

Frequently Asked Questions

Getting Started

Q: How many faculty administrators are we able to give access to?

A: We do not limit the number of faculty administrators who can be set up on an account. Additional administrators can be added at any time by sending a request to support@truelearn.com. We will need their full name, email, and mobile phone number in order to set them up. Please also indicate if they will need access to any special features. By default, all faculty administrators are set up with only general permissions.

Q: I am not able to see a feature under my faculty administrator account that I believe I should have access to.

A: Please send an email to support@truelearn.com. There are certain permission settings that may need to be adjusted in order for you to have access to the necessary features.

Q: I am having trouble logging in. The system will not accept my username and password.

A: Please ensure that, as an administrator, you are logging in through the administrator log in link, <https://admin.truelearn.net/login.aspx>.

Dashboard Features

Q: The information that is displayed for my student /resident scores is from last year. How can I view this years' group?

A: To update this, click on the grey box toward the upper left portion of your home screen. You will need to choose the current academic year, and the group within it that you wish to view. This will update the information that is displayed.

Q: Is there a way I can see the member interface that my students / residents have access to?

A: Yes – Any faculty administrator on the account will be able to access a shared “faculty member” account. To view this, click on the gear symbol in the upper right-hand corner of your home screen, and click on “Member Interface”.

Q: Is there a way for me as an administrator to review student / resident information, and modify it if need be, and or / reissue welcome emails to those who have not received them?

A: Yes – to do this, you will hover over the gear symbol in the upper right-hand corner of your home screen, and select “Student/Resident Management”. If you do not see this option, you may need to have this permission added to your account. Please contact support@truelearn.com for assistance with this. Our “[Student/Resident Management Guide](#)” will walk you through the steps of how to utilize these features.

Q: Is there a way for me as an administrator to review current subscriptions (dates and types) and subscription assignments, extend subscriptions for students / residents, assign available subscriptions, and purchase new subscriptions?

A: Yes - to do this, you will hover over the gear symbol in the upper right-hand corner of your home screen and select "Subscription Management". If you do not see this option, you may need to have this permission added to your account. Please contact support@truelearn.com for assistance with this. Our "[Subscription Management Guide](#)" will walk you through the steps of how to utilize these features.

Q: I would like to create specific groups of my students / residents, rather than just having them broken down by graduation year. Is this possible?

A: Yes – At the top of your screen when you are logged into your administrator account, you will see a tab to "Manage Groups". To create a subset group, you will select "Create Group". You will need to give your group a name and description, and then choose the exam bank from which you would like to pull. You will then select "Add Members". There will be a list of all students/residents who have access to the exam bank you have chosen, and you will be able to select them by clicking on them. When finished, click "Add". You will then be brought back to the page with the name and description of the group, and you will see the students/residents you have selected in the window. Lastly, click "Create Group" to complete it.

Q: What information can I see in the Performance Trend graph?

A: The different colored lines on the performance trend graph represent the national average, national 20th percentile, national 80th percentile, moving average, and daily average. You can use the blue slide bar at the bottom to select the range of time you would like to view on this graph. By hovering over any of the black dots within the graph, you will be able to see a date range, the total number of questions taken by your students / residents' in that date range, their overall percentage for that date range, and the national percentage of all students / residents using the same questions in this date range. By clicking on the black dots, you will be able to see this same information, but broken down even more into each day included in the range selected. Directly above the graph, you will be able to use the "Compare To" dropdown to choose whether you are comparing your students / residents' data to all peers using the same questions, or only those in their own class.

Q: What information can I see in the Category Performance graph?

A: The Category Performance graph will show you overall which subjects your students / residents are strong in, and which subjects they are falling behind in, in comparison to the National Average. You will be able to see the total number of questions taken by subject, how many were correct, and how many were incorrect. Directly above the graph, you will be able to use the "Compare To" dropdown to choose whether you are comparing your students / residents' data to all peers using the same questions, or only those in their own class.

Q: What information can I see in the Question Performance Graph?

A: The Question Performance Graph will allow you to view specific questions from the bank. There is a “Category” dropdown at the top of the graph that will allow you to select specific question categories, or you can choose to view all questions, which is the default. Each circle (data point) within this graph represents a question. The blue line is considered “average”. The blue circles are indicative of any questions your group has taken for which their scores are considered “normal”. Green circles indicate questions on which your group has outperformed, and red circles indicate questions on which your group has underperformed. By hovering over any of these circles, you will be able to see the question subject, the national average score for that question, the number of times the question has been answered nationally, your institution’s average score, and the number of times the question has been taken by students / residents in your institution. Clicking on any of these circles will bring up the full question for you to review.

Q: What information can I see in the Student / Resident Scores tab?

A: At the top of the Student / Resident Scores page, you will see four symbols. They represent the following: Globe - Statistics for all tests; Hourglass – Statistics for Timed Tests; Globe with Red “x” through it – Statistics for Untimed Tests; Person Reading – Statistics for Tutor Mode Tests. By selecting any of these symbols, the Student / Resident Scores information will be updated accordingly. You will see a graph under this tab titled “Performance By Percent of Questions Used”. You can hover over the dots on this graph to see how many of your students / residents are taking questions. Next to each student / resident listed, you will be able to see a summary of the total number of questions they have taken, the total number they have gotten correct, and the total number they have gotten incorrect. Their last log in date will also be displayed, as well as an optional “Anticipated Exam Date” field. This information can be set by the student / resident.

If you click the “analysis” button next to any of the residents’ names, you will be able to pull up specific detail about that individual’s performance, including their overall performance, percentile, category performance, improvement, and usage. Please see our [TrueLearn Chart Explanations](#) for a detailed explanation of each graph included in this section.

Q: What information can I see in the Program Performance tab?

A: At the top of the Program Performance page, you will see four symbols. They represent the following: Globe - Statistics for all tests; Hourglass – Statistics for Timed Tests; Globe with Red “x” through it – Statistics for Untimed Tests; Person Reading – Statistics for Tutor Mode Tests. By selecting any of these symbols, the information you are viewing will be updated accordingly. In the Performance By Category graph, you will see a bar graph. The blue bars represent your students / residents, and the grey bars represent the National Average. By hovering over any of the categories, you will be able to see the exact percentages of your students / residents in comparison to the national average. You will have the option of deselecting the national average comparison below the graph by unchecking the box. Below the graph you will see an alphabetic list of all categories. By

clicking on “Category” at the top of the column, you can switch to reverse alphabetical order. Your top resident will be displayed, as well as their average, your group’s average, and the national average.

Quizzes & Assessments

If there is an assessment available for your subscription, you will see it under the “Assessments” tab. The assessments are preselected sets of questions that you will be able to assign to your students / residents, which are designed to mirror the blueprint of the exam they are preparing for.

Under the Quizzes tab, you will be able to create specific quizzes to assign to your student/residents.

Please view our [Institutional Quizzes and Assessments Guide](#) for detailed instructions on how to utilize these features.