Fronter 19
Administrator guide

Introduction
In Fronter 19 we’ve made administration easier. If you have administered Fronter previously, you will probably find yourself spending less time administering the platform now. There are however some differences, and we will start with an overview of the most important ones. You will find a list of new Fronter 19 terms in a separate document, as well as short video tutorials for the most common administrative tasks.

Structure
In the previous Fronter versions there were three different “Organisation units”; Nodes, Groups and Corridors. In Fronter 19 these are all called Hierarchies. A hierarchy is the organisational structure of a school or district. The school or district itself is at the top of the hierarchy with subhierarchies added for schools, users, classes, courses, etc.

#### Previous Fronter

- Albinton central
  - 02 Policy groups
  - All students Albinton
- 04 Rooms
  - Staff rooms

#### Fronter 19

- Itslearning School District
  - Espanol
  - IC High Schools
    - Harrison High
    - Jackson High School
    - Monroe High ALC
    - Pierce Junior High
  - Courses 2017-2018

Users
Within Fronter 19, all users are assigned to a certain profile. The profile decides the role of the user. Common roles are system administrators, administrators, teachers and students. Profiles are given different access rights and permissions and we have improved the user interface so that it is clearer to the administrators what the current settings are.

Room/Course
Room is now called Course. The administration feature Course provides administrators with an overview of all the courses on the site. Administrators can view when and by whom the courses were created, last visited, last updated, and the number of enrolled participants. Administrators can enrol themselves in a course by clicking on the “Enrol me” option.
Administrators

Every organisation/school should appoint users responsible for maintaining structure, accounts, and dashboards in Fronter 19. These users are called administrators. If this responsibility is divided between several people, it may be practical to divide the total responsibility into various responsibility areas.

In Fronter 19, we have added a sub-level of administrators as a profile, which makes it easier to define permissions for local administrators. All administrators have an Admin tab in the main menu, but what features an administrator sees here is dependent on profile settings. Some features must also be activated by our support.

System administrator

The system administrator has superior responsibility for the structure of the site, as well as access to Fronter support and our support portal.

To keep the different administrator roles separated, Fronter 19 is delivered with a default setting, which of course can be changed in case it doesn’t match the needs of your organisation. The pre-set interface for system administrators only allows them to work with the administration of Fronter 19.

Local administrator

The local administrator profile is just called Administrator and their rights are provided by the system administrator. This means that the system administrator and administrator cannot be the same person, but that the administrator profile is created based on the tasks the local administrator is supposed to do. An administrator basically has the responsibilities of administering people, hierarchies, courses and groups for a school or organisational unit.

Example: A school administrator may have the right to manage the login credentials for the pupils at that school.

Note: Many districts have an integration with an external administrative system to import the user data of the students and teachers to Fronter 19. In those cases, the administrator’s responsibilities are usually fewer.
Courses and students

User and access rights

In *user and access rights*, you can add, edit and delete the users of your site. New users must be registered in Fronter 19 and be provided with a username and password before they can be added to courses. There are three different methods of registering users in Fronter 19:

1. Using an import from your student information system (SIS).
2. Importing from a file.
3. Manually adding users from the **Admin** menu.

Only administrators can add users to Fronter 19.

Importing users from a file

The **Import from file** function allows you to import batches of users with a single operation. You can, for example, make the list in Excel, export it as a CSV file, and then import it into Fronter 19.

When creating the file, set it up like this:

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>First Name</td>
<td>Last Name</td>
<td>Username</td>
</tr>
<tr>
<td>2</td>
<td>Steve</td>
<td>Smith</td>
<td>Ssmith</td>
</tr>
<tr>
<td>3</td>
<td>Jane</td>
<td>Evans</td>
<td>Jevans</td>
</tr>
<tr>
<td>4</td>
<td>Karen</td>
<td>Greer</td>
<td>Kgreer</td>
</tr>
<tr>
<td>5</td>
<td>Kevin</td>
<td>Archer</td>
<td>Karcher</td>
</tr>
<tr>
<td>6</td>
<td>Mark</td>
<td>Johns</td>
<td>Mjohns</td>
</tr>
</tbody>
</table>

**Note**: You can choose to include a pre-set password by adding a password column, or you can allow the system to generate an initial password for users.

If you allow the system to generate the initial password, the users will be prompted to set a new password when logging in to the platform for the first time.

Searching for users

Existing users can be searched for by name, profile, hierarchy, course, username, etc. This search reveals when users were created and when they last logged in. Users can be edited by clicking on the pen icon.

In the example on the next page, we searched for the pupil Jolina at the school Albinton central. After we found her, we could “choose operation” or click on the pen to the right, to open the edit mode of the user.
**Choose operation**
You can mark one or more users to perform predefined operations such as “Delete” or “Force password change”. You can also easily send login credentials to users’ e-mails if that is set for the user/users.

**Editing users**
There are seven tabs when editing users. Each tab provides information about the user and options to modify these settings.

1. **General**: Allows the administrator to modify personal and account information.
2. **Hierarchy**: Provides visibility and modification settings for the user’s hierarchy memberships.
3. **Password**: Reset the user’s password.
4. **Policies**: View or update policies.
5. **View Permissions**: View the user’s permissions.
6. **Parent/Child**: View or update any parent/child relationship.
7. **Project and Courses**: Lists all courses in which the user is enrolled.

**Deleting users**
If you want to delete single users, you can search and then choose the red X to the right. When you need to delete many users, the best way is to search, mark and then **Choose operation – Delete**. Deleted users will be moved to the trash can and are later permanently removed from the site.

**Note**: If you use an integration with an SIS and a user becomes inactive in the SIS, that user will automatically be moved to the trash can.
Supervisors

Administrators can identify users in your site to be mentors (formerly “tutors”). Along with identifying mentors, you will be able to assign students to that mentor. Also in this area, you will be able to change the name of the tool in the top menu and the name of the role. By default, the name of the tool and the name of the role are both set to Mentor.

Hierarchy

As mentioned in the introduction, Fronter 19 uses hierarchies for the organisational structure of a school or district. The school or district itself is at the top of the hierarchy with sub-hierarchies added for schools, users, classes, courses, etc. In Fronter 19 there can be different roles (for example, teachers and students) within the same hierarchy. This was not the case in previous Fronter versions. As users are added to a site, they are assigned to a hierarchy, providing a clean and organised structure. Users can be sorted and searched by hierarchy. If you are integrating with a student information system (SIS), hierarchy and user creation is automated. It is still possible to manually add additional hierarchies. To edit a hierarchy, hold the mouse/cursor over the title and click the edit icon.

Dashboards

In the hierarchy settings you can choose to have a dashboard for that hierarchy. A dashboard is a place to notify users in that hierarchy and will be shown under Groups in the top menu. This is often used as an information page for a school.

Setting up hierarchies manually

It is important to define the root hierarchy as a Site. You cannot add a site under a site. The organisations for which you want to add terms, policies, and privacy rules must be defined as a Site or School. Schools are defined by marking them as an Organisation when adding or editing a hierarchy. The logical rule is as follows: one site, and several schools within that site, but not several schools within a school. If schools have sub-hierarchies, such as classes, they should have the hierarchy type Class, while groups within the class should have the Group hierarchy type. Below a hierarchy defined as School, you can have hierarchies defined as Class, Group, and Not defined.

External Administrative Systems

Some districts may utilise a SIS that automatically synchronises the user data of the students with Fronter 19. Such systems can, in most cases, synchronise to which courses and hierarchical structure the students belong. The basic structure is created before the school starts a new school year or semester.

Roles in the hierarchy

There are four roles in a hierarchy: Administrator, Employee, Student and Guest. These roles cannot be changed and must not be confused with profiles.
Courses

In Fronter 19 the term *Room* has changed to *Course.* Course administration provides administrators with an overview of all the courses on the site. School administrators will only have access to the courses within their own hierarchy. Administrators can view when and by whom the courses were created, last visited, last updated, and the number of enrolled participants. Administrators can also enrol themselves in a course by clicking on the “Enrol me” option to the right. Once in a course, administrators may add users or create and modify content.

Within the course administration menu (above the list of courses), administrators may also:

- Add courses
- Delete courses
- Archive courses
- Unarchive courses

Archiving courses

Admins and teachers can archive a course. Admins do it from the course administration, see picture above, while teachers do it in the course. When a course is archived the teacher and pupils still have access, but the course is now found under the list of “Archived courses”.

In Fronter 19 teachers can unarchive their archived courses without the assistance of an admin.

Course templates

In Fronter 19 teachers can create a copy of a template course without participating in that course. It is also possible to update a template and then have copies of that template updated.

You mark a course as a template for a certain organisation (school) or the whole site under the *Course settings - Course properties and features*, and at the bottom of that page you will find a setting *Share as template*.

If you want to update all copies made from a template, you do that from the same view as above but choose the ellipsis (three dots) menu at the top right and then *Apply this template.*
Booking Management

Administrators are provided with the option to create a list of resources that staff, students or guests may reserve and use. These resources may include mobile devices such as anspel or laptop cart, mobile interactive whiteboard, or science lab materials.

Administrators are provided with the option to create a list of resources that staff, students or guests may reserve and use. These resources may include mobile devices such as an iPad or laptop cart, mobile interactive whiteboard or science lab materials.

To list a resource, click on “Add resource”. Then, include all necessary details and save. Users for which this resource is now available will be able to book the resource by adding an event to the calendar. When adding an event, users will find an option to add a resource. Here, they will find a list of resources from which to choose.

Terms

In Fronter 19 we have added Terms. A term can only be added by a system admin and is a grading period, a block or weeks during which an organisation holds classes. If integrating with a student information system, the terms can be created during integration.

Activities like assignments, tests and tasks can be connected to terms and then sorted out per term. If you have supervisors, they will see assessments from courses in which they don’t participate, which wasn’t possible in previous Fronter versions.

In the Term management section, you can add, delete, archive and unarchive terms.

Terms can be added to template courses, which minimises work for teachers.
Learning objective repository
The local Learning Objective Repository is in addition to the national or state learning objective repository and allows you to load learning objectives specific to your site to the platform for teachers to use in their courses. These learning objectives might be for professional development for teachers, or for subjects that are specific to your district.

Managing learning objectives in the repository
After clicking Learning Objectives Repository, you can select the site or school for which you want to manage the learning objective repository in the Select an organisation drop-down. Some users may not see this option, in which case the repository they can manage opens right away. The tree structure of the learning objective repository contains four levels that are distinguished by different icons.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Level Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Folder</td>
<td>Used to organize subjects, for example, by educational levels such as elementary or secondary.</td>
<td></td>
</tr>
<tr>
<td>Subject</td>
<td>This contains a set of learning objectives that share a common context, for example, History, Geography, or Math. When a subject is published, the icon turns green.</td>
<td></td>
</tr>
<tr>
<td>Category</td>
<td>Used to organize learning objectives within a subject, for example, Critical thinking and problem solving. Using categories is optional, but it may make it easier for teachers to find the learning objectives. You can add categories within categories to create more levels.</td>
<td></td>
</tr>
<tr>
<td>Description</td>
<td>The actual learning objective that can be used in plans, elements – such as tests or assignments – and be assessed and reported on.</td>
<td></td>
</tr>
</tbody>
</table>

Manage Settings for Learning Objective Reports
When measuring learning objective or standards mastery, the mastery settings must be set at the organisational level and may be done at the site or school level. When selecting an organisation to modify the mastery settings, there are five main settings.

Mastery
This setting allows you to select an outcome status as a threshold for mastery and decide how many times it must be reached before the objective is considered mastered.

Assessment Outcome Statuses
This setting allows you to decide the statuses (assessment outcomes) for standards mastery reporting. The starting percentage must be defined for each status used. (Image to right.)

Reoccurrence Rules for Mastery
Specify how many times the students need to meet the expected level before the learning objective is considered mastered. A recurrence setting is useful, to eliminate effects of flukes.

Default Achievement Levels
Achievement levels allow you to define several levels on which the criteria for an objective can be demonstrated. If the option to ‘calculate overall assessment based on criteria’ is checked, then an option from the assessment scale – such as a grade – will be suggested, based on the criteria-based assessment, if you use both to assess an activity.
Manage Parent Dashboard

In Fronter 19 it is possible to let parents have their own dashboard when they log in. The layout of the parent dashboard can be customised at the site or school level. The default view of the parent dashboard includes a variety of blocks with aggregated information. These blocks may be removed, modified or rearranged. Additional blocks may be added by selecting the ellipsis in the upper right-hand corner.

![Parent dashboard for Davis Public Schools](image)

Trash can

Trash can

When users, courses or terms have been deleted, they are transferred to the trash can. They are stored there until permanently deleted. From the trash can, administrators can search for and restore deleted items or permanently delete items.

You can restore users and courses that have been deleted, just mark them and then choose Restore above the list of deleted items.

To handle users in regards to data privacy, it is a good idea to set up routines to periodically delete users from the trash can. There is a 30-day (editable) quarantine before items can be permanently deleted.
Settings

Profiles

In Fronter 19 all users are assigned a profile. The profile decides the role of the user. Common roles are system administrators, administrators, teachers, students and guests. Profiles are given different access rights and permissions. Some profiles can do things that others are not allowed to do.

For example, a teacher can add assignments and tests in a course, while students are limited to answering and taking tests and assignments.

There are three groups of profiles:
- **Site**: Site profiles describe what rights and permissions each profile has on the site. The default profiles are system administrator, administrator, staff, student, guest, and AICC. You can always add new profiles and change the names of the default profiles.
- **Course**: The course profiles decide what functions the different profiles have access to in the courses. The default profiles are administrator, teacher, student and guest. You can always add new profiles and change the names of the default profiles.

**Site Profiles**

When you click the Profiles option in the administration tab, you see a large table with available functionalities. They are explained in a separate document. The green check mark √ indicates that the functionality is enabled for the profile, while the red x indicates the functionality is disabled for the profile.
Policies

A policy is a collection of profile settings to which profiles or individual users can be assigned within an organisation – such as a site or a school. The policies override the default profile or user settings. You can combine different settings in a policy, as well as combine different policies for a profile or user.

With the use of policies, you can change the permissions for a set of users without having to edit the profile. This creates a more flexible system, allowing schools to have their own rules independently from the rest of a site’s schools.

- **Name**: The policy name that appears in the list of your policies.
- **Description**: A brief description of the policy, such as ‘Turns off messages for students.’
- **Organisation**: The school or site to which the policy should be applied.
- **Functionality**: The list of functions you can include in the policy.

Then select the profile settings you want to override by clicking in the override checkbox. When selecting a box, choose *Allowed* or *Not allowed*. If, for example, messages are turned off by default, you may enable messages for users of a specific policy. Don’t forget to save.

**Assigning policies to a profile**: Select the admin tab, choose policies and locate the policy to which you want to assign a profile. Then click on the text *no profiles.* Select the profiles to assign and choose ‘ok.’

**Assigning policies to Individuals**: Select the admin tab, choose policies, locate the policy to which you want to assign individual users. Then select the number under individual users. Select the profiles to assign and choose ‘ok.’
Global settings

Global settings affect the entire Fronter 19 site, and only system administrators have access to these options. There are global settings related to courses and students, as well as general settings. Within this menu, there is a subset of settings.

Set Default Course Settings

This menu allows the administrator to select the elements that will be enabled when users create new courses without using a template.

Individual Learning Plans

This section allows the administrator to change the name of the tool or the name of the plan.

Assessment Settings

The system administrator should set the grading scale for assessments prior to course creation or site usage. It is important that district/school guidelines and/or members of the assessment or curriculum teams are consulted when configuring assessments scales.
Features and Security

It is in this menu that all global settings are enabled or disabled. Your site has been set to meet the most common demands. If you have any questions about this section, it is best to contact your local Fronter support.

Login Page Settings

Within this menu, administrators may enable information and a site course catalogue. The information may include bulletins or news.

Manage apps

This page allows you to choose third-party apps that can access extended data. This will be done with our technical integrations team.

<table>
<thead>
<tr>
<th>Manage menus</th>
<th>Extended data</th>
<th>Default availability</th>
<th>LTI credentials</th>
<th>Vendor access</th>
<th>Settings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add module</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Apps and Tools in Administration menu</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Set-up name</td>
<td>App</td>
<td>Hierarchies</td>
<td>Accessible to</td>
<td>Location</td>
<td>Priority</td>
</tr>
<tr>
<td>Apps and Tools in Administration menu</td>
<td>iLearning District</td>
<td>Teachers, Administrators</td>
<td>Main menu</td>
<td>5</td>
<td>8/23/2017 8:48 AM by McClintock, Jenny</td>
</tr>
<tr>
<td>Transfer</td>
<td>Apps and Tools in Administration menu</td>
<td>Teachers, Administrators</td>
<td>Grade book</td>
<td>5</td>
<td>8/9/2017 4:41 PM by Admin, itsLearning</td>
</tr>
</tbody>
</table>

Login Page Settings

Within this menu, administrators may enable information and a site course catalogue. The information may include bulletins or news.

Layout

It is within the layout menu that administrators may upload a logo for the login page. The image must be in .png format with a maximum height of 47 pixels. Additionally, links may be added to the main menu bar. Please note these are not single sign-on or LTI links, but regular web links.

Regional Settings

Regional settings adjust language, time zone settings, as well as the user name format.

Files

This is a list of the file types accepted and how each type functions within the platform.

Export Settings

Export settings provides detailed settings related to the exporting of grade book data.
Cloud services

Manage supported cloud services such as Office Online, Office 365, Google and Dropbox. Administrators set permissions for the connection of these cloud accounts to all users.

Office Online offers a simple and easy way to work and collaborate in Excel, Word, and PowerPoint directly from within Fronter 19. (No user account from Microsoft is required.)

Since we are working hard to integrate Google and Microsoft tools into Fronter 19 the settings in this section can change over time. If your organisation has a Google Education account, you can integrate tools even deeper. Contact our support to learn more.
Data and Reports

Storage distribution report

The storage distribution report provides current and historical data on the stored files at Fronter. It is possible to view it either at the site level, or by organisation (school). The report is updated daily.

Storage is classified into six categories:
1. **Courses**: Any files in a course, even if the files reside in the course trash can.
2. **Users**: Sent message attachments, uploads, portfolio files, recordings, etc.
3. **Library**: Any files added to the library.
4. **Projects**: All storage in communities or dashboards.
5. **Trash**: Any content that resides in a course, community or site trash can until it is deleted permanently.
6. **Common**: Any storage that doesn’t fit into the above categories.

This report only shares the total amount of storage used (MB), not which files or types of files are stored.

Logins report

The logins report provides an overview of the logins differentiated by the profiles active on the site. This information does not provide individual user login data, but an aggregated view of logins delineated by profile type.

There are three filters to narrow down the data:
1. **From/To dates**: Select a specific date range.
2. **Organisation**: Select all, one or multiple organisations.
3. **Site profiles**: Select one, multiple or all profiles.

Licences

The licences report lists any supplementary licenses activated in the site.