Comprehensive Documentation of Rosetta Stone Clever Integration

Table of Contents

Requirements and limitations

<u>Requirements</u>

- **Clever section names must be unique**
  Rosetta Stone will automatically append *sis_id* at the end of section name to ensure uniqueness. Any sections with the same name will cause sync conflict and *sis_id* is always unique.
- **Launch Date**
  Pre-integration discussions will include an agreed upon launch date.
- **More Than 1 Language of Study in a Group (class)**
  If you need different students to study different languages in the same classroom, your district or school admin who manages Clever will need to manually create "custom sections" in your Clever dashboard. Then a user manually created with the desired language which can be accessed through manual login.
  This is a new Clever feature for the 2017/18 school year. For instructions on creating custom sections https://support.clever.com/hc/en-us/articles/115002764923-How-do-I-create-and-manage-Custom-Sections-.

<u>Limitations</u>

- **Available only for Foundations and Language Lessons (LLv3) Products**
  No other Rosetta Stone products are available through Clever. Any other products you might have would be accessed outside of Clever.
- **Existing User Progress in Rosetta Stone Doesn't Carry Over**
  Student progress in Rosetta Stone prior to Clever integration <u>will not</u> carry over and cannot be imported. This is due to Clever integration requiring new user accounts. See [Pre-existing Rosetta Stone users and progress](#).
- **Students Switching Language or Dual Language Enrollment**
  Switching languages is not available in the Clever integration. However, see [Dual Language Enrollment](#) on having a student access multiple languages.
- **1 Clever Site to 1 Rosetta Stone Site**
  There is a 1:1 relationship between Clever sites and Rosetta Stone sites. The exception to this is if you have a Rosetta Stone site for each school which would allow a 1 Clever to many sites relationship.

Pre-existing Rosetta Stone users and progress

In the case where users exist prior to Clever integration, account preparation is required by the Technical Solutions Engineer at Rosetta Stone. User account preparation includes:

- Deactivating or deleting any student accounts that will eventually be using Clever to enter Rosetta Stone. If needed, the user progress is still available for reporting if the user is deactivated instead.
- Deleting or deactivating any non-student user (administrator, teacher) that will be using Clever to sign in. If available for the account, teachers and administrators may be manually created to sign in through the portal, going around Clever.
- Leaving any remaining groups and group structure in their place. These may be manually removed as need after the first full Clever sync.

Setup instructions for Clever administrators

1. Request The App
Summary: Get the app, share student data, and request connection
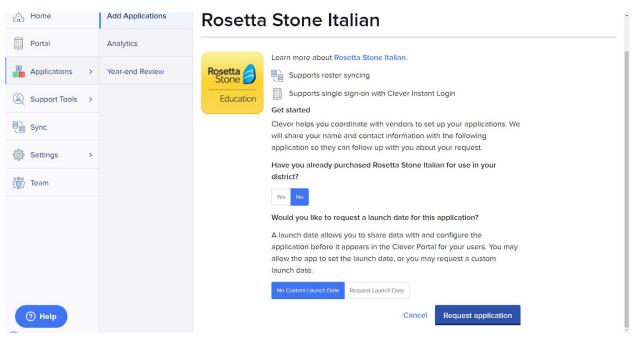
1. Log in to the Clever Dashboard as administrator and select: Applications > Add Applications from the left navigation.
2. Use the filters at the top of the screen to search for applications by category or search for a specific application using the search bar. Once you have found the application, select: Request App.
   Note: Add each language the district will require. The sharing rules will determine later which student gets which language.

You can add multiple applications at once to save time and optimize your account by selecting "Add multiple apps" in the top right corner.

3. Select whether you've purchased Rosetta Stone yet and if you have a launch date to request, then click "Request Application"! The Rosetta Stone Technical Solutions Engineers will be notified of your request.
4. Repeat for each language app until all Rosetta Stone apps required have been requested.

2. Pre-integration Preparation
Summary: Conference-call with Rosetta Stone and Client Contributors

1. A Rosetta Stone Client Manager will contact the assigned POC for the school district and request a pre-integration meeting with the audience of:
   - Someone with access to the client's SIS
   - Someone with access to the client's District's Clever Dashboard (in some cases School Dashboard administrator may not have sufficient permissions)
   - Someone with super_admin access to the Assigned Foundations or Language Lessons Namespace
   - Someone who knows which schools, classes, and students will use Rosetta Stone Foundations or Language Lessons products
2. During the meeting, the Technical Solutions Engineer and Client will:
   - Ask and answer any questions regarding the integration
   - Discuss any issues found with the shared student data; structural or otherwise
   - Discuss any limitations and actions to mitigate limitations
   - Set a test and launch date
3. Rosetta Stone Technical Solutions Engineers run a partial sync to test integrity and functionality. No user information is synced at this time.
4. Rosetta Stone and Clients resolve any issues found in the test prior to launch.

3. Integration and Initial Synchronization
Summary: Launch

1. On the previously agreed upon launch date, the Rosetta Stone Technical Solutions Engineers set a full sync.
2. Engineers monitor sync for errors and warnings and react to resolve.

4. Post-integration
Summary:Observe and correct issues

- Nightly synchronization occurs between 2 and 4am EST.
- Rosetta Stone technicians will be notified when errors or warning occur in the process.

What to expect after integration

Rosetta Stone's Technical Solutions Engineers will monitor the sync for any errors or warnings as they appear directly after sync to ensure a smooth launch. In addition to this, Rosetta Stone will continue to monitor for errors and warnings each week and if the issue is resolved client-side, sends notification to the administrator of Clever of the issues, cause, and suggested resolution. The fewer errors and warnings, the cleaner the database, the smoother the operation.

Sharing Data

How sharing works with Rosetta Stone

Rosetta Stone has a separate Clever App for each language Rosetta Stone offers so each language-specific app's sharing rules must include *only* the students that require that specific language. The data shared with a Rosetta Stone app will result in full student rostering and populating group structure for all sections and students shared. If a student is shared with more than one Rosetta Stone language app, the student *will not* have two apps on their dashboard and this sharing setup will cause syncing conflicts with the Rosetta stone database.

Example:
A district has 100 students spread across 5 sections. Two of these sections require Spanish and 2 require English. Sharing rules for the Spanish app should include *only* the 2 sections requiring it while the English app should include *only* the 2 sections requiring it.

How to share data

Clever data sharing requires the administrator to share fields and values from the SIS or OneRoster systems that were shared to Clever at initial setup. For this reason, data sharing permissions for Rosetta Stone will be unique to your SIS structure and which classes, districts, and groups of students require which. Remember, each Rosetta Stone app in Clever has its own sharing rules so the district will need to configure each app with sharing permissions if multiple languages are to be used throughout the district at any point.

Visit these sites to learn more:
[How to set sharing permissions for applications](#)
[How to share by rules](#)
[How to Share by sections](#)
For more information about sharing, contact your Clever representative.

Sharing Examples:

	Single-school sharing by course numbers which contains all students and teachers they want to provide.
	Many-school sharing by SiS ID AND in a certain school. This limits the integration to sharing only these students matching ID and in that school. This school didn't actually mean to do this which caused only 12 students to be imported.

Many-school sharing by school name and course number. This way, not all courses are created in Rosetta Stone, only the students requiring it, which are those in the Course.

Dual Language Enrollment

Students who require use of more than one language will need an account in Clever for one language and a manually created account for the other language for which they will not sign in through Clever. This works around the limitation that only one language may be assigned to a student in Clever. This method must also be used if the student is expected to switch languages at any point of the school year. It is important to note that modifying groups or users generated by Clever will cause sync errors. This includes moving, adding, modifying, or removing users from Clever-generated groups.

Example:

Scenario: A student's primary language is Spanish and is learning English but also sometimes needs to learn Spanish or another language.

Issue: Rosetta Stone integrated through Clever allows only one Rosetta Stone Language app and the language cannot be changed for the user.

Resolution: Contacting Clever regarding this issue will add a custom filter labeled "ELL" which allows ELL students to be shared from your SIS/idP to clever as its own section as seen right at "Two Language Group". Next, the student will require a user to be created through the Rosetta Stone Administrator tool

and will sign in manually through the Rosetta Stone Portal Sign In for your site to access the other language.

Syncing Co-teachers for Progress Reporting Purposes

By default, Rosetta Stone creates an administrative account based on the primary teacher for the associated section. This administrative account is limited to reporting only within the section for which they are the primary teacher. If more teachers require reporting access to a section, there are several ways to accomplish this:

- SFTP
- SIS-Managed Auto Syncs
- Clever-Managed Auto Syncs
- Adding co-teachers manually in Clever

Refer to Clever's "How do I sync co-teachers?" article on how to accomplish this.

Note: Adding manually-created administrative accounts to Clever-generated sections may cause sync issues which may result in failure to roster students. Co-teacher addition through Clever is advised.

Data Warnings and Errors

Clever Support Article

There are three states of a sync:

- Success - The district has synced successfully without warnings or errors
- Success with warnings - The districts has synced successfully but with warnings
- Failure - The district has not synced successful and has halted due to error.

If an error or multiple warnings appear during a sync, a Rosetta Stone Technical Solutions Engineer will contact the district's point of contact to help resolve these issues.

FAQ

Can I or anyone still log into the Rosetta Stone portal after we've integrated Clever?
Users that utilize Clever to sign into Rosetta Stone will not able to sign in manually through the Rosetta Stone sign in screen. Only users such as administrators can log in manually without the use of Clever.

Support

For help with sharing rules, contact your Clever district representative found on your Clever district dashboard. You may also visit clever.support.com for additional resources and support.
For help with launch dates, changing integration needs, or year-over-year changes, contact your Rosetta Stone client manager.