

SAM 2007 Training Guide



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The SAM 2007 Experience

Welcome to the new world of SAM 2007. To ensure that you and your students have a successful SAM 2007 experience, we have developed this Training Guide to serve as a reference as you progress through your SAM training. For more in-depth system details, you may refer to the Instructor Manual on the SAM 2007 Welcome screen (<http://sam2007.course.com>).

This tabbed guide allows you to view SAM from both student and instructor perspectives. Should you have any questions or concerns, your Cengage Learning representative is happy to assist you.

Student Assignment Experience

During a training session, you may be asked to complete several different types of assignments. If you are participating in an in-person workshop, a “sample” username and password will be provided. If you are reviewing this on your own, contact your sales representative for details.

Assignment types include:

- **Exams** — simulated tasks have been assembled to provide you experience in the student test-taking environment.
- **Training** — tasks help students learn in the manner they learn best whether it is reading, watching, or doing... all in a controlled learning environment.
- **Projects** — live-in-the-application assignments geared toward reinforcing application-specific knowledge and skills using Microsoft Office applications to solve business problems.

Instructor Experience

After completing and familiarizing yourself with student assignments, you will review the different aspects of the SAM instructor experience. SAM’s flexibility enables you to set-up your classroom to address specific teaching and learning styles.

During this session, you will review all areas of SAM from an instructor perspective including:

- **Sections**
- **Users**
- **Exams**
- **Training**
- **Projects**
- **SAM Assignments**
- **Reports**
- **Admin Settings** (time permitting/rights permitting)

Part I: The Student Experience

Student Registration and Joining a Class

1. Go to <http://sam2007.course.com>; click **New User**.
 - a. For *subsequent logins*, enter your student username and password and click **Login**.
 2. Enter your **Institution Key** (in the form of V7xxxxxx); click **Submit**; in the confirmation pop-up window, click **OK**.
 3. If prompted to enter a Key Code, enter your **Key Code**; then click **Save**.
- Please remember that the Key Code is case sensitive.*
4. Fill in **all fields** marked by a **red asterisk**.
 - a. Suggestion: In entering your last name, you may wish to enter *Student* after your last name to readily identify this account as your “fake” student account.
 - b. In entering your e-mail address, you may wish to use your **institutional e-mail address**, but place an “s” before @ to signify *student*. (Just remember that should you forget it, you won’t be able to have it e-mailed to you).
 5. Click **Save**.
 6. On the confirmation page, click **Confirm**.
 7. On the terms and conditions page, click **I Agree**. You will then be taken to your homepage.
 8. Later, you may want to revisit this student account and **Join a Class**.
 - a. In the All Sections panel, click your **Section**; then click the **right arrow**, and then click **Save**. You will then receive a confirmation message.
 - b. To begin working on your assignments, on the left, click **SAM Assignments**; then on the My Assignments page, click the **appropriate assignment**.

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Completing Assignments as a Student (an overview)

1. Students must log into <http://sam2007.course.com> with their username and password. Upon login, they will be at the SAM Welcome screen. Students will see My Sections, My Assignments and (after any are taken) My Report Results. To begin any Assignment either click **My Assignments** from the center portion or **SAM Assignments** in the left nav. They both result in the same page.
2. Students can filter their assignments if they are in multiple sections or have many assignments to view. They can also click on the column headings in the assignment table (for example, clicking on the word Assignment, will alphabetize the assignments).
3. To begin any assignment, click on the name of that assignment.

Exams

1. Click on the hyperlinked **name** of the assignment. Any instructor-entered assignment settings will be displayed including: instructions, time limit, # of attempts per question, # of assignment retakes. Click **OK**.
2. The SAM Exam assignment appears. Students can **Show Task List** (to see all of the tasks they will perform), the number of questions (and arrows to move between questions), any time limit and attempts per question. Depending on instructor settings, as students work through the exam, they may see on-screen prompts whether they are getting tasks correct or incorrect.
3. If the timer runs out or if the student clicks Exit, this attempt at an Exam will end and results are submitted.
4. Students can view (if allowed by instructor) their **Study Guide Report**.

Reviewing Work: The Study Guide Report provides instant feedback and page references for easy review.

Training

1. Click on the hyperlinked **name** of the assignment. Any instructor-entered assignment settings will be displayed. Click **OK**.
2. Students can view the **Show Task List** to see all of the tasks that are part of this assignment.
3. Onscreen you will see the first task text where students who learn best by reading can learn about a task. Click the **Continue** button to move to the next mode.
4. **Observe** mode allows students to watch and listen to the manner in which a task is performed.
5. **Practice** mode allows students to interact with the system and follow guided prompts.
6. **Apply** mode is where students must prove that they know what they've been taught. This mode must be completed correctly in order to be recorded in student, as well as instructor reports.
7. Training tasks do not have to be completed linearly. Students can jump to the mode that suits them best.

Projects

1. Click on the hyperlinked **name** of the assignment. Any instructor-entered assignment settings will be displayed. Click **OK**.
2. Students will see that they need to download two things:
 - a. Instructions File (the steps they will need to follow to successfully complete the assignment).
 - b. Start Files (personalized documents from which to begin the assignment). Students should **SAVE** files before beginning, as opposed to opening them, to maintain file naming conventions that SAM will look for upon submission.
3. Students will work live in Word, PowerPoint or Excel on their assignments, taking care to follow all of the instructions and saving the file with the proper file name.
4. Students will revisit the Project Assignment page to submit their file for auto-grading. They must **Browse** for the file then **Submit** it.
5. Students may wish to review their **Reports** to see the results of their work. The two most popular are the Study Guide and the Download Submitted Projects reports. The Study Guide gives results on each step of the Project and any associated page numbers for reference. The Download Submitted Projects report details each step and includes embedded comments to show the student exactly where he/she went wrong.

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Part II: The Instructor Experience

Logging into SAM 2007

1. Go to <http://sam2007.course.com>
2. Enter your **username** and **password**; click **Login**.
SAM Supervisor note: When creating Instructor username and password, it's a best practice to make the username your regular school e-mail address. This simplifies remembering many different usernames and passwords, since many Course Technology resources also use this as a standard username.

Note: if you have forgotten your username and password, click **Forgot Your Password?** Enter your **Username** (best practice is to use your e-mail address), and click **Submit**. You will receive an e-mail reminder with your password, which you may change, if you wish.
3. After logging in, note the useful resources on the right:
 - a. **Software:** Adobe Flash Player v10 is required
 - b. **Documentation:** User Manual, Lab Admin Guide, Projects Guide
 - c. **Tech Support:** 800-648-7450 or tech.support@cengage.com

Creating Courses

1. While at your homepage, on the left, click **Sections**.
2. In the top menu, click **Add New**. For training purposes we will move through the tabs from left to right.
3. Click the **Properties** tab.
 - a. Fill in all **required fields**.
 - b. Suggestion: For easy identification by students, you might enter your Section name in the following format: **Last Name, course info and time: (Taylor, COSC1300, MWF 9 AM)**. Your department should give some thought to a consistent pattern; this will also enable better administrative management.
 - c. If you *do not want* students to auto-enroll into the section, then **uncheck** the **Student Auto-Enroll box**.
4. Do **not** click **Save and Close**; rather, click the **Text Books** tab.
 - a. If you *do not plan* to use pre-made tests correlated to your textbook, select the **first option**, and skip to **Step 5**. However, if you *plan* on using pre-made tests, select the **second option**, and go to **Step 4b**. (Nearly all faculty select the second option).
 - b. Select your Series and Subject from the **drop-down menus**. In the Available Textbooks panel, click your **textbook** (e.g., *Microsoft Office 2007: Introductory Concepts and Techniques, Windows XP Edition*), and then click the **right arrow** to move your **textbook** into the Selected panel.
5. Do **not** click **Save and Close**; rather, click the **Instructors** tab. As the creator of a course, you are automatically assigned to it. However, if you are creating courses for your department, you may assign instructors to the courses you create.
 - a. To assign instructors to your course, in the Instructor Candidates panel, click the appropriate **instructor**, and then click the **right arrow** to move the **instructor** into the Assigned Instructors panel.

6. Do **not** click **Save and Close**; rather, click the **Students tab**.
 - a. If you have disabled auto-enroll, students who have registered for SAM 2007 (but who have not joined your class) will appear in the Wait Listed panel. To enroll students into your section, highlight the **students' names**, and then click the **right arrow** to move them into the Enrolled Students panel.
 - b. If you have enabled auto-enroll, students who have registered *and* joined your class will appear in the Enrolled Students panel.
 - c. For students who need to transfer to a different section, simply unenroll the students. That is, in the Enrolled Students panel, click on the **students' names**, and then click the **left arrow** to move them into the Other Candidates panel. You (or other instructors) may then re-enroll these students into other sections.
7. At the bottom, click **Save and Close**. This action will save all changes made in the Properties, Text Books, Instructors, and Students tabs.

At a Later Date — Editing Courses

1. To make changes to your courses, on the left, click **Sections**.
2. On the sections page, click the **radio button** for the **course** to be modified.
3. Click **Edit**.
4. In the **Properties**, **Text Books**, **Instructors**, and **Students** tabs, make the **changes** as desired.
5. At the bottom, click **Save and Close**.

Deactivating Courses

A course can be deactivated only by its creator. Deactivation removes the course from view, lists, and reports. However, the deactivated course remains in the database. While in the database, the deactivated course can be restored by a SAM administrator.

1. To deactivate your course, on the left, click **Sections**.
2. Click the **radio button** for the **course** to be deactivated.
3. Click **Deactivate**; click **OK**.

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Creating Exams from Tasks

Creating Exams from Tasks

Tasks are hands-on, performance-based questions. Instructors create tests by selecting individual tasks to make an exam or they can select tasks from specific textbook chapters.

Selecting Tasks for an Exam

1. On the left, click **Exams**. Note the two sets of menus at the top: the **upper menu** with gray boxes is for creating and managing assignments; the **lower menu** with pull down options is used for searching for assignments.
2. To create an assignment, click **Add New** from the upper menu.
3. To create an exam based on specific textbook chapter content, click the **Textbook exam radio button**; click **OK**.
 - a. At the Chapter Subject field, click the **drop-down menu**, and select the relevant **application** (e.g., MS Word 2007). Allow the page to refresh.
 - b. The textbook you added to your section should appear in the Textbook dropdown. If it doesn't, you can pull down the correct book here.
 - c. In the **Select Textbook Exams box**, choose the chapter from which you want to create an exam. Once you find it in the left panel, click the right arrow to move it into the New Exam Contents box. (You can multi-select using the CTRL key).
 - d. To preview the Exam, in the New Exams Contents panel, click the **name of the chapter**, and then click **Preview Selected Exam**.
 - i. Here you will see the **text** for the **task**.
 - ii. To print out the text, click **Print**.
 - iii. To work live in the task simulation, click **Launch**. To return to the selections screen, click **Close**.
 - iv. NOTE: The numbers in brackets beside the task label are an internal identifier and in no way relate to page numbers of any text.
4. Alternatively, if you prefer to pick and choose each task, choose **New Exam**.
 - a. The Source dropdown will be Tasks. Select your desired Subject. The rest of the fields will be grayed out.
 - b. To include a task on an exam, in the Available Questions panel, click the tasks, (you can multi-select using CTRL) and then click the **right arrow** to move the tasks into the New Exam Contents panel.
 - c. You can always include tasks from different applications and testbank items within the SAM exam.
5. When finished with your selections, click **OK**. You are then taken to the Properties tab.

IMPORTANT NOTE: While this Guide has provided suggestions for creating Task-based exams as well as Testbank exams (on the next page), those question types can be mixed in the same assignment, if you choose to do so.

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Creating Exams from Testbank Items

Testbank items include multiple-choice, true-false, and short-answer objective-based questions from the testbanks of Course Technology textbooks. Instructors can create tests by selecting entire chapters or picking and choosing individual questions.

Selecting Testbank Questions for an Exam

1. On the left, click **Exams**. Note the two sets of menus at the top: the **upper menu** is for creating and managing assignments; the **lower menu** is for searching for assignments.
2. To create an assignment, click **Add New**.
3. Click the **radio button** for the **3rd entry (New Exam...)**; click **OK**.
4. From the drop-down menu, select for all the fields on this page: Source> change to **Testbank**. Select the Subject (application), Series, Textbook title, Chapter, and Type of question (multiple choice, true-false, short answer, etc.). Each time you select an item from a drop-down menu, you must wait for the page to refresh.
5. To include a task on an exam, in the Available Questions panel, click the **tasks**, and then click the **right arrow** to move the tasks into the New Exam Contents panel.
 - a. You can always include tasks and testbank items within the SAM exam.
6. To preview a task, in the Available Questions panel, click the **task**, and then click **Preview Selected Questions**.
7. Here you will see the **text** for the task with **correct answer**.
8. To print out the text, click **Print**.
9. To work live in the task simulation (just like a student would), click **Launch**. (This may take a few minutes to load.)
10. To return to the selections screen, click **Close**.
11. When finished with your selections, click **OK**. You are then taken to the Properties tab.

IMPORTANT NOTE: While this Guide has provided suggestions for creating Task-based exams as well as Testbank exams (on the next page), those question types can be mixed in the same assignment, if you choose to do so.

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Naming the Exam

1. Continuing from above, in the name field, enter an **exam name**.
 - a. Assignment names must be unique across the entire institution.

Develop a course naming convention for your institution to avoid confusion.

2. To make the exam available to other instructors at your institution, click the **radio button** for **Public**.
3. At the bottom, click **Save and Close**.

Scheduling the Exam

1. Continuing from above (while in the Exams area), click the **radio button** for the **exam** you wish to schedule, and then click **Schedule**.
2. In the Assignment Name field, enter an **exam name**. (This is the name your students will see).
3. If you wish to have specific page numbers on your students' Study Guide report, you will want to select a textbook from the Remediation list on the left and click the right arrow to bring it into the **Selected Remediation** box in the right.
4. To associate the exam with a class section, in the Section panel, click the class section, and then click the **right arrow** to move the class section into the Selected Sections panel.
5. Do **not** click **Save and Close**; rather, at the top, click the **Exam Options tab**.
6. Under Scoring and Delivery Options,
 - a. To specify a time limit, click the **empty box** for **Specify Time Limit**. A field will then load; enter the **minutes**.
 - b. Click the **check box** for **Allow SAM Exam to be Retaken**. A field will load; click the **drop-down menu** and select the **desired number of retakes** (up to 50).
7. Under Dates/Times and Security,
 - a. Click the **check box** for **Specify When Exam Is Available**. A calendar will load.
8. If you want to immediately release the grade reports to students, ensure that the **radio button** for **Make student reports always available beginning 12:00 AM** is selected.
9. At the bottom, click **Save and Close**; then click **OK**. You are then returned to the SAM Assignments screen.

At a Later Date — Editing Properties and Options of a Scheduled Exam

1. If at a later date you want to edit the properties and options for a scheduled exam, click **SAM Assignments**.
2. At the Section field, click the **drop-down menu**, and select **your section**.
3. At the Type field, click the **drop-down menu**; select **Exam**, and click **Search**. Your scheduled Exams will then be presented.
4. Click the **radio button** for the **exam to be edited**, then click **Edit**.
5. Click the **Properties tab**, and then make changes to the **assignment name** and **book/sections associations**.
6. Click the **Exam Options tab**, and then make changes to the **dates/times** and **scoring/delivery options**.
7. Click **Save and Close**; then click **OK**.

At a Later Date — Editing the Contents of a Scheduled Exam

1. If at a later date you want to edit the properties and options for a scheduled exam, click **SAM Assignments**.
2. If your scheduled assignment is not listed, at the Section field, click the **drop-down menu**, and select **your section**. At the Type field, click the **drop-down menu**, select **Exam**, and then click **Search**. Your scheduled Exams will then be presented.
3. Click the **radio button** for your scheduled **Exam** and click **Deactivate**. (You must deactivate a scheduled Exam before editing its content).
4. In the left-hand menu, click **Exams**.
5. For the Subject field, click the **drop-down menu**, and select **MS Word 2007** (or the application that is appropriate for your previously created Exam); click **Search**.
6. Click the **radio button** for the **Exam**; click **Edit**, and make changes as appropriate, etc.

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Creating Training Assignments

Like Exams, you can create Training assignments based on content from specific chapters of specific books, or you can pick and choose particular skills students must learn. The methodology for creating Training assignments is nearly identical to the process for creating Exams.

Selecting the Tasks for a Training Assignment

1. On the left, click **Training**. Note the two sets of menus at the top: the **upper menu** is for creating and managing assignments; the **lower menu** is for searching for assignments.
2. To create a Training assignment, click **Add New**.
3. To create a training based on specific textbook chapter content, click the **Textbook Training radio button**; click **OK**.
 - a. At the Chapter Subject field, click the **drop-down menu**, and select the relevant **application** (e.g., MS Word 2007). Allow the page to refresh.
 - b. Choose the chapter from which you want your training to be created. (The number in parenthesis is the number of tasks available for this chapter). Once you find it in the left panel, click the **right arrow** to move it into the New Exam Contents box. (You can multi-select using the CTRL key).
 - c. To preview the entire chapter's worth of training tasks, in the Available Questions panel, click the **chapter name**, and then click **Preview Selected Training(s)**.
 - i. Here you will see the instruction text for the **task**.
 - ii. To print out the text, click **Print**.
 - iii. To work live in the task simulation, click **Launch**. To return to the selections screen, click **Close**.
 - iv. NOTE: The task ID numbers (EX1, AC53, etc.) are internal identifiers only and do not correspond to specific page numbers in any text.
4. Alternatively, to select each task, go to Training on the left nav bar, click Add New, choose **New Training** (3rd radio button down).
 - a. Select your desired Subject from the Subject drop-down menu.
 - b. To include a task within a Training assignment, in the Available Questions panel, click the name of the **task**, (you can multi-select using CTRL) and then click the **right arrow** to move the tasks into the New Training Contents panel. (The alphanumeric code that precedes the task label is our internal numbering system and does not correspond to specific page numbers in any text).
5. When finished adding tasks to your assignment, click **OK**. You are then taken to the Properties tab where you will name your assignment.
6. You may wish for this exam to be Public (available for others in your school's database to assign) or Private (you as the creator are the only person who can see/schedule it).

Exams may be Public or Private
7. You may also wish to "auto generate" a companion exam which simply allows you to create an exam which covers the same skills as the Training you just created.

Scheduling the Training

1. Continuing from above (while in the Training area), click the **radio button** next to the label of the training to be scheduled, and then click **Schedule** in the upper right corner.
2. In the Assignment Name field, enter the assignment **name**.
 - a. NOTE: All assignment names within any institution must be unique so you may wish to name them per instructor (as noted in the Creating Courses section).
3. To provide page references to students, choose your textbook in the left **Remediation** column and click the right arrow to move it into the Selected Remediation box.
4. To associate this assignment with a class section, in the Section panel, click the class section, and then click the **right arrow** to move the class section into the Selected Sections panel.
5. Do **not** click **Save and Close**; rather, at the top, click the **Training Options tab**.
6. Under Dates/Times and Security,
 - a. Click the **check box** to **specify when training is available**. A calendar will load. (This is optional; if you leave it unchecked, the assignment is always available; you may also set a password if you wish).
 - b. Click the **check box** to **specify when training is due** if you want to only make this assignment available until a specific date.
7. At the bottom, click **Save and Close**; then click **OK**. You are then returned to the SAM Assignments screen.

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Assigning Projects

Projects are accessed from the Projects menu. Projects are completed live-in-the-application and they must be downloaded by the student. Most Projects are drawn from the end-of-chapter cases from the textbook. The projects cover Word, Excel, and PowerPoint.

Selecting a Project

1. On the left, click **Projects**.
2. At the Subject field, click the **drop-down menu**, and select your **Subject**.
3. At the Series field, click the **drop-down menu**, and select your **textbook series**.
4. At the Book field, click the **drop-down menu**, and select your **textbook**. Allow the page to refresh. You may also select a chapter, if you wish, which gives you the full chapter titles as found in the texts.
5. Click **Search**.
6. Click the **radio button** for the **project** you wish to assign.
7. To **Preview** the details of the Project prior to assigning it, you can click the **Preview** button and see the high-level Skills that students should be expected to know and perform in the Project, the Project Instructions, the Project Start file, and the Solutions File so that you know exactly what a file would look like if it were completed 100% accurately.

Scheduling a Project

1. Once you have the project selected, in the upper right, click **Schedule**. You are then taken to the Properties tab.
2. In the Assignment Name field, enter an **assignment name**.
3. To provide page references to your students, choose your textbook in the left **Remediation** column and click the right arrow to move it into the Selected Remediation box.
4. To associate the project with a class section, in the Section panel, click the **Section**, and then click the **right arrow** to move the class section into the Selected Sections panel.
5. Do **not** click **Save and Close** yet.
6. At the top, click the **Project Options** tab.
7. Under Scoring and Delivery Options, click the **drop-down menu**, and select the **desired number of attempts** (maximum of 5).
8. Under Dates/Times and Security, click the **check box** for **Specify When Project Is Available**. A calendar will load.
9. To establish the maximum score and the point values for the project, click the **Adjust Maximum Score and Step Weights** link (at bottom). Note that the maximum score of 100 points seldom matches the sum of the itemized points. Therefore, you **must adjust** either the maximum score or the itemized points per step so that maximum score and itemized points are equal. (SAM will not perform this calculation for you). Click **OK**.
10. Under Specify When Students Can View Reports, ensure that the **grade reports** release to the students on the **available date**. (The default releases the report to the student beginning at 12:00 AM).
11. At the bottom, click **Save and Close**; then click **OK**. You are then returned to the SAM Assignments screen.
12. To view the project that you just scheduled,
 - a. At the Section field, click the **drop-down menu**, and select your **section**.
 - b. At the Type field, click the **drop-down menu**, and select **Project**.
 - c. Click **Search**. The scheduled projects will then be presented.

At a Later Date — Editing the Properties and Options of a Scheduled Project

1. To edit the properties and options for a scheduled Project, click **SAM Assignments**.
2. At the Section field, click the **drop-down menu**; select your **section**.
3. At the Type field, click the **drop-down menu**; select **Project**, and click **Search**. The scheduled projects will then be presented.
4. Click the **radio button** for the **project to be edited**, then click **Edit**.
5. Click the **Properties** tab, and then make changes to the **assignment name** and **book/sections associations**.
6. Click the **Project Options** tab, and then make changes to the **dates/times** and **scoring/delivery options**.
7. Click **Save and Close**; then click **OK**.

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Part III: After the Assignments Have Been Taken

The Report Area

Viewing Reports

For training purposes we will focus only on the individual performance reports. However, there are many more Exam, Training, and Project reports you can review to obtain student, section, exam or application data. Please contact your sales representative if you would like formal training on the reporting section of SAM.

Exams — Individual Performance Report

1. In case you've logged out of SAM, go to <http://sam2007.course.com>
2. Enter your **username** and **password**; click **Login**.
3. On the left click **Reports**.
4. At the Report Type field, click the **drop-down menu**, and select **Exam**. Allow the page to refresh.
5. At the Report field, click the **drop-down menu**, and select **Individual Performance**.
6. In the Student field, click the **drop-down menu**, and select a **student**.
7. Click the **radio button** for the **assignment**.
8. In the top right, click **Generate Report**. The report will appear in a pop-up window. Note the categories: Skill Set, Activity, Tasks (task_id), and Result.
9. **Close** the report.

Projects — Individual Performance Report

1. Continuing from above, at the Report Type field, click the **drop-down menu**, and select **Project**. Allow the page to refresh.
2. At the Report field, click the **drop-down menu**, and select **Individual Performance**.
3. In the Student field, click the **drop-down menu**, and select a **student**.
4. Click the **radio button** for the **assignment**.
5. In the top right, click **Generate Report**. The report will appear in a pop-up window. Note the categories: Step No., Text, Activities, Result, Action Taken, and Time.

Projects — Download Submitted Projects

1. From the main Reports screen, the Report type remains **Project**, and then from the Report drop-down, select **Download Submitted Projects**.
2. Select the **Student** and **Assignment** and then click **Search**.
3. Next to the specific assignment you want (note that the submission date/times may vary if you've allowed multiple attempts) click the **Download** button.
4. This provides the instructor with a high-level report of students results as well as the actual document with embedded comments allowing students to review mistakes.

Release Notes

To view the current release notes, click the version number at the bottom of the SAM Welcome Screen. From there, launch the release notes, which include this release's highlights and known issues.



Your Cengage Learning Team is Here to Help

Sales Representative: _____

E-Mail: _____ **Phone:** _____

Learning Solutions Specialist (LSS): _____

E-Mail: _____ **Phone:** _____

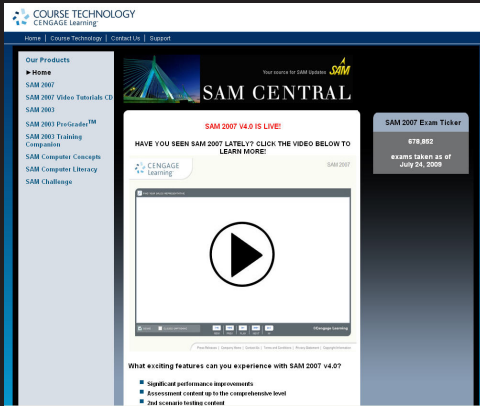
National Sales Consultant: _____

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Service & Training Consultant (STC): _____

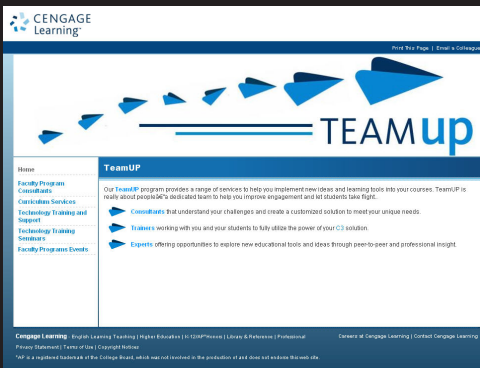
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Valuable Resources



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