University of Phoenix

Blackboard Ultra / Connect Deep Integration

Student User Guide

Table of Contents

Getting Ready for Class

Overview

This course uses McGraw-Hill Connect, which features direct Connect content links. Once an assignment is completed in Connect, your grade is automatically sent to the Blackboard gradebook.

Prior to accessing Connect links in your course:

1. Faculty must first set up and pair Connect to the Blackboard course.
2. Students must establish and pair their Connect account.

If a Faculty has not paired the Connect course yet, you will see the following message when launching any of the Connect links in the course:
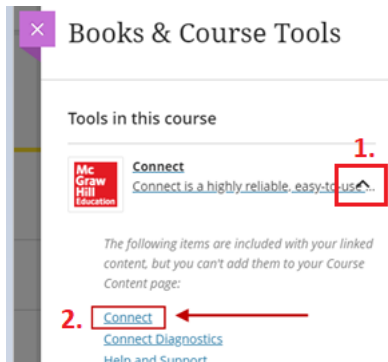

Account Setup

1. Select the **Books & Tools** option under the **Details & Actions** sidebar in your course.
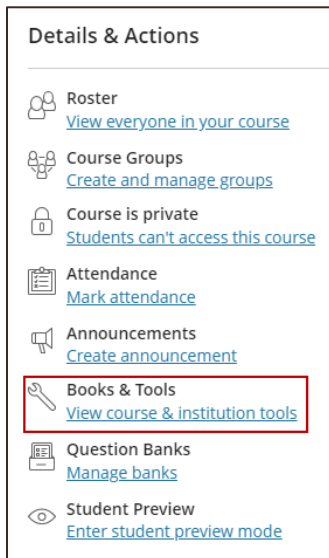
2. Click the **caret (^)** to the right of the Connect option, and then click the **Connect** link. This launches and adds your account to your instructor's Connect course. Return to your Blackboard course. The Connect links in the course are now enabled.

Note: If the Connect tool is not present in the Books & Tools menu, contact your instructor as they have not completed their Connect course setup.

If you experience any issues with these steps, please contact our Technical Support.

Grading

Connect grades sync to the Blackboard gradebook if the assignment is submitted before the due date. If the assignment is submitted after the due date, the grade will not automatically sync to the Blackboard gradebook. Faculty will manually enter the grade and deduct points per the University of Phoenix late policy.

Late Assignments

Connect is configured to restrict access to assignments after the due date unless the instructor grants an exception in Connect. Students are required to contact their instructor to request an assignment extension.

Note: According to the university's late assignment policy, instructors must accept late assignments up to **four days** after the due date.

Contact your instructor via private message if you need to submit your Connect assignment after the due date.

Non-Graded Activities in the Blackboard Gradebook

Non-graded Connect exercises located in weekly learning activity folders appear in the Blackboard gradebook worth 0 points and will not factor into the course total.

Assignment Attempts

Each assignment is configured to allow one attempt or multiple attempts. If additional attempts are needed, contact your facilitator to request an additional attempt. Please note that granting additional attempts are at faculty's discretion.

Mobile Compatibility

You can access Connect from any browser on your Android/iOS device. However, mobile browsers are not supported, and features may not function as expected compared to viewing Connect in a fully supported desktop browser.

Mobile Apps

ReadAnywhere

If your Connect course uses SmartBook, the ReadAnywhere app can be used to access the course e-book anytime on your smartphone or tablet – even if your device is offline.

MHE Connect

The MHE Connect app is currently not available to University of Phoenix students and faculty. All users must access Connect through the Blackboard course.

SmartBook ReadAnywhere Mobile App

The ReadAnywhere app is available for Connect courses that use SmartBook. The list of e-books that are available in the ReadAnywhere app can be found here.

Before you can begin using the ReadAnywhere app, you must first reset the password for Connect ReadAnywhere that is associated to your school email.

Note: You must first access the readings via the classroom and accept the license agreement in order for your email address to be recognized for the reset.

Follow the steps below to reset your password for McGraw Hill Connect:

1. Navigate to http://mhhm.com in your browser.
2. Click on **Forgot Password**.

connect®

Connect - Sign in

Email
Password

By using this site you agree to the
Terms of Use and Privacy Notice.

SIGN IN

Forgot password?

Need help?

3. Enter your University of Phoenix email address.
4. Click **Submit**.
5. Click **Forgot Security Answer**.

Reset Password

* Indicates required information

Tell us your email address

Email Address: jaymechapman@yahoo.com

* Enter your new password:

* Re-enter your new password:

Verify your identity

Your security question: What is your father's middle name?

* Your security answer:

Forgot Security Answer?

Cancel   Submit

6. Login to your University of Phoenix email account.
7. Open the email to reset your password. *Note*: The email comes from noreply.he@mheducation.com.
8. Click on the link provided in the email. *Note*: If nothing happens when you click on the link, copy and paste the link into the address bar.

9. Reset your password by filling in the necessary information.
10. Click **Submit**.

Installing ReadAnywhere app on Android

1. Access the Google Play Store.
2. Search for **ReadAnywhere**.
3. Press **Install**.
4. A Google verification prompt may appear. Follow prompts and complete installation.

Installing ReadAnywhere app on iOS

1. Access the App Store.
2. Search for **ReadAnywhere**.
3. Press **GET**.
4. An Apple verification prompt may appear. Use your fingerprint or face ID to verify and install.

Downloading your SmartBook from the ReadAnywhere app

1. Press the **ReadAnywhere app icon** and sign in.
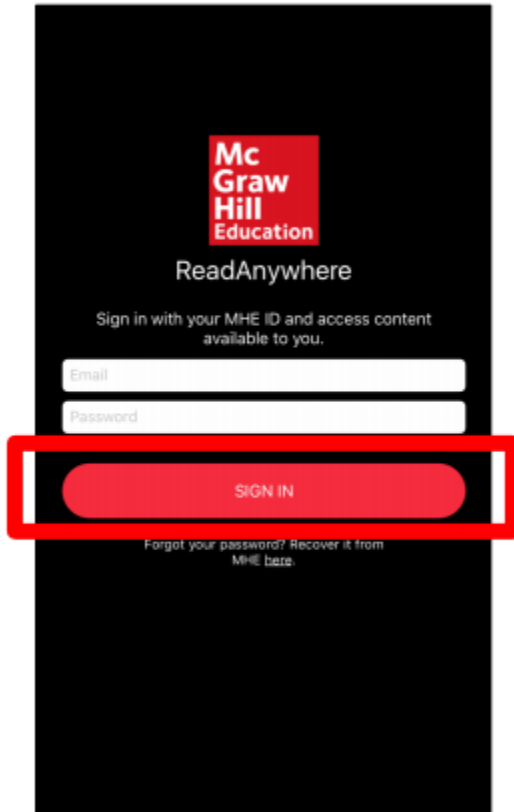
2. Select the appropriate book from the list of available titles.
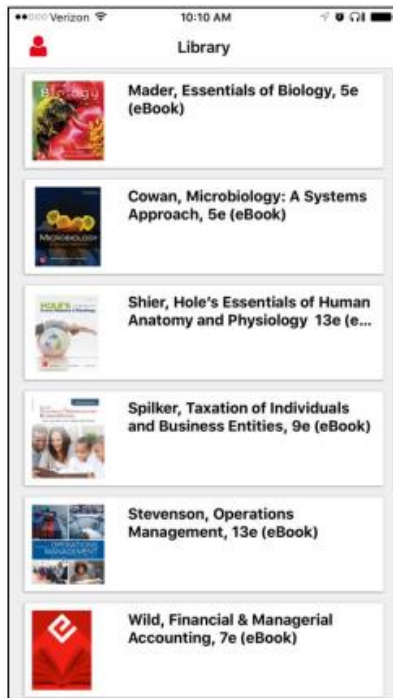
3. Click the **menu icon** in the top left-hand corner.

4. Click either **Download All** to download the entire book, or click the icon to the right of the chapter to download just that chapter.

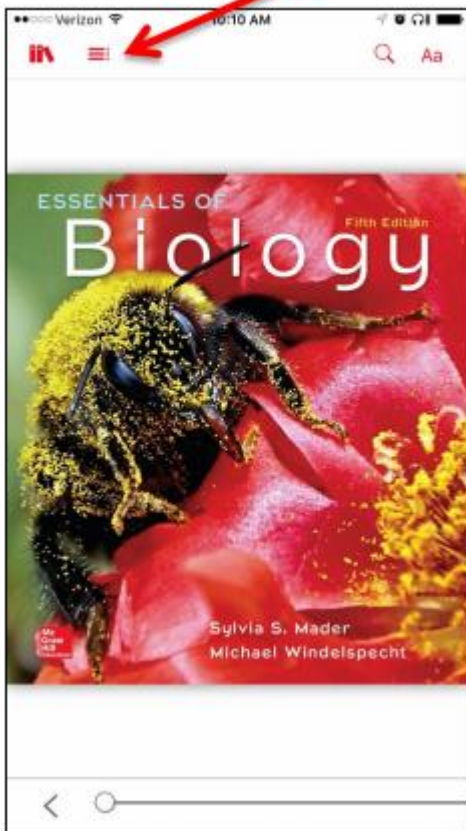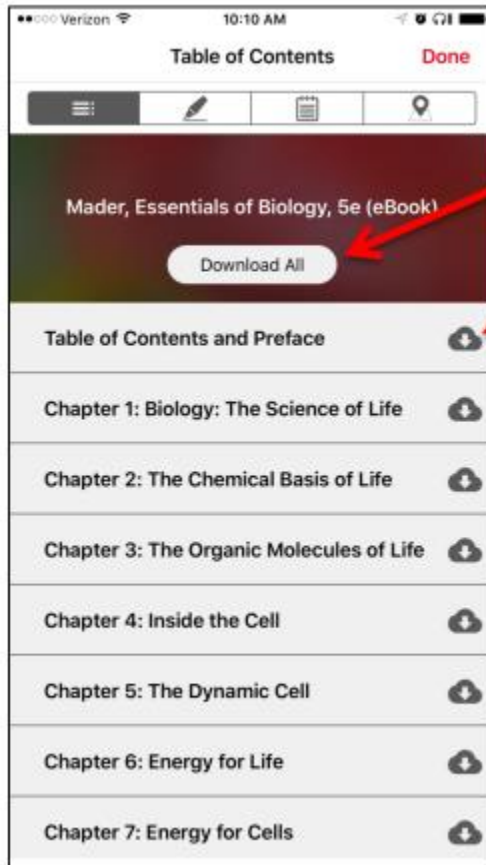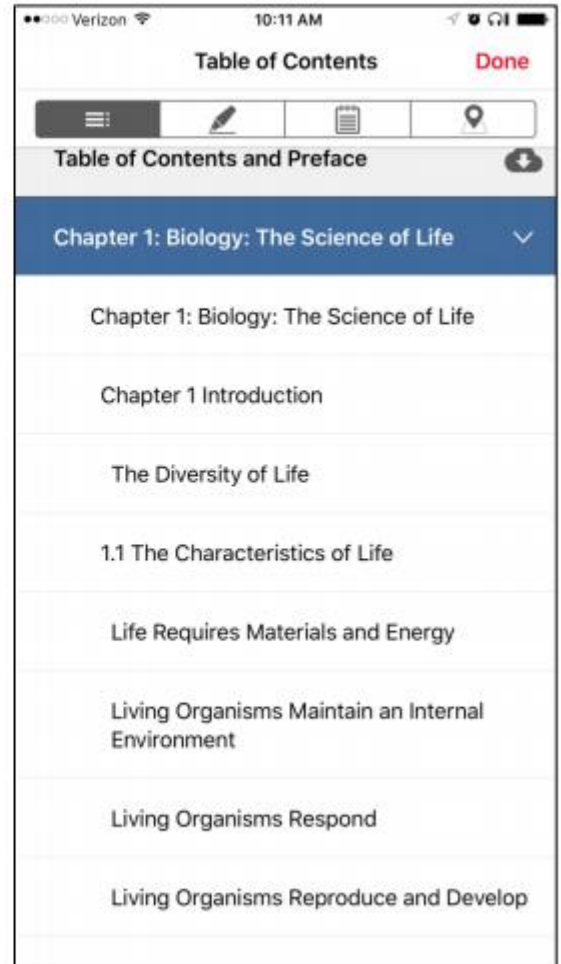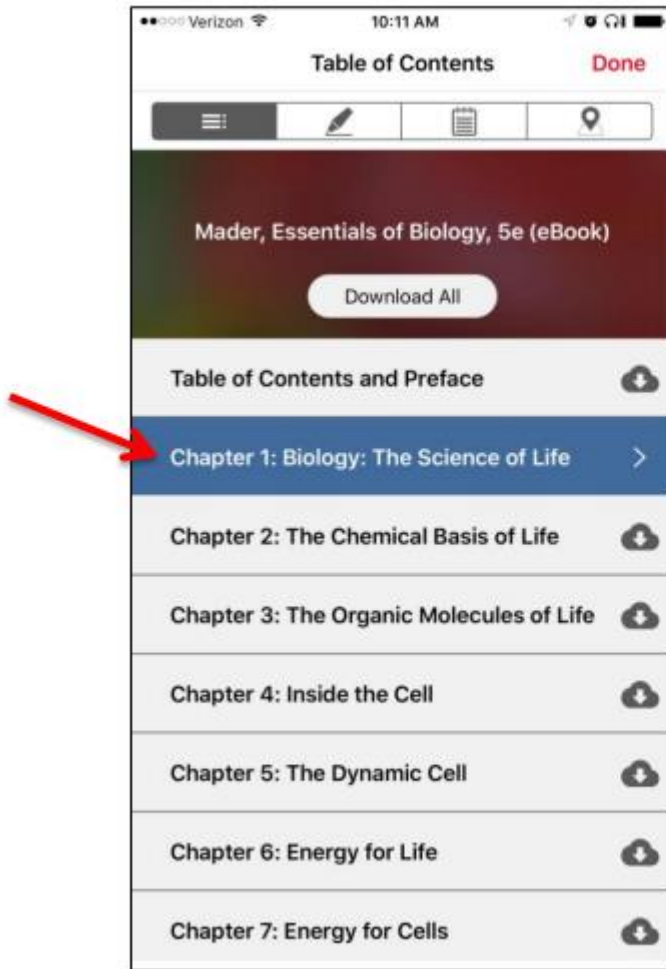5. Once the material is downloaded, it will appear in blue. You can click on downloaded content while you are offline to access the book.

Technical Support

Classroom technical support is available for students and faculty 7 days a week between the hours of 5 a.m. to 1 a.m., Arizona time. Students and faculty should call 1-877-832-4867.

If Technical Support identifies the issue as a Connect issue, they will escalate it to the appropriate University of Phoenix department.

FAQ

Q: I am seeing something about a recharge after I have completed my LearnSmart readings. What does this mean?

A: The purpose of a "Recharge" is to present targeted content from a reading assignment scored at 100% to you at the moment you're most likely to lose the knowledge you acquired from the reading. Refer to the SmartBook Recharge section for more information regarding the various scenarios in which you may receive a recharge prompt.

Q: I want to check my progress on an assignment and view my total grade in the Connect gradebook. How can I find this?

A: There are several ways you can check your progress within Connect. Depending on the information you need, use one of the following tutorials:

- How to view your total grades
- How to view individual assignments
- Score not what you expected?

Q: Help! My grades from Connect are not showing up in the Blackboard gradebook.

A: The Connect grade should automatically show up in the Blackboard gradebook unless one of the following applies:

- The Submit button was not selected after completing the assignment.
- The assignment was submitted after the due date.
- The assignment is a retake and the faculty granted an additional attempt.

Please allow your faculty member time to transfer the grades from Connect to the Blackboard gradebook if the assignment is submitted after the due date or the submission is a retake.

Q: I'm still a little unsure about some T-course policies. Where can I go for a refresher?

A: Review the University of Phoenix T-Courses module for information about T-course policies and procedures.

SmartBook Recharge

The purpose of SmartBook Recharge is to present targeted content from a reading assignment scored at 100% to the student at the moment they're most likely to lose the knowledge acquired from the reading. Recharge helps keep the students' knowledge fresh. "Recharging" SmartBook assignments won't impact a student's grade for previous attempts, but it could make the difference on the next test, quiz, or exam. Students can always access Recharge assignments after the due date.

Recharge analyzes each student's performance in their assignment. Several data points are examined, including:

- The time it took to finish each probe during the reading assignment
- The number of incorrect responses and the confidence level indicated
- The amount of time since they've received a 100% on the reading assignment

Depending on how a student is performing, Recharge could activate on the first day, or not until after the first month. In theory, if Recharge doesn't appear for a student, the data is suggesting that the student already understands the content. Thus, the student can spend time studying other topics that require their attention.

Here are a few scenarios to illustrate:

Scenario 1: Faster Recharge Availability

Student 1 gets every probe wrong on the first try with high confidence indicated, but afterward is able to answer all the questions correctly, only with low confidence reported. Or, Student 1 takes a very long time to complete the assignment. In either case, Recharge will appear soon after completing the assignment to 100%. The data indicates the student is struggling to retain the information and needs to review.

Scenario 2: Delayed Recharge Availability

Student 2 gets every question right on the first try with high confidence and finishes very quickly. In this case, Recharge will appear well after completing the assignment to 100%. The data indicates the student is retaining the information very well and doesn't need to review it.

Scenario 3: Sporadic Recharge Availability

Within a single reading assignment, Student 3 answers some questions correctly on the first attempt, and answers other questions incorrectly on the first attempt. The data indicates a varying degree of confidence and time on each learning objective. In this case, Recharge occurs days or weeks after completing the assignment to 100%.

Student Guide for SmartBook

https://createwp.customer.mheducation.com/wordpress-mu/success-academy-student/

How Students Access the E-Book Within a Recharge Environment

- Students access the Recharge assignment from the student assignment view.
- Once in the Recharge assignment, SmartBook only presents topics that the student exhibited difficulty in, based on their original reading assignment.
- Remember, Recharge is a study tool. Recharge is not graded and doesn't impact the grade given from the initial reading assignment.