presently in use as well as total. Enrollment seats listed in green represent numbers associated with license cap. Those listed in gray are informational.

SECTION CREATION (DISTRICT TAUGHT SECTIONS)

Account Admin

CREATE A SINGLE SECTION

Click *here* to download the video.

1. Select **SECTIONS** dropdown menu from **PEAK Office** home page.
2. Select **CREATE CUSTOMER SINGLE SECTION**.
3. Select **+ sign** next to **Course Filters** and populate filters as needed.
4. Select **Choose a Course** dropdown menu and choose course name.
   - Move **cursor** to highlight and select a row.
   - Do not choose the courses with **NCS#** after the name.
5. Type the desired **Section Name** using the naming protocol below.
   - Keep naming conventions consistent.
   - When naming follow the protocol below:

     Example: CO14P Health (Semester 1) Section 1 (Pueblo-Doe)
     - CO14 – represents the state and school year created.
     - P – logical abbreviation for account name.
     - Health (Semester 1) – represents course name.
     - Section 1 – if multiple sections of the same course are being created each section should be given a unique section number.
     - (Pueblo-Doe) – represents the account name and instructors last name.
6. Enter a **Section Enrollment Capacity**.
7. Enter both the **Instructor** and **Student Start** and **End Dates**.

- Consider allowing a *few days prior* for the instructor to customize the section and add announcements.
- Consider allowing a *few days after* the student end date for the instructor to access the gradebook and provide final grades.

8. Select the **Primary Instructor** and **Assistant Instructors** by selecting the **+ sign**.
   NOTE: This is not required at time of set up.
9. Select **SAVE**
   - A confirmation will appear that section has been created.
   - Students can now be enrolled into the section, provided the access dates selected are current.

The course content will be auto-loaded that evening and will update to **PEAK Classroom** with content the next day. Access to **PEAK Library** content may take an additional day based on an account's license.

FINALIZING STUDENTS GRADE (INSTRUCTOR)

Instructor

Click *here* to download the video.

An instructor role is the only user that has the ability to enter a final grade and evaluate a student. A student can only have a final grade entered when their status is set as **Ready to Grade**. This occurs if one of the following happens:

- Student end date passes.
- Mentor changes student status to **Ready to Grade** by editing enrollment and selecting **Final Grade**. (Select the name to view *Enrolling Students* and *Managing Enrollments*)

Follow the process below the successfully enter a final grade:

1. Login to **PEAK Office**.
2. Select **ALERT**: **# Enrollments(s) are Ready to Grade.** An alert displays on the home page to indicate student(s) are in the **Ready to Grade** status.
3. Select **Ready to Grade** located within the table listing. Page will refresh with new options located at the top.
4. Select **VERIFY GRADE**.
5. Enter student's final grade from **PEAK Classroom Grade Center**.
   NOTE: Instructors should record the cumulative grade column percentage from the **PEAK Classroom Grade Center** and not **PEAK Office** itself. This will assure the most up to date grade is entered.
6. Select **SET GRADE**. Instructors will notice students have been removed from their **PEAK Classroom** grade center in 24-48 hours.

   NOTE: A **Graded** confirmation notification appears to confirm student has been graded out.

Thirty-one days after an enrollment end date, a student's status changes to **Completed**, to ensure the student has not been graded out, and/or if the program does not require instructors to post a final grade. A completed status can be reinstated, but the enrollment end date must also be changed to ensure the reinstatement does not revert back.

BASIC TERMS AND DEFINITIONS

Below is a list of basic terms and definitions used in **PEAK Office**.

Account	Any entity that assumes financial responsibility for courses and other services rendered to associated students and Institutions.
Enrollment	Enrollments are a reference to a student placement in an individual subject matter section. One student can have multiple enrollments if taking multiple courses at one time.
Institution	Any entity to which a user may be associated. Examples of institutions include individual schools, school districts, regional education service centers, etc. Institutions are tied to a specific account.
License	The manner in which an Account has acquired access to a solution. There may be multiple licenses associated with a single solution. Example: Solution = Credit Recovery solution (credit recovery courses with instruction) License # 1 = 1 block of 10 reusable CR seats effective 1/1/14–12/31/14 License #2 = 6 blocks of 10 reusable CR seats effective 4/1/14 – 3/31/15 License #3 = 1 block of 10 reusable CR seats effective 1/1/15 – 12/31/15
PEAK Office	Cloud-based platform from Fuel Education™ that enables partner districts and schools to consolidate all of their online and blended learning programs in a single location. **PEAK Office** delivers innovative enrollment and performance features. PEAK stands for Personalize, Engage and Achieve with FuelEd.
Solutions	A collection of licenses. A high level description of the combination of products and services that an account has purchased. Examples of solutions might include: Credit Recovery solution (credit recovery courses with instruction) Annual User Seat solution (content and hosting only) Advanced Placement courses (with instruction) World Language Courses (without instruction) Enterprise License
Student Academic Health Chart	On the home page or landing page after logging in to **PEAK Office**, the chart provides users with key information and alerts as well as summary data and other metrics. (click *here* to view Student Academic Health Chart)
User	Any record created through **PEAK Office**. Different user roles include: Account Administrator Institution Administrator Mentor Instructor Guardian Student