ChengTsui Web App FAQ

GENERAL

What is the ChengTsui Web App?

The ChengTsui Web App is Cheng & Tsui's digital learning platform. On the Web App, users can access a selection of our acclaimed language learning titles, enhanced with multimedia and interactive features.

What subscription options are available for teachers and students?

We offer a variety of subscription options to meet the diverse needs of learners and educators. Please refer to the table below to see what is included in each subscription level. We offer 6-month, 1-year, and 2-year subscriptions.

Features	Basic	Essential	Educator	Student Web App Workbook	Teacher Web App Workbook
Interactive textbook	✓	✓	✓		
Streaming audio	✓	✓	✓	✓	✓
Streaming video*	✓	✓	✓		
Note-taking tools	✓	✓	✓		
Extra interactive exercises*	✓	✓	✓		
Interactive workbook		✓	✓	✓	✓
Printable character workbook		✓	✓	✓	✓
Access to autograded score reports		✓	✓	✓	✓
Rostering tools			✓		✓
Assignment creation tools			✓		✓
Contextualized teaching tips			✓		
Access to the Teacher Resources			✓		
*Select titles only					

Do you offer language lab licenses?

Currently, we do not offer language lab licenses. To use the Web App, each individual teacher and student needs their own subscription. However, because the Web App is browser-based, teachers and students can still access their accounts in a computer lab or library.

Can the Web App integrate with my learning management system (LMS)?

The Web App does not currently integrate with any learning management systems.

Does the Web App use simplified or traditional characters?

Certain titles are available in both simplified and traditional character formats on the Web App.

Users of the *Integrated Chinese* Web App Edition can use the character set toggle in the e-reader to switch between simplified and traditional characters in the textbook, interactive content, and workbook.

PRICING & PURCHASING

What is the price of a Web App subscription?

Pricing for Web App subscriptions vary depending on the subscription level, term length, and whether or not it is bundled with a print textbook. If your school or district is interested in purchasing subscriptions in bulk, please contact your account representative for a quote.

Is the Web App a one-time purchase or subscription based?

The Web App is subscription-based. We offer subscription lengths of 6 months, 1 year, and 2 years. You will not be automatically charged after your Web App subscription expires. To renew an expired subscription, please contact your account representative.

Is a Web App subscription included with the purchase of a print textbook?

A Web App subscription is not included with the purchase of a print textbook. However, we do offer textbook/Web App subscription bundles at a reduced price.

Are subscriptions for teachers free?

Depending on your class size, you may qualify for a complimentary Web App subscription. Please contact your account representative for more information.

How can my students purchase Web App subscriptions?

If your students will be purchasing Web App subscriptions for themselves, please direct them to our online store.

If your school will be purchasing Web App subscriptions on behalf of students, please contact your account representative.

Please note that Web App subscriptions cannot be purchased via resellers such as bookstores or Amazon and can only be purchased directly from Cheng & Tsui.

USING THE WEB APP

Are there instructions on how to use the Web App?

If you encounter any issues while using the Web App, please refer to the Web App User Guide for step-by-step instructions.

Are there video tutorials for the Web App?

Yes! We are in the process of creating a video tutorial series. You can watch the videos that have been released so far here.

How do I create groups?

To create an open group (recommended for college and university programs), please refer to these instructions in the Web App User Guide.

To create a closed group (recommended for K-12 programs), please refer to these instructions in the Web App User Guide or this video tutorial.

How do students create accounts?

If your students will be purchasing their own Web App subscriptions, accounts will automatically be created for them using the email address they use on our online store. They will receive an automated email notification containing their login information.

If you or your school will be purchasing subscriptions on behalf of your students, you or another administrator will need to add them to a closed group. Once they have been rostered, students will receive an automated email notification containing their login information. For step-by-step instructions on how to add members to a closed group, please see this video tutorial.

How do I create assignments?

Please see our video tutorial on creating assignments.

How do students submit assignments?

Please refer to these instructions in the Web App User Guide.

Can students complete open-ended exercises (e.g. speaking and long composition) in the workbook?

Our digital team is working hard to add this feature to the Web App in the near future. Teachers will have the option to create custom exercises incorporating audio, file upload, and text entry. Please note that autograding will not be available for custom open-ended exercises.

Can students see solutions to exercises in the workbook?

By default, the workbook is in auto-feedback mode. When a student completes a workbook exercise, they can see whether their response was correct or incorrect, as well as the solution. This allows them to self-check their work.

When a teacher assigns an exercise set as part of an assignment, the workbook shifts into autograding mode. After a student submits their response, they can still see whether their response was correct or incorrect, but they are not shown the solution. Students can see the solutions again one week after the assignment due date, allowing them to use the workbook for practice and review.

How can I view students' scores?

Please refer to these [instructions](#) in the Web App User Guide.

If you have additional questions, please [contact your account representative](#).