



## GoReact FAQ's for Instructors

### General Questions

#### What is GoReact?

GoReact is a robust video tool that allows for many different applications and methods of feedback.

- individual student and group recordings
- commenting on pre-recorded videos
- peer reviewing and commenting
- real-time feedback during live sessions
- time-coded feedback with text, video, and audio
- rubric assessment
- AI generated feedback

It is ideal for any skills-based practice or assessment requiring communication or demonstration of a skill, including using visual aids or presentation decks. It's a tool for any activity or assessment where you want to see and hear the student, or you want the students engaging with media.

There are several assignment types that use GoReact in Connect.

- **Video Capture** is an assignment type in Connect that allows you to use the full capabilities of GoReact for student recordings.
- **Recordable Video Chat** is a Question Bank activity created for World Languages as a synchronous communication tool allowing up to nine students to meet online together to make a recording in the target language.
- **VoiceBoard** is a Question Bank activity created for World Languages as an asynchronous communication tool that allows students to practice speaking, reading, and writing in the target language.

#### What training options are available?

Reach out to your Customer Service Representative for in-depth training or questions. They may connect you with one of McGraw Hill's knowledgeable Digital Faculty Consultants.

#### Where should my students and I go for technical support with GoReact?

##### Tech Support Representatives

Visit the [Tech Online Support Center](#)

**Phone:** [\(800\) 331-5094](tel:8003315094)

**Online:** [Submit a Support Request](#)

**Chat:** [Chat with a Representative](#)

##### Email & Live Chat:

Sunday: 12:00 PM to 12:00 AM EST

Monday-Thursday: 24 hours EST

Friday: 12:00 AM to 9:00 PM ET

Saturday: 10:00 AM to 8:00 PM ET

##### Phone:

Sunday: 12:00 PM to 1:00 AM EST

Monday-Thursday: 8:00 AM to 1:00 AM EST

Friday: 8:00 AM to 9:00 PM ET

Saturday: 10:00 AM to 8:00 PM ET





## Do GoReact assignments sync with Learning Management Systems?

As with other Connect assignments, GoReact Video Capture and Question Bank (for World Languages Recordable Video Chat and VoiceBoard) assignments are deep linked with Canvas, Blackboard, and Brightspace D2L, allowing for the assignment information and scores to sync with the LMS.

## Can I share GoReact assignments with other instructors?

GoReact Video Capture and Question Bank (for World Languages Recordable Video Chat and VoiceBoard) are an assignment type in Connect and thus assignments can be copied or shared with other instructors, either as a single assignment, or as part of a copied/shared course. Everything that is part of the assignment—including the selected rubric and the selected markers—will be copied over.

## What if I don't see Video Capture as one of my available assignment types?

Reach out to your Customer Success Representative for assistance.

## Video Questions

### What devices can students use to record their videos?

If students are recording directly into their Connect assignment, it is best to use a webcam. If they are recording a video separately with the intention of uploading to their Connect assignment, they can use a smartphone, tablet, or webcam.

### What if students have trouble uploading their videos?

The two main reasons why uploads fail are a poor internet connection (too slow or inconsistent) and/or an exceedingly large file. This [GoReact Troubleshooting Uploading](#) guide will walk students through how to address most upload problems.

### Why can't I play a student video?

There are several reasons why video sessions may be unplayable. Please see the [GoReact Troubleshooting Playback](#) guide.

### What can I do if I delete a student's video?

If you delete a student video as an instructor, you cannot undelete it. You can, however, ask the student to restore the video from their Archive screen, or contact Support for assistance.

### What happens if a student deletes a video?

A student may delete a video during their recording session if it is not a “single recording attempt” activity. Those recordings will move to their Archive where they can later be restored if needed. A student may also choose to archive (soft delete) a video they already posted by clicking on the



ellipses/menu to the right of the video thumbnail and selecting "Archive." The video will remain on the Archive screen, which is only visible to the student. The student can always restore the video by clicking on Archive screen, then selecting "Restore" from the ellipses next to that video. Any existing comments or rubric scores will be restored along with the video file. If the assignment allows only a single recording attempt (i.e., it has been intended as an "exam" assignment), then only you can archive videos.

### Am I able to see a student's "draft" videos?

Students are able to save their video as a "draft" unless it is set up for only a single recording attempt. These drafts are not visible to the instructor, only the student. Once it is posted, it will be visible.

### Can a student submit multiple videos for one assignment?

A student can submit multiple videos for one assignment (assuming you haven't set up the assignment as a "single recording attempt"), and you can score multiple submissions within the tool. However, Connect will only store the most recent score submitted to you as the instructor. That score will appear in Connect reports and on the student's results page. If a student clicks into the post-submission view, they will be able to see all of their recordings and any comments or scores on all of them.

### What mobile capabilities are available for GoReact?

Students and instructors can access GoReact assignments via Connect through a tablet browser, or using the desktop browser version, as they would for other types of assignments.

Students **cannot** use the standalone GoReact mobile app to record and submit videos to Connect. Connect accounts for students and instructors are not integrated with the standalone GoReact app, so they will not be able to access GoReact assignments via the app.

### What options are available to submit recordings to a GoReact assignment?

- **Recording via smartphone:** Students can record a video on their smartphone, then transfer the file to a computer or tablet to upload and submit the video to the GoReact assignment in Connect. You cannot access the assignment via smartphone.
- **Recording and submitting via an iOS or Android tablet:** Students can record a video by accessing the GoReact assignment in Connect via the tablet browser and using it to record and submit directly. They can also upload an existing video (previously recorded and saved to their device) to the assignment.
- **Upload via YouTube:** Students can record a video on their preferred device, upload the video to YouTube, then select the "YouTube" option in the GoReact assignment in Connect. They will paste the YouTube link as their submission. Privacy for YouTube videos must be set to either "public" or "unlisted."
- **Upload via Zoom link:** Students can record a video in a Zoom meeting if they have a Zoom account. They will select the "Zoom" option to upload that video to the GoReact assignment in Connect by choosing the file from their Cloud Recordings or a locally saved recording.

## Assignment Setup Questions

### Who can comment on, record, or view a video?

Connect is a secure, private platform that allows instructors and student presenters to record videos using GoReact within Connect. You can see all videos and comments in their course(s) while student permissions are set per activity. Students may be limited to viewing only their own videos and feedback, viewing feedback from other students, and/or viewing all videos and feedback in a course.

### How do I set up peer groups?

If peer review is enabled, students can review any recording submitted by their peers for a specific assignment. Setting peer groups for assignments within GoReact or Connect is not currently supported. If you opt to set peer review groups, you will need to clearly communicate these groups to students outside of the assignment, for example, through your LMS.

### Can I set up deadlines for self-review or peer review?

Multiple deadlines are not currently supported in Connect or GoReact. Peer and self-review are available to students for as long as the assignment is open, so be sure to set the due date for your last milestone. Once that date passes, students will be locked out of the assignment and unable to complete self- or peer reviews, so be sure to clearly convey deadlines for every milestone to your students.

### What is the Participant Slides option?

If you enable the Participant Slides option, students can upload slides and timestamp the transitions in their recordings. Slides must be uploaded in PDF format. Alternatively, students can share their screen and present, but it won't timestamp the transitions.

## Attempts, Due Dates, and Extensions

### How do attempts work for GoReact assignments?

GoReact Video Capture assignments allow only a single Connect attempt and have an automatic submission policy. This means that any assignment a student starts will be automatically submitted on the due date, and the assignment will be locked. If a student opens the assignment, it will show as "submitted" even if they haven't uploaded a video, because opening the assignment counts as starting it. Extending the time to complete the assignment only helps students who haven't opened it yet. For those who have already opened the assignment, their single attempt is considered used once the due date passes, and the assignment remains locked, regardless of any extensions given.

Note: VoiceBoard and Recordable Video Chat activities for World Languages are subject to the policies for the Question Bank assignment type.

### Why is Video Capture a single-attempt assignment?

Video Capture is a single-attempt assignment because speeches or presentations often include a collaborative element, such as peer review. Students need to all access the same attempt on the assignment in order to record their own videos for others to evaluate and in turn, to evaluate videos of their peers. If we did allow multiple attempts, there would be no way of ensuring that students have a peer speech to evaluate in the 2nd or 3rd attempt.

### Can I give students another attempt for a Video Capture assignment?

Yes, that will require reopening the assignment by deleting the student's attempt in Connect and extending the due date if the due date has passed. To give a student another attempt and a date extension, go to the individual assignment extension page in Connect for the assignment. Select the student(s) that you wish to reopen the assignment for, then select the checkbox for "Reopen assignment". If the due date has passed, you must also add a date extension.

Note: Deleting the attempt will not remove previous work, e.g., videos that a student may have already recorded or comments on a peer's video.

### Can I change the due date or give a student an extension?

Extensions or date changes need to happen BEFORE the original due date to ensure nothing is automatically submitted and the attempt stays open. Changing dates or providing an extension will give more time to students who have never opened the assignment. For students who did already access the assignment (and are locked out as a result), see the question directly above this one to reopen the assignment.

### Can students record multiple videos in a GoReact assignment?

Unless you opt for a single recording attempt on the activity settings page, GoReact allows students to record as many videos as they choose, so in that sense, students do have multiple attempts/can have multiple submissions. Whatever a student does in the GoReact tool (whether that's nothing, recording 1 video, recording multiple videos), that counts as one attempt. However, once that attempt is submitted on the due date, the student has no further attempts to record, upload, or provide feedback. The most recent submission will be the one that syncs with Connect gradebook and the LMS.

### Can I view videos that students have saved as "Draft"?

No, only the students can view their draft videos. They can save as many drafts as they wish provided the assignment is not set up as a "single recording attempt". They must ultimately post/submit ONE video if they want the assignment show submitted to you.

### Connect shows that I have X students who submitted the assignment, but I don't have X number of videos when I go into the GoReact grading dashboard. Where are the missing videos?

Due to the forced submission policy, Connect automatically submits whatever work a student has completed in a video capture assignment on the due date, even if they

haven't done anything at all. The student activity page recognizes those cases in which a student opened the assignment and never recorded or uploaded a video as a "submission." The GoReact dashboard, however, will only show videos that have been uploaded or recorded successfully. That's why you are seeing a discrepancy between the number of submissions and the videos available to grade. Likely, you're not seeing a student's video because either they never uploaded or recorded one while the assignment was open, or they deleted or archived the video. If the latter, the video should still appear in the Archive screen for the student but will not be visible to you. You can request that they restore the video.

## Feedback/Grading

### Who can view feedback?

Instructors can always see all comments on all videos. Students can view all comments on their OWN videos (i.e. where they are the Presenter). When using closed peer review, peers can see only their OWN comments on other people's videos. When using open peer review, peers can see their own and others' comments.

### When can you review videos to grade and provide feedback?

Video Capture assignments allow for both live feedback (during a live individual or group session) and after-the-fact feedback upon submission. If needed, you can do both — critique the presentation live, then go back later for edits and additional comments. VoiceBoard assignments and Recordable Video Chat assignments will be reviewed after submission.

### How many people can critique a video?

As many GoReact users as you like may review a video, as long as you've given them permission to do so. The reviewer must be in your Connect section to give feedback.

### How soon is a reviewed video available?

Videos are recorded and securely stored in real-time anywhere you have an internet connection when logged into a Connect account. AI features such as the time-stamped transcript and AI generated markers and comments will be ready within 3 minutes of submission.

### Can I "hold" feedback so students won't see it immediately?

Yes, you can toggle the "**Show feedback & grades**" off to hide feedback until you decide to release it. When hidden, students will not see scores, comments, markers, and rubrics from you or from peers, but they will see their own feedback. When shown, all feedback and grades are viewable immediately based on the assignment privacy settings. In either case, rubric evaluations are held back/not visible to the student until they are posted by you as the instructor.

To turn off "**Show feedback & grades**," first create a new assignment and save it. Click the assignment in Connect and choose to EDIT it. You'll be brought to the assignment in GoReact. The

“**Show feedback & grades**” toggle is located in the top left area of the screen. It defaults to on (green), simply click to toggle off (gray). When you are ready to show the feedback, you can return and toggle it back to on (green).

### How do I change a grade?

If you want to adjust a grade, you need to change the points score or the rubric in GoReact by going into the assignment from the student activity page. Go to the assignment itself and click on Grade Student Assignments. Select the video that you wish to update the score for. To edit the points value, simply type the new points value in the white **Pts...** box. If there is a rubric attached, click **UNPOST RUBRIC** and then re-grade the rubric. When you are satisfied—you’ll see the new score in the lower left corner of the rubric—click **POST RUBRIC**. The updated score will populate immediately in the instructor and student reports (and will override the previous score given).

Note: Re-syncing the assignment in your LMS may affect grades you have changed, so check Connect guidelines for your LMS to get more specifics.

### Will blank scores be sent to my LMS as zeros?

If you have an LTIA integration, you have the option to have dashes sent to the LMS instead of 0s so that you do not affect students’ grades. Contact your LMS admin or Support for assistance.

### Why isn't this score synced to Connect or my LMS after the due date?

There are two cases in which a score in a video capture assignment will not sync to Connect or the LMS due to technical limitations: if you upload or record a video on behalf of a student, or if it’s a group recording. The score provided in the GoReact platform will not show up in Connect reports, appearing as a "0" in the assignment results report. It will need to be manually updated in your LMS. If you do not use an LMS, you’ll need to manually update that score in whatever gradebook you use.

## GoReact AI Features

### What does AI Assistant in GoReact include?

- Automatically generated, time-stamped, searchable transcript
- AI analytics related to filler words, pauses, pace, etc.
  
- AI Markers and Comments
  - The AI will flag specific behaviors using pre-generated markers specific to their discipline.
  - Students will receive auto-generated and immediate feedback with those markers.



## AI Assistant options

### Can I turn off the AI features?

- The Transcript and Analytics will always be available.
- AI Assistant is selected on a per assignment basis, there is no default.
- Instructors choose their desired AI marker set and can turn off the AI generated feedback comments if they choose.

### Can I turn on the AI Assistant after students have submitted videos?

Yes! If you have an assignment that already has submissions, you can edit the assignment settings and add the AI Assistant. You can even change the marker set and the AI markers and feedback will update.

### What marker sets are available?

Currently there are preset markers created by GoReact for specific disciplines. (see above)

### Can I create my own AI marker set?

Not at this time. If you have a suggestion for markers, submit that suggestion through the MHHE Intake form to the product group or to Janet Boring directly.

### What is the difference between the Marker sets and the AI Markers?

- Marker sets are the tool that has always been available in GoReact. You can create and edit this set of markers for when you are giving feedback to the students or choose a set from the library.
- AI Markers are the preset list of markers by discipline that the AI will automatically identify and use to generate automatic feedback for students.
- You can choose to use one or both (or neither) depending on your needs.

## AI Feedback

### How long does it take for the feedback to appear?

About 3 minutes after student submits the video.

### Can I delay the AI feedback from showing to students?

Yes, you can use the existing feedback toggle to turn off the feedback until you are ready to release it or choose not to release it at all.

If an instructor allows for multiple attempts, can students view the AI feedback before submitting their final attempt?

Yes, the feedback appears within about 3 minutes after submission.

Would the AI feedback be individually removable if an instructor disagrees with the feedback?

Yes, the instructor is able to edit or delete the AI comments. Just note that it appears in the video a few minutes after submission so the student may still see it. If they are concerned about this, the instructor can delay feedback. (see above)

Are the students able to see these graphs about filler words and such, or is this only visible to the instructor?

Students are able to see everything the instructor does – transcript, analytics, markers, and comments.

How many pieces of feedback will students receive for any given video submission?

Currently for each selected marker students will receive 4 discrete pieces of feedback (if there are enough examples). Two of the items will be related to the first half of the video and two will be related to the second half. The AI picks the best feedback examples to provide to the students.

What languages are supported?

- AI Assistant markers and comments are available in U.S. English for all disciplines.
- For World Languages they are available in Spanish, French, German, and Italian.
- The AI Assistant metrics that are language dependent (i.e. filler words and hedging words) are available for English-only.
- Transcriptions are available for video submissions in which the spoken language is English, Spanish, French, German, Italian, Portuguese, or Dutch.

What is the accuracy of the transcript?

- 95-97%

Will World Languages feedback only be in English?

The comments themselves are written from the perspective of an instructor teaching native English students that are studying a foreign language. Part of the comments will be in English to help the student understand the feedback, but the comment will quote the text in the transcript that needs to be improved and provide an example of the correct text in Spanish, French or German.

What happens where there is a group recording with multiple speakers?

- The AI will recognize different voices if they speak for more than half a second and each person will be identified in the transcript.
- The timestamp on the comments and feedback will allow the students and instructor to identify which speaker the feedback is for.

How did students respond to seeing “AI” give feedback on speeches and not their instructor? Is there any way to edit the name of the AI entity giving the feedback?

- This was a major focus of our Beta testing (12-month period testing) and the feedback coming back showed REALLY GREAT reception of feedback coming from “GoReact AI Assistant”.
- There is not an option to edit the name.

What types of submissions is this available for?

This is available for videos recorded in GoReact, student files uploaded from a student’s device, or a student’s Zoom recording link. AI Assistant is not available for YouTube video links.

Does this tool use our students’ data to train itself?

No, it does not.

Is our students’ data secure?

Yes, GoReact has a data privacy policy, and their AI partner never receives any identifying information from the student, only the audio portion of their video to create the transcript and generate the feedback.

## Voice Board Questions

Can I monitor or participate in the discussion board while the assignment is in progress?

Yes, you can access the discussion board through the “preview” tab when you click on an assignment.

Why are my students receiving a read-only error when trying to comment on an open Voice Board assignment?

Voice Board assignments are designed to allow students to access the assignment as many times as they like until the due date to review and add comments. After the first time they submit their assignment, due to the nature of the GoReact connection, if they attempt to access it again through their results page, they will get a read-only error. The solution is for students to always access the discussion through their assignment list and not from their results page if they want to add or reply to comments.

Can I edit or delete student comments from a discussion board?

Yes, you can edit or delete any comment posted. Note that students are only able to edit or delete their own comments.



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Can I create my own Voice Board activities?

Yes! See the Instructor Guide for details.

## Recordable Video Chat Questions

How many students can participate in a Recordable Video Chat?

Up to nine students can participate in the group recording. It functions just like a Video Capture group recording assignment.

Does the AI Assistant work for Recordable Video Chat assignments?

Yes! Just go in and edit the settings in GoReact after you assign the activity in Connect.

Can I create my own Recordable Video Chat activities?

Yes! See the Instructor guide for details.



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[www.supportateverystep.com](http://www.supportateverystep.com)

[WWW.MHHE.COM/SUPPORT](http://WWW.MHHE.COM/SUPPORT)  
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