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INTRODUCTION

5 out of 10 students said they want real-time and personal communication with their instructor for help with homework. MindTap Math Foundations is designed to foster student-to-student collaboration and student-to-instructor dialogue to help keep students engaged and motivated.

Objectives

This document introduces instructors to the following:

- The Message Center
- Managing your profile and contacts
- Messaging: types, sending, deleting
- Voice Chat
- Whiteboard share and tools
- Setting up your microphone

MESSAGE CENTER

The Message Center allows for synchronous and asynchronous communication and collaborative learning between peers and with an instructor. You can go directly to the Message Center by clicking the Message icon. If you have new messages, the icon will flash and tell you how many messages you have waiting.

From the Message Center, you can...

- send the same message to multiple or individual students.
- send the same message to all the students in the class.
- post announcements to the whole class.
**SETTING UP YOUR PROFILE**

The “My Profile” section of the Message Center is where you can update your username, first name and last name, upload an image (optional), and manage your contact preferences. The first and last name fields are pre-populated with the name you used during registration.

Use the following procedure to create your profile:

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Select the “My Profile” icon in the upper-left corner. An overlay will open that displays all the editable elements of your profile.</td>
</tr>
<tr>
<td>2</td>
<td>Upload a profile picture (this step is optional). Select the “Upload Image +” button, which will give you access to browsing your hard drive. Select a picture, and it will load into the image space.</td>
</tr>
<tr>
<td>3</td>
<td>Under the “Upload Image +” section, you will see the name that students will see if you contact them. This is what you entered during course setup, but you can edit it here.</td>
</tr>
<tr>
<td>4</td>
<td>Set up your Contact Preferences. Below your name entry is your “Contact Preferences.” You can decide if you want to:</td>
</tr>
</tbody>
</table>

**CONTACT PREFERENCE:**
- Connect with my students and other instructors.
- Connect only with my students.
- Connect only with other instructors.
- I don’t want to connect.
CONTACT LIST

All of your students in this course will automatically show up as your contacts as soon as they register. You won’t need to add them individually. You will only have access to contacts that have a MindTap Math Foundations account. NOTE: You cannot block any of your students, but students can choose “I don’t want to connect.” In this case, you will not be able to contact them individually, but they will still receive class Announcements from you.

Adding New Contacts

Use the following procedure to Add New Contacts:

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Select the blue “Add New Contact +” button in the upper-left corner. This will activate a popup with a drop-down menu at the top.</td>
</tr>
<tr>
<td>2</td>
<td>Select either “View: Instructors in my institution” or “All Instructors teaching my course” before you begin your search.</td>
</tr>
<tr>
<td>3</td>
<td>Search the list and click the “Connect” button to the right of the Instructor’s name to request them as a contact. Once the person has accepted your request, their name will appear in your list of contacts.</td>
</tr>
</tbody>
</table>

Searching Your Contacts

The purple “All Contacts” bar gives you access to searching your entire contact list by All Contacts, Student Contacts, or Instructor Contacts.

Use the following steps to search your contacts:

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Select the purple “All Contacts” bar. This will activate a popup with a drop-down menu at the top.</td>
</tr>
</tbody>
</table>
2 Choose whether to search by “All Contacts, Student Contacts, or Instructor Contacts.”

3 Enter the name of the person you want to contact. You can enter first or last name and a list of anyone with that name will show up in the contact list box. Click on a name to send that contact a message.

Contacts that have uploaded a profile picture will appear on the far left. To the immediate right of their profile picture is a circle. When this contact is online, the circle to the right of their portrait turns green. If they are not online, the circle is greyed out.

SENDING MESSAGES

Messages are shown in chronological order with the most recent message at the bottom. Messages you sent appear grey, and messages from your contacts appear blue.

To send a message, simply start typing a message in the message box and click the SEND button in the bottom-right corner of the screen.

There are several types of messages that you can send. The message types and the processes for sending each type are described below.

**Announcements**

From the Message Center, you can send an Announcement to your entire class. **Announcements** can share important updates, reminders, and notes about your class.

To send an Announcement:

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Select the gray-blue “Announcements” bar.</td>
</tr>
</tbody>
</table>
2. Start typing your message to the class in the bottom-right box.

3. Hit “Send.” The latest Announcement shows up in bold.

Group Message

From the Message Center, you can send out messages to multiple students at a time by using the Group Message function. **Group Message** operates like a blind carbon copy feature, where the message goes out to everyone on the list individually. This is not a group chat, so the students who receive the message will not know which other students received the same message. It is different than the Announcement feature, which will automatically send messages to the whole class.

In the message box, this message will appear in the message log of each individual student that the message was sent to, but there will not be a record of it as a Group Message.

To send a Group Message:

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Select the teal “Group Message” bar.</td>
</tr>
</tbody>
</table>
2. Select the names of the students you would like to message to from your list of contacts. Note that you cannot alter the names that are in the group.

3. Type your message in the text message box and click “SEND.” You can also “CANCEL” your message if you decide not to send it.

### Student Progress Messaging

From the Instructor Dashboard you can see data in the **Student Progress** section that allows you to make a quick assessment of the progress of your class on the selected assignment. Each assignment is broken down into percentages of students in these categories: Assignment Not Started, Assignment In Progress, and Assignment Completed (students that have attempted each exercise in the assignment and have gotten to the wrap-up screen).

If you wish to send an individual or group message to any of the students, follow this process:

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Select the Student Progress bar and click the &gt; icon to see a list of the names of the students in each category.</td>
</tr>
</tbody>
</table>

![Image of Student Progress Messaging interface](image_url)
Type the message you wish to send to these students and hit “SEND.”

### Student Struggles Messaging

The **Student Struggles** section on the Instructor Dashboard shows the specific questions students have about trouble areas, down to the assignment level, and you can message comments and recommendations directly to the student or students using conventional messaging or the innovative Whiteboard.

These are listed from the most critical to the least critical. The percentage is based on students who have either completed the assignment or are still working on it. For each problem, you are given a variation of the problem that you can take to class and use as a sample. Instructors love this feature since it makes it actionable at the exercise level vs. the objective level. And your lectures can be more focused on exactly what the students need help on, freeing up precious class time.

If you wish to send an individual or group message to any of the students, follow this process:

<table>
<thead>
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</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Select the Student Struggles problem/bar and click the &gt; icon to see a list of the names of the students in each category.</td>
</tr>
<tr>
<td>2</td>
<td>You can message all the students in this list by selecting &quot;Message All.&quot; The names will get put in the &quot;To&quot; section of the message. The message area is large in order to accommodate graphing and other large exercises. You will not be able to interact with the exercise—it is a visual only—but you could send it to your students and ask them to engage with you from their Whiteboard.</td>
</tr>
</tbody>
</table>
DELETING MESSAGES

By contact, on the far right of each message is a check box. You can check off any message you would like to delete and then delete them by clicking the trashcan below. Deleting only deletes messages from your history. Your contact may still have any messages that have been sent in their message center.

VOICE CHAT

You can call your students directly using the Voice Chat feature. This feature is available through the Message Center.

To conduct a Voice Chat:

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Select one of your contacts from the contact list. See the end of this document to make sure your microphone is turned on (see below for instructions).</td>
</tr>
<tr>
<td>2</td>
<td>Under the message section, you’ll see the Phone icon. Select the Phone icon to voice chat with your contact. All calls are 1:1, either peer-to-peer or student-to-instructor. This allows for individual help at the time of need and does not require knowing a student’s phone number.</td>
</tr>
</tbody>
</table>
If your contact doesn’t answer within 15 seconds or chooses to decline the call, a “No Answer” message will appear in your message center.

If your contact answers the call, you can voice chat as long as you want. When you want to end the call, just click the big “End Call” button to end it.

If one of your contacts tries to call you, and you are there to receive it, you’ll see a message informing you. You may accept or decline the call. If one of your contacts tried to call you, but you didn’t pick it up within 15 seconds, or you declined the call, a “Missed Call” message will appear in your Message Center.

**WHITEBOARD COMMUNICATIONS**

The **Whiteboard communication** tool builds on habits we know already exist for students: they reach out when they need help. By having this in their math system, we are extending the reach of the math classroom and peer support to the entire day and anywhere the student logs in to the system. Tools like the practice problems, check-ins and quizzes tie directly to the Whiteboard that displays the problem—allowing students to invite others to connect and, once connected, instant message, audio chat and share the Whiteboard to collaborate. This helps them develop problem-solving strategies and build critical thinking skills as they step through their work. The Whiteboard also lets you hold virtual office hours within the application. **NOTE: The communication tool is disabled during the check-ins and quizzes.**

**The Whiteboard Share function can be accessed in two ways:**

1) Initiated by the student while working in the Exercise Sets
2) From the Instructor Dashboard through the Resources section > Preview Assignment

To conduct a Whiteboard Share:

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Go to the Resources Section and select “Preview Assignment.” This defaults to the exercise set in the Learning Loop within the assignment chain for that Assignment.</td>
</tr>
<tr>
<td>2</td>
<td>Once on the exercise set page, select the Message icon from the dashboard in the upper-right corner.</td>
</tr>
</tbody>
</table>
3 When the Message icon is selected, a dialog box will open.

4 Select the contact to which you want to send the message, write your message in the dialog box, and hit “Send.”

5 To send a screen shot of your Whiteboard, select the contact and click on the camera icon at the bottom of the dialog box, which will take a picture of your Whiteboard screen. Write your message, and hit “Send.”
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>6</strong></td>
<td>If any of your contacts have sent you an image of their Whiteboard, a “View Whiteboard” message will appear. Selecting this will open the image, but you will only be able to view it, not write on it.</td>
</tr>
<tr>
<td><strong>7</strong></td>
<td>To talk with someone from your contact list while on the Whiteboard, select the Phone icon at the bottom of the dialog box and call them.</td>
</tr>
<tr>
<td><strong>8</strong></td>
<td>You can also do a live share of your Whiteboard by selecting the Share Whiteboard icon, but only when you’re working on an exercise set within a Learning Loop.</td>
</tr>
<tr>
<td><strong>9</strong></td>
<td>Any of your contacts may request to share their Whiteboard with you. As with the voice feature, you’ll see a message notification from the contact in the upper-right corner of your screen. You may Decline or Accept. If you miss the call, it will appear as a “Missed Share.”</td>
</tr>
<tr>
<td><strong>10</strong></td>
<td>Both of you can see the exercise at the top of the screen and everything that is put on the shared Whiteboard and you may use the Whiteboard to work on the exercise together. Whoever initiates the whiteboard share is the initial presenter. If you want to change Presenters, just click the “Change Presenter” icon, and your contact will be able to write on your Whiteboard.</td>
</tr>
</tbody>
</table>
WHITEBOARD TOOLS THAT CAN BE USED WHILE SHARING

**Math Palette**

The *Math Palette* is one of the most critical tools on the Whiteboard and one that students use to input answers when using math expressions or equations. It can be accessed when you put your cursor in the Input box or by selecting the Math Palette icon.

When you select one of the functions, it will appear in the large Input box.

Then you’ll use your keyboard to enter numbers into the small blue input boxes within the math function.

When you are done, click the checkmark in the larger input box, and your answer will display in the Whiteboard area.

**Drawing Tools**

*Drawing Tools* allow you to write directly on the Whiteboard and can be used as a place to show and share your work when solving a problem.

1. The pencil represents free draw mode. You can write or draw just about anything you want on the virtual Whiteboard.
2. The circle tool enables you to draw perfect circles on the Whiteboard.
3. The line tool allows you to draw perfect lines.

When you select any of these icons by clicking or tapping on them, a color picker will appear to the left. After you select a color, the icon will become that color, and anything you draw with that tool will appear in the selected color.
Eraser
Below the drawing tools is an Eraser icon. Select this if you need to erase anything on the Whiteboard.

Undo
You can undo the previous actions you performed, including drawing, erasing, moving an image, or resizing an image.

Clear
At the bottom of the column is the “Clear” icon. Selecting this will clear the entire Whiteboard so you can start from scratch. **You cannot undo the act of clearing a Whiteboard.** When you attempt to clear your Whiteboard, a popup will appear with a warning.

- Selecting the CLEAR button will clear the Whiteboard.
- Selecting the CANCEL button will close this popup and return you to the Whiteboard.
- Select the checkbox underneath the CLEAR and CANCEL buttons that reads ‘Don’t show me this message again’ if you would like to opt out of this popup warning in the future.

MICROPHONE SETUP HELP
In order to use the Voice Chat feature from your Message Center, you’ll need to give this site permission to access your microphone. This step will vary depending on your browser:

Chrome
If you are using Chrome, you’ll need to follow the steps below:

- Click the Chrome menu on the browser toolbar.
- Select **Settings**.
- Click **Show advanced settings**.
- In the "Privacy" section, click **Content settings**.
- In the "Media" section:
  - **Ask when a site requires access to your camera and microphone** - Select this option if you want Chrome to alert you whenever a site requests access to your camera and microphone.
  - **Do not allow sites to access your camera and microphone** - if this is selected, you will not be able to use your microphone for voice chat.

Firefox
If you are using Firefox, you’ll need to follow the steps below:

- Click on the site identity icon (which is the Lock Symbol) in the address bar that runs along the top of the screen.
- A popup will appear allowing you to change **Permissions**.
- You’ll see a field called **Use the Microphone** with a drop-down menu to the right of it.
- Select **Allow** from the dropdown menu and your microphone will work with this site.
- Click anywhere on the page to close the menu and click the **Retry** button.
**Internet Explorer**

If you use Internet Explorer, your microphone Privacy Settings are located with your Flash Player options. Follow the steps below:

- Open your **Control Panel**.
- Select **System and Security**.
- Select your **Flash Player (32-bit)**.
- Select the tab at the top of the screen for “**Camera and Mic.**”
- Under Camera and Microphone Settings, select the option:
  - “Ask me when a site wants to use the camera or microphone (recommended).”
- Close the windows you opened.

**Safari**

If you use Safari, your microphone Privacy Settings are located with your Flash Player options. Follow the steps below:

- Open your **Control Panel**.
- Select **System and Security**.
- Select your **Flash Player (32-bit)**.
- Select the tab at the top of the screen for “**Camera and Mic.**”
- Under Camera and Microphone Settings, select the option:
  - “Ask me when a site wants to use the camera or microphone (recommended).”
- Close the windows you opened.