

IXL Frequently Asked Questions for Parents

Can students practice in other grade levels?

- Absolutely! Students have access to all IXL grade levels.

Do questions repeat?

- No, your child won't see repeated questions. Although the type of question will be similar within a skill, each skill on IXL has an unlimited number of unique problems. Students will always receive fresh, new problems.

Why should I add an e-mail address to my child's account?

- E-mail is a great way to keep parents up-to-date about their child's IXL progress.
- If there is a valid e-mail account associated with the student account, IXL can send e-mail updates with links to the child's individual award certificates.
- Students can also recover forgotten usernames or passwords on their own, if they have an e-mail address in their account.

How do I change my child's password?

- Click on the welcome drop-down menu, and select **Profile & Settings**. Then, click **Change Password**. Enter your current password and the new password. Click **Submit** when finished.

Can my child use IXL on an iPad?

- Yes, an iPad is a great way to practice skills and win prizes on IXL! A few IXL features, such as reports and interactive graphing skills, utilize Adobe Flash and, therefore, are not supported on the iPad. We recommend using a computer for these tasks.

So...how does the SmartScore work?

- The SmartScore is a number that can be anywhere from 0 to 100. When a student starts practicing a skill, the SmartScore starts at 0. As he or she answers questions correctly, the SmartScore increases. If a question is answered incorrectly, the score decreases. But the SmartScore is not just based on the percentage of problems correct. It is calculated using many factors, including the number of problems completed, problem difficulty, and consistency.
- A skill is mastered when the SmartScore reaches 100, but the number of problems it takes to master a skill varies with every student.
- The amount of time a student spends on each problem doesn't affect the SmartScore.

How is a SmartScore interpreted?

- IXL also rates scores as:
 - o **Needs Improvement** (<70)
 - o **Satisfactory** (70-79)
 - o **Good** (80-89)
 - o **Excellent** (90-99)
 - o **Mastered** (100)or
 - o **Provisional**
- A Provisional rating indicates that IXL cannot accurately rate the score because the student has answered fewer than four problems in that skill.
- If the student has mastered a skill, the rating for that skill remains "Mastered" even if the student continues to practice it later and scores lower.
- A skill is mastered when the SmartScore reaches 100.