



Technical Support

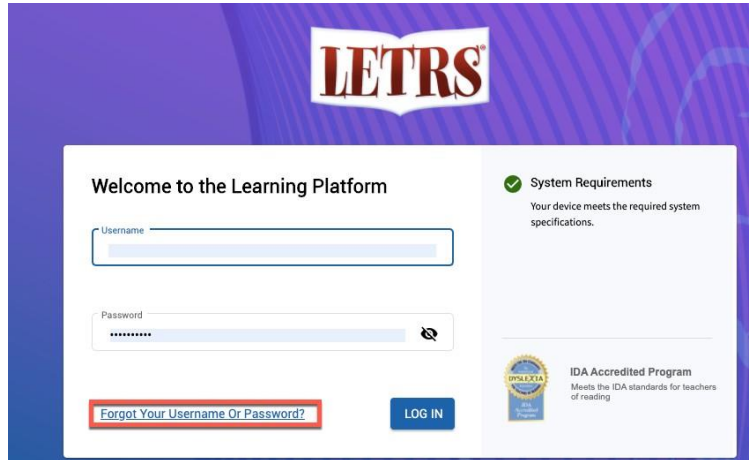
I forgot my username and password. What do I do?

On the log-in screen, locate the **Forgot Your Username Or Password?** link.

Request to have your username and/or password emailed to you.

How can I reset my password?

After logging in, click your name on the upper right side of the page. Click **View Profile**.



Select a Course

On the **My Profile** page, click **Password**.

Follow the instructions to create a new password.

My Profile

Personal Information

Password

License Status

Change Password

Current Password

New Password

Password must be 8-30 characters. Spaces are not allowed.

Confirm New Password

Password must be 8-30 characters. Spaces are not allowed.

CANCEL

CHANGE PASSWORD

The site is taking a while to load. What can I do?

You may need to clear your browsing data. Follow these steps to clear your browser's cache. **Link to the PDF with instructions for clearing the browser cache**

Who do I contact for technical support?

Call 800.547.6747

Email support@voyagersopris.com

Is access to closed captioning available for Zoom training sessions?

Closed caption is available via zoom. Let the facilitator know that you will be using the feature in private chat.



General Information

What is LETRS?

Developed by renowned literacy experts Dr. Louisa Moats and Dr. Carol Tolman, *LETRS*[®] is a flexible literacy professional development solution for pre K–5 educators. *LETRS* earned the International Dyslexia Association's Accreditation and provides teachers with the skills they need to master the fundamentals of reading instruction—phonological awareness, phonics, fluency, vocabulary, comprehension, writing, and language.

What does the LETRS Suite include?

LETRS Professional learning that provides K–5 teachers with deep knowledge to be literacy and language experts.

LETRS For Early Childhood Educators--Provides strong foundational skills that all preK–K teachers must have.

LETRS For Administrators--Exceptional support for school leaders to improve school and district literacy instruction.

What grade range of teachers is appropriate for *LETRS*?

LETRS is for teachers of students in grades K-5 with, a sweet spot for K-3, who teach foundations of reading (phonological awareness, phonics, word study, vocabulary, comprehension). It is also appropriate for any teacher with students who require intervention to remediate reading difficulties.

What does LETRS include?

LETRS includes the following for each participant:

Online License

Pre-Assessment (prior to beginning units 1-4 and again prior to Units 5-8)

Post Unit Assessment (at the completion of each Unit 1-8)

Post- Assessment (at the completion of units 1-4 and another at the completion of units 5-8)

Online learning and activities

Embedded Journaling

Bridge to Practice

Print book



What makes the new edition of LETRS Unique?

- Updated research
- Integrated Bridge to Practice Exercises
- Bridge to Practice opportunities to apply evidenced-based concepts and best practices to daily instruction.
- Detailed Reporting for Accountability
- LETRS gives participants and administrators the ability to measure participation and knowledge gains.
- Embedded Video Modeling of Instruction
- Embedded video demonstrates how to deliver effective instruction that teachers understand and how to apply concepts to classroom practice.

How long does it take to complete a unit? Units 1 – 4? Units 5 – 8?

The estimated amount of time it will take to complete the online content and reading/activities in the book is approximately 12 to 15 hours per unit. If adding time for face-to-face workshops, the time to complete a unit may be up to 18 – 21 hours. With in-person workshops, it may take 72 – 84 hours to complete the first four units, and the same amount of time to complete Units 5-8. An implementation plan that dedicates about 2 – 2.5 hours a week for PD time would allow completion of four units per school year.

Is there a certificate of completion?

Yes, for the online component. There is a certificate of completion for the online units that reflects the completion of all of the activities. The certificate can be printed at the end of each unit by the participant. It does not reflect a specific number of hours.

Does LETRS support ELL or Dual Language Immersion instruction?

Although LETRS focuses on the teaching of English literacy skills, it more importantly teaches us how literacy occurs. It doesn't matter whether it's English, Spanish, Japanese, etc. When we study the processes of our brain, as we do in Unit 1, we specifically address the job that different areas of the brain perform when a child is learning language and acquiring literacy. However, if we analyze this information carefully, we can see the many challenges presented to our native speakers of English and, in particular, our English learners as well as our students participating in dual language programs. LETRS does not address any of particular language configurations (such as dual language education) directly. However, it does make the case for direct and explicit instruction because of the increased number of phonemes that the English language has over others, the difference in our language's phonetic structure, the increased sophistication needed in English phonological awareness, and the nature of English orthography.

Are the Bridge to Practice activities in LETRS required?

The Bridge to Practice activities are not required. They are designed to enhance and extend the learning of the LETRS content into a practical experience whereby teachers facilitate their learning through lessons in their own classrooms with their own students.



NM Make-Up Sessions

If a teacher misses a cohort meeting, they can attend a make-up session. Registration for make-up sessions is through the Voyager Sopris website:

<https://www.voyagersopris.com/professional-development/leters/training-support> .

A calendar of make-up sessions is available as well as a link to register (see screenshot below). There is no charge for the makeup session. Add that you are from NM PED in the notes.

NEW! Virtual Post-Unit Trainings

Deepen your understanding of the science behind teaching literacy. Delivered virtually, these *LETRS* professional development sessions provide educators with the depth of knowledge needed to teach language and literacy skills to every student. Multiple options available. **Each Unit training is designed for those who have a *LETRS* license and have completed the *LETRS* coursework for that Unit.** The Unit training is six hours total delivered in two, three-hour parts.

[More Info](#)

LETRS: Units 1–8
Registration closes at 5:00 p.m. (CT) the Friday before the week of training.
[View 2021 Calendar](#) • [Register Now](#)

LETRS for Early Childhood Educators
Registration closes at 5:00 p.m. (CT) the Friday before the week of training.
[View 2021 Calendar](#) • [Register Now](#)



What is *LETRS for Administrators*?

LETRS for Administrators is a resource that supports instructional leaders and administrators in the implementation of *LETRS* professional development, and provides useful professional resources to help their efforts in raising reading achievement.

There are three components in the online course *LETRS for Administrators*:

Intro: This online experience includes a greeting from the authors, as well as a quick overview of the user experience and its structure.

Overview: This online experience provides a condensed version of *LETRS* content and information about how to support a *LETRS* participant.

There are 8 Units, one for each of the units in *LETRS*.

The content is gated.

The amount of time needed to complete the Overview section, if reviewing all units consecutively, is a minimum of 8 hours.

Administrator: This section includes online resources designed to complement the information in the Principal's Primer book to support administrators in navigating campus and district-based literacy initiatives. There are 8 units, each representing a component of the Literacy Framework introduced in the course. Topics include:

- Facilitating change
- Assessment and outcome data
- Universal instruction
- Resource management
- Targeted and intensive instruction
- Data analysis
- School leadership teams
- Professional development and sustainability

Is there a pre-test in *LETRS for Administrators*?

No. There are no assessments in *LETRS for Administrators*. Participants can create their plan, complete activities to help them analyze data and resources, and create action steps for to support the Literacy Framework to help create action steps. All responses entered into the course are saved.

Is there a certificate of completion?

Yes, for the online component. There is a certificate of completion for the online units that reflects the completion of all of the activities. It does not reflect a specific number of hours.



What types of activities are available for users online?

In the Overview component, there are 8 units, each representing a unit of *LETRS*. In each Unit, there are a series of click-through slide decks with information about the *LETRS* content.

In the Administrator component, there are 8 units, each representing a series of topics associated with the Literacy Framework. Engagement activities include click-through slide decks, presentations, interactive activities, and reflection tools. There are also resources to download and print if desired.

Are there Bridge to Practice activities in *LETRS for Administrators*?

No; however, there is a Literacy Framework that leaders will complete as they move through each unit, explore the resources, identifying needs, examining staffing, and collecting data from the building/district. This Literacy Framework helps leaders develop action plans to facilitate change within their campus or district.