

Frequently Asked Questions

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This page contains a list of frequently asked questions about Smartwork. If your question does not appear here, please visit the W. W. Norton service desk via the link at the bottom of the page.

Hide All Answers

What are the system requirements?

You can view the system requirements for Smartwork [here](#).

How do I submit my answer?

After answering a question in Smartwork, you can submit your answer by clicking on the “Submit Answer” button, located in the bottom-right corner of the Question Player.

Please note that you will only receive credit for your answer if you complete the question. You can complete the question by meeting one of the following conditions:

- You answer the question correctly
- You exhaust your allotted attempts on the question
- You give up on the question and view the solution

The screenshot shows a Smartwork question player interface. At the top, there is a navigation bar with 'HW1', a date '05/25/17', a score indicator '-- %', and a user email 'sbaker01@wnorton.edu'. Below this, a message states: 'This is a Numeric Entry question / It is worth 1 point / You have 2 of 2 attempts remaining /'. The main question area is titled '06 Question (1 point)' and includes a 'See page 27' link. A dropdown menu shows '1st attempt'. There are links for 'See Periodic Table' and 'See Hint'. The question text is: 'What is the mass of 62.0 mL of ethanol? The density of ethanol at room temperature = 0.789 g/mL.' Below the text is a numeric entry field with a 'g' unit. At the bottom, there is a progress indicator '0 OF 14 QUESTIONS COMPLETED', a question navigation control '< 06/14 >', and a 'SUBMIT ANSWER' button.

Why can't I make another attempt on the question?

You can submit answers until one of the following conditions are met:

- You answer the question correctly

- You exhaust your attempts
- The Grades Accepted Until date passes
- You run out of time on your timed assignment

Once one of these three conditions is met, the Submit Answer button will disappear, and will be replaced with a message that says “Question Completed.” **You will only receive credit for your work on a question if you complete the question.**

What is a Grades Accepted Until Date?

The **Grades Accepted Until** date is the due date of the assignment. At the Grades Accepted Until date, the assignment will lock and all work will be submitted to your instructor. You can work on the assignment up until the Grades Accepted Until date.

How do I know if I completed a question?

When you complete a question, the Submit button will deactivate and in its place, you will see the message “Question Completed.” You will have completed a question when one of the following conditions are met:

- You answer the question correctly
- You exhaust your attempts
- The Grades Accepted Until date passes
- You run out of time on your timed assignment

The screenshot shows a question player interface. At the top, there is a navigation bar with a back arrow, 'HW1', a calendar icon, '05/25/17', a score indicator '0%', and a user profile 'sbaker01@wnorton.edu'. The main content area displays '06 Question (1 point)' with a 'See page 27' link. Below this is a 'Solution' section with a lightning bolt icon. Underneath is an 'Explanation' section with a lightning bolt icon and a 'See Hint' link. The question text asks for the mass of 62.0 mL of ethanol given a density of 0.789 g/mL. A text input field contains '48.9' followed by a 'g' unit. Below the question are two attempt history entries: '2nd attempt' and '1st attempt', each with a right arrow and a red 'X' icon. At the bottom, there is a progress bar showing '1 OF 14 QUESTIONS COMPLETED', a navigation bar with left and right arrows and '06/14', and a red-bordered box containing a checkmark and the text 'QUESTION COMPLETED'.

I want to skip a question. Can I get back to it?

You can skip a question by clicking on the arrows at the bottom of the Question Player. You can navigate back to it at any time by using the arrows in the Question Player, or by going to the assignment homepage and clicking on the "play" button next to the question you want to go back

to. You can return to the question until the Grades Accepted Until date passes.

Question	Type	Points	Attempt	Status
01 What class of matter does the diagram below repres...	Multiple Choice	- / 1	- / 2	Not Started
02 How would you describe the change depicted in the ...	Multiple Choice	- / 1	- / 2	Not Started
03 Which of the following processes is a chemical react...	Multiple Select	- / 1	- / 2	Not Started
04 Which of the following are physical rather than chem...	Multiple Select	- / 1	- / 2	Not Started
05 The price of a popular soft drink is \$0.970 for 24 oz ...	Mixed	- / 1	- / 2	Not Started
06 What is the mass of 62.0 mL of ethano? The density ...	Numeric Entry	0 / 1	2 / 2	Completed
07 The widths of copper lines in printed circuit boards ...	Mixed	- / 1	- / 2	Not Started
08 The answer A will be expressed to the place.	Dropdown List	- / 1	- / 2	Not Started
09 To how many significant figures should the above an...	Multiple Choice	- / 1	- / 2	Not Started
10 From the list below, select the appropriate SI unit. 2...	Multiple Choice	- / 1	- / 2	Not Started
11 Diamonds are measured in carats, where 1 carat = 0...	Numeric Entry	- / 1	- / 2	Not Started

My instructor published an assignment, so why can't I see it when I log in?

When you log in to Smartwork, you will automatically see a list of assignments that have Grades Accepted Until dates. If your assignment does not have a Grades Accepted Until date, it will not appear in this list. To see assignments without Grades Accepted Until dates, click the "Show Unassigned Items" button, located in the lower-left of your screen.

← Digital Resources SMARTWORK5 sbaker01@wnorton.edu

Chemistry
THE SCIENCE IN CONTEXT
FOURTH EDITION
Gilbert, Kirss, Foster, and Davies

Smartwork5
Interactive Problem Solving

Current grade for completed and past-due activities: **0%**
How is this average calculated?

ACTIVITY TITLE	GRADES ACCEPTED UNTIL	TIME SPENT (MM:SS)	GRADE
HW1	5/25/17 12:00 PM	14:03	0%

Show Unassigned Items

POWERED BY KNEWTON

← Digital Resources SMARTWORK5 sbaker01@wnorton.edu

Chemistry
THE SCIENCE IN CONTEXT
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Smartwork5
Interactive Problem Solving

Current grade for completed and past-due activities: **0%**
How is this average calculated?

ACTIVITY TITLE	GRADES ACCEPTED UNTIL	TIME SPENT (MM:SS)	GRADE
HW1	5/25/17 12:00 PM	14:03	0%
HW2	not assigned	—	—

Hide Unassigned Items

POWERED BY KNEWTON

What if I have a timed assignment?

If your instructor sets a time limit for your assignment, you will see the time limit in the assignment homepage before you enter the assignment.

Smartwork 5 CHEMISTRY: THE SCIENCE IN CONTEXT, 4E sbaker01@wnorton.edu

HW1
Welcome to Smartwork! This assignment is designed with rich feedback to guide you as you learn.

SCORE **0%** 05/25/17 01:00:00

This assignment has a time limit of 60 min Grades are accepted until May 25th, 2017, at 12:00 PM (Hawaii Time).

1 OF 14 QUESTIONS COMPLETED [▶ RESUME ASSIGNMENT](#)

Question	Type	Points	Attempt	Status
01 What class of matter does the diagram below repres...	Multiple Choice	- / 1	- / 2	Not Started
02 How would you describe the change depicted in the ...	Multiple Choice	- / 1	- / 2	Not Started
03 Which of the following processes is a chemical react...	Multiple Select	- / 1	- / 2	Not Started
04 Which of the following are physical rather than chem...	Multiple Select	- / 1	- / 2	Not Started
05 The price of a popular soft drink is \$0.970 for 24 oz ...	Mixed	- / 1	- / 2	Not Started

When you enter the assignment, you will see a countdown clock located in the black bar of the question player. **Once you enter the assignment, the countdown clock will begin to count down to zero. There is no way to pause this timer. To avoid accidentally triggering the countdown clock, do not enter the assignment unless you are ready to complete the assignment.**

Once you run out of time in the timed assignment, you will not be able to submit additional answer attempts.

HW1 05/25/17 SCORE 0% 00:33:09 sbaker01@wwnorton.edu

This is a Multiple Choice question / It is worth 1 point / You have 2 of 2 attempts remaining /

01 Question (1 point) [See page 5](#)

1st attempt

Part 1 (0.5 point) [See Periodic Table](#) [See Hint](#)

What class of matter does the diagram below represent?



(a)

Choose one:

- A. Mixture of elements
- B. Mixture of compounds
- C. Compound
- D. Pure element

1 OF 14 QUESTIONS COMPLETED < 01/14 > SUBMIT ANSWER

What if late work is accepted for a certain assignment?

If your instructor accepts late submissions for your assignment, you will see a message in the assignment homepage before you enter the assignment stating that late work is accepted for a certain number of days after the due date at a certain penalty per day.

HW1
Welcome to Smartwork! This assignment is designed with rich feedback to guide you as you learn.

SCORE 0% 05/25/17 01:00:00

This assignment has a **time limit of 60 min**. Your assignment is due on **May 25th, 2017, at 12:00 PM (Hawaii Time)**. Late work is accepted **1 day after the due date, at 5% penalty per day**.

1 OF 14 QUESTIONS COMPLETED RESUME ASSIGNMENT

Question	Type	Points	Attempt	Status
01 What class of matter does the diagram below repres...	Multiple Choice	- / 1	- / 2	Not Started
02 How would you describe the change depicted in the ...	Multiple Choice	- / 1	- / 2	Not Started
03 Which of the following processes is a chemical react...	Multiple Select	- / 1	- / 2	Not Started
04 Which of the following are physical rather than chem...	Multiple Select	- / 1	- / 2	Not Started
05 The price of a popular soft drink is \$0.970 for 24 oz ...	Mixed	- / 1	- / 2	Not Started

Why do I sometimes see hints and feedback, while other times I don't?

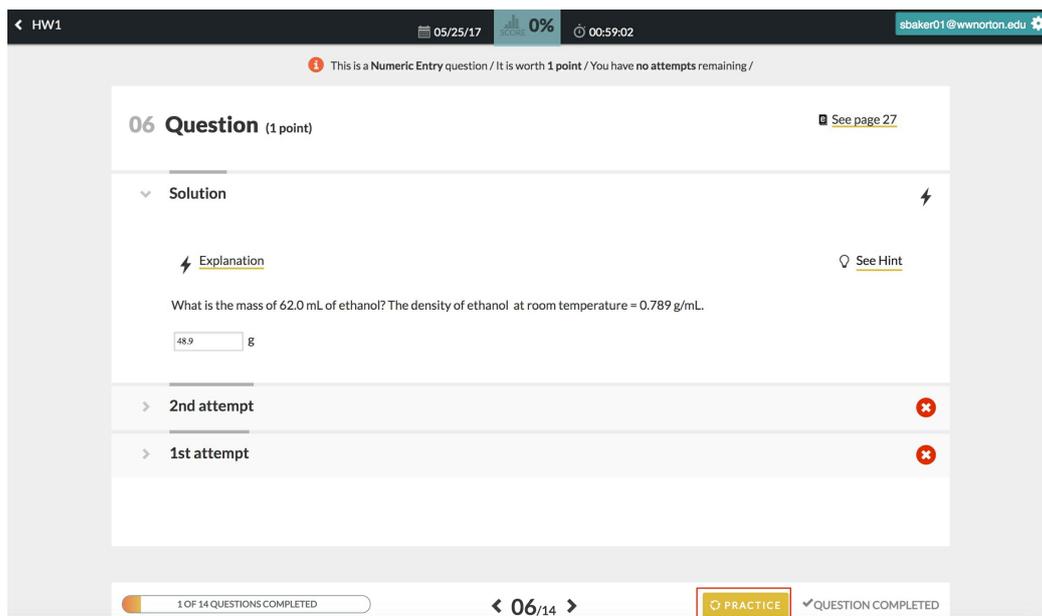
Hints, feedback, grading tips, and ebook links are settings controlled by your instructor. You may see them for some assignments and may not see them for other assignments at your instructor's discretion.

I finished the assignment. Can I go back and work on the questions for extra

practice?

Your instructor will determine when you can go back and work on questions for extra practice after you finish an assignment or question. Sometimes you can go back into an assignment for practice after you complete a question, or after the Grades Accepted Until date passes for the assignment.

Once an assignment is open for extra practice, re-enter the assignment by clicking on the “Review Assignment” button. When you are in the Question Player, you will see a Practice button, which will allow you to answer the question when you click on it. You may practice the question as many times as you want.



The screenshot shows a question player interface. At the top, there is a navigation bar with a back arrow, "HW1", a calendar icon, "05/25/17", a score indicator "0%", a timer "00:59:02", and a user profile "sbaker01@wmorton.edu". Below the navigation bar, a red warning icon and text state: "This is a Numeric Entry question / It is worth 1 point / You have no attempts remaining /". The main content area displays "06 Question (1 point)" with a "See page 27" link. Underneath, there is a "Solution" section with a lightning bolt icon and an "Explanation" section with a lightning bolt icon and a "See Hint" link. The question text reads: "What is the mass of 62.0 mL of ethanol? The density of ethanol at room temperature = 0.789 g/mL." Below the text is a numeric entry field containing "48.9" and a unit "g". At the bottom of the question area, there are two attempt buttons: "2nd attempt" and "1st attempt", both with red "X" icons. At the very bottom of the interface, there is a progress bar showing "1 OF 14 QUESTIONS COMPLETED", a navigation arrow "06/14", a "PRACTICE" button, and a "QUESTION COMPLETED" checkmark.

How the Practice Function Works in Adaptive Assignments

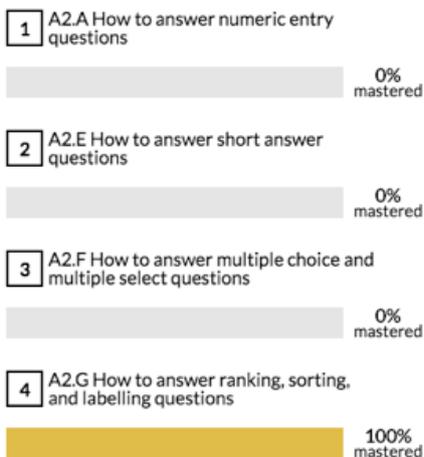
Once the GAU date (including a Late Work Period) has passed in an Adaptive assignment, you will be able to continue answering Adaptive questions in “Practice” mode. This means that you can continue answering questions related to the Learning Objectives in this assignment. This does not change your score on the assignment, but it can change your Mastery level on these objectives.

To continue practicing, enter the assignment and click on the Follow Up or Warm Up:

Question	Type	Points	Attempt	Status
01 Two types of questions that you may encounter are ...	Mixed	2 / 2	1 / ∞	Completed
02 Labeling Module problems provide you with an ima...	Labeling	1 / 1	1 / ∞	Completed
03 Ranking Module questions will present you with a s...	Ranking	1 / 1	1 / ∞	Completed
04 Questions involving the Sorting Module will ask you...	Sorting	1 / 1	1 / ∞	Completed
05 The Short Answer module is used when the answer ...	Short Answer	3 / 4	2 / ∞	Incomplete
06 In chemistry, very large or very small numbers are o...	Algo Numeric Entry	0 / 2	- / ∞	No Attempts
07 In science, many different measurements can be tak...	Numeric Entry	0 / 2	- / ∞	Not Started
08 According to the rules for significant figures, zeroes ...	Algo Numeric Entry	0 / 1	- / ∞	Not Started
09 The Chemical Equation Module (CEM) allows stude...	Chemical Equation	0 / 3	- / ∞	Not Started
10 The Symbolic Equation Module (SEM) allows studen...	Symbolic Equation	0 / 3	- / ∞	Not Started
11 In this exercise, you'll be asked to select specific ato...	Molecule Drawing	0 / 3	- / ∞	Not Started
12 The 2D Molecule Drawing Module (MDM) allows st...	Molecule Drawing	0 / 3	- / ∞	Not Started
13 A common drawing setting in the 2D Molecule Dra...	Molecule Drawing	0 / 3	- / ∞	Not Started
14 When set to an organic drawing mode, the 2D Mole...	Molecule Drawing	0 / 3	- / ∞	Not Started
15 You may be asked to show stereochemistry as part ...	Molecule Drawing	0 / 3	- / ∞	Not Started
 Follow Up	Adaptive	Practice	-	Incomplete

You'll see which Learning Objectives you have mastered. You can then click on Practice to continue answering questions in the objectives you have not yet mastered.

Your Learning Objectives Mastery



Your Practice Questions

Question	Type	Learning Objective	
P1 The Chemical Equation Module (CEM) allow...	Chemical Equation	Prerequisite: A2.B How to answer chemical equation questions	✓
P2 The Symbolic Equation Module (SEM) allow...	Symbolic Equation	A2.D How to answer symbolic equation questions	



How can I see my overall score in Smartwork?

← Digital Resources SMARTWORK5 millicentbulstrode@norton.edu ⚙️

Smartwork5
Interactive Problem Solving

Current average grade for completed and past-due activities: **92%**
How is this average calculated?

ACTIVITY TITLE	GRADES ACCEPTED UNTIL	TIME SPENT (MM:SS)	GRADE
Homework 1	3/31/16 12:00 AM	5:19	92%

Show Unassigned Items

You will see your overall grade when you first log in to Smartwork. It is located in the upper-right corner of the screen.

How is my overall score calculated?

Your overall Smartwork grade is calculated from assignments depending on their due dates.

- Assignments with **past** due dates are **always** counted in your overall grade.
- Assignments with **future** due dates are counted **only if** you've earned a score on them already.
- Assignments with **no** due date are not assigned, and are **not** counted in your overall grade.
 - Exception: if no assignments have due dates, then they are all counted.

Depending on your instructor's course settings, you might see the scores on the assignment list in **percentages** or in **points**.

Example: Grading in Percentages

If the scores on your assignment list are shown in **percentages only**, then your overall grade is your average grade on counted assignments.

For example, supposed you've earned these grades:

- Chapter 1 Review (past due): 90%
- Chapter 2 Review (past due): 100%
- Chapter 3 Review (not yet due): 80%
- Chapter 4 Review (not yet due): — (you didn't start yet)
- Math Review (no due date): 80%

Your overall score counts Chapter Reviews 1 and 2 because they're past due, and Chapter 3 Review because you've done work and earned a score.

Chapter 4 Review isn't counted because you haven't done work yet, and the Math Review isn't counted because it doesn't have a due date (that is, it's unassigned).

So your score is the average of Chapter Reviews 1-3: $(90 + 100 + 80) \div 3 = 90\%$

If you access Smartwork through your campus Learning Management System, this should be the grade you see in your LMS gradebook.

Example: Grading in Points

If the scores on your assignment list are shown in **points** as well as percentages, then your overall grade is the combined grade of all the counted assignments.

For example, suppose you've earned these grades:

- Chapter 1 Review (past due): 9/10 (90%)
- Chapter 2 Review (past due): 10/10 (100%)
- Chapter 3 Review (not yet due): 12/15 (80%)
- Chapter 4 Review (not yet due): — (you didn't start yet)
- Math Review (no due date): 16/20 (80%)

Your overall score counts Chapter Reviews 1 and 2 because they're past due, and Chapter 3 Review because you've done work and earned a score.

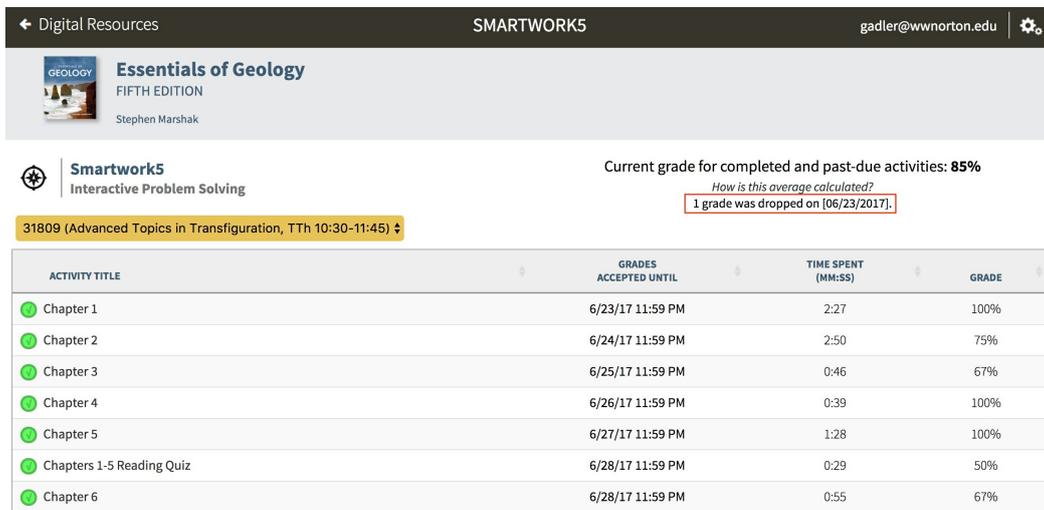
Chapter 4 Review isn't counted because you haven't done work yet, and the Math Review isn't counted because it doesn't have a due date (that is, it's unassigned).

So your score is the total from Chapter Reviews 1-3: $(9 + 10 + 12) / (10 + 10 + 15) = 31/35$ (89%)

If you access Smartwork through your campus Learning Management System, this should be the grade you see in your LMS gradebook.

What if I see a message that grades were dropped?

If it's the end of the semester, you might see a message near your overall Smartwork grade indicating that grades were dropped.



The screenshot shows a Smartwork5 interface for the course "Essentials of Geology, Fifth Edition" by Stephen Marshak. The current grade for completed and past-due activities is 85%. A message indicates that 1 grade was dropped on 06/23/2017. Below this, a table lists the activities and their grades.

ACTIVITY TITLE	GRADES ACCEPTED UNTIL	TIME SPENT (MM:SS)	GRADE
Chapter 1	6/23/17 11:59 PM	2:27	100%
Chapter 2	6/24/17 11:59 PM	2:50	75%
Chapter 3	6/25/17 11:59 PM	0:46	67%
Chapter 4	6/26/17 11:59 PM	0:39	100%
Chapter 5	6/27/17 11:59 PM	1:28	100%
Chapters 1-5 Reading Quiz	6/28/17 11:59 PM	0:29	50%
Chapter 6	6/28/17 11:59 PM	0:55	67%

If you see this message, it means your instructor chose to exclude one or more of your **lowest** assignment grades from your overall grade.

- This means your grade went **up** at the end of the semester!

This is an optional grading policy, defined by your instructor.

- It won't occur in all Smartwork courses.
- If you have any questions about whether this policy applies to your class, please refer to your syllabus or ask your instructor.

Example: The Lowest Grade Was Dropped

Suppose it's the end of the semester, and you've earned these grades:

Chapter 1 Review (past due): 90% Chapter 2 Review (past due): 100% Chapter 3 Review (past due): 80% Chapter 4 Review (past due): 100 Math Review (no due date): 80%

Your overall score counts Chapter Reviews 1, 2, 3, and 4, because they're past due. It doesn't count the Math Review, because it has no due date (that is, it's unassigned).

Before the lowest grade is dropped, your overall grade is the average of Chapter Reviews 1–4: $(90 + 100 + 80 + 100) \div 4 = 93\%$

If your instructor chooses to drop one assignment from this overall grade, then near the end of the semester your grade will be recalculated.

In this example, the lowest grade is the 80% you earned on Chapter 3 Review, so it's dropped.

So your final grade is: $(90 + 100 + 100) \div 3 = 97\%$

You'll see a message on your assignment list screen near your overall grade: "1 grade was dropped on [date]."

Note that every assignment is still listed on the page, even if its grade was dropped. You can still see what grade you earned on it, and you can open the assignment to review the work you did.

If your overall Smartwork grade is scored in points: the process works the same way.

- Assignment scores are still dropped according to the lowest **percentage** grade you earned on them.
- If there's a "tie" between two low scores, then Smartwork drops the one that gives you the **higher** overall grade.

Can Smartwork be used for self-study?

No, Smartwork cannot be used for self-study and can only be accessed through an established instructor student set.

To visit the W. W. Norton service desk, click [here](#).
