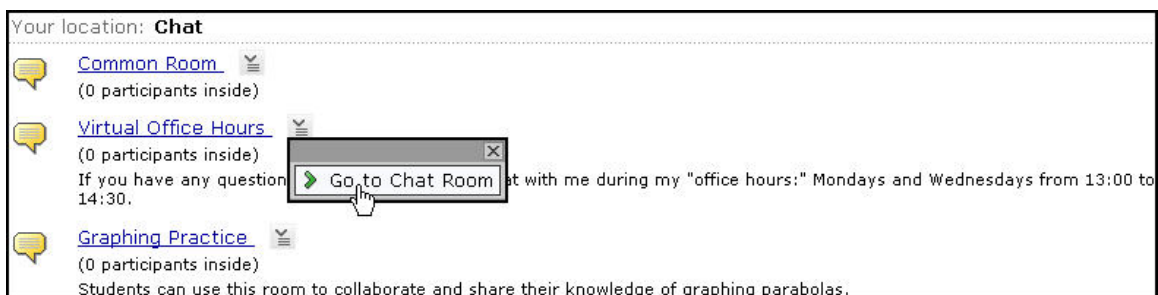




## Chat

Chat allows section members to communicate and collaborate with each other in real time by sending text messages, creating drawings, and sharing images. Chat rooms can contain both chat and whiteboard functions or be limited to just one or the other.



**Student View of Chat**

For example, you can use the Chat tool to hold online office hours, exam reviews, and study groups. You can use the whiteboard to display images, draw, and present slide shows.

❖ TERMS TO KNOW	
<b>Room type</b>	The Chat tool has three room types: <ul style="list-style-type: none"> <li>• Chat and Whiteboard – displays features for both chatting and drawing</li> <li>• Chat only – displays features for chatting only</li> <li>• Whiteboard only – displays drawing features only</li> </ul>
<b>Chat Room Log</b>	You can maintain a text file that logs chat room conversations.
<b>Alias</b>	You can allow members to use an alias while chatting to

	conceal their identities.
<b>Lobby</b>	The Chat home page is referred to as the lobby.

The Chat Tool by Tab	
<b>Build</b>	From the Build tab, you can add Chat links to folders, the Home Page, and learning modules.
<b>Build</b>	From both the Build and Teach tabs, you can: <ul style="list-style-type: none"> <li>• Create and name rooms (combined chat and whiteboard rooms, chat rooms, or whiteboard rooms).</li> <li>• Edit room settings to allow for private messages, allow members to use aliases, and limit the number of members in a room.</li> <li>• Set availability of rooms by date using Selective Release.</li> </ul>
<b>Teach</b>	From the Teach tab, you can also: <ul style="list-style-type: none"> <li>• Moderate chats with Handraise mode, Mute, and Deny Access.</li> <li>• Enable and view logged transcripts of room activities.</li> </ul>

## Creating Chat Rooms

To create a chat or whiteboard room:

1. Under Course Tools, click **Chat**. The Chat screen appears.
2. Click **Create Chat or Whiteboard Room**.
3. Enter the Title and Description and select whether to *Show or Hide* the room.
4. Select the room type: *Chat and Whiteboard*, *Chat only*, or *Whiteboard only*.
5. Enter the Maximum users that you wish to access the room at one time.
6. Expand *More Options*.  
Select the settings and click **Save**.

 **More Options** (Expand this area to see more options.)

Allow users to hide or show Chat or Whiteboard in a combined room

Allow private Chat messages

Maintain Chat room log

Allow alias

## Editing Room Properties

You can edit room settings to allow for private messages, allow members to use aliases, and limit the number of members in a room.

To edit the properties of a chat room:

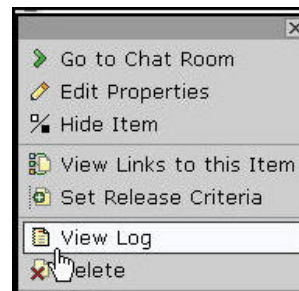
1. From the Chat screen, locate the chat room you want to edit and, from its ActionLinks menu, click **Edit Properties**.
2. Edit the title and description and choose the room type. Use *More Options* to set user permissions and room logging and click **Save**.

## Viewing Chat Room Logs

For rooms that have logging enabled, instructors can view a text file of chat room conversations. For example, you may choose to review the logs of group assigned rooms to determine the level of member participation.

⇒ To view a chat room log:

1. From the *Chat* screen, locate the room for which you want to view a log and click its ActionLinks icon.
2. Select **View Log** to display it. You may print or clear the log.

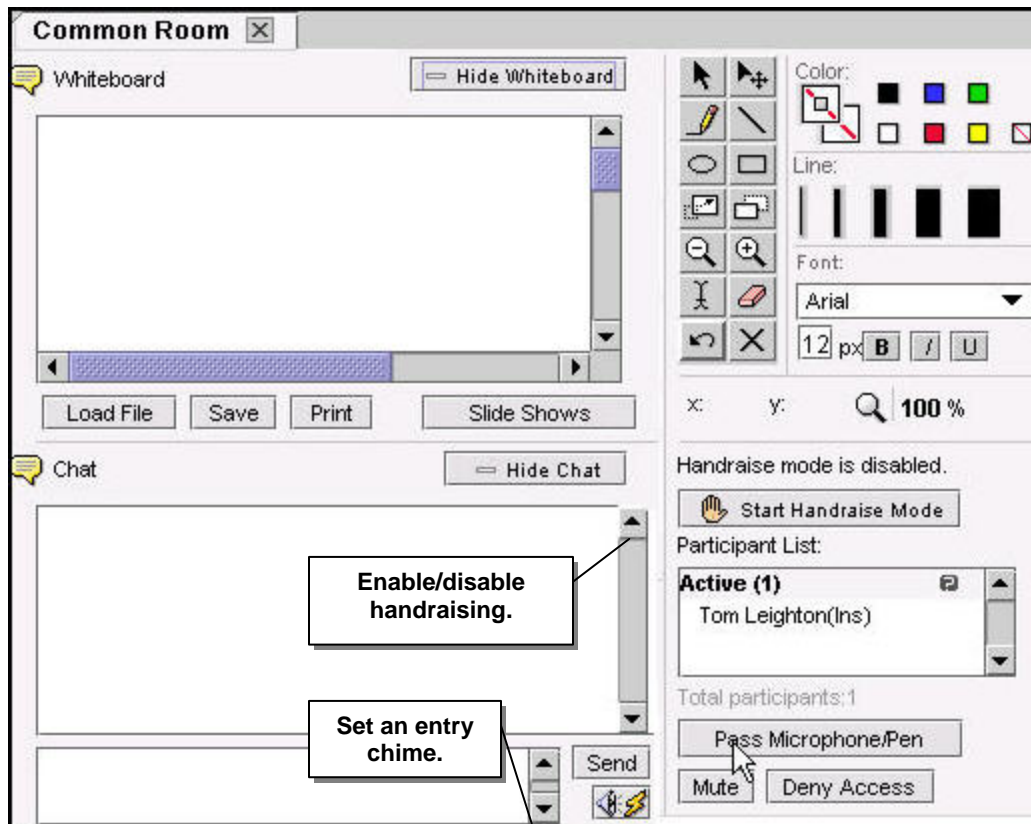


## Facilitating Chat Sessions

Monitoring chat rooms ensures good information flow. The following features facilitate chat sessions:

Use...	to:
<b>Chime Preferences</b>	play a sound, flash the screen, or both as an entry chime to notify members that another participant has entered the room. This helps maintain group awareness.
<b>Handraise Mode</b>	require students to “raise their hand.” You must call on them before they can contribute to the chat conversation.

Use...	to:
<b>Pass the Microphone</b>	allow only the student who has “raised” their hand to “speak.”
<b>Mute</b>	prevent a member from contributing to the conversation.
<b>Deny Access</b>	remove a member from a room. You can allow them to join again later.
<b>Enable Private Messages</b>	allow members in the same room to exchange messages among themselves without others seeing the messages or being aware that they have been sent.
<b>Enable Logging</b>	record conversations in a text file which can be reviewed.



To manage user participation:

1. Select a name in the Participant List to highlight it.
2. Click Pass Microphone/Pen, Mute, or Deny Access to perform the action for the selected person.
3. To send a private message, double-click a participant name, type a message, and Send.

## It's All About You

Be reliable, responsive, and accessible

- Establish expectations for your students about when and how quickly to expect responses from you
- Hold virtual office hours where you can be contacted in "real time" via phone or instant messaging (Chat or Who's Online, for example)

Let your personality shine through

- Tell a bit about yourself so that students can attach a real person to your text

- Use humor, encouragement, and empathy
- Be positive and use constructive feedback

Establishing yourself as an approachable, reliable source of guidance and information is the first step in creating an online community. After all, your students will need a good example to follow (that's you).

Teacher behaviors that encourage high levels of interaction with and between students and the development of learning communities more often have students with a sense of community and perceived learning [2]. These instructors are said to exhibit a strong and active **presence**.

[2] Shea, P. J., Li, C. S., Swan, K., & Pickett, A. M. (2005). Developing learning community in online asynchronous college courses: The role of teaching presence [Electronic version]. *JALN*, 9 (4), 60. Retrieved January 12, 2006 from [http://www.sloan-c.org/publications/jaln/v9n4/v9n4\\_shea\\_member.asp](http://www.sloan-c.org/publications/jaln/v9n4/v9n4_shea_member.asp)