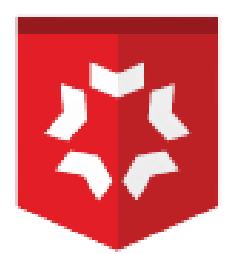




 GALE PRESENTS



Excel
ADULT HIGH SCHOOL

Gale Presents: Excel Adult High School Reference Guide

Table of Contents

Getting Started	Page 1
Priority Action Items	Page 8
FAQs	Page 8
Final Exam Information	Page 11
Troubleshooting Guide	Page 12

Getting Started: a Step by Step Guide

1) Access the link to login.



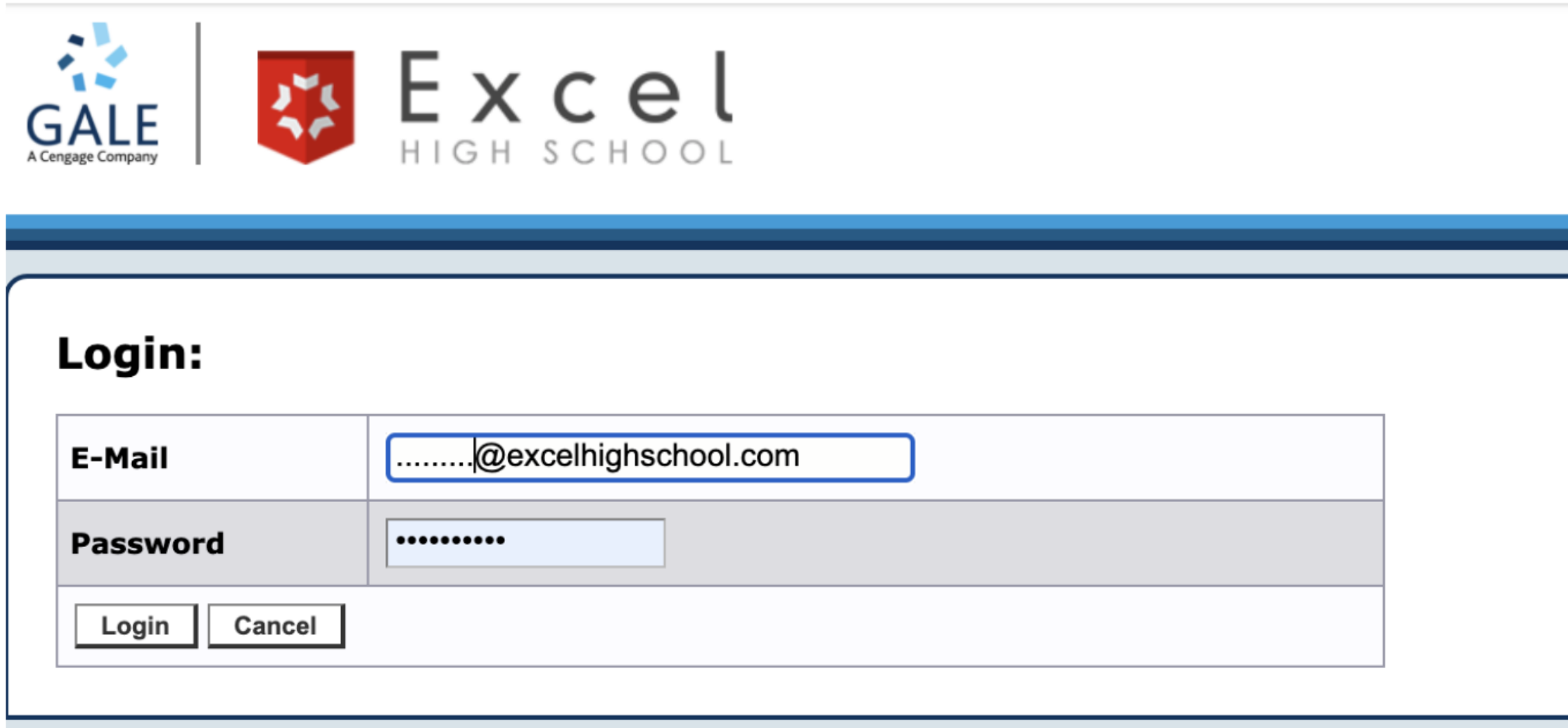
Welcome to Excel High School Gale Partnership Learn Stage.

Login If you have an active student account and know your password, please [Login](#).

If you do not have an active account, please contact your library for instructions how to create an account.

Recover If you **lost your password**, please [click here](#) for password recovery.



If you want to see the **Excel High School Gale Partnership** main web site, please [click here](#).



Login:

E-Mail	<input type="text" value=".....@excelhighschool.com"/>
Password	<input type="password" value="....."/>
<input type="button" value="Login"/> <input type="button" value="Cancel"/>	




	To logout please click here .
	To change your Password, Address or Email please click here .
	Please click here to contact our support specialists.
	To go to operators console please click here .
	Our records indicate that you have not yet uploaded a Government issued Photo-ID. Please do so at your earliest convenience . We cannot process your graduation without having proof of identity. You may also fax a copy of your ID to the school. Please click here to upload a copy of your Photo-ID. <i>* All uploaded IDs will be checked manually at time of graduation.</i>
	You can view documents from here .

2) Program managers will click the number to the left of "Application Decision." This will allow the program managers to evaluate new applicants.

1	Applications	0	Application Decision (applications waiting for Library Approval)
		0	Attention Needed (applications waiting for manual Pre-Req enrollment)
		Denied Applications (Denied Applications)	
2	Pre-Reqs	0	In-Progress
		0	Failed
3	Scholarships	0	Assign Seats
		Scholarship Report	
4	Enrollments	0	Active Enrollments
		0	Graduating
		0	Graduates Graduates Report
		Drops Inactivity Report	

Select the "Decide" button.

	Date	Student ID	Name	Information	Progress
	September 14th, 2021 9:20 pm	GALE-C21-00BCE Other Program Enrollments: 0	Paul Johnson	Program: Missouri State Library	View Notes → Decide

1 record(s) found in 0.00192 seconds. ([refresh](#))

Getting Started: a Step by Step Guide

Program managers will decide to “approve” or “deny” a student. Students will receive an automatic email about the decision.

Student: **Paul Johnson** (GALE-C21-00BCE)
 Email: pauljohnson@excelhighschool.com
 Birthday: **01-01-1997** (24 years old)
 Phone: **952-465-3700**
 Secondary Phone:
 Address: **601 Carlson Parkway, Suite 1250, Minnetonka, MN 55305, USA**

Q.	Answer
Are you a resident of Downtown?	Yes
Are you 18 years of age or older?	Yes
What is the last grade of formal education you successfully completed?	Grade 11
Do you have a Missouri State Library card in good standing?	Yes

Approve
 Deny

Decide

Dear Paul Johnson,

Congratulations! You have successfully set up your Excel Adult High School account and the library has determined you are eligible to move forward. Please click on below link to view your student console and log in with the "username and password" you chose when you set up your account:

<https://gale.excelhighschool.org/login.php?pid=1&cid=210814>

After logging in, select the red button "Click Here for Student Course Access." Next, click the green button to accept the invitation to join the Prerequisite Course Life Skills. The course must be completed in 14 days with a final score of 70% or higher.

3) Once a student has been “Approved,” students are immediately placed in the 14 day Prerequisite Life Skills course (on the Canvas dashboard).

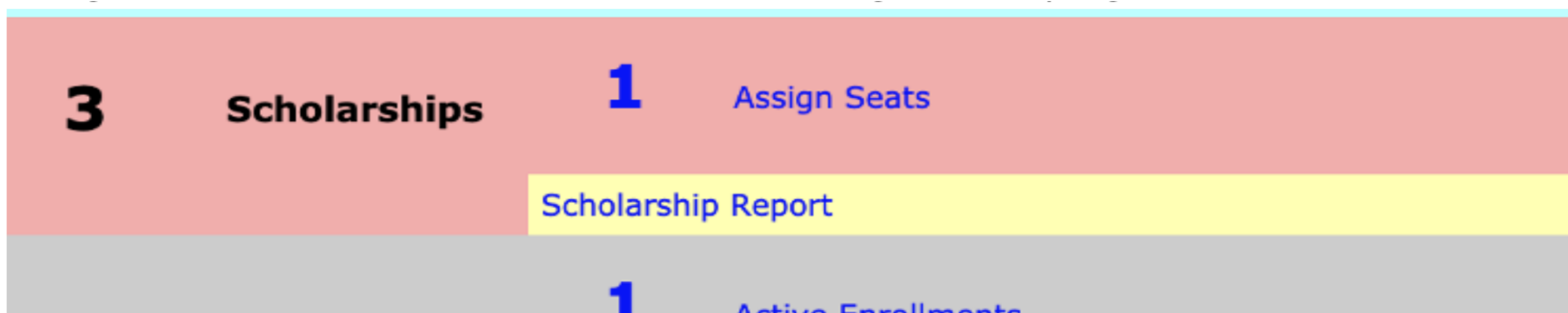
2	Pre-Reqs	2	In-Progress
		0	Failed
3	Scholarships	0	Assign Seats
		Scholarship Report	

Program managers can click the “In-Progress” button to monitor or evaluate a student account.

Each morning, the Learn Stage dashboard automatically updates the "Assign Seats" folder with the total number of students who passed the prerequisite course. If a program manager thinks a student has completed the prerequisite course before the next automatic dashboard update, the program manager can manually evaluate the student's status by clicking on the "In-Progress" button and moving them immediately to the "Assign Seats" folder.

Getting Started: a Step by Step Guide

4) In order for program managers to determine who their scholarship recipients are, they will select "Assign Seats," and then view the file for each student.



Once the decision is made, view each scholarship recipient's file and select "Assign."

Application Date	Start Date	Student ID	Name	Information	Progress
August 19th, 2021 8:13 pm	August 19th, 2021 8:00 pm	GALE-C21-00BB9	Test2 Student	Program: Missouri State Library	Student passed the assessment with a grade of (73.33). View Notes Assign

1 record(s) found in 0.00161 seconds. ([refresh](#))

5) For active enrollments, notice the "Canvas" button on the right; program managers can view students' current progress in Canvas at any time.

Status	Date	Student ID	Program	Name	Photo ID
Enrollment #: 1 Enrolled	Joined: 08-18-2021 8:43:21 am Last Update: 08-18-2021 9:02:47 am Start Date: 08-18-2021 8:59:54 am Dropped Date: 08-18-2021 9:10:57 am	GALE-C21-00BB8 Cengage#: Last Login: 08-19-2021 2:47:09 pm	Missouri State Library (id# 1) Total Courses: 11 Passed Courses: 0 GPA: 0	Test Student 601 Carlson Pkwy Minnetonka, MN 55305 952-000-0000 01-01-2000 test1001@excelhighschool.com	No Photo-ID! Courses Drop
Enrollment #: 2 Enrolled	Joined: 08-19-2021 7:15:31 pm Last Update: 08-19-2021 8:13:56 pm Start Date: 08-19-2021 8:00:12 pm	GALE-C21-00BB9 Cengage#: Last Login: 08-19-2021 7:02:42 pm	Missouri State Library (id# 1) Total Courses: 11 Passed Courses: 0 GPA: 0	Test2 Student 601 Carlson Parkway, Suite 1250 Minnetonka, MN 55305 952-465-9825 01-01-2001 test2@excelhighschool.com	No Photo-ID! Courses Drop

2 record(s) found in 0.00290 seconds. ([refresh](#))

Once the "Canvas" button is selected, students' grades can be viewed by selecting "View Grades," found on the far right side of the Canvas dashboard:

Nothing for the next week

[View Grades](#)

Getting Started: a Step by Step Guide

Here is a view of a student's current grades in Canvas. Click on each individual course to view the student's progress.

Math Models and Applications - GALE	75.56%
Public Speaking - GALE	86.67%
Environmental Science - GALE	86.67%
U.S. Government - GALE	97.62%
History of Jazz Music - GALE	83.64%
Health and Fitness - GALE	84.44%

6) Notice the "Courses" link.

Program managers can view the following once they select that link:






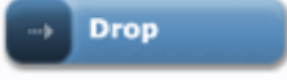
- transfer credits,
- currently completed courses, and
- upcoming courses that a student needs to graduate.

Next, notice the "Drop" button on the bottom right.

A student can be dropped at any time.



7) To drop a student's enrollment, select the "Drop" link to the right of their file.

Status	Date	Student ID	Program	Name	Photo ID	
Enrollment #: 3 Enrolled	Joined: 08-20-2021 6:50:24 pm Last Update: 08-21-2021 7:42:42 am Start Date: 08-21-2021 7:34:17 am	GALE-C21-00BBA Cengage#: Last Login: 08-20-2021 6:48:26 pm	Missouri State Library (id# 1) Total Courses: 11 Passed Courses: 0 GPA: 0	Billy Johnson 601 Carlson Parkway, Suite 1250 Minnetonka, MN 55305 952-465-3700 01-01-2001 testingsite@excelhighschool.com	No Photo-ID!	  
Enrollment #: 4 Enrolled	Joined: 08-22-2021 7:39:23 pm Last Update: 08-22-2021 7:58:44 pm Start Date: 08-22-2021 7:46:09 pm	GALE-C21-00BBB Cengage#: Last Login: 08-22-2021 7:20:26 pm	Missouri State Library (id# 1) Total Courses: 11 Passed Courses: 0 GPA: 0	Jimmy Smithin 601 Carlson Parkway, Suite 1250 Minnetonka, MN 55305 952-465-3700 01-01-1999 jsmithin@excelhighschool.com	No Photo-ID!	  

2 record(s) found in 0.00283 seconds. (refresh)

Priority Action Items:

• Transcripts

- Excel High School accepts transfer credits for courses completed at other accredited high schools, colleges, and successfully passed portions of the GED, HiSET, or TASC. To receive transfer credit Excel High School requires an official transcript.
- These must be an official copy, submitted from the student's previous high school directly to EHS. Transcripts can be submitted to: registrar@excelhighschool.com.
- To request that their transcript is sent to EHS, students must contact their previous high school. They can send their school the Transcript Request Form attached to their welcome email.
- Transcripts can also be mailed to EHS in an envelope sealed by their previous school.

Excel High School
601 Carlson Parkway Suite 1250
Minnetonka, MN 55305

• Government- Issued Photo ID

- The ID must be on file for each student before graduation.
 - This can be a driver's license or passport.
- Photo IDs are also required as verification before accessing proctored final exams.

FAQs:

Q: How long will it take for a student to complete the program.

A: A student can complete a full course within two to three weeks. If a student has six courses on their dashboard to complete, it may take a student two to four months. On average, it takes three to six months for adult students to complete a grade level. The more time a student invests, the more quickly they can complete the program.

Q: Are notes allowed during quizzes and final exams?

A: Yes, handwritten or printed-out notes are permitted. No cell phones or additional computer devices are allowed.

Q: What are approved devices to access lessons, quizzes, and the final exams?

A: The program is accessible from a cell phone, tablet, or desktop.

- Students can complete all parts of the course, except a final exam, using multiple devices.
- Final exams must be accessed only through the Chrome browser using only a laptop or desktop.

Q: How many attempts are available for quizzes and final exams?

A: Students are allowed multiple attempts on quizzes and final exams.

- **3** attempts on quizzes,
- **2** attempts on the final exam (Review each attempt, take additional notes, and then retake the final.)

Q: When will usage reports be sent to me?

A: There are no automated reports. All program managers will manually pull their students' progress reports. The Excel High School account manager can also be contacted as needed.

Q: Can students retake the prerequisite course?

A: The program manager can determine whether or not to give a student a second opportunity to take the prerequisite course.

Q: Where do I send students who are having technical issues in the course?

A: If students are having technical issues in the course, they should first make sure that they have all the technology requirements listed on the library website. If they are still having trouble, they can submit a Help Desk ticket on the Excel High School console page or contact their EHS success coach.

Q: How does the library support students with their transcripts?

A: We recommend program managers encourage students to start the process of requesting their transcripts. The Excel High School transcript form can be downloaded from your library's student recruitment marketing website. Students can also find the form in their welcome email sent by Excel High School. Transcripts are official documents and must be sent directly from the former school to Excel High School.

Q: Is any form of identification required at any time during the program?

A: It is a requirement for students to submit a government-issued photo ID. This photo ID is required prior to a student taking the final exam. A government-issued photo ID is also required prior to mailing the finalized transcript and diploma. A photo ID as verification of enrollment.

Q: Do students have to read everything? Is there an audio option?

A: There are several extensions available in the Chrome browser that will help the adult student who does not want to "read" everything. Students should go to Chrome Settings and search to download or add extensions to the dashboard. Optional extensions include:

- Immersive Reader,
- Google Translate, and
- Speak It.

Q: Do students have to complete the specific assigned courses on their dashboard?

A: According to accreditation standards, 25% of a student's credits must be earned at the graduating school. This means that all students must meet the following requirements:

- 1 English, 1 Math, 1 Science, 1 Social Studies, 2 Electives taken through EHS
- Health & Fitness AND 1 Fine Arts credit are required elective courses.
 - These can be transferred from their previous school.
- Some students may need to complete more than six courses in order to earn the 21.5 credit diploma. As students complete each course, we will add any additional credit requirements to their dashboard.
- Students may call the success coach or Excel High School to request courses changes within the same subject area.

Q: Can students request an ACE college course and what are the requirements?

A: Yes, students may contact the success coach or Excel High School to make the request.

- An ACE college course must be passed with a 70% or higher.
- ACE courses must be completed within four months.

Q: Where can I find courses that are offered with Excel High School?

A: You can find our course offerings on our website. excelhighschool.com

Q: What are the graduation requirements?

A:

Course	Credits Required
English	4.0
Math	3.0
Science	3.0
Social Studies	3.5

Health	0.5
PE	0.5
Art	1.0
Electives	6.0
Total	21.5

Q: How long will it take to complete a final exam?

A: Students usually take between 30 minutes to an hour on final exams, but they are allowed to take up to 120 minutes (2 hours) on all final exams and quizzes.

- Once the 120 minutes are reached, the quiz or exam times out.
- Students are provided two attempts for all quizzes and final exams.

Q: What is the policy for passing and what if a student fails a final exam?

A: A passing final exam score is 60% or higher.

- If a student scores below a 60% on the first attempt, a second attempt is available.
- Students should review the exam questions and prepare comprehensive notes prior to taking their second attempt. Students also should schedule tutoring through their enrollment in Train the Brain.

Q: Are there any written assignments?

A: Yes, written assignments are required to complete English courses.

- All English classes require written assignments.
- Written assignments must be passed with a 60% or higher to pass the class.
- Students can access [The Writing Lab](#) for helpful resources.

Q: What if a student has questions or needs assistance with course content?

A: Excel High School employs a fully qualified instructional and support staff. Support services are available to all students in the following ways:

- Phone during normal business hours @1-800-620-3844 or 952-465-3700,
- On-Line Chat on the excelhighschool.com website,
- The Help Desk Support Ticket System is found on the log in page, and
- Train the Brain's unlimited online tutoring, found on the courses dashboard.

The following exam rules are posted in each course:

- All exams are open notes unless otherwise instructed.
- Calculators are permitted for all exams.
- Exams are timed and must be completed within the allotted time period.
- No communicating with others by any means.
- No use of cell phones for any reason.
- All other computer monitors, cell phones, or other electronic devices must be powered off.
- No leaving the room during testing.

We are here to support learning and celebrate GRADUATES!

Who to Contact: A Troubleshooting Guide

Dashboard Questions	
How does the program manager monitor a student's progress in the program?	diana.doetzel@cengage.com 636-399-2492 or kbredsen@excelhighschool.com 952.465.3742
How can a program manager search for a student on the dashboard?	diana.doetzel@cengage.com 636-399-2492 or kbredsen@excelhighschool.com 952.465.3742
How can the program manager verify that a transcript was received?	diana.doetzel@cengage.com 636-399-2492 or kbredsen@excelhighschool.com 952.465.3742
A student can't remember their dashboard login to access their courses.	diana.doetzel@cengage.com 636-399-2492 or kbredsen@excelhighschool.com 952.465.3742
Did the student complete their prerequisite on time?	diana.doetzel@cengage.com 636-399-2492

Who to Contact: A Troubleshooting Guide

Miscellaneous Questions	
Where is my student in their 30-day grace period, and how are they doing?	<p>diana.doetzel@cengage.com</p> <p>636-399-2492</p> <p>or</p> <p>kbredesen@excelhighschool.com</p> <p>952.465.3742</p>
A student is having technical issues in the course.	The student can contact the EHS success coach or submit a support ticket on their dashboard.
The student has questions about their transcript. Where can the program manager view the transfer credits?	<p>Contact the EHS success coach.</p> <p>kbredesen@excelhighschool.com</p> <p>952.465.3742</p>
A student needs an extension beyond 24-months.	<p>Contact Diana Doetzel.</p> <p>diana.doetzel@cengage.com</p> <p>636-399-2492</p>
The student is struggling with a concept. How can they request help or a tutoring session?	The student should connect with the EHS success coach, send a message to the class instructor, or create a Train the Brain tutoring session.
The student has a personal issue and needs to take a leave of absence. (LOA)	<p>The student should contact the EHS success coach.</p> <p>(Students will be permitted a 90-day leave of absence and must appear in the student's file notes.)</p>