

CONNECTIONS LEARNING[®] by Pearson

**Using
ROADS Chat
(Beta)**



Advanced Academics | *Online learning simplified™*

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OVERVIEW

ROADS Chat (Beta) is a robust application that allows teachers, students, and administrators to communicate in real time and provides them access to instant messaging, a Whiteboard, and a graphing calculator. These functions enable collaborative work through synchronous communication and interactive capabilities.

Students initiate chats with teachers and support staff to ask questions and get help with homework and other assignments.

Users, Roles, and Prerequisites

While most of the functionality of ROADS is universal for all users, there are slight variances based on user needs. When there are discrepancies, the following roles will be identified:

- Teachers
- Students
- Support staff (including Administrators)

Prior to having access to this app, users must have the following:

A supported operating system:

- Microsoft[®] Windows 7 or greater
- Apple[®] Mac OS 10.6 or greater

A supported web browser:

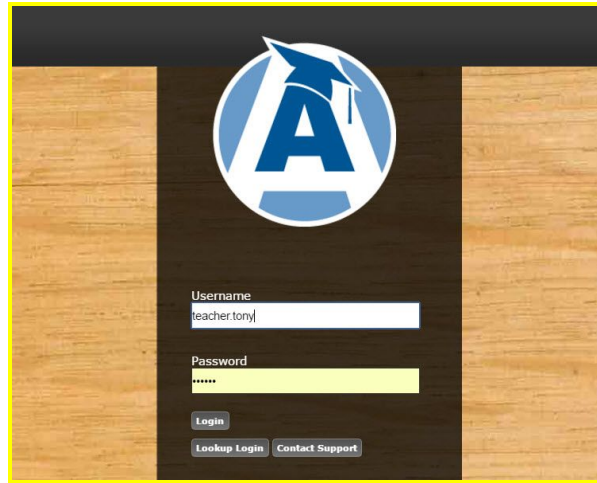
- Microsoft Internet Explorer, version 11 or newer (Windows only)
- Firefox, version 42 or newer (Windows or Mac)
- Google Chrome, version 51 or newer (Windows or Mac)
- Safari 5.1.7 or newer (Mac only)

Note: Students must also be enrolled in ROADS courses to view corresponding teachers and support staff in the Chat application.

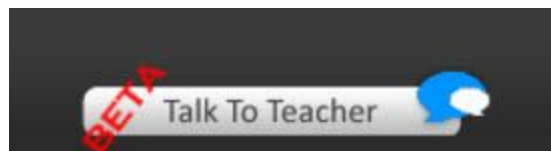
Navigate to ROADS Chat

Click the link below to access the ROADS learning management system.

<https://roads.advancedacademics.com>



After logging in to the ROADS system, users can access the chat application by clicking the **Talk to Teacher (Beta)** button in the upper right-hand corner of the screen.



The Chat application can also be accessed from many other areas of the system, as follows:

Chat Buttons

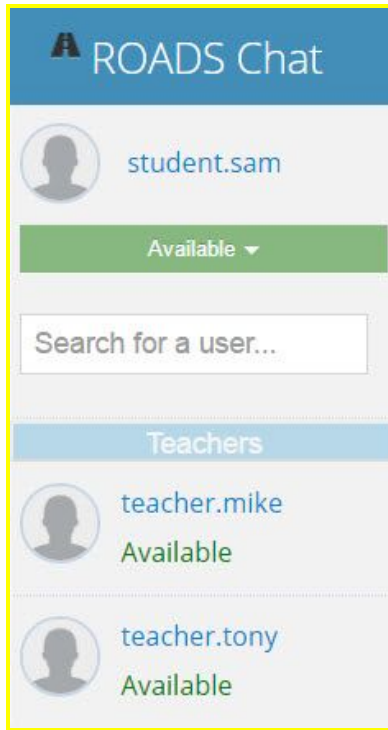
- Home/Portal Page: top-right corner
- Communication Site: top-right corner
- Education Web: top-right corner
- Classroom Home: top-right corner and the icon in navigation menu on the left


Chat Links

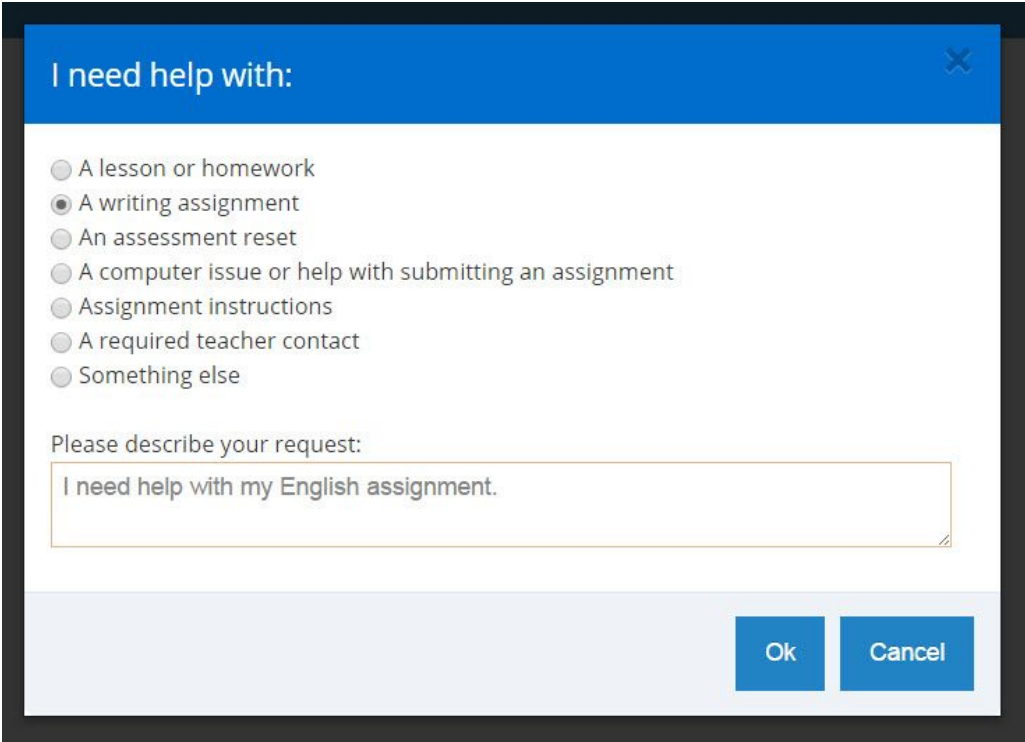
- Classroom - bottom left of contact support options (button on right and navigation menu on left)
- Force Teacher Contact Message - Classroom Middle where classes would normally appear

Initiate a Chat

Once logged in, a list on the left displays users who are available to chat. Teachers/support staff will view all users. Students only view teachers/support staff; they do not see other students.



Step	Action
1	Click on the username of the user with whom you would like to initiate a chat session. Can't find someone in the list? Click in the Search for a User textbox, then enter a username.
2	Click the  button below the username. Teachers and support staff initiating chats with other teachers and support staff will have a chat session started immediately.
3	Students initiating chats with teachers and support staff will have to fill out a questionnaire.

	 <p>The text box allows you to provide additional information to explain why you need to chat with a teacher or staff member.</p>
4	<p>When the form is complete, click OK.</p> <p>If a teacher or support staff has not reached their maximum chat limit, the chat session will begin immediately.</p> <p>Note: If the teacher/support staff reaches the maximum chat limit, students will be placed in a queue and receive an estimated start time for the chat to begin.</p>


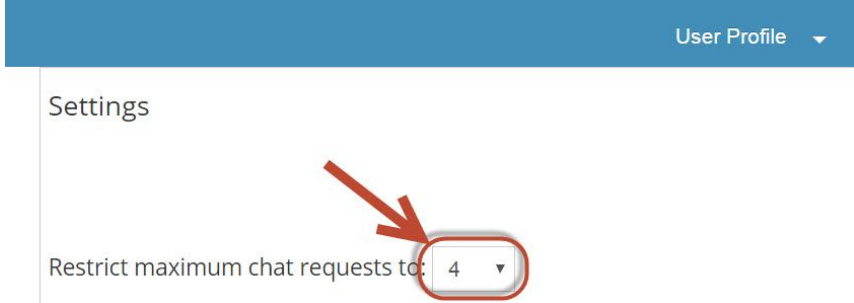
Queuing

When more than one student requests to chat with a teacher/support staff, a queue may begin. Queuing parameters are set by individual teachers and support staff based on personal preference.

When reaching their maximum chat limit, teachers and support staff are notified that students are in their queues. Closing chats will automatically bring queued students into active chat sessions with teachers and support staff.

Note: Students being queued will receive a notification with an estimated start time in the user list.

To set a maximum chat limit, follow these steps. (Note: This process can only be completed by teachers or support staff.)

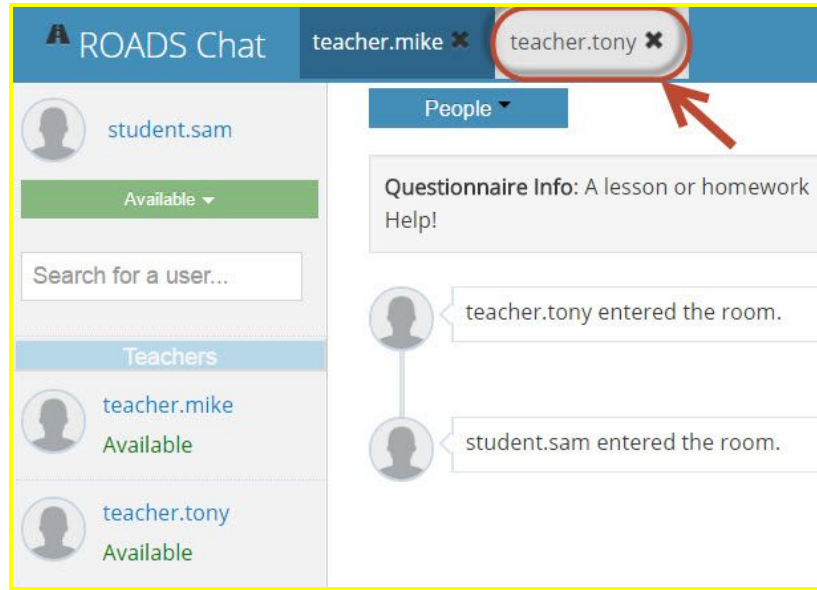
Step	Action
1	Click the arrow in the  tab in the upper-right corner.
2	From the dropdown menu, select User Profile . The following window displays. 
3	Click the arrow in the dropdown box next to Restrict maximum chat requests to: to change the number of chats allowed before students are queued.

Message and Manage Chat Rooms

The Chat application supports private messaging with individual users as well as group chatting.

View Chat Session Tabs

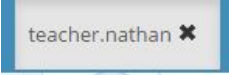
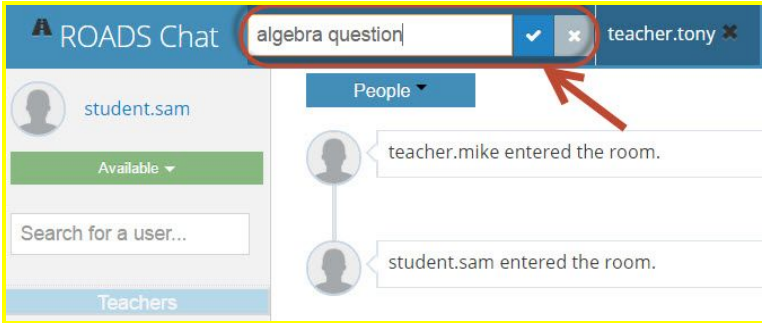
Select the corresponding chat session tab at the top of the window to view and send messages to users.



Rename Chat Sessions

Renaming sessions helps users organize their chat tabs when they have multiple chat sessions. Double-click a chat session tab to rename the chat.

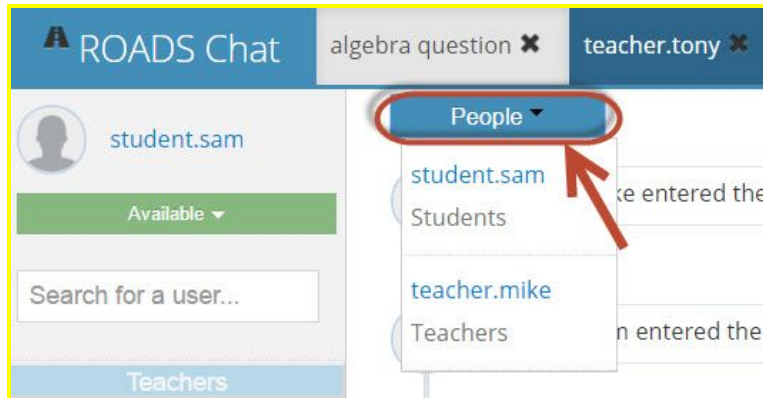
Note: When a user renames a chat session, the new name only appears on the tab for that logged-in user; the name does not change for others in that chat room. The new name is only active during the chat session. Once the chat session is closed, the original session name is retained for the chat logs.

Step	Action
1	Double-click a chat session tab to rename the chat. 
2	Type the new name in the field. Click the ✓ button. 

View and Invite People

Teacher, support staff, and students can view all people involved in a chat session. However, only teachers and support staff can invite others to join an existing chat session.

Students: Select **People** to view all people in a chat session.

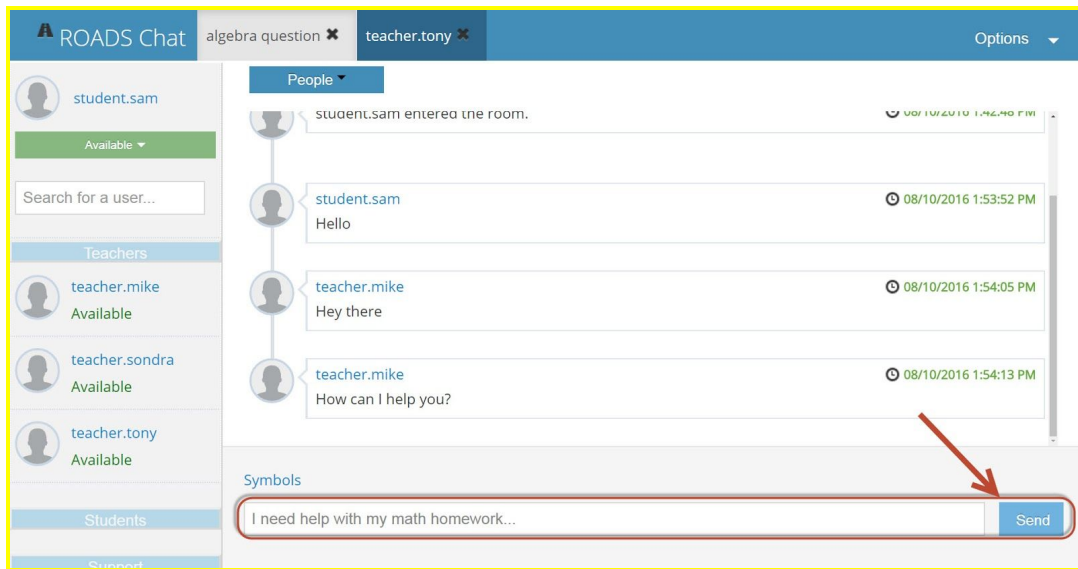


Teachers/support staff: Follow the steps below to view and to invite users to a chat session.

Step	Action
1	Select People / Invite to view all users in the chat session.
2	A dropdown list displays as follows: <div style="text-align: center; margin: 10px 0;"> </div>
3	Select the users you want to invite, then click Invite User .

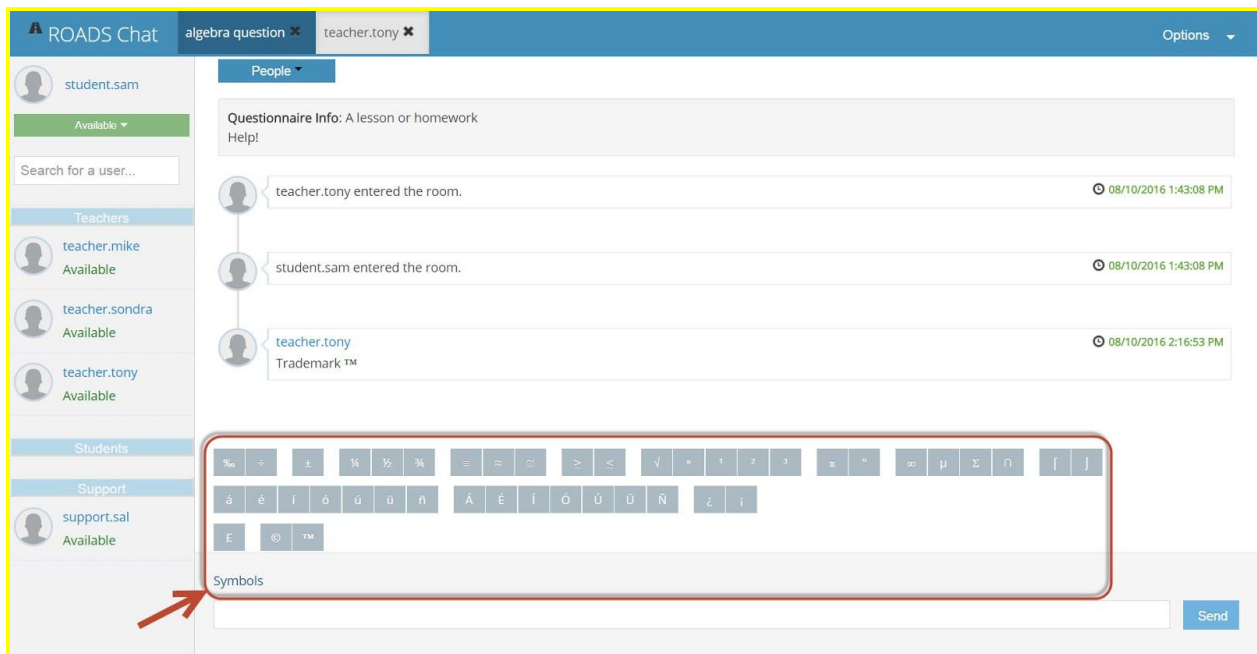
Send a Chat Message

Send messages to other users in a chat session by entering text in the message field. Click **Send** or hit **Enter**.



Special Character Keyboard

Special math and foreign character symbols may be placed in chat messages. Select **Symbols**, then select the symbol to place in the message, as shown below.



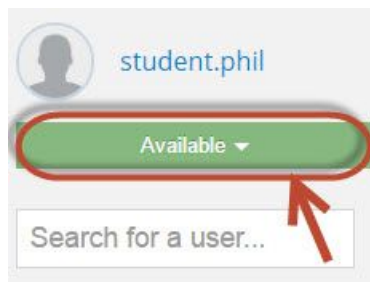
User Lists

Once a user has initiated a chat, there are several options for managing those chats:

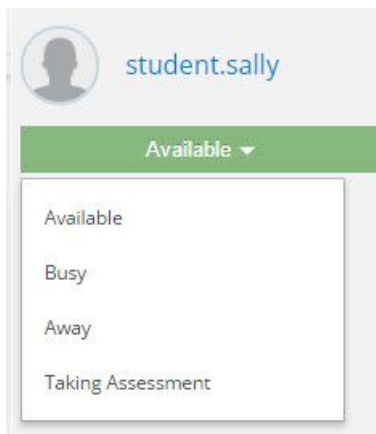
- Select a status
- Expand or collapse user lists

Select Your Status

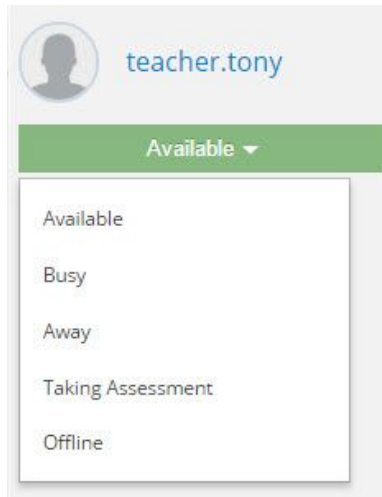
Selecting a status helps communicate chat availability to other users. Students and teachers/support staff have various options to display their status. Status choices are available from the left menu bar under the user's username.



- Students may choose **Available**, **Busy**, **Away**, or **Taking an Assessment**.
- Teachers/support staff may choose **Available**, **Busy**, **Away**, or **Offline**.



Selecting the **Offline** status allows teachers and support staff to hide their usernames in the user list from other users in the system, while still allowing **Offline** teachers and support to see all other users in their user list.

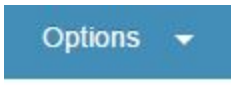


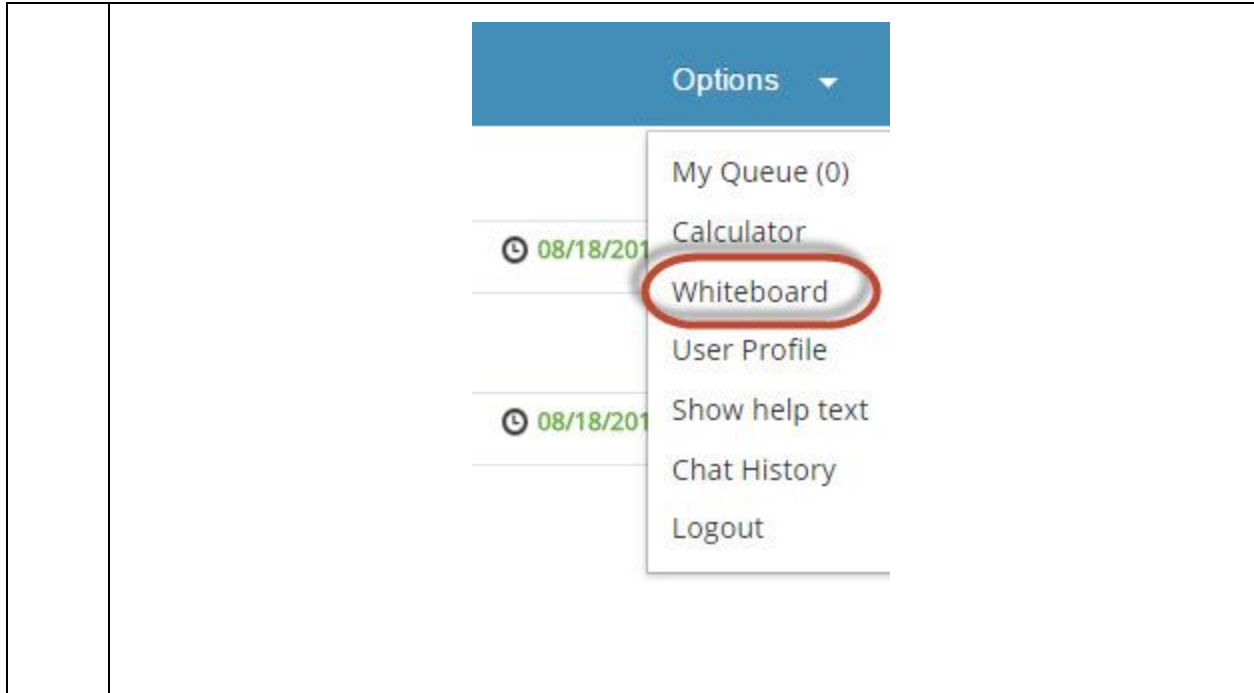
Whiteboard

The Whiteboard function allows users to share a whiteboard to collaboratively work on projects in one open space. An active chat must be in session for users to access the Whiteboard.

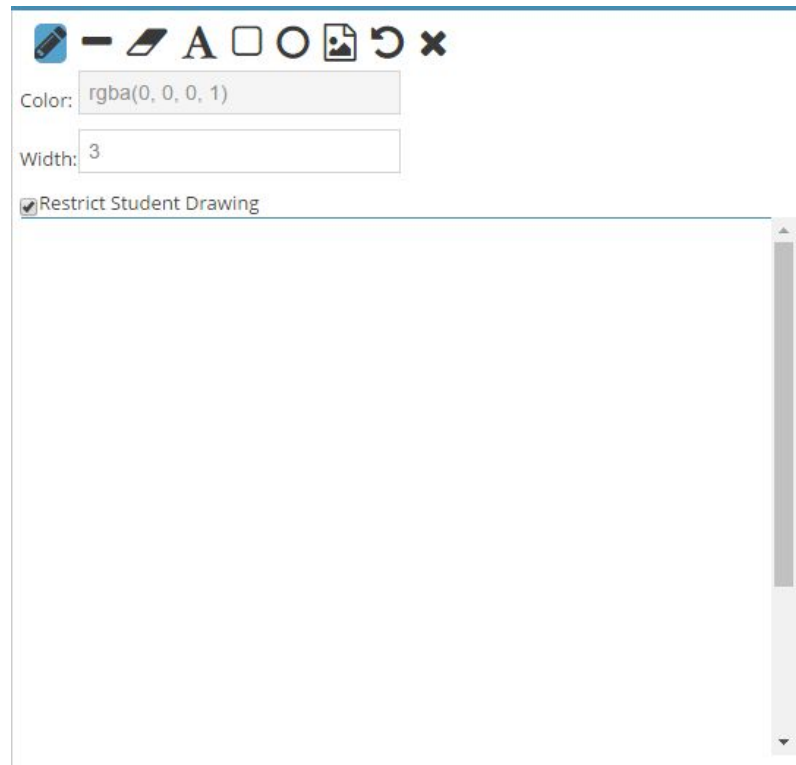
Note: To maintain order, teachers/support staff control who can write on the Whiteboard through the **Restrict Student Drawing** option. This option is checked by default and prohibits students from drawing on the Whiteboard until the teacher/support user enables access.

Teachers/support: To access the Whiteboard, follow these steps:

Step	Action
1	Click  in the upper-right corner of the screen.
2	A dropdown menu displays. Select Whiteboard from the list.







3 The Whiteboard displays as follows:





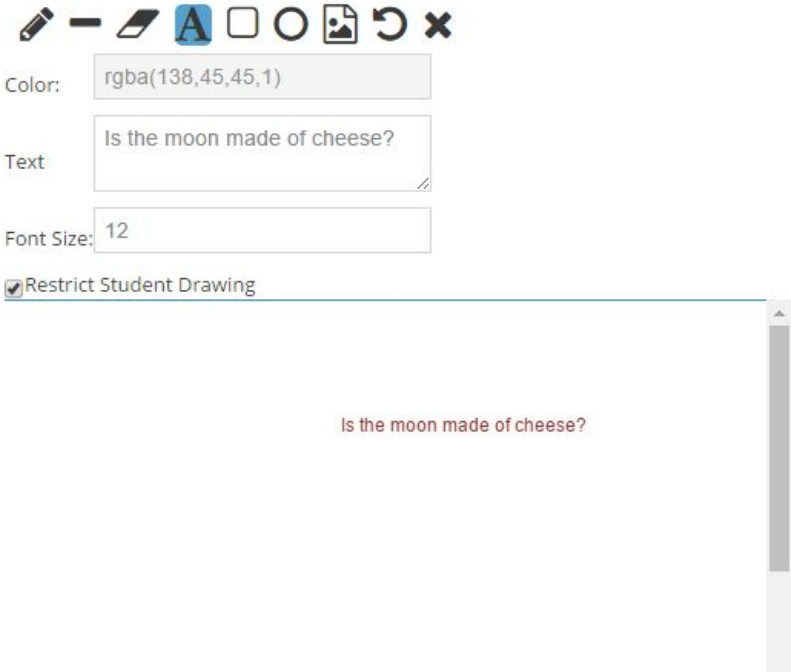
Whiteboard Tools








There are several tools available for use with the whiteboard. These tools are located in the

toolbar. 

- The **Pencil** tool  allows the user to draw on the Whiteboard.
- The **Line** tool  allows the user to draw a straight line. This tool is often used to create a triangle.
- The **Eraser** tool  clears/removes a specific area or item from the Whiteboard.
- The **Text** tool  allows the user to place text on the Whiteboard. Follow the steps below.

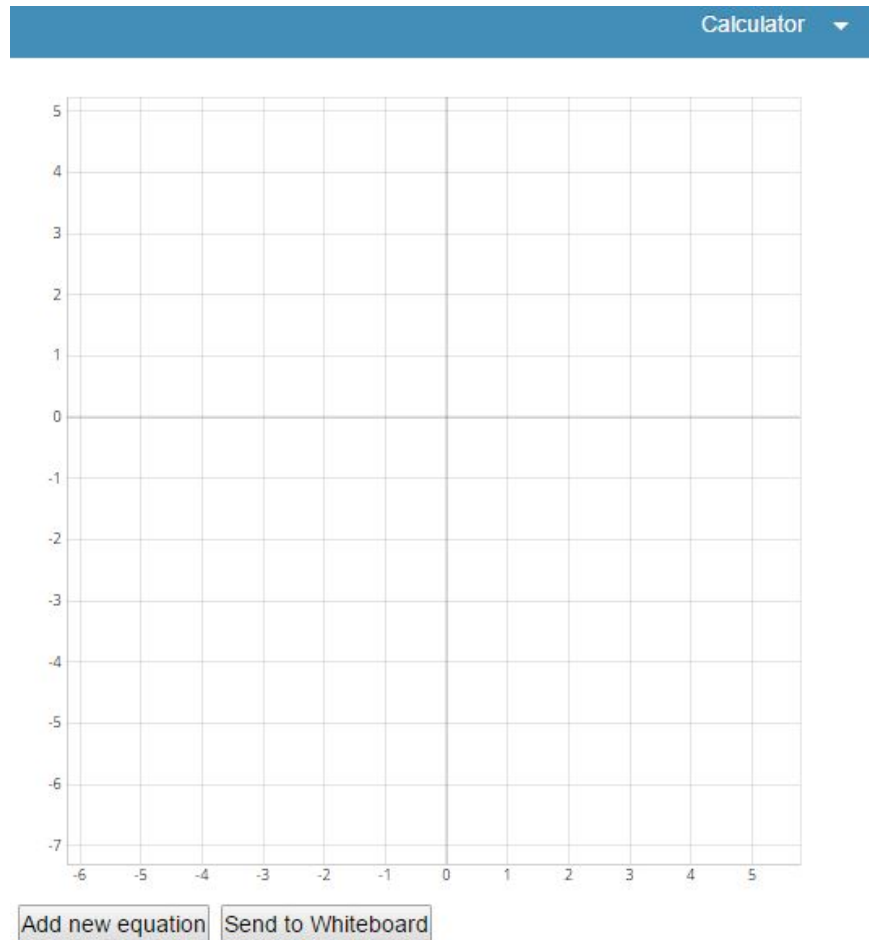
Step	Action
1	<p>Click the  icon. A text box displays under the toolbar.</p> 
2	<p>Type your text in the text box, then select the area on the Whiteboard where you want the text to appear, as shown below.</p>

	
3	<p>Change the font size by selecting Font Size: and using the up or down arrows to select a font size.</p>

- The **Rectangle** tool  allows the user to draw rectangles and squares on the Whiteboard. To draw a rectangle or square, click the  icon, then click and drag in the Whiteboard until you have the desired shape. Rectangle and ellipse shapes can be filled with color by checking the **Fill Shape:** option and then selecting a color.
- The **Ellipse** tool  allows users to draw a circle or ellipse on the Whiteboard. To draw a circle or ellipse, click the  icon, then click and drag to expand the object to the desired shape on the Whiteboard. These shapes can be filled with color by checking the **Fill Shape:** option and then selecting a color.
- The **Image Upload** tool  allows users to select a saved file and place it on the Whiteboard. Select **Choose File**, click the image from the file explorer window from the computer, then select the area of the Whiteboard where the image will be placed. Change the size of the image by clicking and dragging it.
- The **Undo** tool  allows users to undo the last action performed on the Whiteboard. Click the **Undo** icon to remove the last item placed on the Whiteboard.
- The **Clear Undo** tool  allows users to clear the Whiteboard.

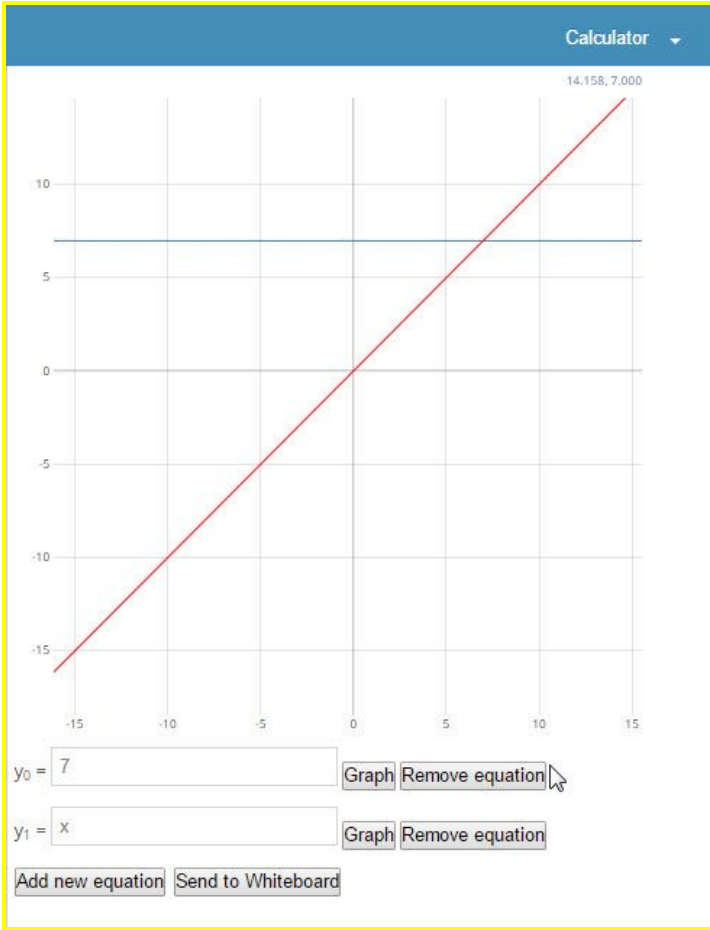
Use the Graph Calculator

The graph calculator allows the user to graph an equation. From the **Options** tab, select **Calculator**. The calculator displays on the right of the screen.



Follow the steps below to graph an equation.



Step	Action
1	<p>Click Add new equation. A text box for equations displays, as shown below:</p> <p>$y_0 =$ <input type="text"/> <input type="button" value="Graph"/> <input type="button" value="Remove equation"/></p> <p><input type="button" value="Add new equation"/> <input type="button" value="Send to Whiteboard"/></p>

2	<p>Enter an equation in the text box, then select Graph. The equation is displayed on the graph.</p> 
3	<p>Multiple equations may be displayed by selecting Add new equation for each equation to be displayed.</p>
4	<p>To remove a graphed equation, delete the equation from the text box and select Remove equation.</p>

Send Graphed Equation to the Whiteboard


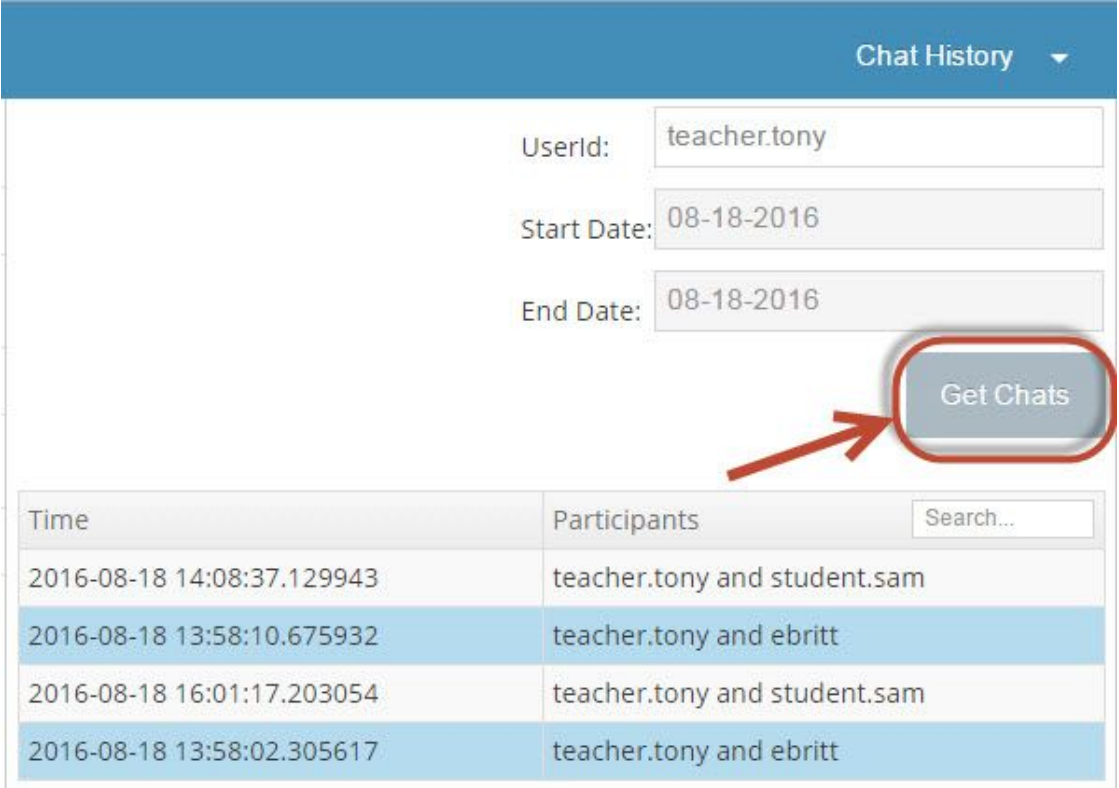

To view a graphed equation on the Whiteboard:

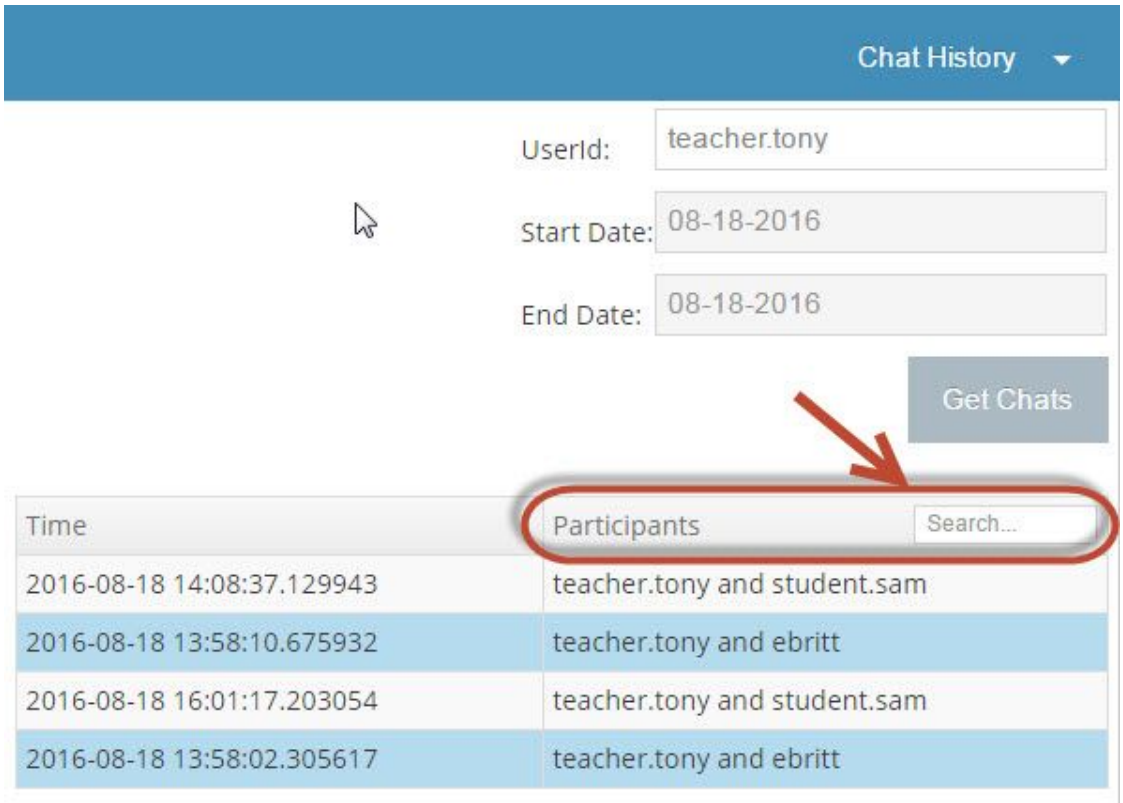
Step	Action
1	Click Send to Whiteboard .

2	Open the Whiteboard to view the image.
3	<p>Images of the equations will not be labeled by default on the Whiteboard; however, you can use the Text option to label these images, as shown below:</p> 
4	<p>To remove the image from the Whiteboard, click the  icon.</p>

Chat History

The Chat application tracks conversation history and allows users to filter chat history by date and participants. To view Chat history, follow the steps below:

Step	Action															
1	Click the arrow next to Options in the upper-right corner of the screen. 															
2	Select Chat History . The UserId , Start Date and End Date parameters display, as shown below.  <table border="1" data-bbox="326 1016 1409 1310"> <thead> <tr> <th>Time</th> <th>Participants</th> <th>Search...</th> </tr> </thead> <tbody> <tr> <td>2016-08-18 14:08:37.129943</td> <td>teacher.tony and student.sam</td> <td></td> </tr> <tr> <td>2016-08-18 13:58:10.675932</td> <td>teacher.tony and ebritt</td> <td></td> </tr> <tr> <td>2016-08-18 16:01:17.203054</td> <td>teacher.tony and student.sam</td> <td></td> </tr> <tr> <td>2016-08-18 13:58:02.305617</td> <td>teacher.tony and ebritt</td> <td></td> </tr> </tbody> </table>	Time	Participants	Search...	2016-08-18 14:08:37.129943	teacher.tony and student.sam		2016-08-18 13:58:10.675932	teacher.tony and ebritt		2016-08-18 16:01:17.203054	teacher.tony and student.sam		2016-08-18 13:58:02.305617	teacher.tony and ebritt	
Time	Participants	Search...														
2016-08-18 14:08:37.129943	teacher.tony and student.sam															
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2016-08-18 16:01:17.203054	teacher.tony and student.sam															
2016-08-18 13:58:02.305617	teacher.tony and ebritt															
3	Click the  button. History records are displayed, as shown below.															



Chat History ▾

UserId:

Start Date:

End Date:

Time	Participants
2016-08-18 14:08:37.129943	teacher.tony and student.sam
2016-08-18 13:58:10.675932	teacher.tony and ebritt
2016-08-18 16:01:17.203054	teacher.tony and student.sam
2016-08-18 13:58:02.305617	teacher.tony and ebritt

Note: Users can filter their conversations by participants.

4 Select the **Start Date** and **End Date** to view the chat history for the user during that time period.

Chat History ▾

UserId:

Start Date:

End Date:

Time	Participants	Search...
2016-08-18 17:38:41.843079	teacher.tony and student.phil	
2016-08-18 16:01:17.203054	teacher.tony and student.sam	
2016-08-18 14:08:37.129943	teacher.tony and student.sam	
2016-08-18 13:58:10.675932	teacher.tony and ebritt	
2016-08-18 13:58:02.305617	teacher.tony and ebritt	

5 Certain users can view the chat history of other users by updating the **UserId** and selecting the desired **Start Date** and **End Date**.

Chat History ▾

UserId:

Start Date:

End Date:

Time	Participants	Search...
2016-08-18 17:38:42.100924	teacher.tony and student.phil	

6 View chat history records by clicking on the results.

Time	Participants
2016-08-18 17:38:41.843079	teacher.tony and student.phil
2016-08-18 16:01:17.203054	teacher.tony and student.sam
2016-08-18 14:08:37.129943	teacher.tony and student.sam
2016-08-18 13:58:10.675932	teacher.tony and ebritt
2016-08-18 13:58:02.305617	teacher.tony and ebritt

7 The chat messages from the selected session will then display, as follows:

Showing history between teacher.tony and student.phil which began at 2016-08-18 17:38:41.843079

teacher.tony - 8/18/16 1:38 PM
[Questionnaire][A writing assignment][English assignment]

teacher.tony - 8/18/16 1:38 PM
Hello


teacher.tony - 8/18/16 1:39 PM
How can I help you with your english assignment?

student.phil - 8/18/16 1:39 PM
I need to write about American History

student.phil - 8/18/16 1:39 PM
Revolutionary War actually...

teacher.tony - 8/18/16 1:39 PM
Ok, great

student.phil - 8/18/16 1:40 PM
Certain battles, or political events?

Note: Return to Chat History by clicking the  in the upper-right corner of the window, or press the ESC (escape) key on your keyboard.