

Complete Frequently Asked Questions (FAQs)

(FAQs can also be found at the end of each Educator Guide, depending on course set-up: Cloud or LMS.)

How does Adaptive Learning work: [How Does Adaptive Learning Work?](#)

Important to Note:

Be aware that there may be three different access codes bundled with students' print or digital purchase, depending on which bundle was chosen by the school. Those codes would be for **Student Resources, Adaptive Learning Access, and Student Membership**.

Make sure as the Educator that you are aware of Adaptive Learning Access Codes delivery modes, and that you communicate the appropriate one that is being used for your course through means of your choice to your students (i.e., LMS course home page or email):

Adaptive Learning access codes are purchased in one of three ways.

- As a bundle with an affiliated textbook only through the student's school bookstore (not available on the AHIMA webstore). The Adaptive Learning access code is found on the scratch-off portion on the paper bundle card shrinkwrapped with the textbook.
- As a standalone digital product through the student's school bookstore. The Adaptive Learning access code would be provided to the student purchaser by the bookstore or the student's instructor.
- Purchased as a standalone digital product through a direct link to the AHIMA webstore. This link is only provided by the student's instructor and may not be distributed in any other way (not searchable on the AHIMA webstore). The adaptive learning access code is found in an email from AHIMA separate from the purchase receipt (check spam filters).

If students need to purchase just an Adaptive Learning Access Code, they can do so here for HIMT: HIMT product AHIMA store link: <https://my.ahima.org/store/product?id=66128>

(The PHR link will be set up when the product is available.)

Basic Access

My access code is invalid.

Ensure the proper access code is being used. Adaptive Learning access codes are (1) 12-character (2) alphanumeric codes (3) beginning with the letter *P*.

If this information does not resolve the issue, escalate to ALSupport@ahima.org for further troubleshooting.

I lost my adaptive learning access code.

A replacement code may be provided if the customer provides proof of purchase of the adaptive learning product bundle. Escalate to publications@ahima.org to receive a replacement code.

I did not receive a registration email.

Check your spam or junk folder. Registration emails should come from AHIMA or AHIMA Adaptive Learning Program. It is unlikely, but still possible, that the email will come from Area 9 Rhapsode.

If emails still cannot be found, reach out to ALSupport@ahima.org.

Where do I log in to the AHIMA adaptive learning platform?

- Student (Learner) Login:
ahima.org/adaptivelearning
(The initial use of this link will necessitate the registration of the student with the access code found in their text bundle.)
- Instructor (Educator) Login:
<https://curator.rhapsode.com/educator.html?s=GVFmzM2XwUTOWIzXnlWcYZUVwMzYnlWc>

Student Questions

Why are there four confidence buttons?

It is common survey methodology to use four categories for categorical scales like this. The wording is the result of several iterations - and also the compromise of needs for responsive usability. See [Why do you use four confidence buttons? \(area9lyceum.com\)](https://area9lyceum.com/why-do-you-use-four-confidence-buttons/)

How scores are calculated: Grit, Knowledge, and Metacognition Scores

KNOWLEDGE is what you know and understand.

You score KNOWLEDGE points every time you prove that you have learned something. The score is an accumulation of all the knowledge points you have scored in the past. You will get negative points when you get something wrong, but you thought you knew it. There is no upper limit, because when you move on to refresh, you will get points for showing that you are still competent.

GRIT is the ability to keep going, despite difficulties.

You score GRIT points by being persistent, spending time and working with your weaknesses. The score is an accumulation of all the GRIT points you have scored in the past. There is no upper limit, because when you move on to refresh, you will get points for doing that. You cannot get negative GRIT points!

META LEARNING is about reflecting on your learning, what you know and do not know.

Your META LEARNING score is a measure of your ability to know what you don't know. If you think that you know something, but you really don't, you get negative points. If you answer something correctly - and you were aware that you knew - you get positive points. You want to keep this score in positive!

These scores are meant to help you monitor your good learning habits!

What is the highest score that can be attained in each category?

There is no maximum score. Points will continue to accumulate as they are earned.

What is the Challenge Us button?

This feature sends challenges to content for review on the back end by AHIMA and by subject matter experts. This is **not** a “help” function or a “contact us” button; students should reach out to their instructor with platform issues. Instructors should make clear that **they do not receive** feedback submitted through the Challenge Us button. The student must send it to the instructor through their preferred email method/system.

Instructor Questions

How do I set up my LMS-integrated course? How do I build Assignments?

Documentation to set up your LMS-integrated course is provided with the email sent to you after AHIMA has created your Published Learning Package and LTI links for each chapter. Please use that documentation to upload the LTI links into your LMS.

Educators then use their LMS tools to create and customize assignments. The full list of chapters should be available and viewable in the LMS upon uploading the LTI links provided in the AHIMA email.

You can also watch this video: [Integrating Rhapsode with Canvas \(vimeo.com\)](#), which uses Canvas as an example.

Please forward to the timestamp of 1:39, as the initial information provided from the beginning to this point is provided by AHIMA in the LTI links Word doc, and access to Curator is not provided unless you are developing a product.

What do the Learner status indicators in my Educator dashboard signify?

- **Active:** Learner has registered account and has logged activity in the past 30 days.
- **Inactive:** Learner has registered account but has not started an assignment *or* learner has made progress on an assignment but has not been active for 30 days or more.
- **Invited:** Learner has been invited to the platform but has not completed account registration.

How can I (instructor) access a student view of the Adaptive Learning material?

Instructors may request to be added as a student to a dummy course containing all modules. This allows them to see content from a student view, but not a student view for their *specific* course. Adding to their specific course skews the Analytics. Module deadlines for their unique course would not be reflected.

Is a CAHIIM curriculum map available for AHIMA Adaptive Learning?

A curriculum map is available to support each AHIMA textbook. AHIMA does not offer a curriculum map specific to the adaptive learning product.

Can the certificate functionality be activated?

Yes, certificate functionality may be activated by special request.

How are completed modules entered in an LMS gradebook?

Integration with the LMS allows for completion status to be reflected in the gradebook automatically for each assignment. Percentages reflected are based on completion status and do not represent a score percentage. So, 90% would mean the student made it 90% of the way through the assignment not that they scored 90%.

Link to video for Canvas Assignment creation: [Integrating Rhapsode with Canvas \(vimeo.com\)](https://vimeo.com/123456789)

Can module deadlines be extended for individual students?

Module deadlines cannot be extended on an individual basis. Extensions would apply to all students in a course.

Can multiple instructors access a single course?

Yes. Any number of instructors may be given viewership access rights for a course. Ask your AHIMA representative for more help.

What Accessibility Standards does the Adaptive Learning program meet?

Instructors can go here: [Accessibility - Help Center \(area9lyceum.com\)](https://area9lyceum.com/help-center) to see Area 9 Lyceum's compliancy, along with their most recent VPAT.

Other

If a student submits a challenge, do both students and instructors receive feedback from AHIMA?

AHIMA currently works behind the scenes to answer all challenges as they are submitted. There is no automatic way that challenges are addressed, and responses are sent to the submitter in the platform. The platform collects the challenge information and allows the subject matter expert to implement the feedback or not.

Why don't Adaptive Learning probes match the test questions in Respondus? Or Why aren't there quizzes or Exams in Adaptive Learning?

The adaptive learning program is a student self-guided study tool designed to build concept comprehension and proficiency. All probes are original and developed to support this goal specifically. It is not Courseware nor an exam tool and is not intended to provide a preview of exam questions.

Do students have access to their own analytics (e.g., metacognition categories)?

Students have access to their own grit, knowledge, and metacognition scores. Students do not have access to advanced reporting beyond these scores.

Does Reader view include print book page references?

No. Reader view does not include page references correlated with the print book.

Does the AHIMA Adaptive Learning platform allow for graded assignments? (Will this feature be added in the future?)

The AHIMA Adaptive Learning program does not currently support graded assignments. This feature will be considered for future deployment.

Is there a Help Center for Educators offered by Area 9 Lyceum for more specific questions?

A Support Area complete with the ability to submit questions should be available from Area 9 Lyceum in the next month or so. Until then, you can access the Help Center: [Help Center \(area9lyceum.com\)](https://area9lyceum.com/help-center) which has a vast array of topics. Of note, the Curator area is only for developers and cannot be accessed by Instructors who are not involved with developing AHIMA Adaptive Learning products.

Post-course Access

Students may access this adaptive learning product for the life of the edition via the cloud-based platform: <https://eu.rhapsode.com/learner.html>.