CAN-8 VirtuaLAB

The Tracker

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Contents

This section of the reference manual addresses the several options and tools available to the instructors through the CAN-8 Tracker screen to facilitate students' monitoring and evaluation.

Familiarity with the previous chapters of this manual is strongly suggested before starting this one as it refers to topics previously addressed.

I - About the Tracker

The Tracker Screen allows an instructor to:
- Change the activity mode (practice or test).
- Grant access to an activity or place it offline.
- List the names of the students who have accessed the activity and identify those currently taking it.
- Enable a test for a class or an individual.
- See a real time graphical display of the progress of each student as they go through the activity.
- Listen to each recording submitted.
- View submitted written, Multiple-Choice and Fill-in answers.
- Evaluate and mark the answers.
- Record messages or special instructions to individual students.
- Speak in real time to a group.
- Initiate a conversation with a single student.

II - Accessing the Tracker

To access the Tracker, chose any one of the 3 following options:
- Select a lesson from the main CAN-8 menu, and then press the **Tracker icon** located in the tool bar on the left of the interface.

- Select the lesson title from the main CAN-8 menu, right click on it, and then select **Track Item** from the contextual menu.

- Select the lesson title and then select **File** > **Track Item** from the menu bar.

NOTES:

> If the Tracker button or Track Item option is greyed out:
> - check that the lesson is selected (highlighted blue in the tree menu).
> - verify that the item you are trying to track is a lesson and not a submenu.

III - The Tracker's Interface

The Tracker's interface is placed within the user's main **work area**, thus leaving the **User's Tab Bar** visible and available at all times for the instructor:

You can easily switch from a Tracker to a lesson, a planner or even another Tracker without having to exit the Tracker screen.

Since up to 7 tabs (including Planners, Trackers and Students Programs tabs) can be opened simultaneously, the icon located to the left of the Tracker tabs will help locate opened Trackers at a glance. The lesson's name is also shown on that tab.

A blue tab (as in the image above) shows which tab is presently active. Tabs are otherwise grey.

The Tracker's interface is composed of:

- A Header Bar that references the information displayed below. Also used to sort the information by category and relevance.

- A User List, where the name of the users who have accessed the lesson are displayed as well as their status: offline or online.

- A Progress Area where users' data is displayed by colour on a per item basis.

- An Answer Display section, where the students' recorded data can be viewed or listened to.

- A Marking section, which provides tools to assign marks and calculate mark totals and to change the view size of the Tracker cells to facilitate access to the answers.

NOTES

It is important to be familiar with the layout of this interface and the names that have been given to each area of the Tracker as they will be referred to throughout the Tracker's manual.

The Header Bar

This header bar is divided in several sections, each describing the data displayed.

There are 3 different headers:

- **Name.** Under that header is the list of users who have accessed that lesson since the last time the Tracker was refreshed, or the system first installed.
- **Progress.** The data in that section is displayed as colour coded cells. Each cell in that area represents one exercise (or lesson item). The entire section, made of coloured and/or empty cells, represents the entire lesson.
- **Mark.** Marks listed in this column represent the mark per user for a specified section of the lesson.
    - The Mark section can be absent if there is no need to score the results.
    - There could be more than one Mark field in the header bar if it is necessary to mark the test by subsections. In which case, the Mark listed in the column below is the sum from either the first cell (or item) to the last cell directly before the Mark section, or from the first item after the previous mark section, to the last cell directly before the new Mark section.

Each of these headers can be clicked on to sort the information listed under.

- Click on the **Name** header to list the students alphabetically.
- Click on the **Progress** header to list the students in the order of progress, with the student with most progress on top.
- If you click on the **Mark** header, the information below is listed from the highest mark to the lowest one.

The User List

This section displays the names of the students who have accessed the lesson since the Tracker was last refreshed and their data deleted.

By default, users are listed by the order in which they signed on to the lesson.

This list also indicates the user's status.

User Status

The users' names are displayed on different background colours depending on their status:
If the student is currently active in the lesson or waiting for a test to start, the name is displayed on a blue background.

If the student is currently taking a test, the name is displayed on a green background.

If the student has accessed the lesson in the past but is no longer in, the name is displayed on a white background.

If the student is calling for help, the name is displayed on a red background.

Customized Student List Display

Over time, the student list may become too large or cluttered to easily view the progress of only the few students the instructor wishes to monitor, or it may be preferable to view only a specific group of students for monitoring purpose.

Several tools are available to help reduce the display to a sub-listing of students, or change the order of the list:

List	Tool
Alphabetically	Click on the **Name** header of the header bar or Select **VIEW > SORTED** from the menu bar.
Sorts the list of users in alphabetical order. Can be combined with any function that minimizes the display, like View By Class, View Own and View Online. The system will keep the settings for that Tracker for the entire CAN-8 session. The default display will be restored when the instructor logs back in CAN-8 for a new session.	

By progress	click on the Progress header in the header bar
Lists all users who have entered the lesson by order of progress. This option is only available from the Header bar. If the progress section is separated by mark columns, each progress section can be ordered independently. Can be combined with any function that minimizes the display, like View By Class, View Own and View Online.	
By score	click on the Mark header in the header bar
Sorts the students by score; the highest scoring student is displayed at the top of the screen. If there is more than one Mark section, each section is sorted individually. The total scores for each student out of the maximum possible (only for the questions taken) are shown at the right of the screen. As students take more questions or marks are given for items recorded, the scores and the maximum for the questions are updated. However, the list of students is not sorted again until Show scores is selected again. Can be combined with any function from the Simplified display section below.	
Restricted view	Select VIEW > ONLINE ONLY from the menu bar
	Displays only the list of users currently using the lesson. Their name is highlighted in cyan. Can be combined with View Own and View By Class to further limit the display and with any of the sorting options.

	Select VIEW > OWN STUDENTS from the menu bar
	Reduces the list to only the students who have been registered by the instructor who is monitoring. If the students were registered via an import file or by another instructor, selecting this option would display an empty Tracker, even if the students were added to the instructor's class. Can be combined with View by Class and View Online Only to further limit the display and with any sorting options.
	Select **VIEW > BY CLASS** and then select the class name
	Displays only the list of students who belong to the class(es) selected. For more information on how to select classes to view, read the Display by Class section. Can be combined with **View Own Students** and **View Online Only** to further limit the display or with any of the sorting options.

NOTES

Using one of the above options to simplify the list display does not delete the other users' data from the Tracker. It only hides it. To view the full list again, select VIEW > ALL STUDENTS from the menu bar, except if you had selected VIEW > By Class as addressed below.
Some of these functions can be combined.
The settings are kept for that Tracker for the duration of the CAN-8 session.

If when using the simplified display functions, the user restricts the display to nothing at all, the following alert will show:

Users have been hidden by View options in menubar.
Remove restrictions to restore list.

You must de-select some of the options checked in the View menu.

Display by Class

The list of students displayed in the Tracker depends on the following condition:

- Instructors belonging to **NO class at all** will be able to monitor **all students who enter the lesson**, independently if these students belong to a class or not.
- Instructors belonging to **one or more class(es)** will only be able to monitor the students who **belong to the same class(es)**

Considering the above condition, the option **VIEW > BY CLASS** will reduce this list to a more manageable one but will yield different results:

Example

The instructor Inst1 does not belong to any class in the CAN-8 system.

The Instructor Inst2 belongs to Class A and Class B

4 groups of students belonging respectively to Class A, B, C and D all took TEST T.

When INST1 monitors the TEST T, the Tracker displays all the students registered in the CAN-8 system who entered the test, including those from class A, B, C and D.

When INST2 monitors the TEST T, the Tracker displays only the students from Class A and B who entered the test. INST2 will not see students from class C or D

Both instructors can use the VIEW > BY CLASS option to limit the display to one class, but whereas INST1 can select any (one or more) of the classes available in the system (A, B, C, D and all other available), INST2 can only limit the display to one of the 2 classes (A or B).
If any of these 2 instructors select Class A, but none of the students from Class A took the test, the following alert will show:

Users have been hidden by View options in menubar.
Remove restrictions to restore list.

This message indicates that although some students have taken this test, none belong to Class A. The instructor must de-select the class in order to display the other students.

VIEW > BY CLASS Procedure

From the menu bar, select **VIEW > BY CLASS**.

The Class selection window is in 2 sections:

- The available system's class list on the right
- The selected class list on the left.

In the illustration above and by default, no class is selected; therefore, none is listed on the left panel.

Select OK When the selection is complete.

The Users Progress Area.

As soon as students submit their answers, colour-coded cells appear in the lines corresponding to their names. Each cell corresponds to one answer.

These cells indicate the type of item the answer was for, the students' progress in the activity and if these answers were evaluated or not.

More details regarding the cells' colour-code and the evaluation of the answers are available in a subsequent paragraph.

The Answer Display Area.

This area is not visible when the Tracker is opened, to allow the display of the student's progress.

When the instructor evaluates the answers, either written or oral, the progress area will be reduced to allow the display of the answer below. The line of the student being evaluated will show just above this area to simplify the instructor's navigation from one answer to the other.

This area's display will vary depending on the type of the answer: oral answers will show in an audio player, whereas written answers, including Fill in the Blanks and Multiple-Choice answers, will display in a text area.

When a voice message is being recorded, the recorder will also show in this section to allow the instructor to listen to the message before sending it.

The Tracker Marking Tools bar.

This bar is located at the bottom of the Tracker and is always displayed.

It contains all the tools necessary to identify the question being evaluated, score the answers, change the display of the progress area and calculate sub-totals and final marks.

Each of these tools will be described in the Evaluation section of this chapter.

IV - Activity Modes

Unless otherwise specified, the lesson is used by default as a drill and practice.

This can be changed from the Tracker and the activity can be administered as a test instead or placed off-line until the instructor changes its status. This chapter is an overview of the different modes an activity can be set in, and their impact on the students' display.

Students who access a lesson in practice mode can record answers or practice their pronunciation as many times as they wish. The instructor can however administer the material as a test instead of a practice.

The behaviour of the software for that activity will change depending on the mode it is set to. Furthermore, certain Planner options can affect this behaviour.

Changing the Lesson Mode

To change or set the mode of an activity,
- Open the tracker
- Select TEST in the top menu.

NOTE:
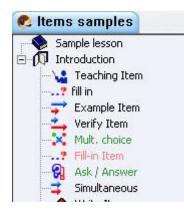The TEST options are only active when the Tracker is open. They are otherwise greyed out.

The options listed under TEST allow an instructor to set the lesson to practice or to administer supervised tests to a class or to one or more individuals.

When the Test menu is displayed, a check mark indicates the current selection for the activity.

1. Practice mode

This is the default mode of any activity created in CAN-8. It is intended for the student to use that activity as a drill, and to give them as much feedback as possible. The font colour of the items in the student menu indicates if the item has been done or not, and in the case of the Fill-In-the-Blanks and Multiple-Choice Items, if the answer was correct or not. The icons help them identify the type of the items.

- Green titles to Multiple-Choice and Fill-in questions indicate that the answer provided was correct.
- Answers that cannot be corrected by the system, such as open questions, are in green font if an answer has been submitted.
- Red item titles indicate an incorrect Multiple Choices or Fill-in answer.
- Black titles mean the item has not been answered.

In the illustration above, the 3 first items have not been answered, the next 3 have, 1is a correct multiple choice, one is an incorrect answer to a Fill in the Blanks, and 1 indicates that an oral answer has been submitted to an open question.

NOTES

When in practice mode:

- students will by default receive full Feedback for Multiple-Choice or Fill-in Items. This can be changed or disabled in the Planner.
- students can listen to all previous oral messages left by instructors.

2. Test Sequence

The sequence to assign an activity in TEST mode involves 3 steps.

- Wait to start,
- Start test,
- Review results.

Wait to start

This is the very first step to start a test. This option places the test offline while the students are signing on to the test.

Students signing on to the test receive a message indicating that the test is not yet available.

Students scheduled for a test must wait with that window displayed on their screen until the instructor starts the test. The names of the students who are waiting to take the test are highlighted in blue (see Online user list). Depending on which options below is chosen for the test, the instructor either waits for all scheduled students to be online or, for an open test, can start it anytime.

The wait to start status is also indicated to the instructor in the Tracker's Marking Tools bar field at the bottom of the screen.

As soon as the lesson is placed in one of the 3 Test modes, the Wait to Start message will disappear from the students' screens and the test will start automatically.

NOTE

      when a lesson is set to TEST, the students cannot access oral messages previously left by instructors.

Start Test for All Students

This mode opens the test to all users who select it in the menu, independently of the class they belong to or when they enter it, and it will remain available until it is placed in the Wait to Start mode again.

NOTES:

- When in Test mode, the student will not receive feedback when taking a Multiple Choice or Fill-in Item *if there is a mark assigned to these items.*
- To help students identify the items that have been completed and those that were skipped, the completed items will show in green font in the menu, items that have been skipped in black font.
- As opposed to the Practice mode, if the Planner setting includes to leave the test menu to the students, the items titles will not turn red if incorrect. They will only show in green, for completed.

For test with the default Menu layout, students can select which question they want to answer first and redo some of the questions at will.

Placing the lesson in sequential or random mode in the planner will remove the menu but not prevent the student from retrying items or submitting answers to skipped items unless the enable back button option is removed in the Planner.

NOTES

- To stop the test but leave the students a chance to review their answers or view the questions they missed, select **Review Results**. Students will not be able to submit any answer.
- To stop the test and remove it from the test takers' screens, select the **Wait to Start** option. Student will no longer have access to their answers or to the questions they missed.

Start Test for Selected Student

If testing needs to be done on an individual basis, it is possible to start one student at a time while preventing all other students from accessing the test.The procedure is as follows:

- The lesson must be on **Wait to start.**
- When the student logs in and selects the lesson, they will see the Waiting... window.

- As the students click on the lesson, their names highlight in blue. Students who are already taking the text are highlighted in green.
- Click on a student's name to select it.

In this illustration the instructor selected User 14

- To start the test, the instructor selects Test Options from the menu bar, and then **Start Test for Selected Student**. This starts the test for this student and this student only.

- When the test starts, the student's name is highlighted in green in the Tracker.

In the example below, there are 2 users started in this test: User 11 and User 14.

NOTES:

- You can start several users individually, one at a time, by repeating this procedure for each one.
- You cannot stop the test for one student only if other students are taking the same test.

Start Test for Online Students Only

The Start Test for Online Students Only option is a variation of Start test for all Students

Whereas Start test for all Students makes the test available to all users who access the lesson until the test is placed back in Wait to Start mode, Start Test for Online Students Only makes the test available to users who are waiting to start (Highlighted in blue in the Tracker) at the time the test is started.

Users attempting to access the test after the online group has started will receive the Wait to Start window and will be denied access to the test unless the instructor starts them individually.

To use the Start Online Students function:

- Highlight one of the students whose name is highlighted in blue.
- Select the option **Start Test for Online Students Only** from the test menu.
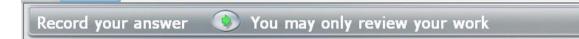

NOTES:

- Users entering the lesson after the test is started will be highlighted in blue as they will not be able to access the test.
- It is possible to start another group or individual students using the procedure for Start Test for Selected Student or Start Test for Online Students while others are already taking the test.
- Switching the test mode to wait to start will stop the test for all students and make it u\inaccessible again.

Review Results

At the end of a test the instructor can select **Review Results.**

This ends the test for all students, even if they have not yet reached the end of the test.

Students can still see the questions and their own answers if they previously took that test, but can no longer record or change previous answers, as indicated in the item's header bar.

Any attempt to record or type an answer while the test is in review mode will bring the warning message illustrated:

Students can access any oral message left before the test, or after the evaluation.

If a menu is present, Multiple-Choice and Fill-in Questions that were correct are show in green; they are shown in red if the answers were incorrect.
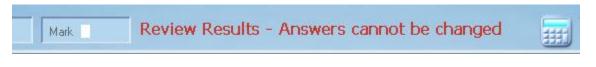
Since Multiple-Choice and Fill-in Questions are corrected by the system, the marks for these items are available right away and displayed. If the test is made entirely of Multiple-Choice or Fill-in items, the students will see their results right away.

All other types of items that need to be corrected and marked by instructors are displayed in green if they have been answered. If the Instructor has already marked them, the score shows beside the item name. If the answer has not been marked yet, only the score the answer is out of is displayed.

Items not taken are displayed in black.

To confirm that that the test is no longer available and that students are now unable to record, the instructors have a red alert located at the bottom of their Tracker screen

3. Show Scores

Selecting this option sorts the students on the Tracker screen by score. The highest scoring student is displayed at the top of the screen.
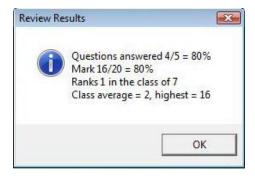
The scores for each student out of the maximum possible (only for the questions taken) are shown at the right of the screen. If students continue to work and answer more questions, or the instructor assigns more marks, the scores and the maximum for the questions are updated. However, the list of students is not sorted again until Show Scores is selected again.

4. Final Mark

This option will display the final results onto the students' screens.

Only the Class Average and Highest (Mark) are common to all students who took that test. All other information like Mark and Rank are given individually. Each student sees his\her own mark out of the maximum possible in the test

The Final Mark is displayed to the student when the test is in Review Results or Practice mode.

The Final Mark window will be removed once the instructor deletes the student's data from the Tracker.

NOTE:

> This option should only be used at the end of the test, as the information it contains will not be updated if the students answers additional questions after it has been set.

V - Monitoring the Students' Progress

While the students are working in the lesson, the instructors can monitor their progress and evaluate the answers submitted. They can also call the student, or answer a call request to provide help, or leave a recorded message if the student is no longer online. Monitoring can be done in real time or at a later time.

The Progress Area.

To the right of each student's name is a set of colour-coded boxes that show the student's progress through the lesson.

This area, composed of coloured and/or empty cells, represents the entire lesson, with one cell per item that require an answer.

Unless the user list has been customized, the first cells row represents the answers of the user who first connected to that lesson. But if you click on the **Progress** header, the data below will be listed by order of progress for the section:

- The lines with the most correct answers first
- followed by the lines with the most answers, including wrong answers
- and finally, the lines with less answers, or no answers at all.

Independently of the order in which the student is recording the answers (for example when a lesson is set to random mode, the student may have to answer the last item of the lesson before being presented with the very first item of the same lesson) the cells will always be placed in the order they appear in the planner.

Each box or cell corresponds to a lesson item that requires a response from the student. Instruction, Teaching, and Conversation items do not have cells to represent them since the student cannot record in these items.

As soon as a student submits an answer (selects **Next** after recording in an item), the corresponding cell in the tracker is filled with the color that represents its content type. If the student skips an answer, the corresponding cell remains empty.

The cells' colour code is as follow:

zoom level			Response Type
			Empty cell
Default display of an empty Tracker cell. The student has not given an answer to that item.			
	▶	▶ 0/1	Audio or text
The student has submitted a response. The response is now available for listening.			
	☑	☑ 0/1	Audio or text
The instructor has listened to or viewed the response for this item.			

[red bar]	[red envelope icon]	[red icon 0/1]	Audio or text
The instructor has recorded special audio instructions (left an audio message) for this item, but the student has not yet listened to the message.			
[yellow bar]	[yellow play icon]	[yellow icon 0/1]	Audio or text
The student has listened to the message that was left and submitted a new response.			
[cyan bar]	[cyan check icon]	[cyan icon 1/1]	Text
The student has correctly answered this Multiple-Choice or Fill-in question item.			
[magenta bar]	[magenta X icon]	[magenta icon X 0/1]	Text
The student has incorrectly answered this Multiple-Choice or Fill-in question item. The incorrect answer is available for review by the instructor.			
NOTE: ▶ None The largest view of a cell displays None instead of a score when the item has not been assigned a mark in the Planner.			

- The default display is the middle zoom that shows fixed size cells with icons. Since a lesson can hold up to 240 items, all items cannot be displayed all at once on the same screen and a horizontal scroll bar at the bottom of the display area allows to view the rest of the lesson.
- The cells can however be displayed in a smaller size to give the entire overview of the students' progress for the entire lesson, even if it holds 2240 items.
- Alternatively, the cells can be displayed in a larger size to show additional details about each recorded cell and to facilitate the navigation when viewing the content.

To change from the default display to a global display or a more detailed one, click on the icons [icon] or [icon] of the zoom bar located at the bottom right of the interface or slide the zoom cursor at the desired level:

- Default display: [zoom bar image]

[screenshot of User 7279, User 7260, User 7364 rows with cells]

- o The colour code indicates the type of item
- o The cells display an icon for: correct, incorrect and evaluate.
- o The size of the cells is fixed. If there is more cells than can be displayed in one screen, horizontal and vertical navigation bars are present.

- Global Display:

  - o The Global display shows the entire activity in one screen.
  - o the colour code indicates the type of items included in that activity.
  - o The size of the cells is not fixed. The more items are included in the activity, the smaller the cells will be to accommodate all the cells.
  - o It may be difficult to select the cells in this smaller display, but it does give a full overview of the students' progress through the activity.
- Detailed display:

  - o The cells' colour code indicates the type of the item.
  - o The cells show the same icons than in the default display.
  - o The cells indicate the maximum mark the item is scored out of.
    - ▪ For Multiple-Choice and Fill in items, the mark obtained is shown in the cell as it is given by the computer and does not have to be evaluated;
    - ▪ grey cells will show a mark of 0/X as the instructor has not yet evaluated them.
    - ▪ Green cells show the score given by the instructor after the item was evaluated.
    - ▪ If there was no mark assigned for the item in the planner, the cell will show **None**.
  - o The size of the cells is fixed. If there is more cells than can be displayed in one screen, horizontal and vertical navigation bars are present.

Answer Display Section

For monitoring purposes, students' answers are divided into two types: Those the computers can evaluate, and those the instructor must evaluate and mark.

Whereas a computer can evaluate if an answer from a Multiple-Choice or a Fill-in question is correct or not by comparing it to the instructor's answer, it cannot evaluate an answer that does not meet these criteria, such as a recorded answer to an open question. These answers are easily identified in the Tracker by their colour. All answers (oral or written) that must be evaluated by an instructor are represented in the progress area by a grey cell.

To view or listen to an answer that requires an instructors' evaluation, double click on its corresponding cell.

Listen to Audio Responses

While a student is in an item that requires a recorded response such as an Example, a Read, or an Ask item, the student may record the response, listen to it, and re-record it several times to try and get it right. The item indicator (or corresponding cell in the Tracker) remains empty (light grey) during that time.
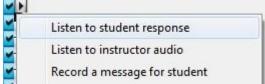
Only when the student has completed a satisfactory recording and presses the **Next** button does the indicator turn grey to show that the recording is available for listening by the instructor.

The instructor can then listen to the student's answer and to the original audio that was recorded in the item by the instructor.

Listen to Students' Recordings

To listen to students' recordings the instructor can:

- Click on the cel to select it.
- Right click on the cell and select *Listen to Student Response*

- Using the arrow keys of the keyboard, navigate to the cell you wish to listen to, and then press F2.

The Sound graph of the student response appears on lower part of the Tracker interface (Answer Display section) and the response starts playing automatically.

The **Play** and **Pause** buttons can be pressed to listen repetitively to the recording, or part of it.
Alternatively, the **Play cursor** can be moved by clicking the mouse on any spot on the volume display. The sound will play from that point.

Listen to the Sample/Instructor's Recordings

It might be necessary for the instructor to listen to the question the student was responding to or compare the student's recording with the audio example given:
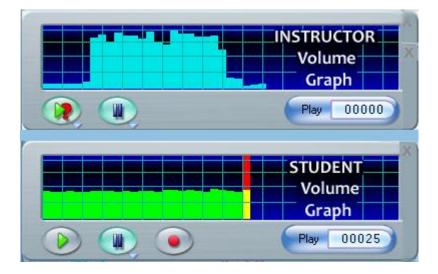
- Press the **Example** button in the button bar.

- Right-click again on the cell you are listening to and select *Listen to Instructor Audio*

- The sound graph of the instructor's recording appears above the student's sound graph. To differentiate them, the audio part of the sound graph is displayed in cyan for the instructor, and green for the student.

To navigate from one recording to another, the instructor can:

- Use and on either sound graph respectively.
- Use and in the button bar, where the *Play* button activates the student audio and the *Example* button activates the Instructor's audio.
- Click directly on either volume graph to place the sound cursor at the desired pace and activate it.
- Use any combination of the above methods.

Once the recording has been listened to:

- select the **Exit** button located at the top right corner of the Sound graph if you wish to exit the listening mode.
- Or click on the next item cell if you wish to continue listening to more answers.

- Alternatively, use the Arrow keys and the F2 key to navigate through the Tracker and listen to another item.

As soon as you exit the volume graph, or move to another cell, the previously selected item now appears in green to indicate that it has been listened to.

NOTES

- When entering a Tracker, you may notice that the **Progress Display** area of the Tracker is full and extends over the **Answer Display** area. If such is the case, when you click on the cell to listen to the student's recording, the progress display is reduced in size to allow space for the sound graph.
- If the cell you are listening to is located within the Answer Area (the lower part of the progress area), the entire Tracker row is then shifted above the Sound graph, thus allowing to view and listen to the other answers from that same student.
- If necessary, a scroll bar will appear on the right side of the progress area to view the cell rows that were shifted upwards.
-

View Students' Written Responses

Answers to the Written open questions can be viewed by double clicking on the items. Alternatively, you can right click on the cell and select LISTEN TO > STUDENT'S ANSWER

To listen to the instructor's question, right click on the cell and selecting LISTEN TO > INSTRUCTOR'S RECORDING.
Once you exit the display window, the cell will turn green to indicate that it has been evaluated.

Self-Correcting Answers

The computer corrects the student's answers to Multiple-Choice and Fill-in answers. Question items that are answered correctly are displayed in cyan cells. Question items that are incorrect are displayed in magenta cells.

These answers can be displayed for verification, independently of their status.

View Multiple-Choice Answers

In the Tracker, the answer to a Multiple-Choice is represented by a cyan cell if it is correct or a magenta cell if the answer was incorrect.

Double-click on one of these cells to display the question's text and the answer. The response the student selected is shown on a red or on a green background.

Select the answer to the question
you hear.

1.

1. Yes, Europe is a continent.
2. No, Europe is a continent.
3. No, Europe is a country.

- 1. This is the answer the student selected and is the correct one. The number of the answer is displayed on a green background.
- 2. This is the answer the student selected, but it is incorrect. Incorrect answers are displayed on a red background.

The status of the options (correct or incorrect) set by the instructor in the planner are also displayed and colour coded:

- 1. The answer(s) the instructor set as correct in the planner are displayed in green on a dark grey background.
- 3. The answer(s) the instructor set as wrong in the planner are displayed in red on a dark grey background.

Examples:

1. Yes, Europe is a continent.
2. No, Europe is a continent.
3. No, Europe is a country.

In the example above, the student chose answer #1

- 1. was the correct choice as set by the instructor.
- 2. and 3. were set as wrong answers in the planner. The number is red.

Note that it is possible to set more than one answer as correct. If such is the case, the answer that was set as correct, yet has not be chosen by the student as another possible true choice is displayed in green on Dark grey background.

In this example, the student chose 2. for answer.

- 2. was not the correct answer, and therefore the student's response is displayed on red background.
- 1. was set as correct in the planner. The number is green. The student did not select it.
- 3. was set as an incorrect answer by the instructor, and the student did not select it. The number is red.

NOTES

- Although it is possible to change the mark assigned by the system to a Multiple-Choice item, it is not possible to change its status (correct/incorrect). It is therefore possible to have a red cell for a Multiple-Choice item showing the full mark.
- The cells of Multiple-Choice questions never turn green.

View Fill-In items

In the Tracker, answers to a Fill-in question are represented by cyan cells if correct, magenta cells when incorrect.
When clicking on one of these cells, both, the question and the text, are displayed.

In the above image, the response given was correct. The student's answer is shown in the black text area.

In the illustration above however, the Answer submitted is wrong. The student's answer is shown in the black text box, the correct answer is shown underneath and is highlighted in green.

Select the exit button on the Answer Display area to return to the full Tracker screen or select the next cell to view the next item.

> **NOTE:**
>
> As for the Multiple-Choice questions, it is possible to change the mark assigned by the system to a Fill-In-The-blanks questions, but not its status. It is therefore possible to have a red cell for a Fill-in item showing the full mark. This indicates that the question was wrong, but the score changed afterwards.

Oral Feedback

After listening to a response, the instructor may decide to leave some oral feedback for the student or decide that the student should redo the item.
The student at login will receive a notification of the message. The student can then opt to listen to the message by selecting the link provided and will be brought directly to the lesson and the item where the message was left, or opt out opt out and proceed with another lesson.

The alert will come back as the student opens the main menu, until the message has been listened to.

All messages left in an item over time are kept and accessible by the students until the students' answers are deleted from the tracker.

In this illustration, the instructor has left 7 messages as indicated by the number on the icon. If the number is red, it indicates there is an unread message. If the number is black, it indicates the student has listened to all 7 messages.

To listen to the messages, the student can click on this button, then select the message to play.

Procedure to Leave a Message:

1. Select a cell in the tracker

2. Press either on the sound graph or in the button bar, or right click on the cell and select **Record a Message for Student**.
   To differentiate the message volume graph from the student's answer graph or the instructor sample audio, the message volume graph is red.
3. Once the message is finished recording, and as soon as the instructor either exits the graph or selects the next cell, the following prompt is displayed:

- o OK - The student will have to redo the exercise. The student will not be able to move to another exercise until this one is re-done.
- o NO- The student will hear the message, but redoing the exercise is optional.
- o CANCEL- removes the message from the item.
4. As soon as an option is selected, the cells turn red to show it now includes the message.
5. Once the student has listened to the message, the cell turns green if no answer was required or yellow if a new answer has been submitted.
6. Any item on the Tracker Screen, whether it contains an answer or not, can be selected for a message.

NOTE

Starting with the version 2018 01 31 of CAN-8, all messages left in an item over time are kept and accessible to the students until the the student's answers are deleted from the tracker.

Call a Student

While monitoring a test or a lesson, it might become apparent that one of the students needs assistance: The student sent a call request (the Background of the student's name turns red) or the instructor may notice skipped items or irregularities in the answers.

The Net Phone can be used by the instructor to initiate a real time conversation with a student who is currently signed in CAN-8. Students cannot initiate that call; they can only send a call request
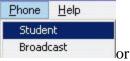

A similar phone is displayed on the student's screen.

To terminate the call to the student, the instructor presses the Exit key.

There are several ways to initiate a call to a student:

If the students are in the lesson, the Instructor can initiate the call from the Tracker by selecting the student's name in the list, then

- select Phone > student from the menu Bar.

 or

- select the SVphone icon.

If the students are NOT in the lesson but is still signed in CAN-8, the Instructor can initiate the call from the Tracker by:

- selecting the Phone icon

- From the phone interface, selecting the student list icon

- and finally double clicking on the user name in the list displayed. This list only displays users that are online at the time.
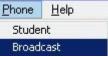
NOTES

- The SV Net phone can be used to contact a remote student, someone connecting from home for example. The user does not have to be on the same network than the instructor, as long as they are signed on the same server.
- The instructor can **only talk** to students who are signed on. The communication is from computer to computer and cannot be saved or edited, therefore instructors cannot leave a message.
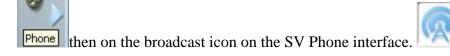
Broadcast to All Students

The instructor can also send an announce to the entire class using the **Phone Broadcast** function.

This function can be accessed:

- By selecting **Phone** > **Broadcast** from the menu bar.

- or clicking on the phone icon from the left button bar,

 then on the broadcast icon on the SV Phone interface.

The SV Net Phone appears on the screen showing the instructor's voice.
Each of the CAN-8 users in an active session will receive an on-screen message telling them to Listen to the Announcement.

NOTES

- All users signed in the CAN-8 language lab software will see this message and hear the instructor's voice.
- If a CAN-8 user is recording or listening to an item at the time the broadcast is initiated, it is paused until the broadcast is terminated., at which point the recording will start again automatically.
- Students cannot terminate a broadcast from an instructor
- To terminate this broadcast the instructor must press the Exit button.
- Like for the CALL STUDENT phone function, and since the 2018 release of CAN-8, broadcasting can be done over the Internet for remote users who are signed in. For versions of the software pre-dating 2018, broadcast cannot be done over the Internet.

VI - Evaluating the Answers

When evaluating the answers to a test, instructors can mark them **as long as the items have been assigned a mark in the Planner**.

This section describes how to use the tools available to mark the answers, calculate scores and subtotals, and export the information out of CAN-8 for record keeping
Marking Tools
The tools necessary to mark items and calculate the score of the students are located at the bottom of the Tracker screen.
To the left is the mark area. This is where the name of the item, its position in the Planner, the score you or the computer have given to the item and the maximum mark the item can be scored on are located

To the right of the screen, you have the calculator. It is used to add mark or subtotal columns in your Tracker, where you need them.

Understanding the Mark Field

If the mark field is blank and followed by /x, then the item has not yet been marked and "x" is the maximum mark you can give to this item. In this illustration, 1 is the maximum mark for this item.

If the mark field show 0 followed by /x, then the item has been marked already. It was given a mark of 0. In this example a mark of 0/1

If however you do not see a /x after the mark field, then this item has not been assigned a mark in the Planner and cannot be marked.

Marking an Item

If an item was assigned a mark (../1 to ../10) in the lesson plan, the instructor can score the answer in the Tracker.

Multiple-Choice and Fill-in questions are corrected and scored by the computer. A correct answer gets a full mark; an incorrect gets zero. If the item was set with the **Part Mark** option in the planner, a partially correct fill in the blank answer will get a partial mark.

For recorded answers, the computer does not mark the answer. The instructor must first listen to the answer and then mark it manually.

To mark the student's work:
- double-click on the cell in the Tracker to display the answer,
- type the digit corresponding to the mark desired.

> **NOTES**
> - **There is no need to click on the mark box first, or to remove the existing mark if any**. Simply type the number that will become the mark.
> - The score cannot be greater than the maximum mark allowed for the item.
> - You can only mark an item when the answer is displayed. Selecting the cell is not enough.

Changing a Mark

Marks can be edited at any time simply by
- double-clicking on the cell to display the answer
- typing a different number.

There is no need to select the mark area first, it is pre-selected by default.

For items that are marked by the computers, it is also at the instructor's discretion to change the mark assigned. The computer might for example mark a missing capital letter as wrong, and the instructor might decide to overwrite the computer mark and credit part of or the entire mark to the student.

Display Marks

Per Item

Once the item has been evaluated and marked by the instructor, the mark is displayed on the cell itself. The default cell size however is too small to display the information; the instructor must set the Tracker display to its highest zoom level.

Marks are displayed in the cell only if a mark was assigned for the item in the planner. If no mark was assigned to the item, the word **None** will show instead.

If the item has a mark assigned, but the student did not record an answer, the cell will be empty.

For detailed information about the Tracker display levels or the cell colour codes, please refer to the Progress Area section of this chapter.

Display Total and Subtotal Marks

Additional columns that display the user's subtotal and final marks, can be inserted in the Tracker by the instructor.

Adding Mark columns

Mark columns can be added to the Tracker by simply pressing the left mouse button over the **Mark calculator** icon, and then while still holding the mouse button down, moving the mouse cursor to the location where the column should be.

A thin vertical black cursor will show where the mouse is pointing.

Upon release of the mouse button, the **mark** column will appear where the cursor was. It shows the subtotal of the marks earned by the student from the beginning until this column, or for items located between the last column and this one.

Cumulative Marks

Whereas subtotals give the score obtained within a defined section of the lesson, **Cumulative marks** show the student's total score from the first item answered in the Tracker to the item placed right before the mark column.

To display the student's **cumulative score**:
- First place a mark column in the Tracker (see procedure above).

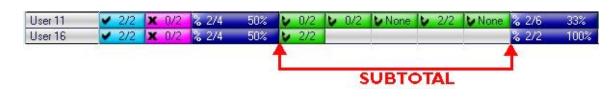- Right click on the mark column to bring up the popup selection menu.

- Select the **Cumulative Mark** option.

Follow the same steps as above to change a column that was previously selected as *Cumulative Mark* to *Subtotal Mark*.

Cumulative Mark column can be differentiated from subtotal columns by their background color and icon:

- Subtotal Column

- Cumulative mark Column

Mark Calculation Options

The marks shown in the mark columns may be calculated in two different ways. The traditional way to calculate final score is to total the mark out of the assigned marks for all questions, even if they were not answered. This is the default setting. Another option is to total the mark obtained by the student only on questions that were **attempted.**

In the **User's Preferences** window (**EDIT > PREFERENCES** from the top menu), the TRACKER tab allows you to change the method to calculating the content of these Mark columns.

These options are located in the **Mark Calculation** section of this form (lower section)

If you select:

The mark columns show:

You will see the total mark and average in percentage of the total points available in that section.

If you select:

The marks will be:

This will only give the total mark and average in percentage for the items that are answered. It does not count the un-answered questions.

> **NOTE:**
> The settings in the **Mark Calculation** section of the Tracker **Preferences** dialog also apply to the cumulative results.

VII - Record Keeping

It might be important, even necessary to keep records of the students' work or their score achieved on a test or during a session to an external location.
Several tools are available for that purpose.

Whereas tools related to the general use of the system, such as activity reports, are located in the system's main interface, those directly related to the students' submitted work are located in the Tracker.

through these tools, the instructors or the system administrator can
- Export the students' oral answers in wav format
- Copy/paste or drag/drop the information from the tracker directly in a spreadsheet
- Print the information from the tracker

Exporting Students' Oral Answers

Students' recorded **answers** can be exported from CAN-8 in wave format and saved locally, on a network share or on a removable disk.

The instructor can export:
- one specific answer from a student
- all the answers a student has recorded in a lesson or test.
- all the recorded answers from all the students shown in that Tracker.

Exporting One Answer from One Student

- From the Tracker, select the student's answer you wish to export by clicking once on the corresponding grey box.
- Next select **File**-->**Export**-->**Single Answer** and the *Export Item* form will open:
- In the *Drives* section, select the drive you wish to save the answer on, and then locate the appropriate folder by scrolling in the *Folders* section. You may also use the *Network* or *browse* button if you wish to save this file on a network share.

- The *File Type* field shows **wave** by default.
- Type a name for the file in the *File Name* field. This field is mandatory.
- Finally, Click *OK* to finalize the process.

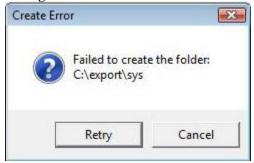### Exporting All Answers from One Student

- In the Tracker, click on the name of the student whose answers you wish to export.
- Select **FILE** > **EXPORT** > **Selected Student Answers**
- In the *Export Item* box:

- In the *Drives* section, select the drive you wish to save the answers on,
- then locate the appropriate folder by scrolling in the *Folders* section. You may also use the *Network* button if you wish to save this file on a network share.

'

- The *File Type* field: By default, this field is pre-set as *Wave* type. Leave it as is.
- This export function is automated to export more than one file at a time and each answer from the student will be saved as a different wave file. Each file will therefore be assigned a different name **by the system**.
    - In the *File Name* field, enter the name of a **NEW FOLDER** that will be created during the export and where these files will be saved.
    - Since this is a folder, **do not add** the .wav extension in this field.
    - Do not type in the name of an **existing folder**, as this will bring an error box:
    - If the error message appears, select **Retry**, rename your folder and press *OK* again.

- Finally, Click **OK** to finalize the process.

To locate these new files:
- Navigate to the path you gave in the Drive and Folder section of the export form.
- Look for the folder that was created during the export.
- The wave files have automatically be saved in that newly created folder.

    The names of these files, assigned by the system is composed of their position in the Planner, followed by an under-score and the 4 first letters of this item's name in the Planner, as illustrated.

    File 006_Exam.wav is the answer to the 6th item in the planner titled *Example*

Item.

NOTE:

If the item's name in the Planner includes an accented character, this character
will also be replaced by an underscore since accentuation is not permitted in the
8.3 file name standard.

Exporting All Answers from All Students

- From the Tracker, select **FILE** --->**EXPORT** --> **All Answers**

- the *Export Item* box will open:

- In the *Drives* section, select the drive you wish to save the answers on.
- Locate the appropriate folder by scrolling in the *Folders* section. You may also use the *Network* button if you wish to save this file on a network share.
- The *file type* field is pre-set as *Wave* type.
- In the *File Name* field, enter the name of the folder that you wish to create. Since this is a folder, do not add the .wav extension in this field. If the folder already exists, you will get an error box:
Select **Retry**, rename your folder and press *OK* again.
- Finally, Click **OK** to finalize the process.

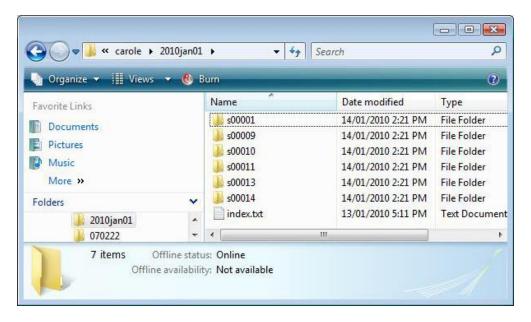The system has now created the new folder (in the illustration above, the folder 2010jan01).

Inside that folder, the system will create a **sub-folder per student**. Since several students can have similar names, and to prevent any error as per who the files belong to, the names assigned by the system to these subfolders consists of the unique number that was assigned to the users at creation. (see **User Serial Number** in the **List Display** section).

To facilitate matching a name to each of these subfolders, the system creates a text file. Double click on that text file to open it. Each line will have the subfolder name followed by the name of the user it belongs to
Each sub-folder includes one or several wave files, one for each answer that this student recorded in that lesson. If there is none, then the student has not recorded any answers.

The name of these files is composed of 3 digits, corresponding to the item's position in the Planner (003_xxx corresponds to the 3rd item in the planner, 005_yyy to the 5th, aso.), followed by an underscore and then the 4 first letters of the item's title in the Planner.

Double click on these .wav files to listen to them with the media player of your choice.

Export Evaluation Marks.

The marks obtained by the users can be exported directly from CAN-8 into any application that read .csv files (Spreadsheet, word processor, etc,...)
Export Procedure
The report is created by selecting a number of or all cells for some (or all) students in the Tracker and dragging this out to another application it is to be used in.

Alternative method:
- Dag the curser over the cells to export
- Right click on the selection.
- Select *COPY* in the popup contextual menu.
- Open the spreadsheet, or the software intended.
- Place the mouse cursor where the data should be placed
- Select EDIT > PASTE
-

Export Format

There are 3 selectable formats for these reports:
- **Scores Only** format: Only export student names, item names, and per item scores.
- **Mark Out of** format: exports student names, item names, per item scores and mark the item is out of.
- **Defined Mark Columns Only** format: In this format, only the mark summary column totals and the available score are stored.

The report format is selected in the Tracker Tab of the **Preferences dialog box** accessed through EDIT > PREFERENCES from the menu bar.

These preferences are set in the instructor's profile and can be changed at any time.

The system will keep the last settings selected as the default settings next time the instructor signs in.

1. Scores Only (o)

In this format, only the mark for each item is stored. It is assumed that the total mark each

Example:

	A	B	C	D	E	F	G	H	I	J	K
1	Items sam	Items sam	Type	Mult. cho	Fill-in Iter	Ask / A	Simultan	Write Item	Read / Re	Example Item	
2	STUD11	User 11	O	0	0	0	0	Answered	0	Evaluated	
3	STUD16	User 16	O	2	0	1	1	Evaluated	0	Evaluated	
4	STUD14	User 14	O	1	0	1	2	Evaluated	0	Evaluated	
5	STUD17	User 17	O	2	2	2	1	Evaluated	2	Evaluated	
6											

NOTES:

For items that did not have a mark assigned in the Planner, the corresponding cell will indicate:

- **Answered:** The student has submitted an answer. The Instructor has not yet evaluated it.
  or
- **Evaluated:** The instructor has listened to the answer submitted.
- If the student did not submit an answer for an item, the cell will be empty.

2. Mark Out of format (P)

In this format, each field shows the mark the student received per item and the maximum mark available for each item.

This type of record is assigned the letter **P**

	A	B	C	D	E	F	G	H	
1	Items sam	Items samples	Type	Mult. choice	Mark Out Of	Fill-in Item	Mark Out Of	Ask / Answer	Mark
2	STUD11	User 11	P	0	2	0	2	0	
3	STUD16	User 16	P	2	2	0	2	1	
4	STUD14	User 14	P	1	2	0	2	1	
5	STUD17	User 17	P	2	2	2	2	2	
6	STUD12	User 12	P	2	2	0	2	0	

NOTES

For items that did not have a mark assigned in the Planner, the corresponding cell will indicate:

- **Answered:** The student has submitted an answer. The Instructor has not yet evaluated it.

  or

- **Evaluated:** The instructor has listened to the answer submitted.
- If the student did not submit an answer for an item, the cell will be empty.

3. Mark Summary Format (S)

In this format, only the mark summary column totals and the available score are exported.

In order to export in this format, mark columns must be defined in the Tracker first.

This type of report is assigned the letter **S**.

	A	B	C	D	E	F	G	H	I	
	Items samples	Items samples	Type	Mark	Out Of	Percent	C	Cumulative Mark	Out Of	Pe
1										
2	STUD11	User 11	S	0	2	0	C	0	10	
3	STUD16	User 16	S	2	2	100	C	4	10	
4	STUD14	User 14	S	1	2	50	C	4	10	
5	STUD17	User 17	S	2	2	100	C	9	10	
6	STUD12	User 12	S	2	2	100	C	4	10	

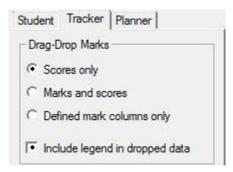## Include Legend

The **Include Legend in Dropped Data** option is located in the same section of the *Preferences* box. Checking this option will add an extra line to the exported data.

The legend is placed at the end of the report, below the last student's records.

	A	B	C	D	E	F
1	Items sam	Items samples	Type	Mult. choice	Fill-in Item	Ask / Answer
2	STUD11	User 11	O	0	0	0
3	STUD16	User 16	O	2	0	1
4	STUD14	User 14	O	1	0	1
5	STUD17	User 17	O	2	2	2
6	STUD12	User 12	O	2	0	0
7						
8						
9	Student ID	Student Name	Type - O	Mark Item 1	Mark Item 2	....

Printing the Tracker

Results can also be printed to either keep as records or hand out to the students.

All information present in the Tracker is included in the Tracker print out, including:
- If the item has been listened to by the instructor
- Correct/incorrect mentions for Fill in the blanks and Multiple-Choice items that had no marks assigned in the Planner
- Marks obtained, including subtotals and cumulative marks if applicable.

NOTES
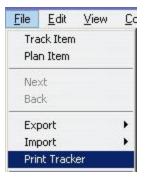- if items have been marked, their score rather than their status is shown in the printout. So instead of showing an **X** for **Wrong Answer** on a wrong Multiple-Choice item, a score of **0** will show.
- To export the subtotals and/or cumulative marks in the printout, the instructor must first display them in the Tracker and select the appropriate Traker export option in the user's preferences

...

To access the Tracker printer function, select **File** > **Print Tracker** from the menu bar.

VIII - Deleting Student's data

Once the student's data has been corrected or reviewed, it can be deleted from the Tracker.

> **NOTE:**
> It is necessary to delete the data in a test for users who have previously taken the test as it can prevent these users from seeing all the questions.

Data deletion is permanent. If it is necessary to keep a copy of their recordings, refer to the Exporting Data section of this Chapter prior to proceeding with the deletion. In case of accidental deletion, contact your IT person right away.

Delete the Data of One User

- Select a student by clicking on the name.
- Select **FILE > DELETE > Selected User from Tracker** from the top menu.
- Confirmation is required before the data is deleted. Select OK at the prompt.

Delete Data from All Users

- Access the **File > Delete > All Users from Tracker** option from the top menu bar.

- Confirmation is required before the data is deleted. Select OK at the prompt. All student data will be deleted, and the screen will be cleared.

NOTES
- Deleting users from the Tracker does not delete them from the system.
- Deleting users' data from a Tracker does not affect their data in other Trackers.
- When a student's data is deleted, the student's progress and recorded sound files (for this lesson only) are also deleted.
- Students who are currently active (highlighted blue or green) cannot be deleted from a Tracker, neither will their data. An error message will advise you at the time of the deletion. All other offline users will be deleted.

This concludes the Tracker chapter of this reference manual. Other chapters are available as follow:
- player.pdf gives general information about CAN-8 and describes the layout of the student program.
- For information on creating teaching materials, see planner.pdf
- To groups students and record their discussion: babilon.pdf
- Admin.pdf details the tools available to the system supervisor.

For technical or software support, renewal of your maintenance agreement or information about its status:

416 968 7155 ext. 502 Toll Free in North America:
1 855 305 9937 ext. 502 support@can8.com