Rosetta Stone FAQ

Why are some students not appearing in my Rosetta Stone reports?

Check the following:
- Make sure you are accessing the correct language application in Schoology. Dual Language Education teachers have access to more than one Rosetta Stone application, so make sure you are accessing the language that the students you want reporting on are using.
- Have your student sign in to Rosetta Stone. If they are able to sign in, you may see the student populate in your reports within a few days. If they can't sign in, they might not have access to Rosetta Stone.

Does Rosetta Stone require a headset?

Headsets are recommended, especially for speaking lessons. Earbuds work well, but the best headsets to use have a boom microphone that positions the mic in front of or next to the user's mouth. Built-in microphones can be used, but students may need to lean closer to their computer and work in a quiet environment.

Can I register a new student?

Students cannot be manually registered to Rosetta Stone. Access is automatically provided based on a set of filters controlled by the district. For further support, please reach out to supportLAUSD@ixl.com.

How do I assign lessons to students?

Rosetta Stone teaches through immersion and scaffolding, so we recommend that you do not assign specific activities. Students should work on lessons in the order that they are presented so they are prepared for more advanced content.

Why can't I access the "Curriculum" tab in the Administrator Tool?

Access to the **Curriculum** tab is restricted because it is used to make changes that impact all students. If you're looking for more information about what's being taught, please review the Scope and Sequence.

Why do my student's speaking lessons look like they are being skipped?

It is possible for a student to skip a lesson, but it is more likely that the student has accidentally disabled speech recognition. To enable speech recognition, students should click the settings icon in the top right corner and check the **Use Speech Recognition** box.

My student chose the wrong language when they logged in. How can they change it?

On a computer, students can hover over their name in the upper right corner and click **Switch languages**. On mobile devices, they can change their language from the **Home**, **Learn**, or **Extended Learning** tabs by tapping the arrow next to their current language at the top of their screen.

Need more help?

Email LAUSD@rosettastone.com