



Literacy Matrix FAQ

Enrollment.....	1
Literacy Matrix Coursework Description	1
Technology.....	2
Verification of Participation and Stipends.....	5
Content.....	6

Enrollment

Which educators qualify to take the Literacy Matrix?

All Florida certified public and public charter school educators K-12 who require a Reading Endorsement are qualified to take the Literacy Matrix for free. All other learners will need to register through [self-pay](#).

How do I learn more about Literacy Matrix coursework?

For descriptions on coursework in the Literacy Matrix, please view this page.

[Literacy Matrix Coursework Description](#)

What should I do if I need help enrolling in the Literacy Matrix?

For assistance enrolling in the Literacy Matrix, please reach out to our literacy team. Their email is literacymatrix@coe.ufl.edu.

Where do I find the term dates and more information about the Literacy Matrix?

To view course term dates and more information about Literacy Matrix, please visit our website at [Literacy Matrix | Lastinger Center for Learning \(ufl.edu\)](#)

What is the deadline for enrolling?

To view enrollment dates for current and future courses, please visit our website at [Literacy Matrix | Lastinger Center for Learning \(ufl.edu\)](#)

What if I have taken the Elementary and/or Secondary Micro-Credential?

If you have received mastery in the Elementary and/or Secondary Micro-Credential, this satisfies Competency 1. You are eligible to begin your Literacy Matrix coursework in Competency 2 in the next available term.

Do I have to complete the pre-enrollment for each term to be enrolled in courses?

No, you do not need to fill out the pre-enrollment form for each term. The pre-enrollment form is primarily intended for learners who have not taken a literacy matrix course in the past few months. If you are a current participant, you will fill out the registration request form.

What should I do if I need to update my pre-enrollment submission?

Please reach out to our literacy team. Their email is literacymatrix@coe.ufl.edu

What should I do if I want to skip a term?

You can skip a term and sign up for the next available term by filling out the registration request form. If you have missed more than two terms, you will need to fill out the pre-enrollment form.

What should I do if I need help withdrawing from the Literacy Matrix?

For assistance withdrawing from the Literacy Matrix, please reach out to our literacy team. Their email is literacymatrix@coe.ufl.edu.

Technology

How do I know if I have completed the course?

To see if you have reached mastery in your course, log into your course and click your grades tab. Here you will see your course update to ‘Mastery Achieved’ once you have passed the course. Your dashboard will update within 24 hours or after you press the blue refresh button! Your dashboard is accessible by visiting the Genius student information at flamingolearning.geniusis.com

If you see a ‘mastery achieved’ on your grades tab, we will receive it on our end too.

Why isn’t the progress bar showing 100% completion? Why can’t I move forward?

Here are some suggestions for problem-solving this issue.

The best way to move through the course content in your course is to use the **“Timeline”** feature located at the top of your course. You should see a checkmark next to all items in each module when you have completed everything. The Content Navigator Widget is meant to provide a preview of your progress, not to be the main access point for navigating your course.

If you think you have completed all the content in your course but are not able to move forward to the next item in the course, please revisit your interactive activities to ensure you have achieved 100% on your activities.

To verify that you have successfully mastered the course, visit the **“Grades”** feature located at the top of the course. You will see **“Mastery Achieved”** once you have successfully completed the course.

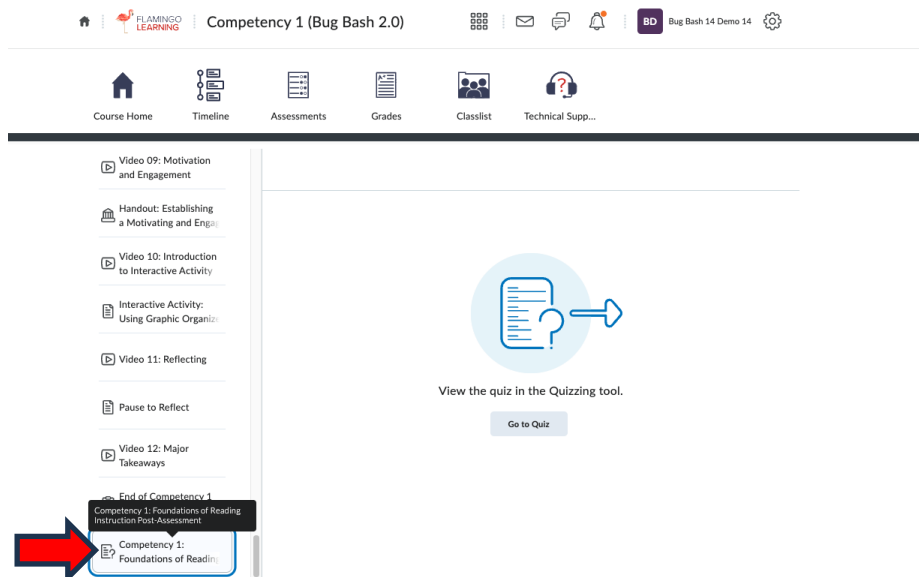
Grade Item	Points	Weight Achieved	Grade
Competency 1: Foundations of Reading Instruction Pre-Assessment	0 / 100	0 / 0	
Assignment: Blendable Sounds Video	100 / 100	0 / 0	
Competency 1: Foundations of Reading Instruction Post-Assessment	0 / 100	0 / 100	

If you still have trouble moving forward in your course, please visit our support website at <https://flamingosupport.freshdesk.com/en/support/home>.

I can't find the post assessment. Where is it located?

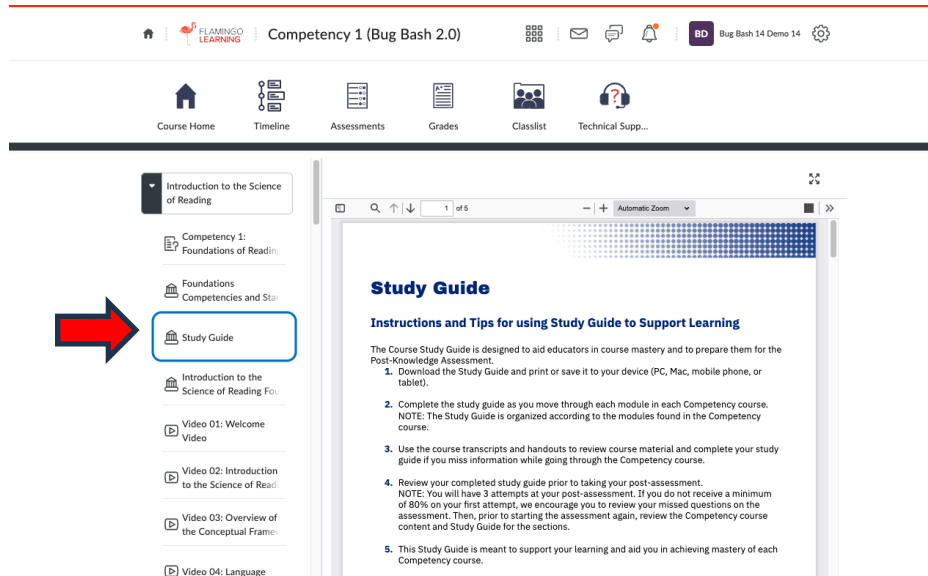
The post-assessment is located toward the end of each comprehension module. As you move through each comprehension module, you will come to the post-assessment. It is important to know that the release conditions of the Learning Management System (LMS) will only allow you to unlock one item at a time. This means that you will need to unlock all items that precede the post-assessment to access it.

If you continue to have trouble locating the assessments, please reach out to our support team. Their email is support@flamingolearning.com.



I can't find the study guide. Where is it located?

The study guide can be found in your timeline under the first module in the course. You can complete this resource as you move through your content. Please note that you will need to view the preceding items in the module to unlock the study guide.



The study guide will prepare you for the final assessment in the course. There is not an answer key for the study guide. One tip is to use the control + F search feature in the module transcripts to search for answers you were not able to find in the videos and handouts.

Who do I contact if I am having technology issues?

For technology support, please visit our support website at <https://flamingosupport.freshdesk.com/en/support/home>.

Verification of Participation and Stipends

How do I receive my verification of participation (VOP) certificate?

Once you have completed all your Literacy Matrix coursework, you will be enrolled in a completion course. In this course, you will request a copy of your Verification of Participation (VoP).

After requesting your VOP certificate, please expect 1 month of processing time before receiving your certificate. Thank you for your patience on this.

How do I add my reading endorsement to my teaching certificate?

Once you receive your VoP, you will submit this to your district for evidence of completion of the Literacy Matrix.

I have a question about my stipend. Who do I talk to?

For questions related to stipends, please reach out to our stipend team at stipends@coe.ufl.edu.

Content

Do I have course resources available to me?

You will receive a course guide, a suggested pacing guide, and a study guide for each course. You will also receive weekly announcements from a course facilitator. Please read all the course resources carefully and monitor your progress toward completion.

Do I need to master the interactive activities with 100% to move forward in the course?

Yes, all interactive activities must be mastered with 100% to move forward.

What happens if I do not receive mastery in my course after 3 attempts at the post-test?

To earn mastery in this course, learners are required to earn a minimum of 80% on the final post-test. Learners will have 3 attempts in the course to earn a minimum of 80% on the final post-test.

- If you DO NOT earn a minimum of 80%, you may retake the course ONLY one additional time.
- If you DO NOT earn a minimum of 80% after retaking the course, you will need to work with your district liaison to discuss other opportunities to master this course.

How many opportunities does a participant have to master each competency in the Literacy Matrix?

A participant has two opportunities to master each competency.

Can I still take other competencies in the Literacy Matrix if I don't master one or more competencies?

Yes, a participant can take other competencies but cannot take the same competency more than twice in the Literacy Matrix.

How do I get more information about the 40-hour reading requirement and certificate renewal/professional learning points?

All credentialing questions should be sent to the *Just Read Florida* office at JustRead@fldoe.org