Frequently Asked Questions

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Customer Portal & Dashboard

How can I track the progress of learners and view the courses that they are taking?
You can track the progress of learners by clicking on the Learners tab. Once here, you will have access to all learner information associated with your account. You will then be able to click on the individual learners' names and view their course History.

Is there a way to see how many learners are taking a specific course?
Yes. When you are viewing your Partner Portal, you will see a Courses tab. Once you click on this tab you will see the list of courses and the number of active learners who are taking that course. Active learners are learners who have registered or for people who have not registered for courses (were uploaded) but have responded to at least one text from Cell-Ed.

What types of reports are available on the Customer Portal & Dashboard system?
You are able to pull Daily, Weekly, and Monthly Learner Reports on the reports page by selecting the "type" of report you would like to generate.

How do I find a specific learner?
To find a learner, navigate to the Learner tab, you can type their name or phone number into the search bar.

Courses, Coaching, & Content

What languages are the Onboarding Learner Flyers available in?
Cell-Ed's Learner Onboarding Flyers are currently available in English and Spanish.

What languages are Cell-Ed Courses available in?
Some Cell-Ed courses are available in both Spanish and English, and some are offered in both languages. Cell-Ed also has Spanish and English-speaking coaches available to provide support to learners who are beginning with the English on the Go Level 1 course. To view our entire course catalog, click here!

Is Cell-Ed accessible to learners with varying levels of English proficiency?
Yes, it is. When learners register for Cell-Ed they will take a language proficiency test. The results of this exam will determine their language placement. The learner will then be placed in the appropriate courses.

Can an international phone number be used for Cell-Ed?
Yes, however, for international phone numbers we recommend using WhatsApp or the Cell-Ed mobile app to avoid international messaging charges. At this time, coaching nudges and reminders are not sent to international numbers.

How can I view coaching interactions?
Navigate to the Learners tab and select a learner profile by clicking on their name or number. Scroll down until you see the "Coaching Activity" section.

For English learning, what levels are provided? Do they relate to CASAS scores/levels?

A placement is provided to learners to place them in the right level, aligned with CASAS, Best Plus, and more. Intro to English 1 & 2 for true beginners is available for Spanish Speakers.

- Level 1 - Basic conversations, reading, and writing for basic situations
- Level 2 - Everyday conversations, reading, and writing more advanced phrases
- Level 3 - Near fluency for work and life
- Level 4 - Foundation for post-secondary academic English
- Level 5 - Near fluency for increasingly advanced topics
- Level 6 - Fluency, ready for college, management, and more

There are also vocational English programs in partnership with SEIU-1099 NY and English Empowerment Centers. The Advanced SkillBuilder Series was developed in partnership with Educational Testing Services (ETS).

Can two accounts be created for one phone line?

Not at this time because Cell-Ed tracks each user by their phone number. Each Cell-Ed account will require a unique phone number.

Where do I get feedback from learners?

Cell-Ed coaches continuously gather feedback from learners. We will share learner feedback in reports sent during the contract period. You can also review learner feedback in the Notes under the "Coaching Activity" section in the learners' profile.

**Can a learner take multiple courses at the same time?**

Yes, a learner can begin a new course at any time. The learner can save their progress as they complete their courses. Learners will also receive a Congratulations message from their coaches once they have completed each course!

Learner Usage & Triage

How can a learner contact Cell-Ed's English and Spanish speaking Coaches?
Cell-Ed provides English and Spanish speaking coaches to support learners. To reach out to their coach, learners can go to the Help tab of the app and either call, text, or email the coach directly from the app.
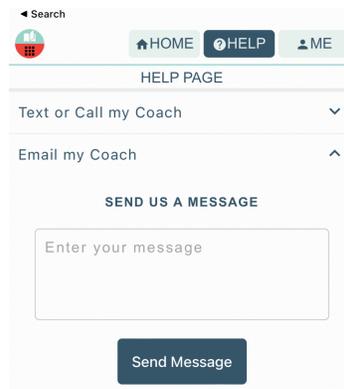
If a learner disables their SMS notifications, does that mean coaching will not work for them?
If a learner disables their SMS notifications, they will not be able to receive coaching messages. This selection is made during onboarding. See below if they would like to turn the SMS notifications back on.

How can a learner re-enable SMS notifications?
Learners can go to the **ME** tab to turn on their notifications, tab > Preferences > select "allow my coach to send me messages."

Data & Privacy

The Cell-Ed dashboard/portal has identifying student information. Is this information shared anywhere outside of Cell-Ed?
Individual learner data is not shared with anyone other than approved partners and Cell-Ed staff. We do not sell information or data to any third parties. We take learner privacy very seriously as we work with many vulnerable populations. If any results or findings are shared publicly, then it is anonymized so no one person could be associated with the data points collected/shared.

What security measures does Cell-Ed take to ensure secure PII?
Cell-Ed is SOC 2 compliant. SOC 2 is a voluntary compliance standard for service organizations, developed by the American Institute of CPAs (AICPA), which specifies how organizations should manage customer data.

If you have any questions or require additional support, please contact
customersuccess@cell-ed.com.