



## LearnSmart Frequently Asked Questions

### How is the percentage for each module calculated?

The percentage indicates how many of the questions in the module you have answered correctly. So the percentage indicates how much of the module you have learned so far. To learn more about your progress and overall status, click the 'Debriefing' button at the top of the screen.

### How is my high score calculated?

The amount of points you earn depends on how you assess your ability to answer a question. For instance, if you click "Easy" and answer the question correctly, you will get the greatest amount of points possible. If you answer correctly after selecting one of the other buttons – "Think I've got it," "Unsure," and "No idea" – you will also still earn points. However, you will get fewer points for the items you do not believe you know as well. So, if you select "Unsure" and get the answer correct, you will get fewer points than if you selected "Easy" or "Think I've got it."

The same applies if you get an answer incorrect. If you do not know the answer after clicking "Easy," points will be deducted from your score. Fewer points are deducted if you select "Think I've got it" or "Unsure," and get the answer incorrect. If you click "Unsure," points will not be deducted even if you get the question wrong.

Spelling errors, almost correct answers, and getting only part of a question correct also affect your score.

Of course, you can increase your score by going through the same module multiple times, always being as honest as possible when rating yourself. In essence, the more you learn, the better the score.

### How is the projected proficiency calculated?

The projected proficiency is based on a projection of your estimated performance at the final deadline. It assumes that you continue working at a steady pace in the period up to the deadline. LearnSmart analyzes how quickly you learn, what you've forgotten, and how long time you spend in the system each day. The system recognizes the learning relationship between the questions and, thus, is able to estimate the probability that you know related topics within in the subject – even if you were not asked about them before.

### Why does the system repeat questions I have already answered?

If you answer a question incorrectly, it will be repeated later in the same session to give you a chance to learn. It might not be the exact same question, but rather a variant that represents the same learning objective. The system will adjust the difficulty of the questions according to your performance. In addition to this, the system will present the same questions the next day to help you remember the material over time. (For more information, see "Why does it make me start all over on the module when I come back?")

The first day, you might see a multiple-choice question about a concept, and the next day, a fill-in-the-blank for the same concept to make it more difficult. This will assess whether you really know the subject. It closely monitors the exact questions you have been exposed to before, and will vary this in an attempt to match and improve your knowledge level.

### Why am I only working on part of a module each day?

Instead of asking you to go through, say, 300 questions in one go, LearnSmart spreads the items and the review of these over a period of time. Spreading the learning events over multiple sessions increases the likelihood of memory retention. If you are pressed for time, you can work ahead and do more questions one day, and LearnSmart will automatically adopt.



### Why does it make me start all over on the module when I come back?

The module does seem to start over when logging in the next day, because research has shown that you have to repeat the same material multiple times separated by sleep to really learn it. So if you complete 100 cards the first day, then 25 of those will be repeated each of the next four days. If you get all of these correct, around 7 will be repeated each session for the next 14 days, and so on. The program will automatically calculate the best repeat interval for each student based on your individual “forget curve” that it tracks in detail. You can use the “Learning Plan” feature in the Debriefing screen to see an estimate of how much work you need to do on each module every day. This plan will also adjust in case you skip a day or two, or if you work ahead.

### Why is it so strict about spelling?

If you make a small spelling mistake, the program will accept your answer as good enough. If you make a larger mistake, you will be prompted about the same topic again later, and thus get a chance to improve your score (and your spelling). You might not see the exact same question again, but rest assured that the program will give you another chance to prove your knowledge.

Fill-in-the-blank questions are often the most difficult questions, because they rely on active recall, rather than recognition. Once you know the fill-in-the-blank questions, chances are that you are really learning things.

### Why do I need to click the “Easy,” “Think I’ve got it” buttons?

These are the self-assessment buttons and they affect the high-score as described above. In addition, rating yourself also affects how the program will schedule the questions for you. It uses this information to determine how aware you are of your level of knowledge. It will use this analysis to improve your learning path by adjusting which questions to present to you, as well as the difficulty of these.

You can use the ‘Metacognitive skills’ report in the Debriefing to learn more about this. Click ‘Debriefing’ at the top of the screen to get access to this.

The first step to improve your learning, is to know what you do not know. If you are as honest as possible when rating yourself, you will learn faster.

### Why are there so many questions?

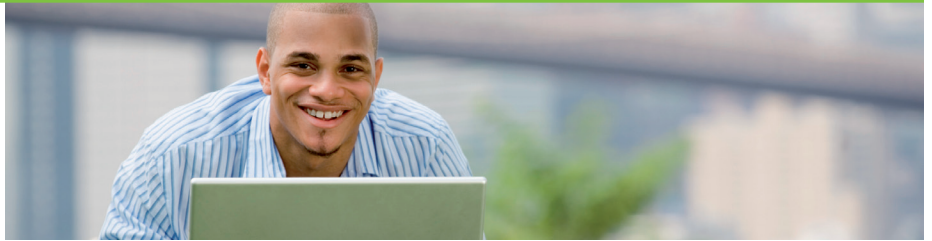
This program is not just a testing system, but a learning system. The modules cover almost all of the material in the book, so if you work your way through the modules, you will cover most of the material that you need to learn in the course. At any given time, the system will present you with the most important material first. So if you do not have time to complete the entire module, just work until you are out of time, and you can be sure to have been through the most important items.

When you come back later, the system will know what you have learned so far and what needs to be reviewed again. Based on that, it will present you with the most important items, which might include a review of important items already learned or new items you have not yet covered.

### Why do I have to work on a module when the deadline for this module has already passed?

The program will prompt you to keep reviewing the same module to make sure that you do not forget what you have already learned. This process is based on research that shows how people forget things, and the program will automatically adjust to your own “forget rate.” Use the “Learning Plan” feature in the Debriefing to see how much time the system estimates you need to spend before the deadline to retain what you have learned. You can also use the Status feature in the Debriefing to see an estimate of when you are likely to forget what you have learned.

If you follow the schedule proposed by the system, the workload for review will be minimal.



## Why has my projected proficiency decreased since my last LearnSmart session?

You forget some of the things you learn. The system estimates how much you have forgotten using your individual “forget curve.” Therefore, the projected proficiency can sometimes be lower when you come back.

It could also be that you are spending less time reviewing in LearnSmart than you usually do, and therefore your estimated grade might also fall. To get the grade back up, just work through the modules as recommended under “Learning Plan” in the Debriefing.

## Are all of the questions taken directly from the text in the book?

All of the questions are based on the text in the book. Some questions, such as ones asking about terms and definitions, are taken from the book word for word. Other questions are not; rather they refer to concepts discussed in the text. While the words may not be directly from the book, the ideas are.

## How do I change the deadline?

Click the date beneath the red projected proficiency icon, and set a new deadline. The system will automatically recalculate the entire learning plan based on the length of time since your previous LearnSmart session, as well as your knowledge so far. Click “Debriefing” and then “Learning Plan” to see the estimated amount of work you need to do each day.

## How can I change my name in the high-score?

Just click your name in the list, and you can change your name (to an alias) or become anonymous.

## Should I continue to drill after my exam?

If you want to commit your new knowledge to long-term memory, we recommend that you keep working the modules even after the deadline. You have the option of setting a new deadline for your own purposes (e.g. 6 months in the future) as a target. The system will continuously monitor what you know and what you tend to forget. It will not prompt you to work on things you most likely remember, minimizing your workload. This will be the optimal way to learn the content and remember it.

## What happens when I provide feedback?

We greatly appreciate when you take the time to provide us feedback. We do read it, and it helps us to improve LearnSmart so that it better serves students.

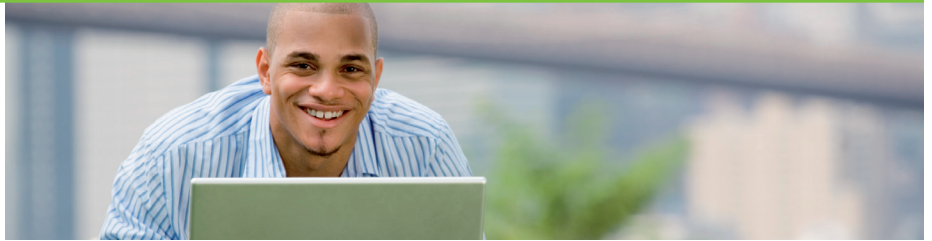
In cases where you have questions about the system, we will try to answer them. If you contest an answer or report incorrect markings, we do investigate and update the modules accordingly.

## About the question types

### FlashCards

FlashCards give you information broken into two parts: a term (or concept) and a definition. The card will present either one or the other, and you must then assess your ability to recall the term or definition on the other side.

FlashCards differ from other types of questions in that the system does not assess your knowledge of the topic (i.e. it will not tell you whether or not you were correct). Rather, you assess your own knowledge.



### Multiple-choice questions

A multiple-choice question will present you with a question or a sentence with a blank. You must then answer the question or fill in the blank by selecting one of the options listed.

### True/False questions

True/False questions are a type of multiple-choice question. You are presented with a statement, and you must then decide whether it is true or false.

### Multiple-answer questions

A MultiAnswer question is very similar to a multiple-choice question. The primary difference is that the correct answer is comprised of more than one answer. You can tell the difference between multiple-choice questions and MultiAnswers when you go to select your answers; MultiAnswer questions include the following instruction: "Select all of the correct answers, and then click 'Submit answer' below."

### Fill-in-the-blank questions

Fill-in-the-blank questions expect you to know the answer without being prompted as you would in a multiple-choice question.

Please remember that each blank space represents one word or hyphenate. If there is one blank space in a sentence, then you know that only a one-word answer or hyphenate will be correct.

### Cards with multiple questions

A card with multiple questions is presented with a learning objective for all the related questions, which appear on the right-hand side of the card. While the questions may appear quite small, they appear larger when you hover over or select them with your cursor.

### Rank

Rank questions ask you to put the presented information in a particular order. You place the information in the desired order by using the arrows to move answer options up and down.

## Need More Help?

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#### GIVE US A CALL

Call us at:

**1-800-331-5094**

Our live support is available:

Mon-Thurs:	8 am – 11pm CT
Friday:	8 am – 6 pm CT
Sunday:	6 pm – 11 pm CT