HAWKES
LEARNING
QUICK
REFERENCE
GUIDE

Make the most of your time
and talent with this helpful guide!

Table of Contents

Checklist for Success

To get things started, refer to this checklist to set up and maintain your course settings in your Grade Book. Feel free to make changes throughout the semester.

INITIAL SETUP

- ❑ Create your account on our instructor platform: **teach.hawkeslearning.com**
- ❑ Start exploring the student side of Hawkes by accessing your student dashboard in the upper right-hand corner of your Teach account.
- ❑ Meet with Customer Success for a comprehensive training.
- ❑ When you meet, you will discuss your plans for implementation and get an overview of Hawkes from both a student and instructor perspective.

BEFORE THE BEGINNING OF THE SEMESTER

- ❑ Consider meeting online with the Hawkes Customer Success team for a training refresher or Q&A session.
- ❑ Set up your sections in Hawkes following the steps outlined in this Quick Reference Guide.

THE WEEK BEFORE CLASS

- ❑ Use our Syllabus Suggestions, under **Help > Instructor Resources > Instructor Sample Documents**, to make sure your syllabus includes information for your students on how to use Hawkes.
- ❑ Experience Hawkes as a student by accessing your student dashboard in the upper right-hand corner of your Teach account.
- ❑ Watch the Student Training Video, under **Help > Instructor Resources**, to prepare for first-day questions.
- ❑ Print out the Student Directions, under **Help > Instructor Resources**, post them to Course Materials under **Assignments > Course Materials** or consider posting in your LMS.

THE FIRST DAY OF CLASS

- ❑ Hand out your syllabus and the Student Quick Start Guide.
- ❑ Show the Student Dashboard & Beyond Training Video located under **Help > Instructor Resources.**
- ❑ If you are in a lab setting, help your students log in and enroll in your course.

THE FIRST WEEK OF CLASS

- ❑ Contact Hawkes if you or your students have any questions. We offer extended support phone hours at the start of each term, as well as 24/7 chat support through our website.

MIDWAY THROUGH THE TERM

- ❑ See how other schools are improving student success by checking out our webinar series, found on our blog (**blog.hawkeslearning.com**).
- ❑ Take advantage of the Grade Book **reports** to monitor student progress and to evaluate student performance on individual learning outcomes.
- ❑ Have you talked with the Hawkes Customer Success team lately? Connect to discuss how your term is progressing.

AT THE END OF THE TERM

- ❑ Meet with the Hawkes Customer Success team for any assistance needed, discuss any feedbac k, or address any questions from the term.
- ❑ Be on the lookout for end of semester wrap-up tips from Hawkes via email.
- ❑ Discuss compiling any data on your student success.

NOTES:

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Checklist for a New Term

Prior to the start of a new term, follow this step-by-step guide to ensure your Grade Book is ready to go.

SUGGESTED STEPS

❑ Create your new sections
Tools > Manage Sections
Create a new section
Use Confirgure Sections tool to copy over all course templates
to new section *(optional)*

❑ Adjust or confirm your weights and Assignment Groups
Grade Settings > Assignment Groups

❑ Enter or adjust your Lesson Due Dates
Assignments > Lesson Due Dates

❑ Assign or edit your course curriculum
Assignments > Curriculum

❑ Update or create new WebTests and test settings
Assignments > WebTests

ADDITIONAL OPTIONS

❑ Set up or adjust your Assignment Reminders
Tools > Communications > **Assignment Reminders**

❑ Update or confirm your late homework policy
Grade Settings > Late Penalty

❑ Add or edit Other Assignments
Assignments > Other Assignments

❑ Add to or modify your course materials
Assignments > Course Materials

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INSTRUCTOR

RESOURCES

Instructor Grade Book

Use your Grade Book to assign lessons and WebTests, view student reports, and customize the student experience to fit your course needs.
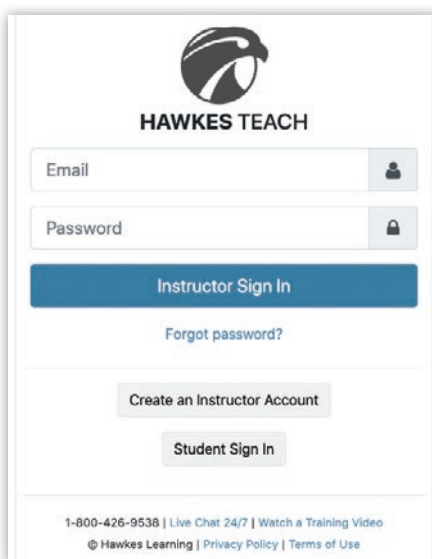
Account Creation/Log In

Create a Hawkes Teach account to access your Grade Books and student account from a single login:
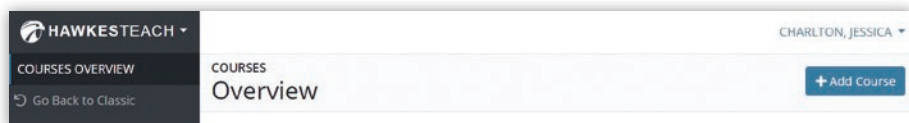
Go to **teach.hawkeslearning.com**

Create a New Account
If you are new to Hawkes, select
Create an Instructor Account


Add Courses to Instructor Dashboard

1. Once signed in to your Hawkes Teach account, select **+Add Course**

2. If you recently received a Course Invitation email, **enter the Course Link Code** provided to link your Instructor Grade Book. If you did not receive this email, please reach out to your Course Admin or the Hawkes Customer Success Team to request one.

3. Repeat steps 1 & 2 for any additional titles you use with Hawkes.
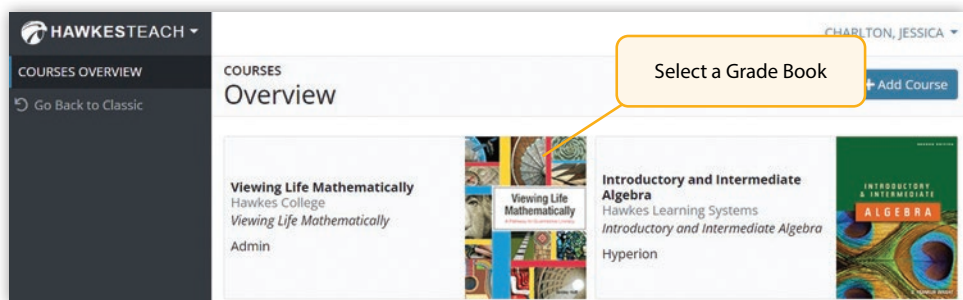
Student Dashboard Set Up

1. Select **Student View** in top right corner.
2. Select **Enroll** beside your access code to select your name and section and enroll into your course.
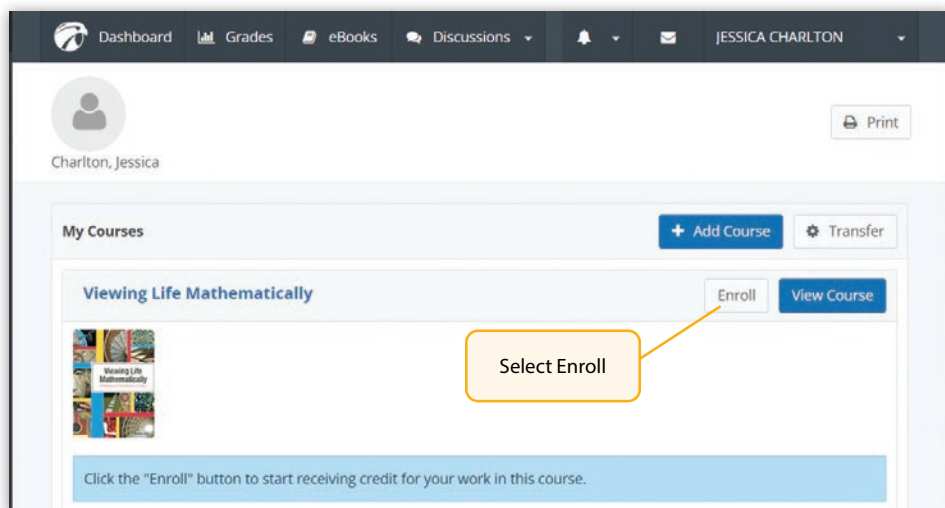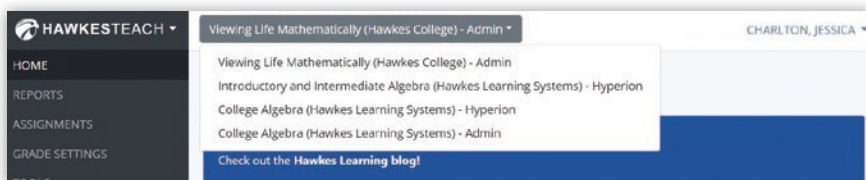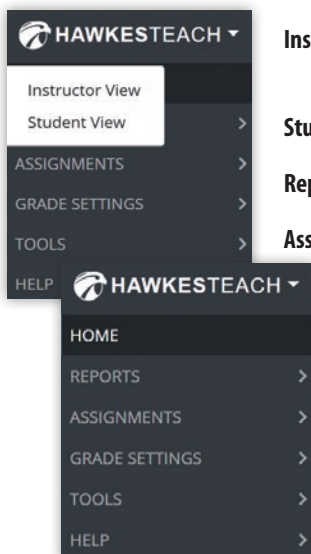

Accessing a Grade Book

Select a tile from the Instructor Dashboard to open the corresponding Grade Book.

Easily switch between your Grade Books without returning to the dashboard using the drop-down menu.

Navigating the Grade Book

Instructor View - Return to your instructor dashboard to view all linked Grade Books.

Student View - Access your student account.

Reports - Review student grades and check out assignment statistics.

Assignments - Create and assign lesson due dates, WebTests, and curricula.

Grade Settings - Assign grade weights and homework late penalties.

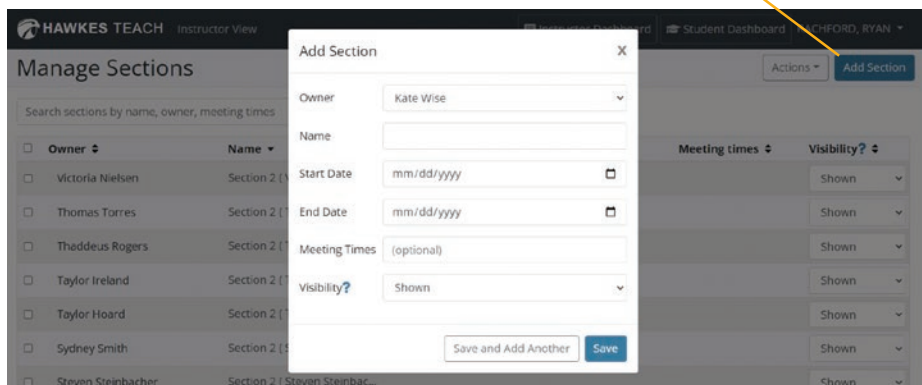**Tools -** Create new class sections, enable temporary access, and set communication preferences.

Help - Access additional instructor resources, student setup information, and the Hawkes Support Center.

The Tools Tab

Creating and Editing a Section

To create a section, navigate to **Tools > Manage Sections.**

Select Add Section'

Once you have created a section, you can use the Configure Sections tool to copy templates and settings from another section.

Select Actions > Configure Sections

Viewing Your Student Roster

You can view your class roster, transfer, and remove students from **Tools > Manage Students**.

Select a student name to view profile details.

Select a student to transfer to another one of your sections.
(Course administrators can transfer between instructors.)

Creating Assignment Reminders

Keep students on task by using assignment reminders. They are automatically sent to students when their homework lessons or tests are due or late.

In your Grade Book, open **Tools > Communications > Reminders**.

Select a section. You will be asked to give your Reminders template a name. You can reuse this template for your other sections.

Select which reminders you would like to set. Then, either use the default message provided or customize it using your own message and auto populating bracket tokens.

Tools > Create Assignment Reminder Settings

Reminders template name: Late Penalties

☑ Share. Allow other instructors to see and use these settings
☑ Lock. Prevent instructors from changing these settings

Certification Reminders
☑ Send a reminder 1   day(s) before a certification is due.
Reminder message subject:
Certification Reminder
Reminder message body:

Dear [StudentFirstName],

I would like to remind you that the following certifications are due on [DueDate]:
[LessonName]

If after working through Learn and Practice modes you still have questions, please let me know if you would like further help.

☐ Send a final reminder once a certification is [ ] day(s) past due.
WebTest Reminders
☐ Send a reminder [ ] day(s) before a WebTest ends.
Other Assignments Reminders
☐ Send a reminder [ ] day(s) before an other assignment is due.
☐ Send a final reminder once an other assignment is [ ] day(s) past

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The Grade Settings Tab

Modifying Assignment Groups

Assignment groups can be edited to reflect your course and syllabus under **Grade Settings > Assignment Groups**. We recommend weighting the Hawkes lessons between 20-30%. This will help motivate your students to complete their homework.

Toggle between multiple sections.

Select **New Group** to create additional assignment groups.

GRADE SETTINGS
Assignment Groups

| | | + New Group | ✕ Rearrange | ⧉ Copy From... | ↺ Undo | Save Changes |

Instructor: Administrator

Section: Master Shell Section

≫ Group / Subgroup / Assignment	Weight (%)	Weight Distribution	Number of Assignments	Grading Rule	Include in Grade	Bonus
> Lessons ✏	25.00	Even	13 (13)	Keep All	☑	☐
> Quizzes ✏	15.00	Even	5 (5)	Keep All		
> Tests ✏	35.00	Even	4 (4)	Keep All		
> Final Exam ✏	25.00	Even	1 (1)	Keep All		
Total Weight (%): 100.00						

Use the pencil icon to edit or delete an existing assignment group.

Quick Tip:
By default, all sections share the same assignment groups. Change this under **Grade Settings> Grading Options.**

Setting a Late Penalty

Implement a late homework policy across multiple sections by creating a **Late Penalty Template.** To set up a late penalty, navigate to **Grade Settings > Late Penalties.**

A fixed penalty deducts a fixed amount, regardless of how late a student submits work. A graduated penalty deducts an increasing amount over a period of time as defined by the instructor.

Quick Tip:
All Grade Book templates–
including late penalties,
due dates, and Other
Assignments–can be shared
with other instructors, locked,
or copied to other sections.

The Assignments Tab

Lesson Due Dates

Assign homework lessons by going to **Assignments > Lesson Due Dates.**
Use the calendar icon to assign due dates to any lessons students need to complete for credit. By default, lessons without due dates are not assigned.

Set a date when assigned lessons appear on
a student's to do list by utilizing the Visible
On feature.

New Term Quick Tip:
Use **Shift Multiple Due Dates** to adjust
several due dates at once.

Curriculum

Under **Assignments -> Curriculum**, select your section name. If you're editing the curriculum for the first time, rename and save the template before editing any lessons. If you have customized your curriculum before, you will simply select the lesson name from the list.

Ensure students are spending adequate time in Practice before attempting Certify.

Instructor favorite/recommended setting

Curriculum - Lesson Editor

Within each lesson you can preview question types included in the default curriculum, remove questions, or add additional questions to the assignment from the question bank.

WebTests - Creating a New WebTest

Create, edit, and assign tests or quizzes in **Assignment Builder**.
The Question Bank is a comprehensive list of all question types in the courseware.

Create a new test by opening **Assignments > WebTests**. To get started, select **Create New.** If you have customized your curriculum, choose your curriculum for the question bank to ensure you are selecting only question types students will have seen on lessons.

Add questions to tests in several ways:

1. Drag and drop individual questions from the question bank pane on the left into the test pane on the right.

2. Select several questions at once and choose to **Add Selected.**

3. Click the + Add button on the question in the left-hand side you'd like added to your assignment & it will appear on the right-hand side

After saving, select **Assign** to make the test available online.

The top right corner allows you to save your test and assign it to your students.

Show/hide answer.

Use this button to see a new iteration of the question type.

WebTests - Assigning a WebTest

WebTests can be assigned under **Assignments > WebTests.**
After creating a WebTest, select the test name and go to **Assign** in the top right.
Choose which sections will be assigned the test. Once finished, return to
Settings using the navigation bar in the top right.

Under **Settings**, you can determine test availability, security, student settings,
prerequisites, and additional options.

WebTest - Creating WebTest Folders

Organize your WebTests by selecting **Manage** from the toolbar in the upper
right-hand corner and selecting the **Organize** button.

Select **Create New Folder** and enter a title.
Add as many folders as you need. Create
subfolders by selecting the checkbox next
to the parent folder and selecting **Create
New Folder**. Folders are unique to individual
instructors and will not affect other
instructors' folders or WebTest lists.

Use **Batch Move** to move several WebTests
into a folder at once. Select the checkboxes next to the tests you want to
move. Choose the folder they belong in from the drop-down menu at the top
of the screen. Select **GO**. Choose **Exit Batch Move** when you are done.

Other Assignments

Create placeholders for grades from paper and pencil assignments under **Assignments > Other Assignments**. Give your Other Assignment template a name, then select **Add Other Assignment(s)** to enter the assignment details.

When you're finished adding Other Assignments, be sure to save your work. You just need to create one template to house all offline assignments for your course.

To edit Other Assignment grades, go to **Edit Scores by Assignment** or **Edit Scores by Student**.

Student To-Do List

Decide the order of the assignments displayed to your students in the courseware. Move items without due dates in between those that have due dates and create headers specific to module/unit names. You can copy the to-do list to other sections.

**Note that when copying a to-do list to another section, any assignment not assigned to the new section will not be assigned to the student.

Edit Scores by Assignment/Student

From the **Assignments** tab, the **Edit Column** gives you the option to edit scores by assignment or edit scores by student. This is primarily used for entering scores for offline Other Assignments.

The Reports Tab

Review student grades and overall performance through the Reports tab. The four key reports at the top are our most popular reports and include the most comprehensive data.
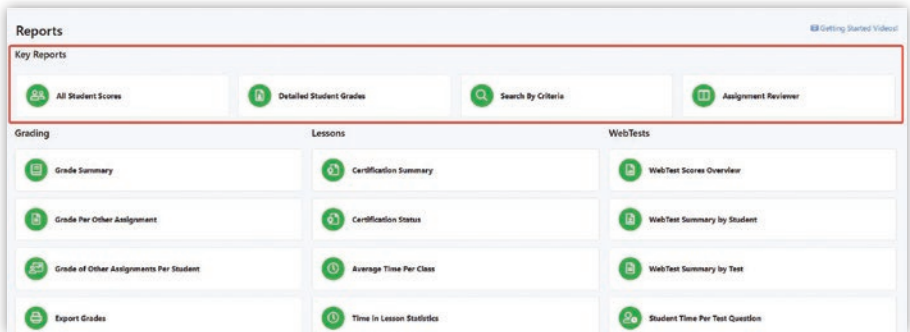
All Student Scores Report

See all students and grades at one time through the **All Student Scores** report. Select a section from the drop-down menu and choose **Display Student Scores**.

Filter to focus on specific students or assignment types.

Click the plus sign to expand each Assignment Group, to review each individual grade.

Select a student's score to reveal a drop-down menu. Here you can edit an individual student's score or due date without impacting other students. Select 'Review Assignment' to review assignment attempts and provide partial credit on Webtests.
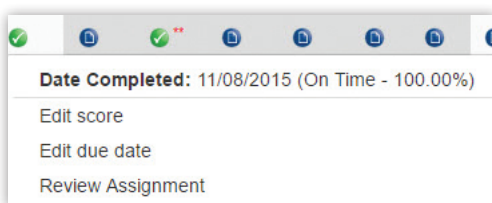
Detailed Student Grades

See assignment completion details for a specific student with the ability to print or export.

Search by Criteria

Identify students who fall into a certain category, such as students struggling or students doing well, and reach out to all of them from one screen.

Choose a section, then use the filters to find students. You are able to apply multiple filters at once.

Selecting **Filter Report** will provide a list of students matching your designated criteria.

Send specific students messages directly from this report by selecting the check boxes next to their names or select all to message all students at once. Note that students will be blind-copied on any group messages.

	Student Name	Section	Overall Grade	Email Address
☐	Barnes, June	MAT 101 - 1	0.00	JuneWBarnes@gustr.com
☐	Gardner, Paul	MAT 101 - 1	90.36	PaulCGardner@superrito.com
☐	Prieto, Eric	MAT 101 - 1	92.29	EricRPrieto@teleworm.us
☐	Walker, Angela	MAT 101 - 1	91.00	AngelaWWalker@superrito.com

Assignment Reviewer

Utilize **Assignment Reviewer** to access student attempts at Lessons and WebTests and review assignment data and analytics.
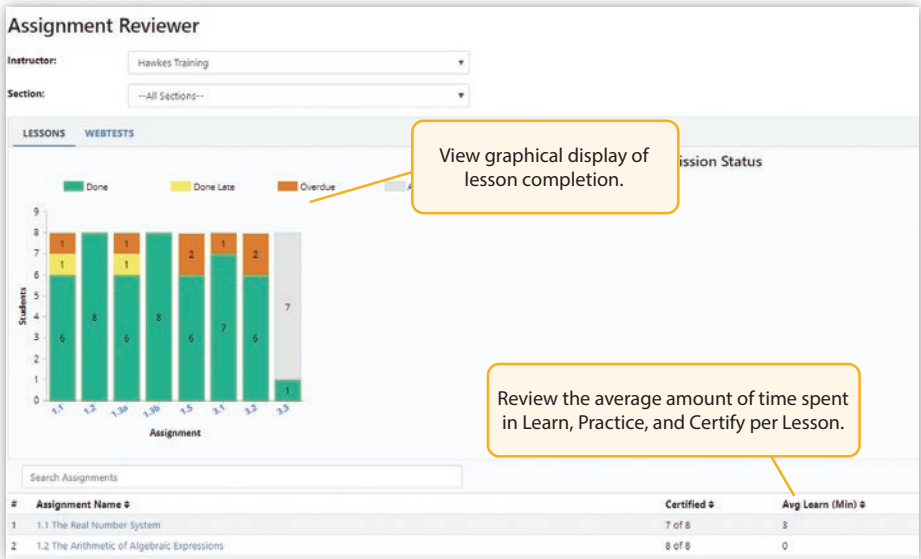
Click a Lesson or WebTest to review individual student performance. This view will display students' scores, number of attempts, as well as time spent in the assignment.
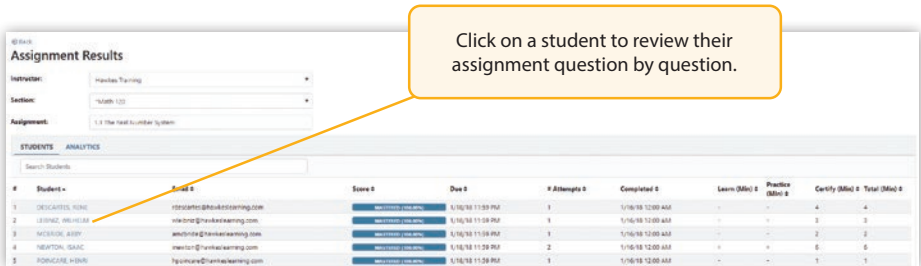
Select the Analytics tab to see commonly missed questions and average time spent on questions.
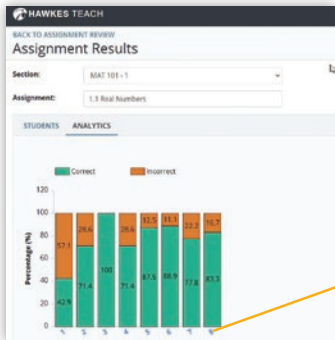
LMS Synchronization

Hawkes currently offers grade and roster synchronization, as well as single sign-on for students using Blackboard, Moodle, Canvas, and Brightspace/D2L. The Hawkes interface and user experience is the same for each platform.

The synchronization tool will be enabled by your campus LMS administrator after connecting with Hawkes Learning. For more information on using the synchronization tool in any of the learning management systems listed above, please visit our **Help & Support** site.

For more information about setting up this tool for your school, please contact your Customer Success Specialist directly or email **instructorsupport@hawkeslearning.com**.

https://support.hawkeslearning.com/supportcenter/index.php?/article/AA-00671

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FAQ &
QUICK REFERENCE

Frequently Asked Questions

INSTRUCTOR:

Q: I forgot my password. How can I reset it?

A: Go to **teach.hawkeslearning.com** and click forgot password. If you're still experiencing issues please contact support. Once logged in you can change your password by selecting your name in the top right corner, then **Settings.**

Q: How do I enroll students in my Grade Book?

A: You don't! Students will enroll in your course themselves, and their information will automatically populate in your Grade Book.

Q: Can I see the student side of the courseware?

A: Yes. You can view the student courseware by logging in to teach. hawkeslearning.com and selecting 'Student Dashboard'.

Q: Can I change a due date for an individual student without affecting the whole class?

A: Yes. You can edit an individual student's due date on a lesson or WebTest under **Reports>All Student Scores.** Click the lesson indicator for the individual student and select **Edit due date**. To edit a student's availability on an online test, select the **WebTest score**, or **'Not Entered'**, then select **'Update Student Settings'.**

Q: How can I allow students who have received an incomplete grade to continue working in my course?

A: You can create an incomplete section and transfer any incomplete students into this new section.

Q: Is Hawkes compatible with learning management systems?

A: Yes. We have a synchronization tool that can be used with Blackboard, Canvas, Moodle, and Brightspace/D2L. We also offer single sign-on tools for students.

STUDENT:

Q: Can I access Hawkes before purchasing access?

A: Yes, you can request temporary access for 14 days following the start of your course. For a full semester course, you will receive 20 days of temporary access from the day you request it. For courses less than a full term, you will receive 10 days of temporary access.

Q: How do I transfer to another instructor/section if I'm repeating the course?

A: On your dashboard, select **Transfer**. On the new screen, find the section you are moving from and select **Transfer** in the right corner. You can then choose a different section. Select **Transfer**.

Q: I initially used Temporary Access to create my account, but now I have a new Access Code. How do I enter it?

A: You will need to sign into the courseware and select the button that says **Activate**. Enter your License Number or Access Code. Your account will then be permanently registered.

Q: I bought a used book from a friend/online website/other bookstore/ etc. How do I get an Access Code?

A: To purchase an access code create a Hawkes account, select 'Add Course', enter your course information, and select the option to purchase. Note that it may be more cost effective to purchase a textbook and software bundle through your campus bookstore than purchasing the materials separately.

Q: Will my iPad or other tablet work with Hawkes?

A: Yes. Hawkes is available on all modern web browsers and accessible on desktops and tablets.

Reference Terms

Assignment Builder - Lesson Editor	Feature in Grade Book under **Assignments > Curriculum** that allows you to edit and customize the default questions assigned within each lesson.
Assignment Builder - Test Builder	Grade Book tool under **Assignments > WebTest** that allows you to build brand-new tests and make changes to existing tests.
Assignment Groups	Option in Grade Book to categorize different components of your course and assign weighted averages for complete course management. Ex: homework, quizzes, and tests.
Assignment Reminders	Automated messages sent to students to remind them of upcoming or overdue lessons, WebTests, and Other Assignments. Message templates can be customized by instructor.
Certify	The credit-bearing component of each lesson. Mastery-based.
Configure Sections tool	Feature in Grade Book under **Tools > Manage Sections > Actions** that lets you copy all settings from one section to another for easy course creation. Course administrators can set up a master course and assign it to all instructors in Grade Book as well.
Dashboard	Default homepage for the student courseware. Provides a mini To-Do list and access to grades, eBooks, discussion board, messaging, notifications, and account settings.
Display Options	Options for how grades are displayed for both you and students, as well as messaging and other custom display features for your course. Found under **Tools** tab in Grade Book.
FlexMastery	Recommended Curriculum setting which allows students to attempt a similar question rather than immediately receive a strike when they answer a question incorrectly in Certify.
Instructor Resources	Website hosted for instructors that includes training videos, documents, and PowerPoint teaching slides to accompany each lesson of the courseware.

**Legend for All Student Scores Report**

Legend   ×

  ○   Due
  ●   Past Due
  ●   Completed
  ●   Completed Late
  ●   Completed (but not assigned)
  ⊘   Credit From Diagnostic Test
  —   Not Assigned
        Assignment Group
  †   This student's due date has been edited
  *   Assignment is not included in the grade calculation
  **   This student's score has been manually edited
  ♦   This student's grade has been set to 0 because the section end date has passed

OK

Lesson Due Dates	Template in the Grade Book where you determine which lessons are assigned to your class and when they are due. Found under **Assignments > Lesson Due Dates.**
Lesson Late Penalty	Automatic penalty for late homework that deducts from student's grade. Can be a fixed or graduated penalty. Found under **Grade Settings** tab in Grade Book.
Lesson Prerequisites	Feature that allows you to set lessons or WebTests as prerequisites for other lessons or WebTests. Most commonly used in a self-paced or modular course structure. Found in the **Lesson Due Date** template and in **WebTest** settings.
LMS Integration	Synchronization between Hawkes Learning Grade Book and external course management systems. Used to sync rosters, assignments, and grades. Currently available for Canvas, Blackboard, Moodle, and Brightspace/D2L.
Mastery	Learning approach that requires students to demonstrate a certain level of proficiency on topics before receiving credit. Full credit is given upon demonstration of this deeper understanding of the curriculum.

Other Assignment	Any item not automatically graded by Hawkes Learning that can be added to Grade Book. Grades manually entered by instructor.
Require Practice	Feature enabled through **Assignments > Curriculum** that allows you to require students to work through a set percentage of Practice problems before attempting Certify or after a certain number of unsuccessful Certify attempts.
Temporary Access	Access to Hawkes Learning courseware for the first 20 days of a full term or first 10 days of an abbreviated term for students awaiting financial aid or other funds to purchase their permanent access.
To-Do list	Complete list of items assigned to a student by instructor in the student courseware.
Customer Success Specialist	Hawkes Learning representative who serves as primary point of contact for instructors using the Hawkes Learning courseware in their classrooms. Provides implementation assistance, advanced training, solutions, and continuous support.
Search By Criteria	Grade Book report that allows you to pull several criteria on student performance into one report and directly send students messages. For example: Pull all students who have not logged into Hawkes for five days and have grades below 70%.
Strikes	The number of questions a student can answer incorrectly within the Certify mode while still achieving mastery and receiving full credit for the assignment.

4

SUPPORT

Service is the Difference

We are committed to providing exceptional service to both you and your students. We work hard so you can depend on us, and we do not take that responsibility lightly. We are available to you and your students when you have questions or concerns.

Customer Success Team

We believe in driving student success through service and innovation. Each school is assigned a dedicated Customer Success Specialist who specializes in course implementation. This knowledgeable team has worked with hundreds of schools all over the country to provide top-notch support.

Customer Support

Hawkes is known for our superior, family-style support. We strive to offer the absolute best service to both instructors and students.

Phone Support – Live support at 1-800-426-9538
from 8:00 am ET–9:00 pm ET, Monday–Friday

Chat Support – 24/7 live chat support at chat.hawkeslearning.com

Email Support – instructorsupport@hawkeslearning.com

Live support at

1-800-426-9538
from 8:00 am ET–9:00 pm ET, M–F

For more training materials, visit
https://www.hawkeslearning.com/Instructors.htm

email support
instructorsupport@hawkeslearning.com

24/7 live chat support at
chat.hawkeslearning.com