

# Ember FAQs

## About Ember

- **What is Ember?**
  - **Ember supercharges reading growth by extending instruction beyond tutoring sessions with up to 10 minutes of personalized, independent practice each day.** Students work with Ember for 1-5 minutes in the waiting room before their tutoring session and can continue for another 5 minutes post-session. Ember focuses on building oral reading fluency through targeted reinforcement activities.
- **What does Ember “Early Access” mean?**
  - In Fall 2025, we piloted Ember with 5 districts, 55 schools and over 1500 students. On February 2nd we will provide "early access" to Ember for all our participating schools in service of **maximizing student reading growth while gathering valuable feedback from our school partners to continuously improve the platform.**

## Student Experience

- **Who is eligible for Ember?**
  - All Ignite Reading students are eligible for Ember.
- **Will Ember impact my students’ time in their Ignite Reading tutoring session?**
  - No, students’ Ignite Reading tutoring sessions will remain at 15 minutes daily.
- **When can students engage in Ember?**
  - Students can engage in Ember 1-5 minutes prior to their tutoring block, with the opportunity to continue the learning 5 minutes post-tutoring as well. If a student logs in *less than* 1 minute prior to tutoring, they will be taken directly to their tutoring session.
- **When will newly added students be able to access Ember?**
  - New students can start using Ember right away.
- **How will Ember change the trajectory of how students will move through the program?**
  - Our data suggests that it will accelerate their growth. In our Fall 2025 pilot, students with 3 minutes in Ember practiced over 5 words per session and mastered 10% more high-frequency words.
- **Does Ember leverage AI technology?**
  - All Ember content and curriculum are human-designed by our reading specialists and grounded in the science of reading.
  - **Ember does NOT use:**
    - Generative AI or large language models (like ChatGPT)
    - AI-generated instructional content
    - Chatbots or conversational AI interacting with students
  - **Ember does use:**

- **Automatic Speech Recognition (ASR)** is an AI-assisted technology that listens to students read aloud and analyzes their pronunciation at the phoneme level, helping us identify which sounds and skills they've mastered.

## Data

- **What data is Ignite Reading capturing through Ember?**
  - Ignite Reading captures data on student attendance, engagement and mastery.
- **Will there be additional data reports to support Ember?**
  - Your Literacy Success Partner (LSP) will share Ember data with you as part of your Student Impact Updates. We are also working to incorporate Ember data in Ignite Reading's School Portal later in the year – stay tuned!
- **How will I know which students are engaging in Ember?**
  - Your Literacy Success Partner (LSP) will share Ember data with you as part of your Student Impact Updates, which will include Ember usage data. We are also working to incorporate Ember data in Ignite Reading's School Portal later in the year – stay tuned!

## Set-Up

- **Is there additional technology set-up required for Ember?**
  - Good news—you've already done most of the setup by hosting Ignite Reading! Just ensure:
    - **Headsets on, volume up and microphones unobstructed** (students need to hear and speak to Ember)
    - **Pop-ups are allowed** from <https://students.ignite-reading.com> to enable automatic transition to tutoring sessions (otherwise your students will have to manually press a button to transition)
    - **Product Analytics tracking is allowed** from <https://heapanalytics.com> to enable Ignite Reading to research the user experience and improve the product

## Feedback & Support

- **How can I get support?**
  - Please visit and [complete the Support Form on Ignite Reading's Knowledge Base](#) (select "Ember") and our Technology Support Team will be in touch with you.
- **How can I provide feedback on Ember?**
  - Feel free to submit feedback or enhancement ideas through the [Support Form on Ignite Reading's Knowledge Base](#) (select "Ember") and we'll route them to our Product Team. Ignite Reading will also send out Ember surveys to gather feedback from school leaders.